

# Market Lane Early Learning Centre



## PARENT HANDBOOK

(Revised: January 2026)



## INRODUCTION

### *Welcome to Market Lane Childcare Centre*

We would like to take this opportunity to welcome you and your child to Market Leane childcare center.

Market Lane has been providing quality licensed childcare to the residents of Vaughan since early 2000. We are currently licensed to care for children, ranging from Infants to Preschool. This handbook has been designed to create awareness of the requirements and policies of M.L.E.L.C. as well as the requirements of you, the parents/guardians.

Please read this handbook carefully and feel free to discuss with us any questions you may have.

### **Program Statement**

- Market Lane ELC provides a wide range of learning materials and opportunities with the children's interests in mind to help guide the children to reach their full potential and make educated choices.
- Teachers will help promote the health, safety, nutrition, and well-being of each child by providing a clean and safe environment, nutrition based on the Canada's Food Guide, access to drinking water throughout the day, limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and reducing hazards that may cause injury.
- Educators will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements, and parental preferences in respect to diet, exercise, and rest time.
- Teachers will support positive and responsive interactions among the children, parents, and childcare providers. The Directors and Supervisor will support this through the hiring of qualified, responsive, and well-trained Early Childhood Educators who support families in their role as primary caregivers and understand the needs of each child as an individual.
- Teachers will encourage children to interact and communicate in a positive way and support their ability to self-regulate; acknowledging that each child is competent, curious, and rich in potential. Staff will support self-regulation in children (defined as the child's ability to gain control of bodily functions, manage powerful emotions, and maintain focus and attention). Self-regulation in early development is influenced by a child's relationship with important adults in that child's life, including the ECEs in the program.

Ministry of education pedagogy includes the following:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- Every child is developing a sense of health, and well-being
- Every child is an active and engaged learner who explores the world with body, mind, and sense.
- Every child is a capable communicator who expresses himself or herself in many ways.
- All staff will provide the experiences, support and encouragement that help young children learn to self-regulate, which is a crucial component of quality care. Educators will foster the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content, that encourages choices and active play, supported by qualified, attentive, and interactive Early Childhood Educators.

- Teachers will provide child-initiated and adult supported experiences and ensure that our planned program is inclusive to all children, including children with individual plans. Early Childhood Educators will observe the children and use that information to plan and create a positive learning environment that is based on the interests of the child and supported by all the adults in the childcare environment.

Teachers are required to do the following:

- a) Recognize each child as having equal rights to participate in program activities, trips, and events
- b) Recognize and respect the unique qualities of each child and family, including ancestry, culture, ethnicity race, language, gender, gender identity, sexual orientation, religion, socio-economic status, family environment, and developmental abilities and needs.
- c) Create strategies that vulture the culture and first language of the children.
- d) Establish programming strategies to foster an inclusive learning environment in which every child can participate.
- e) View the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment.

- Educators will be responsible for introducing new ideas, interests, facts, concepts, skills, and experiences to widen the child's knowledge and life experiences. Early Childhood Educators need to be reflective practitioners who learn about children through listening, observation, documentation, and discussion with others, families, to understand children as unique individuals.
- They will observe and listen to learn how children make meaning through their experiences in the world around them, and use this to have meaningful interactions, and engage children daily. Each child will experience indoors, and two hours of outdoor play (weather permitting) daily, as well as a time to rest and sleep if needed, quiet and active times, always being mindful of each child's needs and parental direction.
- Regular and ongoing communication with parents is an important component of the day. Communication may be in person, by phone, e-mail or through written and posted communication tools. Parents will be directed to resources outside of the center if necessary, and community partners such as early year's services, speech therapists, support services, occupational therapists, counsellors, etc. This will be an important part of the centre's support for all children and their families.
- We view the community as a valuable resource and our educators plan learning opportunities to engage the community in our programs. We seek opportunities to share our knowledge and to learn from others in the community. The organization will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning.



- Teachers will build a climate of trust, honesty, and respect in the workplace, working collaboratively to provide a safe, secure, healthy, and inviting environment for all children and their families, building and maintaining healthy professional relationships that encourage growth and offer support and mentorship. Early Childhood Educators, students and volunteers will read the Program Statement prior to employment or prior to interacting with children.
- All policies and procedures are read and signed annually or when updated. The Supervisor must be confident that the staff, volunteer or student, is fully aware, and understands the Program Statement and its implementation.
- Each classroom will maintain a written record of the daily program and child observations, plans and documentation to support their understanding of the program statement. Copies of the documentation, relevant to their child, will be shared with all parents or guardians of the children in the program.
- The Supervisor will meet on a regular basis with each team to establish a clear understanding of the program statement, to support staff in their delivery of the Program Statement and to aid the staff in self-reflection, to be recorded, and added to the binder on a regular basis.
- The Supervisor will view each member of staff as competent and able, and give them time to be heard and respected, and to reflect on their own performance and their contributions to the environment and the development of each child in their care.
- The Supervisor will use all observations, interactions and conversations to monitor all staff. Staff will reflect on *How Does Learning Happen?* by working through the reflection exercises in the document, by reviewing their observations and engaging children in meaningful activities, by maintaining communication with parents and building trusting relationships with the families, by working with their co-workers to create a safe and healthy environment and by taking the time to engage in self-reflection in a regular basis.
- Market Lane ELC wants to ensure that your children have a safe and positive experience that promotes their growth as a learner. The Supervisor will observe staff interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions.
- If the Supervisor observes or is made aware of any practice that is not supported, they will address the issue with the staff according to the strategies outlined in the Disciplinary Policy that is outlined in the operations manual.
- Additionally, all Early Childhood Educators have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators Code of Ethics and Standards of practice. All Early Childhood Educators hold themselves accountable, and will use the Code of Ethics, the Standards of practice and the *CCEYA, 2014* to guide their decisions and practice.

