

# *Air-O-Down*



## *Centre*

**Everything you need to know about our  
Program Statement Philosophy and Policies**

## **INTRODUCTION**

Air-O-Down Child Care Centre officially opened its door on September 1<sup>st</sup>, 1987. The Centre is located in Downsview Secondary School. There is a capacity of 49 children, our capacity is divided to accommodate 10 infants (newborn to 18 months), 15 toddlers (18months to 2 ½ years) and 24 preschoolers (2 ½ years to 4 years. The Centre operates from 7:00 a.m. to 6:00 p.m. Monday to Friday on a 12-month basis excluding statutory holidays. The setting includes three spacious rooms and an ideal, enclosed playground.

Air-O-Down is administered by an Executive Director, Assistant Director. Staff in our program include: full-time and part-time Early Childhood Educators (RECE/ECA) and The ECEs, in order to be employed with Air-O-Down must be registered and in good standing with the College of Early Childhood Educators of Ontario and are required to meet the Continuous Learning requirements. All the staff have current Standard First Aid and Infant/Child CPR Certification. All staff complete a Vulnerable Sector Checks prior to their work and on a regular basis.

Ongoing staff training and development opportunities are provided for our staff to ensure that our programs use the most current practices and our programs support the daily learning experiences are developed by all our staff to reflect and support child's individual stages of development and interests. These learning experiences are based on written observations of each child and on the staff's knowledge and training regarding child development and learning.

Air-O-Down is non-profit centre operated by a Board of Directors; including representatives of the community, parents involved with the centre, Downsview Secondary School and Bombardier Inc.,. We are affiliated with Boeing through the Partners in Education Program at Downsview Secondary School. The cost of operation of the Centre is covered by parents' fees. Purchase of Service Agreement is held with Toronto Children's Services to assist families in subsidizing their daycare fees.

Air-O-Down is accountable to the following agencies:

The Ministry of Education is responsible for monitoring the Centre's program, staff and finance through its Program Advisor. The Ministry issues the annual License that permits Air-O-Down to operate a copy is in the office and posted on the parent board also a license summary report is also posted. The results are posted on the Ministry website at <http://www.ontario.ca/ONT/portal61/licensedchildcare>. Air-O-Down follows a Play Based Learning Program Model that reflects the Early Learning Framework (ELF) and How Does Learning Happen? Ontario's Pedagogy for the Early Years. If you are interested in further information regarding this you can refer to the Minister of Education's Policy Statement on Programming and Pedagogy made under the Child Care and early Years Act, 2014.

The City of Toronto, Children's Services Division has a purchase agreement a number of subsidized child care spaces from Air-O-Down. Every year, we must submit an operating budget to Children's Services. The budget determines the revenue and expenses of the Centre and is used to determine the daily fee the City pays to Air-O-Down for each subsidized space. The City, through its Toronto Assessment for Quality Improvement tool monitors the operation of the Centre and measures its quality against accepted best practices. The results are posted on the City of Toronto's website: [www.toronto.ca/children](http://www.toronto.ca/children). And a copy is also posted on the parent board.

The Toronto District School Board provides space in Downsview Secondary School for Air-O-Down Child Care Centre through paid rent from the City of Toronto. Air-O-Down has an obligation as a tenant to abide by all policies set out by the school board.

Air-O-Down Child Care Centre is community based, with two-thirds of our space reserved for the community at large, students and faculty of Downsview Schools and one-third of our space offered to Boeing employees.

The Centre offers a variety of experiences for students from the Family Studies and Cooperative Studies programs from Downsview as well as local Secondary Schools. We also offer placements for community college students involved in Early Childhood Education Program, and the Child Care Program. Our Centre has a policy regarding the supervision of children by volunteers and student. The Centre has always complied with the Child Care and Early Years Act, 2014 regulation which stipulates that students and volunteers are not included in the legislated staff to child ratio and must Never be left alone with any of the children in our care. They are supported by a member of staff at all times. All students are required to provide confirmation of a clear Police Vulnerable Sector Checks and medical assessment prior to commencing placement at the centre and review and sign the Air-O-Down annual policy and procedures prior to the start of their placement.

### **Waitlist/Registration Policy**

Air-O-Down Child Care Centre has a wait listing. The waitlists can be long so register early.

Before you register we encourage you to:

Review the information to decide which program best meets your family's needs.

Review our current fees

For families who need help with the cost of child care, apply for a child care fee subsidy, find out if you may be eligible for a fee subsidy by entering your family income into the fee calculator on the City Of Toronto website. To place your child (ren) on the waitlist for subsidy visit their website at [www.toronto.ca/children/telccs](http://www.toronto.ca/children/telccs) or call 311.

When a space comes available at the centre the space is offered based on the earliest date of registration on the waitlist. There is no fee to be placed on the waiting list.

### **Admission Procedures**

Once your child's admission and start date have been confirmed, the Centre Supervisor will schedule a meeting with the parent(s)/guardian prior to admission to the centre.

During this meeting the Centre Supervisor will review the Child Admission Package and gather information such as parent contact information, your child's doctor's contact information, health related information, etc. The Centre Supervisor will provide an overview of the Air-O-Down Child Care program and the centre's policies and procedures.

