

Orde Day Care Satellite Site

Family Handbook



ordedaycare.org • admin@ordedaycare.org

Updated January 2026



Contents

Orde Day Care Satellite Site	2
1. Introduction.....	6
Welcome.....	6
History of Orde Day Care.....	6
Family Involvement.....	6
Program Statement of Orde Day Care.....	7
2. Administration.....	10
Area of Service.....	10
Organizational Structure of Orde Day Care.....	11
Decision Making at Orde Day Care.....	11
Board of Directors.....	11
Staff Qualifications and Requirements.....	12
Student Teachers.....	12
Supervision of Volunteers and Placement Students.....	12
Family Volunteers.....	12
Supervision of Volunteers and Placement Students Policy.....	12
3. Admission and Fee Policies	15
Childcare Application Form.....	15
Vacancies.....	15
Waiting List Policy.....	15
Inclusion Policy	17
Acceptance of Space	17
Gradual Admission Policy	17
Deposit.....	Error! Bookmark not defined.
Payment of Fees.....	19
Enrollment in Canada Wide Early Learning and Care System (CWELLC).....	20
Tax Receipts	20
Overdue Fees.....	20
"Non- Sufficient Funds" Cheque.....	21
Statutory Holidays.....	21



Orde Day Care Satellite – Family Handbook 2026

Withdrawing Your Child from the Centre	21
Withdrawal without Notice.....	21
Orde Day Care's Request to Withdraw Your Child from the Centre.....	21
4. POSITIVE TEAM ENVIRONMENT	22
Bias Free and Equity Policy	22
Customer Service Standard under AODA.....	22
Parent Issues and Concerns Policy and Procedure	22
Purpose.....	22
Definitions.....	22
Policy	23
General.....	23
Confidentiality	23
Conduct.....	23
Concerns about the Suspected Abuse or Neglect of a child.....	24
Procedures:	24
Interactions between Families and Staff.....	26
Orde Day Care Code of Conduct.....	26
Requests for Babysitting.....	27
5. PROGRAM POLICIES AND PROCEDURES	27
Developmental Profiles.....	27
Primary Care Model	28
Promoting Positive Interactions and Prohibitive Practices Policy.....	28
Prohibited Practices at Orde Day Care:	28
Procedure upon Contravention of Prohibitive Practices:	29
De-escalating a Volatile Situation:	29
De-escalating Volatile Behaviour Procedures:	30
Consultations or Referrals for Early Intervention.....	31
Child Abuse Prevention Policy	31
Duty to Report	31
Failure to Report.....	31
Serious Occurrence Policy.....	32
6. Safe Arrival and Departure of Children.....	33



Orde Day Care Satellite – Family Handbook 2026

Arrival Procedure.....	39
Drop off and Pick up Zone	39
Stroller/Bicycle Room.....	39
Emergency Closures.....	39
Change of Address, Phone Number and Email Address	40
Safe Departure Policy	40
Authorized Pick-Ups and Telephone/Email Departure Changes.....	40
Late Fee Policy	40
Late fee charges	40
Emergency Procedure for Late Pick Up.....	41
Unauthorized Pick-Ups	41
Unaccompanied Departures.....	41
Parental Separation and Court Ordered Visitation Policy	42
7. Children’s Health Policies.....	42
Children Absent from the Daycare	42
Health Alert Reports.....	42
Health Fact Sheet.....	42
Reportable Illnesses.....	42
Daily Health Inspection.....	43
Upon Arrival at the Centre	43
During the Day	43
Upon Departure.....	43
Upon Returning to the Daycare after Being Ill	43
Administration of Medication and Medical Supports Policy and Procedure	43
Definition of Anaphylaxis	46
Parent Responsibilities.....	46
Reportable Diseases.....	47
Procedure for Outbreaks of Infection.....	47
Biting Policy.....	47
8. Safety Policies.....	48
Safety Policy.....	48
Sleep Room Supervision Policy and Procedure.....	48



Orde Day Care Satellite – Family Handbook 2026

Gaining Entry to the Building.....	48
Elevator Use	49
Accident Reports.....	49
Medical Emergency.....	49
Field Trip/ Excursions.....	49
Fire Drill & Emergency Evacuation.....	50
Safe Water Procedure.....	67
9. Food and Allergy Policies	68
Food Policy.....	68
Dietary Restrictions.....	68
10. Other Useful Information	68
Special Occasion/Birthday Policy.....	68
DVD/Video/Film.....	68
Toys & Games from Home.....	68
Clothing.....	69
Toilet Training.....	69
Diapers.....	69
Media.....	69
Adult Washrooms.....	69
Public Relations.....	69
No Smoking Policy.....	69
Infant Room Daily Schedule.....	70
Toddler Room Daily Schedule for summer and spring.....	70
Toddler Room Daily Schedule for fall and winter.....	71
Preschool Room - Regular Schedule.....	72
Preschool Room - Rainy Day Schedule.....	73
Family Contract- revised May 2019.....	Error! Bookmark not defined.
Fee Schedule.....	75



1. Introduction

Welcome

Welcome to Orde Day Care! The purpose of this handbook is to inform you of the policies and procedures that concern you and your child as a member of Orde Day Care. More detailed versions of the Ministry of Education, Child Care and Early Years Act, 2014 required policies can be found in Orde Day Care's website at www.orde daycare.org under the Policies tab

History of Orde Day Care

Orde Day Care was created by families through a series of public meetings. It opened at Orde Street Public School in September 1979 for Preschool, School Age and Ten Plus children. Since that time, Orde Day Care has continued to grow and offer an excellent example of quality daycare in Toronto. We operated as the workplace daycare centre for the Toronto Board of Education until the school board amalgamation in 1998.