### **Prohibited Practices**

The following is a list of practices prohibited by our center:



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

### **Our Mission**

Our mission is to provide a program that is stimulating, creative and adaptable to meet the individual needs of children from many different backgrounds. We strive to make your child's time here the best experience it can be for them as well as for you, the parents.

### **Our Vision**

Market Lane Early Learning Centre's vision is to nurture, develop and build an exceptional foundation of skills and abilities in our children to become outstanding citizens of the future.

### **Philosophy**

- Market Lane Early Learning Centre follows the play-based *ELECT* curriculum and aims to provide an environment that nurtures children socially, physically, and intellectually. We encourage children to become happy, self-motivated, and independent.
- Parents and Early Childhood Educators function in harmony to create a caring and nurturing environment for the children.
- We are committed to supporting families by maintaining open communication between the staff and the parents and encouraging parental involvement in our programming and care activities. It is one of the ways quality care is ensured.
- PLAY, guided by trained educators, will expose children to situations that will stimulate:
  - Personality development
  - Physical development
  - Social and Emotional development
  - Intellectual development
  - Cognitive and Creative skills development.



## Curriculum

- The classroom's Lead Teacher is a Registered Early Childhood Educator (RECE) and is responsible for planning the activities around the developmental needs and interests of the children. M.L.E.L.C. plans programs on weekly basis providing activities for cognitive, fine motor and intellectual development.
- The classrooms are divided into different learning centers: creative, sensory, dramatic play, block area and reading and writing area.
- During the day, the children will engage in small group activities to enable them to develop these skills. Also, a period will be spent outdoors to develop their gross motor skills.
- We, at M.L.E.L.C., encourage taking the child's artwork home, as appreciation from the parents, will boost their confidence and creativity.
- In programming activities for the children, we follow the *Early Learning for Every Child Today (ELECT)* – a framework standardized by the Ministry of Education, which brings together established research findings and diverse perspectives, beliefs, and recommended practices.
- It recognizes that families, communities, and cultures hold distinct values about how young children should experience and interact with the world around them.
- We develop activities centered on stories, songs, math's, fine and gross motor skills, circle time, science, music, theatre, and art/craft.
- We strive to prepare our children for their early school years by exposing them regularly to letters, numbers, colors, shapes, name recognition and new vocabulary.

## STRUCTURE

### Licensing

- M.L.E.L.C. is licensed by the Ontario Ministry of Education. The *Child Care and Early Years Act (CCEYA), 2014* and its accompanying regulations form the basis for the licensing procedure.
- Upon successful completion of the annual licensing inspection, a renewal license is issued by the Ministry of Education and is posted at the entrance of the center.
- M.L.E.L.C. is licensed for children under 18 months to Preschool.

### Administration

- M.L.E.L.C. was established based upon the philosophy that the opinions of all involved in all its programs must be encouraged and respected.
- The Directors oversee the functioning of the center. The Directors work with the Supervisor to ensure that high quality programming is maintained across the center.

- Staff meetings are held by the Directors for all the staff. All concerns of the organization are discussed at these meetings to ensure maximum participation in the decision-making process.
- Parent workshops are organized periodically around topics such as health, nutrition, and parenting.

### Staff

- It is the Centre's policy to hire Early Childhood Educators (ECE's) who are registered with the College of Early Childhood Educators of Ontario.
- The teaching staff is led by a supervisor, who is a member in good standing with the College of Early Childhood Educators, with adequate experience, and who can plan and deliver play-based learning and care programs. (*Early Childhood Educators Act, 2007*)
- M.L.E.L.C. ensures that all the teaching staff should be a member in good standing of the College of Early Childhood Educators with adequate experience.
- A committee comprising of the Directors and the Supervisor conducts all permanent hiring.
- Market Lane E.L.C. ensures that all the staff has a valid Vulnerable Sector Police Check, a valid First Aid (including Infant and Child CPR) certificate and are adequately vaccinated.
- The staff-child ratio is in line with the *Child Care and Early Years Act (CCEYA), 2014*.

<u>Classroom</u>	<u>Staff: Children</u>
Room 1 is licensed for 16 Preschoolers	1:8
Room 2 is licensed for 15 Toddlers	1:5
Room 3 is licensed for 24 Preschoolers	1:8
Room 4 is licensed for 10 Infants	1:3

## PROGRAM

### Infants (6 weeks to 18 months)

- Our experienced and compassionate staff cares for 10 infants in a safe and secure environment that has been designed for infants. Infants in group care have opportunities for early socialization and stimulation.
- We believe that every experience is a learning experience, and infants are cared for in a way that optimizes their opportunities for learning and social interaction throughout the day.

### Toddlers (18 months to 30 months)

- 15 Toddlers are guided through this phase of their development in a warm and stimulating atmosphere. Toddlers' play has a serious purpose and our ECEs allow the play to be driven by the child's interests.
- Children in the toddler room are encouraged to cooperate and act independently while developing cognitive, life, and social skills.