This meeting is also an opportunity for you to share information about your child and family and to ask questions. We encourage you to share as much information about your child and family with us as you feel comfortable to help us provide the best care and services for you and your child.

### **Gradual Admission**

If it is possible for your family we recommend that your child become acquainted with the child care setting gradually to support a smooth and positive transition for your child. Over the course of your child's first week at the centre, we encourage you to start with a short visit, lengthening it each day. This gradual transition helps to make your child's adjustment to their new centre a more positive and successful experience. Parents and staff are encouraged to work together to develop a transition plan that supports your child during this time. If this is not possible for your family, please speak directly to the Supervisor who will work with you to support your child in their admission to the centre.

### **HOLIDAYS WHEN THE CENTRE WILL BE CLOSED**

Labour Day, Thanksgiving, Christmas Day, Boxing Day, New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, and Civic Day. The Child Care Centre follows the days of closure based on the Toronto District school board.

Earlier closure does occur on Christmas Eve and New Year's Eve when the centre closes at 1:00p.m. Parents will be notified in advance if the childcare centre is closed any additional days due to the Board of Education Policy.

### **ABSENCES FROM THE PROGRAM**

If your child (ren) will be absent, you must notify the centre before 9:00a.m.... Subsidized families need to be aware of their used days..

IN CASE OF EXTENDED ABSENCES (HOLIDAY, Maternity and so on) OR LEAVING FOR ANY REASON, PARENTS ARE REQUIRED TO MAINTAIN PAYMENT OF FULL FEES, OR TO FORFEIT THE CHILD (REN)'S PLACE IN THE CENTRE.

Families who receive City of Toronto Subsidies are entitled to take up to thirty five (35) days off each calendar year (January-December). This includes time due to illness or vacation. Please note: If you take more than thirty-five days, you will have to pay Air-O-Down full fee rate for the extra days. Air-O-Down collects a five day deposit on the full fee daily rate and this can be paid monthly or all at once. Parents must abide by subsidy policies and procedures, failure to do so will result in withdrawal of your child.

### **Non-Guaranteed Space in Centre**

**Air-O-Down Child Care cannot guarantee that your child is able to remain in the Centre until he/she reaches 4 years of age.**

### **Serious Occurrences**

The safety and well-being of the children is the highest priority we work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place. A serious occurrence could include: serious injury to a child, death of a child, abuse ,neglect or allegation of abuse or neglect a life –threatening injury to or a life –threatening illness ,missing or is temporarily unsupervised or an unplanned disruption of the normal operations. A “Serious Occurrence Notification Form: will be posted on the parent board for 10 days. This posting will give parents information about the incident and outline follow-up actions and the outcomes, while respecting the privacy of the individuals involved. A full copy of the Policy is located on the Parent Board.

### **Accident and Incident Policy**

If a child sustains a minor injury at the child care Centre, the parents will be notified through an accident report indicating the date and time, where the injury occurred, how/what happened, procedure taken, attended by, reported to, what staff was present, then parents sign the report a copy will be given to the parent as a record and the original placed in the child's file. If an injury occurs outdoors the staff also is requested to record the accident on a tracking sheet.

If an injury requires medical attention the staff will follow first aid treatment and call 911, then the parents will be notified. If an injury such as a bite, deep cut or a bump on the head requires a physician attention the

staff will notify the parent. If a biting incident occurs and the child breaks the skin, the parents and public health will be notified.

If an injury involves two children both parents will be notified of the situation and injury that occurred the names of the children are always kept confidential.

### **Nutrition**

Good nutrition is vital to children's physical and mental development. A variety of nutritionally balanced, high quality foods are prepared and served on the premises each day. Meals are served family style; each child is encouraged to try each food that is offered. Our meals are prepared by a catering service which follows the standards set in the current Child Care and Early Years Act. Guidelines are based on Eating Well with Canada's Food Guide. All our snacks and meals are reviewed by a registered dietitian.

In order to limit our time away from the children to promote healthy eating habits, food is available only at scheduled times. Children who choose not to eat will need to wait until the next scheduled meal or snack times.

Meals and snacks times are planned so that no child will go more than three hours without being offered food. Water is offered throughout the whole day.

Scheduled meal times are as follows 8-8:30 morning snack, 11:20-12 lunch, 3-3:30 afternoon snack

Air-O-Down is committed to the development of healthy people. We strive towards educating young children and their families on nutrition and healthy child development; we are mentoring life-long skills to nutritiously feed/nourish their bodies for optimal health/development. **We provide a nut free, peanut free environment.** Our lunch and afternoon snacks are catered the morning and late snack is provided by the Centre and our menus reflect the many cultures and are rich in fruits and vegetables and whole grains which are healthier and provide the body with a high concentration of vitamins, minerals, dietary fiber and are low in fat. We accommodate deity or religious food requirements for children in our program. Nutritious substitutes individually labelled for children with allergies or food restrictions. The parents in the infant room provide all the meals and snacks for the children keeping in mind the policies and procedures of the Centre. The staff provides resources for nutritious food planning and reading labels. Most of the staff have their food handling certificate and update it every five years.