In the fall of 1997, the Toronto Board of Education offered our daycare an additional site to help meet the needs of the growing demands for childcare at Orde. In March 1998, we opened an Infant, Toddler, and Preschool Program at our Satellite Site on St. Patrick Street. We provide childcare for the local school communities and the downtown working community. In 2013 Orde Day Care became the 3rd party operator for the before and after school kindergarten program in Orde Public School.

Orde has developed strong relationships with Orde St. Public School and Contact Alternative School that we consider to be a great asset. We have developed a model of cooperative and integrated communication to merge the mandates of each organization in order to meet the needs of the children over their whole day.

Family Involvement

We encourage parents to be involved in their child's development and learning by participating in the exchange of observations of the child with the staff. Staff continually observe the child and their interactions with other children, the environment and participation in our planned and spontaneous activities and experiences. Observations of children are documented for parents to read and to gain a further understanding of their child's development.

Volunteering

The Child Care and Early Years Act encourages all family members who wish to participate in field trips or in the classroom complete a Police Reference Check with Vulnerable Sector Screening. Screenings must be done in the last five years to be considered valid. If screenings are older than 6 months' parents or family members will be required to sign a declaration of offence. Declaration of Offence must be completed annually for those year in which a Vulnerable Sector Screening was not undertaken.

If you are interested in volunteering a copy of the Vulnerable Sector Screening form from Orde Day Care can be picked up from the daycare office. There is a small fee associated with the cost of the screening which is paid by the parent. The daycare will process the screening once the form and fees

are forwarded to the daycare office. The parent will receive the completed screening from Toronto Police Services, we ask that you bring in the original copy of the form so we may review it and take a copy. Unfortunately, we cannot accept clearance letters or Police Reference Checks **without** Vulnerable Sector Screening.



Orde Day Care Satellite – Family Handbook 2024

Families that reside outside of the City of Toronto must contact their regional police authority to undertake a Police Reference check with Vulnerable Sector Screening Check. Once an individual has a completed Criminal Reference Check with Vulnerable Screening on file, please let the Supervisor know that you are interested in volunteering as the number of volunteers allowed per trip is limited. Once the individual has been cleared to attend, they will be given a number of policies to review and sign prior to the trip. The policies which are required to be reviewed are posted on our website @ordedaycare.org , please ask the Supervisor for a Policy sign off sheet and return it to them signed, prior to volunteering.

Program Statement of Orde Day Care

Orde Day Care is a non-profit organization whose **goal** is to provide a safe and stimulating environment for children from 0-12 years of age where we promote:

Optimal: health, safety, nutrition and wellbeing of all children,

Responsive: relationships and communications between our children, parents, and staff

Diversity: of our children, families, staff and inclusive programs.

Encouragement: of the child through positive exploration, inquiry and play

Our **mission statement recognizes** that each child is competent, capable, curious and rich in potential. We believe every child's individuality and ability is to be respected and encouraged. This individuality is fostered through our commitment to creating a community in a nurturing, high quality inclusive environment which respects the child's culture, gender, religion, socio economic background and physical, cognitive and emotional abilities.

Our programs strive to:

1. Meet the individual developmental needs of the whole child through the five areas of development
 - a. Physical (gross and fine motor)
 - b. Social (awareness, respect, ability to share, co-operate and self-regulate)
 - c. Positive communication (verbal and nonverbal)
 - d. Self Esteem (self-awareness and positive self-image)
 - e. Cognitive (comprehension, problem solving and skill acquisition)
2. Promote child led and teacher initiated active exploration opportunities based on documented daily observations of the children in age appropriate and planned learning environments
3. Encourage and foster positive and responsive relationships with the children and their families by promoting and maintaining positive communication and interactions.
4. Supporting the continuous learning between children, staff, families and community partners
5. Reflect and review the effectiveness of our programs



Orde Day Care Satellite – Family Handbook 2024

In our program you will see:

1. Indoor and outdoor learning environments and activities which are planned, based on our recent documented observations and the ELECT document along with direct input of the children and parents that support the child's interest, ideas, learning and all areas of development
2. Our play rooms and outdoor areas offer a wide variety of open-ended play materials available to the child. These materials can be used freely throughout the environment to support the curiosity and competency of the child, and allow our educators to continue to add or challenge the child to extend and sustain the learning/experience, which engage the body, mind and senses
3. Routines and flexible schedules that involve children in daily indoor and active or outdoor play, rest and quiet time that encourage children to set the pace, develop self-interest, meet new accomplishments, encourage self-help skills, and self-worth while allowing the staff to meet the individual needs of the children by offering encouragement, engagement and one on one support
4. An enjoyment of physical activity through large muscle play and physical games, while still ensuring there are an abundance of opportunities to expand the child's creativity and self-expression through creative art, music and writing
5. The promotion of the children's growing autonomy and cooperation by encouraging participation in the program and activities while setting and reinforcing limits that enable children to engage successfully in the group and assist in the development of self-regulation
6. Meals, snacks and cooking experiences, which are planned and implemented by our staff to ensure that they meet the Canada Food Guide, are culturally sensitive, recognize dietary allergies and food restrictions and involve the input of the children, families and staff through solicited feedback from all parties
7. The focus on safety and wellbeing of the children, with the review of anaphylactic and individual medical plans upon the child's admittance and annually thereafter by all staff, placement students and volunteer. We maintain the children's allergy lists which are available anywhere children are present. All staff are trained in First Aid and CPR Level C.
8. Photographs of children engaged in play and family events that document the children experiences and activities
9. Observation booklets for each child available to the parent for review and discussion, as well as formal developmental progress updates in our younger aged programs based on the Continuum of Development of the (ELECT) or Early Learning for Every Child pedagogical document. Monthly staff meetings held to discuss the ELECT document in order to provide continuous learning for staff who interact with children and their families.



Orde Day Care Satellite – Family Handbook 2024

10. The support of the child's self-worth and self-regulation by providing and supporting experiences and activities that enables children to develop problem solving and conflict resolution skills, these include cooperating, sharing, and appropriate emotional responses.
11. Periodic visits from or to community partners, ie school events, local market, library, police, fire dept, and community walks to enhance the children's experience and encourage a sense of belongingness in the community
12. Engagement of support staff for our children, families and staff members to enhance development and increase the child's competencies and capabilities by, expanding on the learning of the staff through the implementation of individual child support plans meetings with school personnel and the implementation of recommendations and approaches with the children. These provide opportunities for families, staff and support staff to engage with one another
13. The encouragement of parental involvement in our program which includes opportunities to engage the parent as a learning partner by providing opportunities to extend activities with their child outside of the center, share their time and skills with their child in the group setting both in the classroom and on outings, and the providing opportunities for families to engage with one another in special celebrations or activities, such as fun fairs, games night.
14. Solicitation of feedback of our program statement and approaches through engagement of children in planning activities and the environment, and parents through parent exit surveys, written feedback into staff evaluations, summer programs and yearly survey of our approaches to accomplish our statement goals.

What you will hear:

1. Responsive staff interactions with children that observe verbal and nonverbal cues of the child, and responding to these cues in a positive, timely, developmentally and supportive manner; which recognizes the child's competencies, curiosity, capabilities and emotions that includes assisting the child with problem solving, offering alternatives, questioning and hands on learning
2. Skilled educators who role model appropriate interactions and communications with the children, colleagues and parents. They provide opportunities to children to practice these skills through role modeling, active listening, and the promotion of sharing and respecting one another and their perspective and experience with the intent to promote the development of self- esteem and self-regulation with the children
3. Staff members and educators who respond to parents' questions and concerns as they arise, sharing observations and age-appropriate expectations based on developmental stages and checklists
4. Educators discussing observations of children with their room/program partners to develop activities and approaches that has a shared vision of meeting the development of the child and the goals of the program including those with individual support plans



Orde Day Care Satellite – Family Handbook 2024

5. Staff from every facet of the agency communicating new ideas with each other presented at workshops and conferences and initiating new approaches in the curriculum to ensure that their practice remains current.

Our **vision** is to inspire and guide children to become responsible, respectful, and humane citizens. Our commitment is to create and sustain a supportive atmosphere that is an extension of home and community.