### **Pre-School (30 months to 6 years)**

- Our qualified and caring staff guide 24 pre-school children in an inspiring environment.
- The central focus for our preschool program is play-based, active learning. Children interact with well-planned settings for enhanced learning through play. Group and individual activities encourage creative, cognitive, physical, emotional, and social development.

### **Supervision**

- Each child in attendance at M.L.E.L.C. is ensured of safety and well-being.
- Children are supervised during indoors, outdoors and washroom routines. Children are not left alone under any circumstances at any point in time.
- Each child's attendance is recorded upon arrival and departure, and the parents should make sure that the teacher is aware of the drop off and pick-up.
- You are required to drop and pick up your child between 7 a.m. and 6 p.m.
- Only adults designated by the parents on the consent form should pick up the child and this must be informed to the center supervisor by the parents.
- A photo identification must be presented by anyone other than the parents when picking up the child.
- No child will be supervised by any person younger than 18 years of age who is not an employee of M.L.E.L.C.

### **Supervision of Students and Volunteers**

- M.L.E.L.C. may have volunteers and/or Early Childhood Education students working within the organization along with the staff throughout the year.
- Volunteers and placements students will be always under the direction and supervision of the M.L.E.L.C. staff.
- The M.L.E.L.C. staff will ensure that no volunteer or student is left alone with a child at any time. It is the supervisor's responsibility to orient the volunteer with their responsibilities.
- Volunteers and placement students are never counted in staffing ratios and are required to adhere to all the policies and procedures laid down by M.L.E.L.C. and act in a professional manner.

### **Hours of Operation**

The center opens Monday through Friday, 7 a.m. to 6 p.m.

As regulated by the *CCEYA 2014*, a child can stay a maximum of ten hours per day at the center.



## **Statutory Holidays**

The center will be closed on regular statutory holidays.

- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year's Day
- Civic Day
- Boxing Day

The Centre will observe closures on the Professional Development Days arranged by the management for a better understanding of childcare environment and to allow staff to participate in training and mandatory workshops. Families will be notified of all PD Days in advance. Regular programming will resume the following business day.

## **Winter Holiday Closure:**

- Market Lane Day Care will observe a closure for the Christmas and New Year period. This annual break allows staff and families time to rest and celebrate the season.
- The Centre will close on the 24<sup>th</sup> of December 2026 and reopen on the first working day after New Year's Day i.e. on 03<sup>rd</sup> January 2027 tentatively.
- Parents remain responsible for payment of fees even when the center is closed.

## **Fee Subsidy**

- Parents can receive a subsidy, administered through the York Region to assist with childcare fees.



- To determine if a parent qualifies for a full or partial subsidy, an assessment form must be completed by the parent. M.L.E.L.C. will then be billing the family accordingly.
- The Supervisor can provide advice for parents regarding the subsidy system.
- If the parent does not qualify for subsidy, or if the subsidy expires, the parent is solely responsible for the full childcare fee.

### **Modes of Payment**

- Payments can be made by cheque, cash, or e-transfer.
- Your payment should be placed in an envelope with the child's name and handed over to the supervisor for cash or cheques. If you are making the payment by cash, please make sure you receive a receipt at that time.
- A receipt will be issued for tax purposes at the end of the calendar year.

### **Late Fees (Non base Fee)**

- M.L.E.L.C. closes at 06:00 pm and a late fee of \$5.00 per minute will be charged after that.
- Parents will be asked to sign a late fee memo, and the money is to be paid directly to the staff.
- No receipt will be issued for this payment.
- Effective January 2024, monthly fees for the children should be paid within the first 10 days of the month.
- A late fee of \$50/- will be charged if the payment is delayed for more than 10 days.
- Please note that all monthly childcare fees are due by the 10th of each month or there will be a fine of \$50/- and if by 20<sup>th</sup> of each month the fees remain unpaid, you will not be permitted to bring your child to care until the outstanding balance is paid in full.

### **Vacation policy**

- Effective November 2022, the Market Lane Early Learning Centre's vacation policy for parents has been cancelled.
- There are no longer vacation days discounts for families. You are entitled to pay the fees for all the days your children are enrolled for and shall pay the full amount of fees.
- In case, if you decide to go for vacation for a longer duration, you will be requested to withdraw from the center or pay for the full Vacation time to secure your spot.
- We cannot promise you to give the spot back once you decide to enroll again in case you decide to withdraw your child for vacation days.

### Fee Structure

- Upon enrolment, parents are required to leave a last month's deposit. The deposit is 50% of the program fee. This deposit will be refunded back to you once you provide two weeks of notice for your child's withdrawal, and we shall give it back to you within two to four weeks after the last day via cheque or e-transfer.
- Should you decide not to enroll your child after you have paid the Security deposit, you will have to attend the childcare for one month to get your refund back for the deposit.
- Families with two children will leave a deposit for both children. This fee is due prior to the child's start date.
- All fees must be paid within the first 10 days of each month.
- Fees are applied to all days that M.L.E.L.C. is open as well as statutory holidays and sick days. There is no break in your childcare fee at any time of the year.

#### Change in rates with CWELCC

- Market Lane Early Learning Centre is enrolled under CWELCC system.
- Any reduction in the base fees will be communicated with the parents, once we receive confirmation from York Region.