Parents of infants will provide formula, cereal, and jarred or homemade foods for their child. Bottles must be unbreakable plastic and labeled. The infant feeding schedule Form must be completed before the first day of attendance. It is the responsibility of the parent to ensure that they have an appropriate amount supply of food supplies for 5 days. All bottles will be refrigerated due to public health guidelines including water and juices; items will be discarded after 1 hour if not properly refrigerated.

### **NO FISH OR FISH PRODUCTS IN THE INFANT ROOM.**

### **Rest Time**

#### **Infants**

Infants are each provided with their own crib (older infants may use a cot to support the transition to the toddler room with parent consent). Infant sleep needs vary by individual child. The staff will work with the parent to determine a flexible schedule for the child that responds to their personal needs each day. Infants are closely monitored while sleeping and are checked on regularly. A sleep Time Safety Policy is posted in the infant room for your review; sleep times are also documents on the parent communication sheet.

### **Toddler/Preschoolers**

As per the Child Care and Early Years Act a rest or nap period of no more than two hours is scheduled during the day. The child's age and individual needs are considered when implementing a rest routine. The centre will provide each child with their own cot or crib and bedding. All bedding is changed and laundered weekly at a minimum. Children are welcome to bring a personal soft toy or blanket from home to use at rest time. Children's sleep/rest time is monitored by staff ensuring that a regular visual check is completed on each child and documented to help ensure their health and safety. After one hour of resting, children who are not asleep are provided with quiet learning experiences, as identified on the program plan while their peers may still be sleeping.

### **Outdoor Time**

The Centre provides a healthy development and supports the child's growing sense of self by providing the children with outdoor and indoor physical activity. The staff balance supervision of outdoors/indoors environments (garden, sandbox) while interacting and participating in games and activities with the children.

The Ministry requirement is two (2) hours of outdoor play on a daily basis weather permitting, we will go outside between 9:30-10:00 a.m. depending on the age group and return indoors by 11:00 a.m. due to sunrays we will return outdoors after 3:00 p.m. During the winter season children will not go outdoors if the temperature is -10 or the wind-chill is -10 or more. During the warmer months and the sunrays are the strongest between 11:00a.m. -4:00p.m. We have access to use the hallways in front of the rooms when outdoor physical play in our playground is not permitted. The childcare Centre will plan activities before and after this time whenever possible. **Smog alerts** (periods of poor quality), Toronto Public Health recommends outdoor playtime or exercise to be rescheduled until alert is no longer in effect. We will check smog conditions daily and plan accordingly.

### **Accessibility for Ontarians with Disabilities Act**

Air-O-Down Child Care is committed to developing policies, practices, and procedures that provide accessible quality services to its clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity. Air-O-Down Child Care is dedicated to ensuring all programs and services are accessible to clients their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services.

### **CODE OF CONDUCT**

#### **Harassment and Discrimination Policy .Parent and Child Code of Conduct Bill 168**

Every employee, parent and child has the right to an environment free from harassment and discrimination. Under the Human Right Code there are also specific provisions for guaranteeing individuals the right to be free from sexual harassment. At a Child Care Centre, it is absolutely essential that we respect the right of children, parents and employees to be free of either harassment or discrimination because of their race, ancestry, place of origin, colour, ethnic origin, background, citizenship, religious belief, creed, gender, sexual orientation, age, record of provincial offences, marital status, family status, disabilities and or handicap.

### **Duty to Report**

Every person in Ontario is required under the Child and Family Services Act to report his/her belief that a child may be in need of protection: "A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society." The legislation specifically requires individuals who perform professional or official duties with respect to children such as the "operator or employee of a day nursery" to report suspicions of child abuse. If in the course of their professional duties, the supervisor and/or staff of the centre have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to a Children's Aid Society. A professional who works with children can

be charged and fined for failing to report. It is the responsibility of the child protection agency to investigate and follow-up on the situation, as necessary.

### **Suspicion Of Child Abuse/Neglect**

Air-O-Down Child Care Centre's staff is legally responsible for reporting and suspicions of the child abuse/neglect, not for providing whether or not child abuse/neglect has occurred. It is the responsibility of a children's aid society to investigate, with police where necessary, gather evidence, assess the child and family's

Situation, and decide on the appropriate action to be taken on behalf of the child.

### **Withdrawal from Centre**

Air-O-Down Child Care Centre will make every effort to accommodate all children in the program. This is accomplished by observation of individual children and the entire group, gathering additional information from parents, child care and school teachers and other appropriate professionals (with proper release of information), and developing the program to meet the needs of both the child and the group.

There may however, be unusual situations in which the regular program cannot meet the needs of some children. In this case, the board of Directors, in consultation with the staff, has the right to decide whether a child should be withdrawn. This will be done if necessary a decision will be made with the consideration of the best interest of the child, and safety of the group. In case of a withdrawal Toronto Children Services will be notified.

Wherever possible, the decision to withdraw a child, the following process will occur:

1. Documentation
  - At the onset of problems, his/her teachers will record the child's behavior. Included, should be any precipitating incidents and the follow-up by staff, according to the Centre's behavior management policy. When incidents occur, parents/guardians will be informed.
2. Meeting
  - If problem persist, a meeting will be held with the child's parent(s), the Staff, the Centre's Director and Board Member. Notes of the meeting will be kept in the child's file and a copy will be given to the parents/guardians.
3. Outside Agencies
  - If the behavior persists, the Centre may seek involvement from outside agencies.