2. Administration

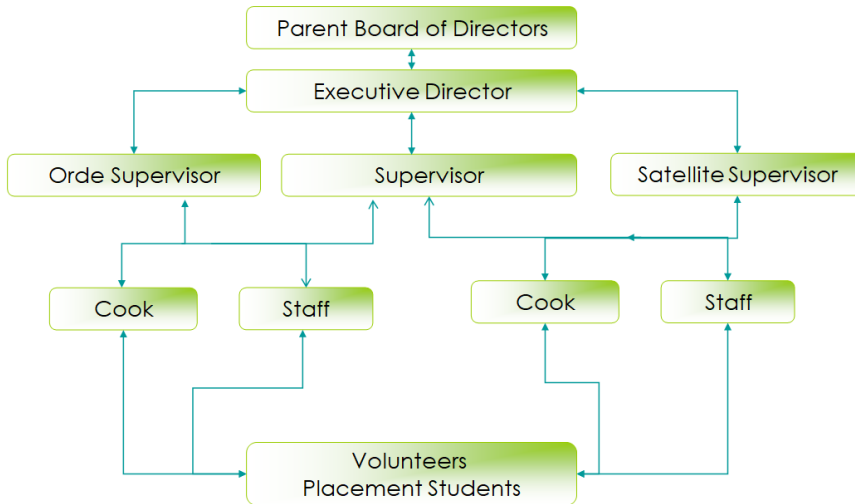
Area of Service

Our hours of operation are 7:30 a.m. to 6:00 p.m. The Orde Day Care and Orde Day Care Satellite, two provincially licensed daycares provide childcare for 239 children from birth to 12 years of age. The Satellite Site is licensed for Infant, Toddler and Preschool; the Orde Street Site is licensed for Preschool, Kindergarten and School Age and Ten Plus. The license each site has posted indicates the centres are in compliance with the Child Care and Early Years Act. Inspection results are posted online at <http://www.ontario.ca/ONT/portal/61/licensed-childcare>. The centre also holds a Purchase of Service Agreement with the City of Toronto that allows the daycare to accept fee subsidies for eligible parents and requires the centre to meet a set of standards laid out in the City of Toronto Early Learning and Care Assessment for Quality Improvement. A Quality Assurance Representative with Toronto Children's Services Division of the City of Toronto reviews these criteria annually. Results from these reviews are posted at <http://www.toronto.ca/children/dmc/webreg/gcreg1714.html>



Orde Day Care Satellite – Family Handbook 2024

Organizational Structure of Orde Day Care



The organizational structure of the day care is that of a non-profit charitable corporation owned collectively by its members and run by an elected board of parents.

Decision Making at Orde Day Care

The day-to-day organization and administration of the centre is the responsibility of the staff of the day care under the direction and supervision of the Supervisors and the Executive Director. The Board of Directors of Orde Day Care Centre Inc. manages the overall administration of all programs of the day care.

Board of Directors

The Board of Directors consists of a minimum **of 5 members, to a maximum of 8 members** which may be changed, subject to the minimum, by a special resolution. The Executive Director and the Supervisors attend the meetings as non-voting members. All positions are voluntary, and elections are held at the centre's Annual General Meeting. All families are invited. Nominations of new officers are accepted when there are vacancies. Regular Boards of Directors meetings take place every 4-6 weeks. Notices of meetings are posted one week prior to the meeting date and agenda items may be submitted at that time to the Executive Director or Board secretary. If a family wishes to make written submissions, they may be left at the daycare office or emailed to ordeboard@ordedaycare.org



Staff Qualifications and Requirements

Full time and part time staff is unionized with CUPE Local 2484-09 and 2484-33.

The majority of the staff are Registered Early Childhood Educators with the College of Early Childhood Educators and hold a valid standard First Aid Certificate. Each program is staffed by at least one RECE or equivalent, who has been specifically trained to support the development of children from 0-12 years.

All staff are required to undergo a Police Reference Check with Vulnerable Sector Screening Check at the time of hire. The Vulnerable Sector Screening Check (VSSC) is a precautionary measure designed to screen out potentially unsuitable employees/volunteers and to help ensure the safety and well being of all children served by Orde Day Care. The VSSC is intended to be one part of an effective screening process that assists the centre in recruiting the best possible candidates. The VSSC will also help ensure that our centre is fulfilling its legal, ethical, and moral responsibility to the clients it serves.

Student Teachers

Orde Day Care is used as a training environment for many students. We accept students from the Early Childhood Education program at George Brown College and other community colleges. We also work with Co-op and high-school students from various government training programs.

Supervision of Volunteers and Placement Students

Individuals who wish to volunteer at Orde Daycare must be over the age of 18, unless they have a letter from their school, that supports their volunteer experience

Volunteers or students will not have unsupervised access to children while in our care or are they counted in the required staffing ratios. Criminal reference checks with Vulnerable Sector Screening Checks are required for all volunteers having direct contact with children.

Family Volunteers

All family members wishing to volunteer to assist on a field trip or in a classroom must inform the Supervisor of your interest to volunteer and complete the following:

1. A current Criminal Reference Check with Vulnerable Screening Check and provide the original document for review to the Supervisor or Executive Director
2. Vulnerable Sector Screenings that were completed between 6 months and 5 years, from today's date must be supported by a Declaration of Offence.
3. Review of our policy and procedures which are posted on our website
- 4.

Supervision of Volunteers and Placement Students Policy

This policy will help support the safety and wellbeing of children in the care of Orde Day Care, while providing an opportunity for individuals to develop appropriate skills under the direct supervision of our qualified staff.

The adherence to this policy is the responsibility of the volunteer/placement student and the Supervisor or designate, in conjunction with the assigned supervising staff.

Policy Statements:



Orde Day Care Satellite – Family Handbook 2024

- Volunteers will never be left alone with a child
- Every volunteer and student are supervised by an employee at all time
- No child is supervised by a person under 18 years of age.
- Volunteers/placement students will not be counted in staffing ratios.
- All volunteer and students must provide Vulnerable sector screening form completed by their regional law enforcement area prior to the start of the volunteering or placement.
- Any Vulnerable sector screening that has been conducted within the last five years will be accepted.
- If a screening is more than six months but less than five years, students and volunteers will be required to sign a Declaration of Offence.
- Volunteers or placements students with a positive check will meet with the Director to discuss the findings.
- Consideration to continue the placement will be based on criteria outlined in the Police Reference Check with Vulnerable Sector Screening.
- Any person under the age of 18 years requesting to volunteer will be considered and reviewed by the Director and Board of Directors. (i.e. high school 40-hour volunteer, past students, special requests)
- This policy will be reviewed and signed-off on by all employees, volunteers and placement students initially and annually

Policy Procedures:

Prior to volunteering, or beginning a student placement, each individual will be given an orientation (see checklist attached) by the Site Supervisor or designate and will be assigned a supervising staff.