#### ***Base Fee Charged to The Parents Under CWELCC System***

Program	Base Rate – Pre CWELCC (March 27, 2022)	Base Rate Less 25% (Nov – Dec 2022) (Under 6 Yrs of Age)	Base Rate Less 52.75% (Effective Jan 1, 2023) (Under 6 Yrs of Age)	Base Rate (Effective Jan 01 <sup>st</sup> , 2025,)
Infant Full Day	\$78.00	\$58.50	\$36.86	\$22.00
Infant Half Day	\$59.00	\$44.25	\$27.88	
Toddler Full Day	\$73.00	\$54.75	\$34.49	\$22.00
Toddler Half Day	\$47.00	\$35.25	\$22.21	
Preschool Full Day	\$68.00	\$51.00	\$32.13	\$22.00
Preschool Half Day	\$46.00	\$34.50	\$21.74	

**Note: The rate of \$22.00 per day from January 1<sup>st</sup>, 2025, is for all classrooms.**



## POLICIES & PROCEDURES

*(A detailed Policies & Procedures Manual is available from the Supervisor)*

### Admission & Discharge Policy

- We do require that the parents/guardian and their child(ren) visit the center prior to enrolment. This process allows your child(ren) to become familiar with our staff and the facility.
- If you feel it necessary, we can arrange for your child(ren) to be left in our care for two hours, free of charge, as a trial before leaving them for a full day.
- An interview will be arranged to familiarize new families with the surroundings and to answer questions.
- On being offered a spot at the MLELC, parents are required to complete forms as legislated by the *Child Care and Early Years Act (CCEYA), 2014*, two weeks prior to the child attending the center. These forms will be kept in the child's record.
- It is important that parents keep us informed of any changes to phone, address, emergency contacts, immunization, and the child's state of health.

List of forms you will be required to read and complete:

- Registration Form
- Health & Medical Form
- Consent Form
- Parent Handbook and Fee Agreement

List of documents required for enrolment:

- Immunization Record
- Filled Enrollment package which we will provide
- For the first day, new parents are encouraged to stay with their child at the beginning of the day for 10-15 minutes to reassure him/her and to minimize fears until both the parents and the child become more comfortable.
- Please note that Market Lane ELC reserves the right to deny admittance to our programs where the parents have breached our Parental Code of Conduct (i.e. being verbally abusive, threatening, swearing, etc.)

### Withdrawal Notice

- A written two weeks/ 10 business days' notice must be given to the Program Supervisor prior to permanent withdrawal from the program via email.
- If such notice is not provided, the parent agrees to provide Market Lane ELC with payment in lieu of notice for the same period.



## Waitlist Policy

At Market Lane ELC, we try to accommodate all the children. However, there may be times when we do not have a spot available for your child. In such a situation, the child will be placed on the Market Lane ELC wait list.

There are no fees for placing your child's name on the Market Lane ELC wait list and there is no obligation to register for the spot, should one be offered by the center.

How are vacancies determined?

- If another child is moved up to a different classroom (e.g.: infant – toddler)
- If a child changes the days on which they are enrolled.
- If a child withdraws from the center.
- If your child's age changes from the original age group, in which case he/she will be in a different age bracket and there is a spot available in the other classroom; provided there is not a wait list for that class.

Wait list priority order

- Current students and students who were enrolled in the center during the previous year.
- Children currently enrolled and needing to graduate to the next age group
- Applicants who are siblings of students currently enrolled
- Applicants who are extended family members of currently enrolled students.
- Applicants who have been on our waiting list.
- Applicants from the public.

*\* Special consideration will be given to families on the wait list who risk losing their newly granted fees subsidy if they do not secure a childcare spot within a specific time frame.*

*\* Returning families will be included on the wait list and must await list registration form from the Supervisor. The time span between the withdrawal of a family and their new wait list registration must not exceed two years.*

- Every effort will be made to contact the family regarding an available spot for the child. We will attempt to contact the family a total of three times. If the family fails to return a third call within one week, or refuses the offer for the third time, they will be withdrawn from the Market Lane ELC waiting list.

***During High enrollment periods, families will be given 48 hours to accept the spot.***

- Once withdrawn from the wait list, the family must forward a new registration form to the Supervisor to be placed on the wait list again.
- Parents who wish to know their position on the wait list are to call the office where the supervisor or designate will inform the family verbally of their number in line. Additionally, families who wish to visit



the center to know their current position on the wait list will be informed verbally by the supervisor or designate what their current position is.

- The wait list will be managed in a manner that maintains the privacy and confidentiality of the children listed on it.
- Should you have any queries about your child's position on the wait list, do not hesitate to contact the Program Supervisor via email.

## **Parent Issues and Concerns Policy**

### **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 center it operates (i.e., the operator).

*Staff:* Individual employed by the licensee.

### **Policy**

#### **General**

Parents/guardians are encouraged to take an active role in our childcare center 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 Market Lane Early Learning Center 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 two 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 the 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 center maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated by any party.