### **INCLEMENT WEATHER**

Parents are requested to keep informed about any snowstorm warning through the media. When the morning weather is extreme, it is the parents' responsibility to make alternative arrangements to pick up their child early. If there is a severe storm during the night please call the centre and listen to the message "if the centre is closed".

### **Smoke-Free Ontario Act**

**No person is to be observed smoking or handling a cigarette in the child care or on the playground whether or not children are present. "No Smoking" signs are posted at all entrances and exits of the child care centre, including washrooms.**



## **Arrival /Departures**

Arrival and departure times need to be maintained on a consistent basis, a regular time schedule is essential for the young children. Regular drop off and pick-up times maintain your child (ren)'s sense of security and will begin the process of understanding the concept of time (i.e. "you will be picked up from school after your afternoon snack")

Parents must drop their child off directly to the room in which they are enrolled. For the safety of your child, it is important that parents confirm that a staff member is in the room and knows that your child has arrived. Parents need to sign in and the staff will verify the arrival of your child when they enter the room. If there are any issues of which staff should be aware regarding your child's health it should be shared with the teacher at the time of drop off. This is also good time to share information with your child's teacher about your observations regarding your child's development or interests that will help the staff in planning activities for your child and the others in the room.

Children can be picked up at any time before 6:00 pm, by a parent, guardian or a person who has received authorization from the child's parent to pick-up. It is important that you make sure that the staff is aware that your child is leaving the program for the day. At pick up, please also take a moment to speak to your child's teacher who will tell you about your child's day. The staff will verify the departure of your child each day. Many families have a support system of people who will also pick up their child at the end of the day. Please ensure that the staff are aware when alternate arrangements for pick-up have been made by providing us with the person's name and contact information. Children will not be released to any person without authorization or confirmation from the parent. The person will be required to provide identification. If staff are not aware of alternate arrangements staff are required to confirm with the parents by phone and verify identification before releasing the child. We encourage you to provide contact information in advance for anyone who the child may be released to other than yourself. A consent form is available for you to fill out if a consistent person will be picking up.

### **Late Pick Up of Your Child**

Air-O-Down CCC operate from 7:00 a.m. – 6:00 p.m. Monday to Friday. Parents should plan to leave enough time to pick up their child, communicate with the staff about their child's day and gather all belongings prior to the centre's closing time.

If a situation arises where you will be arriving late to pick up your child, please notify the centre as soon as possible. In these circumstances, we encourage you to have alternative pick-up arrangements in place so your child is picked up as soon as possible. If the centre has not been contacted by the parent(s) to notify staff that they will be late to pick up their child staff will attempt to reach one of the child's emergency contacts that you provided. If the parents and emergency contacts cannot be reached by 7:00 pm, as a last resort, staff will contact the appropriate Child Protection Agency.

If repetitive late pickups occur the Supervisor will bring it to the attention of the Board of Directors and meet with the parent to discuss and determine whether the centre hours meet the family's needs. If continued lateness is expected or continues the Supervisor will support the family to explore alternate child care arrangements that are more suitable to the family's needs. A notice of withdraw from care may be issued by the Board of Directors for unresolved patterns of lateness.

### **The following late fees will apply at 6:00p.m.:**

1. Late fees are charge "per family" and not 'per child.
2. 1<sup>st</sup> late -\$5.00+ \$1.00 per min. until 6:10 p.m. and \$2.00 per min. thereafter.  
2<sup>nd</sup> late - \$5.00+\$2.00 per min.



3<sup>rd</sup> late - \$5.00+\$2.00 per min. and a letter explaining the consequences of further lateness.

4<sup>th</sup> late - \$5.00+\$2.00 per min. and a letter requesting the withdrawal of your child (ren) as of 10 days from receipt of the letter.

3. If any late fees are not paid within 5 days of the "late", a \$10.00 levy will be added to the amount owing. If another 5 days pass, a letter requesting withdrawal of your child (ren) will be given to you.
4. If the centre is unable to reach a parent, or emergency contact person, by 7:00 p.m., Children's Aid and the Police have to be contacted, in accordance with the regulations of the Ministry of Education.

### **Emergency Contacts**

At admission we will request information regarding emergency contacts. We are required by the Ministry of Education to ensure that each child has the information of at least one emergency contact person in the event that the parent/guardian is unavailable or cannot be reached. Parents must provide the centre with the name and contact information of at least one person.

### **Pick up Instructions**

*At the time of admission please share any specific restrictions, instructions or custody arrangements with supervisor concerning release or access to your child. Please be prepared to provide legal documentation concerning custody arrangements. We also request that you provide the Supervisor with information on any changes that may come up.* If you are concerned about a possible confrontation at the Centre involving the non-custodial parent, the centre may request that you keep your child home until the situation has legally resolved. In the event of a dispute over legal access to a child by the non-custodial parent, the Centre must be provided with copies of any legal document, enabling our staff to call police if necessary.