All volunteers/placement students must read, sign and comply with the following prior to placement:

Orde Day Care's

1. Administration of Medication and Medical Support Policy and Procedure
2. Anaphylactic Policy
3. Confidentiality Agreement
4. Fire and Emergency Procedures (Site Specific)
5. Individual Support Plans/Medical Plans/Anaphylactic Plans
6. Infant Sleep Room Supervision Policy and Procedure
7. Parent Issues and Concerns Policies and Procedures
8. Playground Safety Policy
9. Police Reference Check with Vulnerable Sector Screening Policy
10. Policy Statement for Orde Day Care Health Policies and Procedures
 - a) Animal Reptile and Amphibian Policy and Procedure
 - b) Dealing with a Human Biting Policy and Procedure
 - c) Diapering and Toileting Policy and Procedure
 - d) Environmental Cleaning and Disinfecting Policy and Procedure
 - e) Exclusion of Sick Children Policy and Procedure
 - f) Expressed Breast Milk Policy and Procedure
 - g) Gardening Policy and Procedure
 - h) Hand Hygiene Policy and Procedure
 - i) Laundry Policy and Procedure
 - j) Food Safety Policy and Procedure
 - k) Management and Reporting of Communicable Diseases Policy and Procedure
 - l) Management of Immunization Information Records
 - m) Management of Outbreaks Policy and Procedures



Orde Day Care Satellite – Family Handbook 2024

- n) Occupational Health and Safety Policy and Procedure
 - o) Pest Control Policy and Procedure
 - p) Respiratory Etiquette Policy and Procedure
 - q) Risk Assessment Policy and Procedure
 - r) Toy Cleaning and Disinfecting Policy and Procedure
 - 11. Program Statement
 - 12. Program Statement Monitoring
 - 13. Promoting Positive Interactions Policy
 - 14. Serious Occurrence Policy and Procedure
 - 15. Supervision of Volunteers and Placement Students Policy
 - 16. Toddler and Preschool Sleep Room Supervision Policy and Procedure
 - 17. Training and Development Policy
 - 18. Waiting List Policy
- have an up-to-date immunization record on file (placement students)
 - First Aid Training with Child CPR (placement students)

The role of the volunteer/placement student must:

- never be left alone with children other than his/her own.
- volunteers will not discipline or redirect children other than his/her own, and placement students begin to redirect children and/or set boundaries.
- never use any form of physical discipline or degrading behaviour
- stay with the group at all times if on a field trip.
- not provide outside food to the children.
- to be inclusive of all children
- show interest and involvement when working with the children.

The role of the Supervisor includes ensuring each volunteer/placement student on the first day of placement provides:

- an original copy and valid Police Reference Check with Vulnerable Sector Screening
- a valid Standard First Aid Certificate
- an up-to-date immunization record and TB screening

The role of the Supervisor includes informing each volunteer/placement student on the first day of placement

- if the above stated documents are not presented on the first day, they will be asked to leave and return to placement /volunteer once they can be presented If a positive CRC is made known, either through the placement College or upon receiving the CRC from the student, the supervisor will inform the Executive Director immediately.
- Inform the student that their continued placement will be reviewed with the Executive Director
- an orientation is provided prior to beginning their shift and all required training modules
- giving the volunteer/placement student a room orientation, which includes the implementation of a fire drill, evacuation, lockdown and secure-in-place procedures.
- an introduction to the program staff, kitchen staff, school office staff (if applicable) and caretakers.
- has a supervising staff.

The role of the supervising staff includes:

- never leaving the volunteer/placement student alone with children.



Orde Day Care Satellite – Family Handbook 2024

- monitoring and supervising the placement student is covered in their review package from the college; notifying the Supervisor of any concerns.
- monitoring and supervising volunteers on a daily basis; notifying the Supervisor of any concerns.
- signing-off on the volunteer and/or placement students' daily schedule at the end of each shift.

3. Admission and Fee Policies

Childcare Application Form

Families interested in enrolling children in the centre must complete a waiting list application found on our website ordedaycare.org (Under admissions. Please click on the relevant link). The form is filed by date of receipt and area of priority based on our Waiting List Policy and Procedure.

Vacancies

A vacancy occurs when a child leaves or is asked to leave the centre. Families are required to notify the Supervisor at least four weeks in writing before the final date of a child's attendance at the centre. Verbal notice to a staff member or Supervisor is not considered notice. Once written notification of a vacancy is received, the Supervisor contacts the next family who has completed an application form according to the procedures under "Priority of Admission." This family is then required to indicate acceptance of a space or remain on the waiting list.

Waiting List Policy

Orde Day Care is committed to ensuring individuals interested in receiving care at Orde Day Care are placed on a waiting list that adheres to the priority of admissions set out in our Orde Day Care Family Handbook.

The waiting list policy is intended to uphold the principle of transparency regarding the information contained therein while maintaining the privacy and confidentiality of the children listed on it. The policy lays out a process by which Orde Day Care will maintain the waiting list and notify affected persons or families of their child's status on the waiting list.

A copy of the waiting list policy is included in the family handbook, but is also available to parents upon request as a single photocopied sheet when specifically requested.