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

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

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

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

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, please visit:

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

## 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:
<b>Program Room-Related</b>  E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the classroom staff directly</li> <li>or</li> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> <li>or</li> <li>- arrange for a meeting with the parent/guardian within 3-5 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received.</li> <li>- the name of the person who received the issue/concern.</li> <li>- the name of the person reporting the issue/concern.</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<b>General, Centre- or Operations-Related</b>  E.g.: childcare fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	
<b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b>  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.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly</li> <li>or</li> <li>- the supervisor or licensee.</li> </ul>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 3-5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<b>Student- / Volunteer-Related</b>  All issues or concerns about the conduct of students and/or volunteers that put 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.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> <li>or</li> <li>- the supervisor and/or licensee.</li> </ul>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>



**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 the center Directors.

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

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

**Contacts:** Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Director: Naila Saeed 416-564-0731

Director: Mariyam Shiraz 416-875-2637

Supervisor: Amritpal Kaur 905-920-3517

## Regulatory Requirements: Ontario Regulation 137/15

### Parent issues and concerns

**45.1** Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee.
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

### Parent handbook

**45. (1)** Every licensee shall have a parent handbook for each childcare centre or home childcare agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed.

### Complaints

- If a parent/guardian has a concern about the care provided, they are encouraged to discuss this with the employee who is working directly with their child. The employee will work with the family to resolve the situation as quickly as possible. If the situation is not resolved, or if a parent/guardian is uncomfortable approaching the employee, they can request assistance from the Supervisor.
- The parent/guardian may file a written complaint with the Supervisor. The following information should be forwarded to the Supervisor:
  - nature of the complaint
  - outline of relevant circumstances
  - steps already taken to resolve the issue
  - action desired
- Within five workings days of receiving a written complaint, the Supervisor will work with the family to make a thorough inquiry into the complaint and to prepare a report summarizing the problem, including the discussion with the parents, the Supervisor's recommendations and the actions taken.
- If the family is not satisfied with the action taken by the Supervisor, the parent may file a written complaint with the Director. The Director will have five working days to review, investigate and respond to the parents' complaint.
- 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 the parties involved.
- Contact information is posted on Parent Information Boards and is available on our website.



## **Emergency Management Policy**

- Market Lane ELC is equipped with a telephone service that is always accessible to staff and can be used to obtain emergency assistance.
- The duties of each staff member in the event of a fire and a fire exit plan are posted at the entrance of the center and in each classroom.
- Fire drills are conducted every month in accordance with Ontario Regulation 213/07 (Fire Code) made under the *Fire Protection and Prevention Act, 1997* and a written record maintained for at least 12 months from the date of the drill.
- In the event the center must be evacuated, the Assembly Point is at the “Island” in the center of the parking lot.
- The emergency shelter, in case of evacuation, will be at Woodbridge Public School, 60 Burwick Avenue, Woodbridge, Ontario.
- In the event of a medical emergency, we may need to take your child to the hospital. In some circumstances, emergency help may be called before parents are notified. Every effort will be made to notify parents immediately after emergency help is called.
- On reaching it safely, the staff will contact parents by phone to ask them to pick up children. As soon as reasonably possible during an emergency, the supervisor will send an email to all parents informing them of the situation, any applicable instructions, and the next steps known.
- Market Lane ELC has an Emergency Management Policy in place which must be reviewed by all staff, students, and volunteers prior to the start of employment/ volunteer position, any time there are revisions and annually thereafter.

## **Arrival & Departure Policy**

- Children are signed in and out by staff members upon their arrival and departure.
- We ask that if your child is not going to attend care as per usual that you inform the center by 10am. This will help us plan meals and activities for the day.
- When your child does not attend daycare, you must call to let us know the reason – if it is a communicable illness, we are required to record this in case other cases break out. If no one answers the phone, please leave a brief message. Also, upon arrival and preparing your child for the day please help them or direct them to wash their hands before beginning to play with toys, to prevent the spread of germs.
- If someone else is picking up your child, please let staff know upon arrival. Photo ID will be required by the person picking up your child as well if the staff member is not familiar with that person. Please let any individuals other than parents who may pick up the children be asked for picture ID to ensure the safety of all children. Children will not be released to unauthorized individuals.
- If someone shows up to pick up your child and staff was not made aware of it, we will have to track you down to confirm that this is in fact permitted, as well as see a picture ID of that individual to confirm their identity.



## Immunization, Illness & Medication Policy

### Immunization

- An updated immunization record must be provided on enrolment to the Market Lane ELC and once enrolled the records must be updated on a regular basis.
- If parents object to immunizing their child, a “*Statement of Conscience or Religious Beliefs*” or “*Medical Exemption*” form must be provided.

### Illness

- If your child is too sick to attend daycare, please keep him/her at home. The best place for a child to recuperate from an illness is home.
- If your child experiences any of the following please keep him/her at home until he/she is fully recovered, or well enough to participate in normal everyday activities.
  - Fever
  - Excessive discharge from the mouth, nose, eyes, or ears
  - Red discoloration of the whites of the eye(s)
  - Skin rash
  - Abdominal pain, vomiting or diarrhea
  - A deep, hacking cough
  - Breathing difficulties
  - Yellowish discoloration of the eyes or skin.
  - Pus filled or oozing cuts over the skin
- If your child is sent to the Market Lane ELC with any of these symptoms or develops them during the day, he/she will be sent back home. You should arrange for back-up care when your child is sick, and unfortunately there are no refunds or discounts for days that your child does not attend daycare. There are still costs associated with each childcare spot each day that unfortunately cannot be avoided if your child is not in attendance.
- However, if your child is hospitalized for a long period of time exceptions may be made with presentation of documentation from the hospital.