**\*Please note: when one parent has legal rights there must be a legal document starting the agreement in your child's file.**

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### **Release of Child**

The centre will not release any child to any person suspected of being under the **influence**. The centre, is obligated by law to ensure that no child enter a motor vehicle with a person suspected of **intoxication** and reserves that right to insist that a taxi or another authorized person be called to accompany the child home. Should this person attempt to leave the centre with the child who is thought to be in danger, the staff reserves the right to call the police.

**Age Requirements of a person picking up your child must be over the age of 14 years. Any sibling under that age must have permission from signed by the parent(s) releasing the centre of any responsibilities for any incidences that may occur with the person under age.**

Children will be allowed to leave the centre only with their parent or those persons listed on the child (ren)'s Family History Form with notification from the parent (via message, phone call,)

The parent **MUST** send a signed note of consent if someone is scheduled to pick the child. The centre reserves the right to request identification from those receiving the child. The teachers will not allow a child to leave the centre with a person they do not know unless these precautions have been taken. We ask the parents to call the centre to authorize and notify us that there will be another pick-up person for your child we request you contact the centre to confirm that your child has been picked up.

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## **UPDATING INFORMATION**

It is imperative for Air-O-Down Child Care Centre to have, on file, all current information to best meet the needs of your family. All information provided by the parents must be update as necessary. We need parents to up-date their work/home/cell numbers and address as a change occurs.

## **Privacy Policy**

Air-O-Down Child Care Centre collects, uses, and discloses personal information for purpose limited to those, which are related to the provision of childcare centre services. Staff , Students Teachers and Volunteers sign non-disclosure/confidentiality agreements that include provisions for legal and ethical handling of all information pertaining to clients of Air-O-Down Child Care Centre .(Policy enclosed for parents signatures).

## **Children's Immunization**

Licensed child care centres are required to collect and retain up to date immunization . Please ensure that you provide current and up to date immunization information to the centre.

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

- Written medical exemption by a qualified medical practitioner, which clearly states the medical reasons why a child cannot be immunized  
or
- Complete the Immunization Exemption Form identify that you have chosen not to immunize your child on the grounds that the immunization conflicts with your conscience or religious beliefs

Please note that if an outbreak of communication disease occurs, any child who is not adequately immunized will not be able to attend care unless the child receives the required vaccine or until the outbreak is over.

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

## **MEDICATIONS**

There are a number of Licensing Regulations involved in giving medication to children in a Child Care Program. These rules and Regulations are written to protect the teachers as well as the children and must be adhered to by all teachers and parents.

1. **A DOCTOR MUST PRESCRIBE ALL MEDICINES.** This means a pharmacists' label must be attached to such drug such as "Tempera", or may be accompanied by a doctor's note only if the child has a Febrile Seizures.
2. No Medication will be given if it has not been prescribed to another member of the family. It must have your child's name on the label.
3. Medication will not be administrated if expiry date is evident
4. The MEDICATION FORM must be filled out and signed each day by the parent. **Ditto marks are no acceptable.** All sections of the form must be completed with times and names of medication and to be signed by parent.

We are aware that parents are often in a hurry in the morning so we try to make forms as simple and convenient as possible. Since the Child Care Centre is bound by these Regulations, medicine will only be given if all of the above regulations are followed.

**Please Note:** It is extremely helpful to the teachers if medicines are placed in a plastic bag with and spoon, and placed in to the locked medicine boxes either located in the cupboard or refrigerator (depending on the medicine). Parents are required to take any expired or medication that is no longer to be administered to the child at the centre home or for disposal at a pharmacy.

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**SEVERE ALLERGIES WITH EPI PEN ARE KEPT IN THE CHILD'S ROOM AND CARRIED BY STAFF FOR EASY ACCESS. ASTHMATIC CHILDREN WILL HAVE EASY ACCESS TO THEIR PUFFERS.**

### **ALLERGIES and Anaphylactic Allergies**

If your child has an allergy that requires the administration of an EpiPen, please notify the supervisor immediately to ensure that the necessary documentation and actions are taken to ensure your child's health and safety. You will be required to provide written and specific details of your child's allergy and symptoms of an allergy reaction from a medical practitioner including a prescribed EpiPen. All allergies will be listed in each of the programs to ensure all staff are aware and can respond appropriately to any potential reactions. A copy of the AODCCC Anaphylaxis Policy and Procedure and all required documents will be provided to you.

To ensure the well-being of children who have anaphylactic allergies, it is imperative that an EpiPen is available at the Centre at all times. A child who requires an EpiPen due to a severe allergy will not be accepted into care without their prescribed and current EpiPen. If a child no longer requires an EpiPen, a note from a medical practitioner confirming this information will be required. These practices are in place for the health and safety of your child.

### **HEALTH/ Ill Child**

For everyone's well being sick children cannot be admitted to the centre. Each day when your child is dropped off at the centre staff are required to do a basic health check to ensure your child is able to participate in the program that day. If your child is not well, we encourage you to keep them at home or visit a medical practitioner if necessary.

Staff practice daily infection control measures to prevent and manage illness to the best of our ability. We encourage you to do the same by using the hand sanitizer available in each child care centre and by keeping your child at home when they are not well.