Orde Family Handbooks are available to any family interested in receiving care, either online or through a hard copy. All staff, volunteers and students must review the waiting list policy annually. Compliance and contravention to this policy will be monitored as in accordance with Ministry of Education requirements.

Priority of Admissions:



Orde Day Care Satellite – Family Handbook 2024

Priority of admissions is a policy set by the Board of Directors Upon vacancy, the centre will give priority in the following order:

1. Siblings of children already enrolled in either centre.
2. Families living in the community of the Orde St Public School district boundaries.
3. Others who have completed an application form.
4. In the case of unusual hardships, the Orde Board of Directors may waive the above priorities items 1-3.

The age of the child will also be taken into consideration when offering a space for a program, to ensure that the child can be accommodated in the upcoming program, or the appropriate age group. If there is a possibility the child cannot be offered a space into the graduating program, the supervisor will inform the parent prior to offering the space or as soon as it becomes known to the supervisor.

By way of example, the Centre will not

- a. place an older school age child in our youngest school age program, if there is no vacancy for this child in the age-appropriate program
- b. place an older infant or toddler aged child in their respective age-based program if there is no space in for them to graduate to the next age-based program.

Transparency of Waiting list:

1. Supervisors at each site will be responsible for the maintenance of the waiting list based on the above listed priorities for each age group.
2. The centre encourages families to access an application from our website
3. The date of application will be used as the seniority date for the purpose of the application.
4. Supervisors will review the date of application with the date received by the centre to ensure dates are accurate.
5. Families must contact the centre if there are changes to their information after the application has been submitted.
6. Supervisors will note the position (order number) of the applicant on the waiting list prior to calling the affected family to offer an available space.
7. Supervisors will call /email the prospective families and inform the parent their position on the waiting list for this particular space and note the day the call or contact with parent was initiated

NOTE: Positions on the waiting list will fluctuate given the number of siblings and or/in district children who have applied since the last vacancy.

8. Parents will be given 48 hours to respond to the offer of a space, or continued interest to remain on the waiting list.
9. If a parent does not call within the 48 hours, the Supervisor will call the next applicant.
10. Any calls or emails from the parents will be noted on the application.
11. Supervisors will maintain the waiting list application in its priority until the parent requests to be removed from the waiting list or the child becomes too old to attend the centre, or the parent does not return the email or call from the daycare regarding a space.



Orde Day Care Satellite – Family Handbook 2024

12. Applications will be moved to next age grouping if a space is not offered in the current age group for which the family originally applied
13. Families will have an opportunity to review their own application.
14. Information regarding other waiting list applicants will not be available to other families, to ensure confidentiality.
15. A child's space on the waiting list is non-transferable.

Compliance and Contravention

In order to ensure compliance of the wait list policy the following criteria will be adhered to:

1. Wait list fee will not be charged for a placement of a child's name on the wait list.
2. Supervisors are able to confirm the waiting list is established and maintained in accordance with the set priority of admissions based on inspection.

Inclusion Policy

Orde Day Care is committed to providing an inclusive environment and program for all children and families within the community. Upon acceptance of a space, an assessment and interview will be undertaken with the family to identify any additional needs. If additional support needs are required for the child, a resource educator from the City of Toronto will assist in accessing further resources. Our aim is to have these supports in place prior to the child's enrolment, to ensure a successful placement. Recommendations and adaptations to the program are made by the resource educator and other professionals and implemented by the Orde Day Care Staff. Orde Day Care Satellite is wheelchair accessible.

Acceptance of Space

Once you accept a space at Orde Day Care, we will arrange a time for you to come in for a tour of our facilities and a meeting with our supervisor to review:

1. Program information
2. Enrolment package and completion of the required forms
3. Parent policies, procedures and contracts
4. Program statement which includes staff documentation of the child's routine

Parents are encouraged to take this time to share

1. Any known allergies or restrictions your child may have or develop while in attendance, and how best to address these
2. Any accommodation or individual support plan for the child
3. Cultural observances of your child and or family
4. Any special custody or family arrangements

The Executive Director will send you via email

1. A welcome email with links to our family handbook, website, policy and procedures, fees and any other relevant information
2. Invitation to join our email distribution list

Gradual Admission Policy for Infant, Toddler and Preschool Programs



Orde Day Care Satellite – Family Handbook 2024

A gradual transition into childcare helps children feel safe, build trust, and adapt emotionally, socially, and cognitively to a new environment. It lays the foundation for long-term well-being and learning success.

Emotional Security and Trust

- Children feel more secure when introduced slowly to new our educators, routines, and environments. This reduces separation anxiety and builds trust.
- Gradual entry allows time for bonding with our educators, which is essential for emotional development and attachment.

Cognitive and Social Readiness

- Transitions require children to adjust to new expectations, relationships, and routines, which can be cognitively demanding.
- A phased start helps children develop independence and confidence at their own pace, making it easier to engage in learning and social play.

Familiarity and Comfort

- Children can bring comfort items (like a blanket) during early visits, which helps them feel at home in the new setting.