### Medication

All drugs and medications to be administered to children must meet the following requirements:

- The liquid medications in their original containers should be labelled by the pharmacist.
- If it is dispensed by the Pharmacist in a container, it needs to be labelled by the pharmacist as well.
- ***The medications which are changed into other containers by the parents will not be accepted even if they are labelled.***



- With the Epi-pen and the puffer medications, please bring them in their actual box and containers, which are labelled, and the medication also needs to be labelled.
- All drug or medication containers must be clearly labelled with:
  - The child's full name.
  - The name of the drug or medication.
  - The dosage of the drug or medication.
  - Instructions for storage.
  - Instructions for administration.
  - The date of purchase of the medication for prescription medications.
  - The expiry date of the medication, if applicable.

***The information provided on the written parental authorization must match all the requirements listed above.***

- Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the container, the childcare center will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.
- Drugs or medications purchased by staff, students or volunteers for their own use will be kept inaccessible (e.g. stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time, except where written parental authorization to administer has been obtained (e.g. hand sanitizer).
- Prescription medication must be provided in the original container with the child's name, date, name of the medication and instruction for dosage, administration, and storage.
- You will also be asked to complete a Medication Form available from the supervisor and the medication will be administered by an ECE or the Supervisor.

### **Food & Nutrition Policy**

- Nutritious food is essential for a child's development, and our menus are prepared based on *Canada's Food Guide* and *Child Care & Early Years Act, 2014*.
- At Market Lane ELC we provide nutritious snacks and freshly prepared meals and follow a nuts-free policy. Weekly menus are available on our website.
- Parents are to provide formula milk and/or breast milk for infants.
- It is essential that we are made aware of any food allergies or food restrictions for religious reasons. We will attempt to provide alternate food when necessary, however we may not be able to cater to all requirements. Please be sure to discuss this with the Supervisor before your child is enrolled at Market Lane ELC.
- Please do not bring any outside food into the childcare center unless approved by the supervisor, as there may be staff, children, or parents with life-threatening allergies.



## Meals and Snack Policy

- Market Lane Early Learning Center offers meals that go above and beyond the recommendations of the Canadian Food Guide.
- We follow seasonal menus that are developed and approved by a certified dietitian. Snacks and lunches are prepared on the premises. The menu is posted outside the kitchen and is available upon request.
- Please notify the center supervisor if your child has any food allergies/restrictions before commencing at the center.
- If you would like to bring your child's lunch from home, please include an instruction letter on how the lunch is to be served. Please label all your child's personal items.

***Snacks from home are not allowed into the center due to allergies. Please ensure that all food is eaten or discarded before entering the center.***

## Sleep Policy

- Children younger than 12 months must be placed for sleep in a manner consistent with the recommendations set out in the document *“Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada”* published by Public Health Agency of Canada unless the child's physician recommends in writing otherwise. Market Lane ELC ensures all children are placed to sleep in a manner consistent with these guidelines.
- It is recommended that children younger than 12 months be placed on their backs to sleep to lower the chance of sudden infant death syndrome (SIDS), however; parents may request otherwise with a doctor's written recommendation, and this must be documented on the Enrolment Form.
- Parents will indicate in the Enrollment Form what the child is to use during nap time (i.e. light blanket, swaddle blanket, sleeping sack, soother) or if the child is to have a reduced, extended or no nap.
- Parents will be consulted respecting their child's sleeping arrangements at the time the child is enrolled at Market Lane ELC, upon transition to another classroom or upon a parent's request.
- Infants will be fed following the written instructions provided by the parents; however, it is important to note that bottles should not be given to infants while they are lying down. Bottles should never be propped against something or left in a child's mouth when they are falling asleep or asleep.
- Infants must sleep in their assigned cribs and at no point in time are infants to be left sleeping in the bouncy chairs, swings, or any other place other than the crib. Under no circumstances are pillows, heavy blankets, bottles/sippy cups, stuffed toys and/or crib bumpers to be used in an infant sleep room.
- Children older than 12 months must be placed to sleep in a manner advised by the parents. A staff is physically present in the sleep room to supervise the children and conduct physical checks.
- Direct visual and physical sleep checks (checking for breathing, increased/decreased breathing sounds, tossing, and turning, etc.) will be completed for all age groups and documented as follows:

***Infants/Toddlers – direct visual and physical sleep check every 15 minutes***

***Preschool/ School Age – direct visual and physical sleep check every 30 minutes***



- Any change in a child's sleep pattern must be documented in the child's daily report to inform parents of this change and may require that the child is monitored more frequently during sleep.
- Lighting in the sleep room must allow for direct visual monitoring. Lights can be dimmed, but staff must be able to see children clearly.
- Each child in care will have a crib or a cot labelled with their name on a crib/cot sheet. No child is to be put in a crib or on a cot without a clean bed sheet.
- Sleep time will not exceed two hours in our toddler and preschool classrooms. Infants may sleep for longer during the day as per the parent(s) request.
- Arrange children's cots in a head-to-foot formation with the cot 1.5 feet apart and with an aisle of at least 3 feet to ensure children and staff can safely evacuate in case of an emergency.
- Make sure you can see the child's face while sleeping; blankets and sleep toys must never cover a child's face.
- Staff, students, and volunteers will review the Sleep Supervision Policy before the start of their employment/placement/volunteer position, any time there is a revision and annually thereafter to ensure understanding.