If your child is showing ill symptoms at home (e.g. unexplained rash, vomiting, diarrhea, fever frequent productive cough, discharge from the eyes), your child should not attend care and should remain home, usually 24 hours symptom free or until they are well enough to return and participate in the program.

Should your child become sick at the centre, the staff will monitor the child and inform you. Depending on the type of illness, the staff or Supervisor may contact you to arrange for the child to be picked up for their own well-being. You will be asked to sign an illness form indicating the signs and symptoms that your child was experiencing a copy will be available upon parental request. A copy will be placed in your child's file. When your child is returning to care after having a serious illness or communicable disease, we will require a note from your medical practitioner to confirm that the child is free from infection. These practices support a health and safe environment for children, parents, staff and visitors to the Centre.

It is common for some children to be more susceptible to illness in the first few months of attendance. We recognize that this can be concerning and stressful for parents therefore we encourage you to ensure that you have plans in place in the event that your child may not be able to attend care. With time, most children develop immunity and adjust to being in a group environment.

For more information regarding common communicable disease and exclusion times, please visit the Toronto Public Health website or speak to the Supervisor. If Toronto Public Health declares the centre to be in outbreak, the sick child will not be able to attend care for 48 hours of being symptom free.

A signed and fully documented medical form and emergency consent form must be present on or before the first enrolment. The completion of the medical form is requirement of the Department of Health and the

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Ministry of Community of Education. It is parent's responsibility to provide the Centre with up-to-date medical form.

- ❖ In case of an emergency your child will be taken to the nearest hospital for treatment, and you will be notified immediately.

**\*Please Note:** The Early Learning and Care Act require that children play outside every day. If your child is too ill to participate in outdoor play, he/she is too ill to attend the centre.

### **Children's Accidents and Injury While in Care**

While at the centre, the children are supervised at all times. Despite close supervision, some accidents may occur as your child explores and develops new skills and abilities. If your child is injured at the centre, the staff will provide immediate first aid, as needed. If the situation requires attention beyond basic first aid, we will contact you or the emergency contact person(s) on file. If required, we will call 911 and your child will be transported to the nearest hospital .

The staff will provide an accident report documenting the accident or injury. A parent or guardian's signature is required at the bottom of the form to verify that you were informed of the accident/injury. A copy of the signed report will be provided to you. **If your child has an accident or injury at home, please inform the staff when you drop your child of the following day so we are aware of the incident.**

### **Clothing and Personal Belongings**

Each child has a cubbie, a personal space to store their outdoor clothing, shoes and extra clothes. Please ensure that your child has a complete change of clothing in their cubbie in case of washroom or wet spill accidents.

Please clearly label all of your children's clothing and belongings to minimize mix-ups and lost items. Please refrain from leaving any valuables in your child's cubbie. Air-O-Down Child Care Centre is not responsible for lost or missing clothing or personal items. Wet or soiled laundry will be placed in a plastic bag in your child's cubby; in this case extra clothes should be replaced the next day.

Children in diapers will be provided with a small storage area in the room washroom to store diapers, wipes, creams, etc. Please ensure your child has sufficient supplies each day. Staff will strive to notify parents when supplies are becoming low but we encourage you to monitor this as well.

Parents must ensure that their child is dropped off in a clean and dry diaper each day .

### **TOILET TRAINING**

Toilet training is a co-operative effort between a child, parent and teachers. When your child is ready for toilet training, please ensure there are plenty of training pants and clothing is available in your child's cubbies. Parents who are toilet training their children need to ensure that the child is left in training pants and has tried the toilet before their parents depart.

It is important that the child's receives positive reinforcement for every effort and acceptance when an accident occurs. It is also usual for a child to regress periodically. We feel that it is important for the toilet training period to be a relaxed and enjoyable experience for both child and parent this toilet training; **parents please note that process takes time and patience's.**

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Parents are asked to bring in a small blanket for naptime. This blanket is sent home every two weeks for cleaning, and should return on the following Monday.

All clothing should be labeled with your child's name or initials including running shoes, mittens, hats, scarves and boots. Air-O-Down Child Care Centre is not responsible for loss or damage to any personal belongings left at the centre.

### **STROLLERS**

Parents that only use the TTC are able to leave their child's folded stroller in the hallway all personal items are not to be left in strollers and strollers should be labeled. Please note that Air-O-Down Child Care and Downsview Secondary are not responsible for damaged or lost strollers.

### **PERSONAL HYGIENE**

We ask that you wash your child's hands before the child enters the program,

In order to keep your child (ren) healthy the following well-being methods should take place to prevent further illness.

1. Frequent baths are a must especially children who are in diapers and are toilet training and are learning to wipe themselves and keeping areas clean such as the vagina and urinary tract. This will prevent any skin irritations or infection.
2. It is suggested that the children wear clean clothing daily especially undergarments and socks. Your child's clothing attracts bacteria and bodily fluids throughout playtime during the day.
3. Your child's face should be washed and hair combed each day.
4. Your child's nails should be cut and filed on weekly bases in order to ensure that the children don't hurt other children during play.
5. Provide 2 sets of clothing for your child in order for the staff to practice hygienic procedures.
6. Encourage your child to wash their hand often; younger infants should also have their hands washed after every diaper change.