Planning and Flexibility

- A well-planned transition allows our educators to tailor support to each child's needs, especially for those with exceptionalities or heightened sensitivities.
- It ensures that our staff ratios and programming are adjusted to accommodate new children without overwhelming the group dynamic.

We highly recommend the following pick-up times for the first week of enrolment:

Day 1: Usual drop off time to just before the lunch time routine

Day 2: Usual drop off time to just after the lunch routine

Day 3: Usual drop off time to just after nap time

Day 4: Usual drop off time to just after pm snack

Day 5: Usual drop off time to regular pick-up time

This is our general practice but your child's educators may request slight variations of this schedule.

We also encourage all families to develop a calm, confident goodbye when dropping off your child to our programs. Lingering during daycare drop-off can increase a child's anxiety and make separation more difficult. A calm, confident goodbye helps the child feel secure and allows them to settle into their day more smoothly.

Emotional Clarity for the Child

- Lingering creates confusion: Children may feel unsure whether the parent is staying or leaving, which can heighten distress.
- A clear goodbye signals safety: When parents confidently say goodbye and leave, children learn that the separation is predictable and safe.



Orde Day Care Satellite – Family Handbook 2024

Faster Adjustment and Reduced Tears

- Prolonged goodbyes often lead to prolonged crying: The longer a parent stays, the more intense the emotional reaction can become.
- Children settle faster once the parent leaves: Our educators are trained to comfort and redirect children, and most children calm down within minutes after the parent departs.

Routine and Predictability

- Consistency builds trust: A short, structured drop-off routine helps children understand what to expect each day, which fosters emotional resilience.
- Predictable transitions reduce anxiety: Children thrive on routine, and knowing that drop-off is brief helps them feel more in control.

Respect for the Classroom Environment

- Lingering can disrupt the group dynamic: It may distract other children or delay the start of planned activities.
- Educators need space to engage: Once the parent leaves, our educators can begin building rapport and guiding the child into the day's rhythm.

What to Say Instead

A confident, loving goodbye might sound like:

"I love you. You're going to have a great day. I'll be back after snack time."

Pairing this with a consistent goodbye ritual—like a hug, high-five, or wave—can help children feel secure and empowered.

Holding a space

- one moth fees are due upon acceptance of the space.
- Payment is applied to the first month's fees
- Prepayment is forfeited if child does not start
- Credits or refunds will be applied to the account from over payments or deposits, or unforeseen circumstances

All registration forms must be completed in its entirety before the child starts the program. These forms are emailed to the interested parent.

Payment of Fees

The current fees for childcare are posted on our family boards and our website.



Orde Day Care Satellite – Family Handbook 2024

The Board of Directors sets the fees as part of the budget planning. Fee schedules are posted on the Family Bulletin Boards and -emailed to parents when your child's enrolment begins. Monthly payment of fees for the care of your child is due on the first day of the month. Invoices will only be issued for late payments. We ask that you please pay promptly and strongly encourage payment by e-transfer but we also accept checks, and money orders. **Cash payments are not accepted.** If you need to arrange payment in instalments, please discuss it with the Supervisor or Executive Director. As a non-profit organization we count on the prompt payment of fees in order to meet our monthly financial commitments.

Enrollment in Canada Wide Early Learning and Care System (CWELCC)

As of March 28, 2022, Ontario reached an agreement with the federal government for the Canada-Wide Early Learning and Child Care (CWELCC) System. The implementation of the CWELCC System is a five-year plan which includes improving affordability, enhancing quality, increasing child care access, supporting inclusion, and supporting data reporting. Orde Day Care was enrolled and approved for the CWELCC System as of September 1, 2022.

We worked with our municipal and provincial partners to determine refunds for all eligible families in 2022. An "eligible child" is a child from 0-6 years, up to the 30th day of the month in which the child turns six.

This funding will flow to us through Toronto Children's Services. Refunds were issued to Orde Day Care's eligible families after the Centres secured the funding from TCS, and in accordance with CWELCC guidelines.

Through the regulatory changes, licensees enrolled in CWELCC are required to further reduce their current base fee by an additional 37% (but no lower than \$12/day), starting December 31, 2022.

Tax Receipts

Tax receipts for daycare payments will be available the February following the taxation year– Tax receipts are available on DOK mail for your review.

Overdue Fees

The following procedure will be undertaken for the collection of overdue fees:

1. Families will be reminded with an invoice of the overdue amount.
2. If the full fee is not paid within the first two weeks of the current month a reminder notice will be issued.
3. If the full fees are not paid by the current months end a second notice will be issued. Space may be withdrawn if fees are not paid.
4. If the entire amount owing is not paid by the 60 days, the child will be given withdrawal notice, **and a repayment schedule will be discussed with the family**
5. If there is a fee balance after 90 days, the outstanding amount will be sent to a collection agency which will affect the credit rating of the listed payees for the account.
- 6.



Orde Day Care Satellite – Family Handbook 2024

“Non- Sufficient Funds” Cheque

If the centre is charged a service fee by the bank when a cheque for fees is returned for non-sufficient funds (N.S.F), you are responsible for reimbursing this service charge to the centre.

Statutory Holidays

The centre is closed on the following days:

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

The centre closes early on the following days:

Christmas Eve (December 24)

New Years Eve (December 31)

Families will be notified well in advance of the closing time on these days. Please note that fees are not deducted for statutory holidays.