### **Serious Occurrence Policy**

The safety and wellbeing of our children in licensed childcare center programs is of highest priority, and we work diligently to provide a safe, creative, and nurturing environment for the children. Despite all the best precautions, serious occurrences can sometimes take place.

#### *What is a Serious Occurrence?*

- Death of a child
- A life-threatening injury to or a life-threatening illness of a child who receives childcare
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare
- An incident where a child receiving childcare goes missing or is temporarily unsupervised
- An unplanned disruption of the normal operations of a childcare center that poses a risk to the health, safety, or well-being of children.

#### *How to respond to a serious occurrence?*

- If a child is directly involved, attend to the child first. Assess the situation. If the child's well-being is compromised, assess the extent.
- Remove the child from any immediate danger. Stay with the child and keep as comfortable as possible.
- Designate a person to call 911, report what you have seen to the Directors and call the child's parents or guardians.
- Give the child any first aid required. If first aid is required, continue with first aid until EMS arrives.



- Accompany children to hospital.
- All witnesses will remain at the school until they have given a full report.
- The Ontario government has introduced a policy that requires licensed childcare centers and private home daycare agencies to post information about serious occurrences that happen at a center or a home daycare location effective November'2011. To support increased transparency and access to information, a *Serious Occurrence Notification Form (SONF)* must be posted at the center or home daycare location in a visible area for at least ten business days.
- A report is provided to a program adviser of any serious occurrence within 24 hours.
- Annual analysis of all serious occurrences that occurred in the previous year is conducted and records are maintained of the actions taken in response to the analysis.

### **Child Abuse/ Neglect Policy**

Our goal is to provide a safe and happy learning environment for the children enrolled in our day care program. Children must be treated with respect. Self-respect is important in the healthy development of children.

We do not allow or tolerate physical/ verbal abuse:

- of one child to another
- of a child by a member of the staff
- of a child by a parent

- Every person in Ontario is required under the *Child and Family Services Act* to report his/her belief that a child may need 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 suspicion of child abuse. If in the course of our professional duties, the supervisor and/or the staff of the center have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, is reported immediately to the *Children’s Aid Society (CAS)*.
- We cannot judge or decide what child abuse is, we must leave that to the agency worker.
- We are not allowed to contact the parents first.
- In the unlikely event an agency worker calls you, we can assure you that the utmost confidentiality will be maintained by the staff. Only those individuals directly involved would know of the call and once the agency has investigated and closed the case, the matter will be ended as far as we are concerned.
- We will not refer to it again and we hope it will make no difference to the close, supportive relationship we have with all our parents.

For more information, visit:

[http://www.children.gov.on.ca/htdocs/English/childrensaid/reporting\\_abuse/index.asp](http://www.children.gov.on.ca/htdocs/English/childrensaid/reporting_abuse/index.asp)



## Incident Reports

- Parents will be informed by telephone/email regarding any incidents occurring with their child whilst under our care. The parents will be informed as soon as possible regarding the same.
- If your child has an accident while in our care, the staff will fill out an accident report form describing the circumstances of injury, and any first aid administered.
- The staff will also note the accident in the daily written record.
- You will be requested to read and sign the report when you arrive to pick up the child.
- A copy of the report will be given to you, and a copy will be retained at the center.

## Outdoor Play

- Outdoor play is very important for the children and is a big part of our program. The children will enjoy our lovely, secure play yard twice a day. All the children are required to go outdoors for those two hours.
- Parents are required to ensure that their child is properly dressed for the weather.

## Field Trips

- Field trips and walks are a regular and carefully supervised part of our program.
- Walks in the neighborhood are often taken without previous planning.
- Field trips beyond the immediate neighborhood will be notified in advance.

## Clothing & Toys

- Please make sure that your child is dressed appropriately according to the weather conditions as the children go outside for two hours every day.
- All children will require a change of clothes and a naptime blanket to remain at Market Lane ELC.
- Parents also need to provide a pair of indoor shoes in the winter so that the child can remove the boots; bare feet is not permitted in the center for safety reasons.
- Please encourage your child to leave their toys and treasured possessions at home so they do not get lost or broken. However, if your child requires a special toy at rest time, they may bring it in a bag with their name on it.
- Please make sure your child's belongings are labelled to prevent loss. Market Lane ELC will not be responsible for lost items.

## Inclement Weather Policy

- Market Lane ELC implements an Inclement Weather Policy to ensure safety measures are followed when weather conditions become dangerous.



- Our foremost concern is to ensure the safety of our students, families, and staff and to ensure that every possible measure has been taken to prevent injury and to maintain a safe environment, inside and outside our center.
- In the event of serious inclement weather, every effort will be made to keep the center operational during regular hours, however, we may be forced to cancel some of our services.
- On severe weather days, we ask all our families to please call the center before leaving home. Parents/guardians need to be aware that families will not be reimbursed for days missed due to severe weather conditions.

### **Closures due to natural calamities**

- In the event of serious inclement weather such as snow days, storms etc., every effort will be made to keep the Centre operational during regular hours, however, we may be forced to cancel our services.
- Market Lane Early Learning Centre will not be providing any refunds to the situations arising out of our control, such as storms, snow days etc. If we are closed during that period, we shall not be reimbursing any payments done for the day.
- On severe weather day's we ask all our families to please call the Centre before leaving home. Parents/guardians need to be aware that families will not be reimbursed for days missed due to severe weather conditions.