With busy schedules our staff at the centre do their very best in keeping your child clean, they clean lots of runny noses, assisting in diaper changes, our staff also do their best to attend to toilet accidents.

**\*\*Good Hygiene and hand washing is a matter of protecting your child from harmful bacteria\*\***

### **EMERGENCIES FIRE ALARM PROCEDURE**

At the sound of the alarm, proceed immediately to the nearest door with children. Tell them that it is a fire alarm, and we need to go outside.

Walk quickly and quietly carrying those who will/cannot walk.

Make yourself aware of the fire procedure and exits for the room you are in. The toddlers and preschoolers are to be escorted out the south and southwest doors in an orderly fashion; the infants will be escorted out the same doors in either their cribs or strollers depending on where they are at the time.

Staff will ensure that their attendance book and emergency cards and emergency evacuation bins are taken. Also, turn the lights off shut windows and close doors.

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Once outside cross the driveway and wait on the grassed area along the fence closet to the sidewalk, with the children in their respective groups. There must be a “head” count to ensure all children and adults are out of the building. We must wait for Downsview administration staff to give us the permission to return indoors.

### **Emergency Management**

Air-O-Down Child Care Centre has an emergency management policy. In the event of an emergency that requires us to evacuate the childcare, the staff will walk the children to our emergency shelter:

Madonna High School located at 20 Dubray Avenue, Downsview Public Library located at 2797 Keele and Downsview Public School at 2829 Keele Street.

In case of an emergency evacuation we will follow the same procedures as the fire alarm. If we are unable to come back into the building all parents will be notified via, e-mail, phone call of our location and all parents will have to make arrangements for pick-up of their children.

### **Special Excursions/Event**

An important part of Air-O-Down Child Care Centre curriculum is exposing the child to a variety of experiences within the community. Therefore, a special outing may be planned throughout the year. A notice will be posted in advance of the trip informing you of destinations, times, and dates. Children will only participate in field trips or excursions outside the centre if the permission form is completed and signed by parent(s). During the year we will also have many fun activities planned. From time to time the younger children will be involved in a number of special events and a variety of activities, you will be informed if a small fee is require.

### **Parking**

Our Centre does not have a designated drop off and pick up area for parents to park their car. Please park in a designated parking area. Please refrain from blocking other cars in and parking in the handicap parking or in the bus pick up zone. The Centre is not responsible for any parking costs, parking infraction costs or damage done to your car while on Toronto District School property.

We track both Customer Service Complaints and Customer Service Compliments.

What is a Complaint?

A complaint is an expression of dissatisfaction related to Air-O-Down Child Care Centre program, service or staff member where you believe that the Centre or its staff has not provided a service experience to your satisfaction at the point of service delivery.

What is a Compliment?

A compliment is an expression of approval or appreciation for a service, staff member, program or process from you.

How can I make a compliment or complaint?

If you have a concern or complaint concerning your child's care we encourage you to speak to the Centre Supervisor directly.

If you feel your concern or complaint has not been addressed or resolved to your satisfaction or you prefer to speak to someone else you may contact the Board Of Directors President whose name and contact information is posted on the parent bulletin board in the centre.

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What can you expect when you make a complaint?

Complaints are reviewed promptly and every effort is made to resolve them as quickly as possible. We monitor complaints and use them to assess and improve the quality of service we are able to provide to you. Each complaint is considered on its own merit.

Complaints will be treated confidentially and steps will be taken to help protect a complainant's privacy.

Complaint investigations are fair, impartial and respectful to parties involved.

You will be kept informed about what is happening and why it is happening.

You will be contacted when your complaint is escalated.

You will be advised of your option to escalate your complaint if you are dissatisfied with treatment or outcome.

You will be informed when a decision is made and provided with an explanation for the decision.

Complaints involving staff conduct will be investigated and you will be informed when it is resolved, however no disciplinary information can be shared.

All written complaints will be responded to in writing.

While there are certain steps that need to be taken to ensure fairness for all concerned, there can be unavoidable delays; however we will treat each case in a prompt and thorough manner.

If you are making a verbal complaint, you may be asked to put your complaint in writing, especially if it involves a serious or complex matter.

### **Our Commitment**

Air-O-Down Child Care staff is committed to serving their families with professionalism and integrity.

Feedback is an important step in our endeavor to continually improve our service delivery to you.

### **Parent Handbook Updates & Revisions**

All updates and revisions of this Parent Handbook will be reflected on the Air-O-Down Child Care Centre website. Parents will be notified of any major updates or revisions to the Parent Handbook through hard copy. A copy of Our Program Statement and other Policies are attached in your package.



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## **PARENT CONTRACT**

### **Section A – Financial**

In order to assure that we can provide the services that your children are entitled to, it is essential that the financial status of our non-profit program be stable. The program's salaries and overhead expenses cannot be reduced because of absentee losses. In essence, this contract is parental guarantee that you will financially support the enrolment space guaranteed for you child.