### **Access to Child & Premises Policy**

- Market Lane ELC will ensure that we do not prohibit a parent from having access to their child at our program or from accessing the premises when their child is in care except on reasonable grounds that the parent does not have a legal right to access the child or if the parent is behaving in a disruptive manner.
- If it is an emergency, call 911 immediately.

### **Parent Code of Conduct**

- We all have the right to be safe and feel safe in our community. Market Lane ELC's Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our center community including parents or guardians, volunteers, and teachers.
- These standards apply whether they are on Market Lane E.L.C.'s property or at center-sponsored events and activities.
- All members of the Market Lane ELC community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability, or any other ground protected by *Ontario's Human Rights Code*
- All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting, etc.) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.
- Inappropriate behaviour or harassment of any kind towards a child, student, parent, or teacher will result in immediate intervention up to and including the family's expulsion from the center and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written notes, email, words, gestures and/or body language.
- No weapons are allowed on center property or at center functions.



- Alcohol and illicit drugs are not allowed on center property or at center sponsored events. The consequences for failure to comply will include but are not limited to the family's expulsion from the center.
- The privacy and confidentiality of our parents, guardians, teachers, volunteers, and students is important to us.
- All concerns and comments should be addressed to the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor.
- Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the center hallways, the parking lot or via electronic mediums such as Facebook, Myspace, personal blog sites or other forms of electronic information sharing.
- Any pictures taken at the center or during center events are for the private use of Market Lane ELC families only. These pictures cannot be posted on online photo albums or social media.

### **Communication Policy**

- We have an open-door policy with parents, as this is one of the key components in developing a child's future.
- We are always open to questions, comments, or suggestions for the betterment of the program.
- If you need to contact Market Lane ELC for any reason, please feel free to call 905-265-7285. If you get our voice mail, please do leave a message, as often we are out or busy with children and unable to get to the phone at that moment. We do check messages regularly and return phone calls as soon as we get the chance.
- We do not mind calls to check to see how your children are doing during the day. We do please ask to limit them to two per day, as they do disrupt the program to pull a teacher out to speak over the phone.

### **Smoking Policy**

- The *Smoke-Free Ontario Act* came into effect on May 31<sup>st</sup>, 2006, prohibiting smoking in enclosed workplaces and public places, to protect workers and the public from second-hand smoke. Smoking is prohibited in a day nursery licensed under the *Day Nurseries Act* and as such no lighted tobacco can be brought onto premises of the Market Lane Early Learning Centre or on the playground.

The centre's operator is responsible to:

- Ensure that everyone is aware that smoking is prohibited.
- Post no smoking signs at all entrances, exits, washrooms and other appropriate locations.
- Ensure that no one smokes on the premises.
- Ensures that a person who does not comply does not remain on the premises.



## Safe Arrival and Dismissal Policy

### Purpose

- This policy and the procedures within help support the safe arrival and dismissal of children receiving care.
- This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare center as expected, as well as steps to ensure the safe dismissal of children.
- This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.
- Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

### Policy

#### General

- Market Lane Early Learning Centre will ensure that any child receiving childcare at the center is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization to release the child.
- Market Lane Early Learning Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The center will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

### Procedures

#### Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up).
  - Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on Enrollment package or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
  - document the change in pick-up procedure in the daily written record.
  - sign the child in on the classroom attendance record.



## Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare center and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
2. Inform the Supervisor and they must commence contacting the child's parent/guardian no later than 09:00am. Staff shall call the parents or send them an email. If there is no communication from parents regarding the same, staff must leave a voice note and mark the child absent after an hour. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

## Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child too. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

## Where a child has not been picked up as expected (before Centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, even after 30 minutes have passed by, the program staff shall contact the parent/guardian via phone call and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must keep on calling again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed by contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the Centre.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, to come and pick up; and if no response, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed."

## Where a child has not been picked up and the Centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by pick-up time or the by the Centre closure, staff shall ensure that the child is given a snack and activity, while they await their pick-up. Write it down in the classroom logbook as well.
2. One staff member shall stay with the child, while a second staff proceeds by calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child



is an authorized individual; the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.

3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff contact authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed in the children's file (e.g., the emergency contacts) for 30 minutes, the staff shall proceed by contacting the local Children's Aid Society (CAS), 1-800-718-3850. Staff shall follow the CAS's direction with respect to the next steps. Make a note in the classroom logbook about what happened, and when the calls were made to the parents and communication happened or leave voice notes.

### **Dismissing a child from care without supervision procedures**

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

### **Glossary**

***Individual authorized to pick-up/authorized individual:*** a person that the parent/guardian has advised the childcare program staff in writing can pick-up their child from care.

***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 and home child agency.

***Parent/guardian:*** 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.

Regulatory Requirements: Ontario Regulation 137/15

### **Safe arrival and dismissal policy**

Every licensee shall ensure that each childcare center it operates and each premises where it oversees the provision of home childcare has a policy respecting the safe arrival and dismissal of children that,

- (a) provides that a child may only be released from the childcare center or home childcare premises,
  - (i) to individuals indicated by a child's parent, or
  - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
- (b) sets out the steps that must be taken if,
  - (i) a child does not arrive as expected at the centre or home childcare premises, or
  - (ii) A child is not picked up as expected from the centre or home childcare premises.



Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the Child Care and Early Years Act, 2014 (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each childcare centre it operates and each premises where the licensee oversees the provision of home childcare.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.