1. I agree to pay the non-refundable registration fee at the time of registration. Plus the designated amount for each additional child.
2. I agree to pay two (2) week's deposit per child registered in the program at the time of registration. I further agree to provide written notice of withdrawal from the program at two (2) weeks prior to the date of withdrawal. The sum of the deposit shall be applied against the final month of participation in the program. I agree that will forfeit my deposit if I fail to provide written notice of two (2) weeks prior to withdrawal and that will be liable for the final month's fee.
3. I agree to submit twelve (12) postdated cheques payable on the first of each month (the fee established for the services requested) with no deductions for holidays or absences.

**\*\*Note:** If payment is not received by the 5<sup>th</sup> day of the month a late payment penalty of \$5.00 is added, the \$10.00 by the end of the month. A meeting will then be set with the board of Directors if payment is still not rendered by the end of the month. If payment is still not made by the second month my child will be withdrawn from Air-O-Down Child Care Centre and Children Services will be contacted.

4. Separate from the subsidy fee, subsidies families will require a full fee deposit covering 5 days for each child in the centre. This money will be kept in reserve and used only if the child has used up their 35 days or taken any days over 20 consecutive days.
5. I understand and agree to pay the fee (see attached fee schedule) for any cheque, which is returned. The processing fee (see attached fee schedule) plus the original amount of the cheque shall be paid by cash or certified cheque within ten (10) days from the time the original was given back.
6. I understand that if my child (ren) remains in the Centre past the scheduled closing time of 6:00 p.m.; the following late pick-up procedure will commence if necessary, to ensure an appropriate and consistent pick-up time is maintained.

#### **Late pick-up:**

Late fees are charge "per family" and not 'per child.

1<sup>st</sup> late -\$5.00+ \$1.00 per min. until 6:10 p.m. and \$2.00 per min. thereafter.

2<sup>nd</sup> late -\$5.00+ \$2.00 per min.

3<sup>rd</sup> late - \$5.00+\$2.00 per min. and a letter explaining the consequences of further lateness.

4<sup>th</sup> late -\$5.00+ \$2.00 per min. and a letter requesting the withdrawal of your child (ren) as of 10 days from receipt of the letter.

If any late fees are not paid within 5 days of the "late", a \$10.00 levy will be added to the amount owing. If another 5 days pass, a letter requesting withdrawal of your child (ren) will be given to you.

- **Late fee s need to be paid within three days or the Board of Directors will then be notified**

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- **If I am unable to contact the centre by 7:00 p.m., I understand that the Children's Aid Society and police will be contacted**

### **Section B – General**

The conditions of this contract provide protection for our parents, as well as for our program.

1. I agree to carry out the parental responsibilities under the policies and procedures of the program stated in the parent handbook.
2. I agree to submit on or before the first day of attendance medical forms complete along with updated immunization record and signed by my child(ren)'s Physician/Parent. I agree to complete and sign all necessary forms listed on the parent checklist form and to bring them prior to the first day of my child (ren)'s attendance at the centre.
3. I understand that for the benefit of all, sick children cannot be admitted if they have communicable disease i.e. measles, pink eye etc. or show signs of fever, diarrhea or vomiting. I understand that if my child is sick for 3 consecutive days or more, a doctor's note is required for re-entry.
4. I understand that if my child should become ill during the day, I will be contacted and agree to have my child picked up by myself; or an authorized person within one (1) hour of being notified. A doctor's note will be required for re-entry to the centre.
5. I agree to have my child (ren) in the centre no later than 10:00 a.m. and I agree to notify the Centre before such time if my child (ren) will be late due to an appointment or absent.
6. I agree to have my child (ren) picked up from the Centre no later than 6:00 p.m.
7. I agree to the conditions for late pick-up as per #5 Parent Contact Section A, and will make every effort to adhere to the Centre's timelines policy.
8. **If I fail to contact the Centre for one (1) week, I understand my child (ren) may be withdrawn from the program.**
9. I agree that only the pre-authorized person(s) designated on the Family History Form may pick-up my child. If it is necessary to designate any additional persons, every effort will be made to introduce these people to the staff.
10. I agree that, if my child is involved in any custody dispute, I will provide a legal document stating the agreement to the Executive Director.
11. I agree to abide by the Code of Conduct Harassment and discrimination Policy, Bill 168 Violence and Harassment set forth by Air-O-Down Child Care Centre.
12. Should the Supervisor and the Board of Directors determine that my child (ren) cannot adjust to the program, or that I have not fully carried out this contract of the parent responsibilities under the policies and procedures of the program the child (ren) may be asked to be withdrawn. I am aware that I will be given notice of such recommendation and that I will have an opportunity to appear at a Board meeting to discuss the withdrawal. If I do not attend, the child (ren) will be withdrawn 14 days after written notice from Air-O-Down Child Care Centre Board of Directors and that this contract will be terminated.

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**Signing of the Contract and Agreement**

BETWEEN:

AIR-O-DOWN CHILD CARE CENTRE  
and

(Parent/Guardian Signature)

\_\_\_\_\_

(Parent/Guardian Signature)

\_\_\_\_\_

\_\_\_\_\_  
(Full name(s) of Child (ren))  
of\_\_\_\_\_,20\_\_\_\_

(Birthdates) Date at North York this\_\_\_\_\_day