Withdrawing Your Child from the Centre

Families must give **1 month** written notice directly to the Supervisor. Verbal notice to a staff member or Supervisor is not considered notice. A withdrawal form is available through the daycare office. We ask that families complete the exit questionnaire included on the Withdrawal form as an opportunity to provide the centre feedback on the care provided.

Withdrawal without Notice

Failure to give full notice 1 month will result in charges for the full month. Full fees may apply for subsidized families.

Orde Day Care's Request to Withdraw Your Child from the Centre

The centre reserves the right to ask a family to look for other day care arrangements if the safety and well being of the other children or staff is put at risk. Families can also be asked to withdrawal if they or a member of their family is in direct violation of the Family Code of Conduct or Parent Contract or the Policies and Procedures of Orde Day Care. If a situation arises where a parent or guardian are in contravention of the Code of Conduct. The Supervisor/Executive Director in consultation with the Board of Directors will review and discuss the circumstances and communicate a plan that will be put in place with all individuals involved.

If a child is exhibiting behaviours that a putting themselves or others at risk, the Supervisor and Executive Director will consult with the child's parent to discuss strategies to provide a successful experience for the child. Written observations from the staff or supervisor will be shared with the parent.

Parental permission to use an outside resource will be sought in most cases. The Executive Director will also inform the Toronto Children Services District Consultant of the impending withdrawal. If after the implementation of the strategies provided by outside consultation is unsuccessful, the Executive Director will present the case to the Board of Directors for withdrawal consideration.



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

If the Board of Directors approves the withdrawal, the family will be given one month's written notice at the month end for the following month. The Executive Director and Supervisor will work with the family to look for alternate care arrangements.

After the withdrawal is complete the Board of Directors in conjunction with the management of Orde Day Care will review the withdrawal process to make improvements or avoid future withdrawals

4. POSITIVE TEAM ENVIRONMENT

To provide a positive learning environment for all children, families and staff the following policies have been developed and implemented. A full copy of all of these policies and procedures can be found on the Family Bulletin board or on our website at www.ordedaycare.org. Excerpts from these policies are found below.

Bias Free and Equity Policy

Orde Day Care certifies its commitment to eliminate attitudes and behaviour directed at an individual or group based on race, ancestry, place of origin, colour, ethnic background, citizenship, religious belief, creed, gender, sexual orientation, age, physical challenges, education, and marital, economic or family status.

Customer Service Standard under AODA

Orde Day 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. We are dedicated to ensuring all programs are accessible to clients and their children in accordance with *Ontario Regulation 429.07 Accessibility Standards for Customer Service*.

Orde Day Care will endeavour to ensure that all policies and related practices and procedures are consistent with the 4 core principles; dignity, equal opportunity, integration and independence.

Parent Issues and Concerns Policy and Procedure

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care 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 child care centre it operates (i.e., the operator).

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



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

Policy

General

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

All issues and concerns raised by parents/guardians are taken seriously by Orde Day Care 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 five business day(s). **Any required follow up meetings or discussions will be arranged with the parties within five days of the initial meeting through email.** This allows the person who raised the issue/concern to be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

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.

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*.

Procedures:

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff, Supervisor and Executive Director in responding to issue/concern:
Program-Related E.g.: schedule, toilet training, indoor/outdoor program and environments, activities, menus, etc.	Raise the issue or concern to - Program staff or Supervisor	- Address the issue/concern at the time it is raised; or - arrange to meet with the parent/guardian within 5 business days. Document the issues/concerns in detail.
General, Agency- or Operations-Related E.g. Placement of children, transition into new program, volunteer requirements, withdrawal related issues	Raise the issue or concern to: - Supervisor	Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
Staff related E.g.: conduct of program staff or supervisor or Executive Director	Raise the issue or concern to - the individual directly or - the Supervisor or - the Executive Director or - Orde Daycare Board of Directors All issues or concerns about the conduct of the staff that puts a child's health, safety and well-being at risk should be reported to	Provide contact information for the appropriate person if the person being notified is unable to address the matter. I.e. if it is a billing issue, provide name and email of Executive Director Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as

ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER



Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff, Supervisor and Executive Director in responding to issue/concern:
	the Executive Director as soon as parents/guardians become aware of the situation.	soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern within 5 business days, and indicate if further investigation or communication is warranted and if so, provide a time line to parent to communicate updated information
Financial Concerns E.g. billing, charges, deposits, refund checks	Raise the issue or concern to - Executive Director	
Student- / Volunteer-Related	Raise the issue or concern to - the person responsible for supervising the volunteer or student or - Supervisor Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the Executive Director office as soon as parents/guardians become aware of the situation.	

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 Executive Director

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.



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

Interactions between Families and Staff

A copy of the **Code of Conduct** is included in the daycare registration package. This document outlines the expected behaviour of our family members, staff and children. We ask all our family members to adhere to the expectations outlined in this document.

Orde Day Care Code of Conduct

We all have the right to be treated with respect and feel safe in our school community. The Orde Day Care Code of Conduct sets clear standards of behavior that apply to all individuals involved in our centre community including parents or guardians, **individuals who may pick up on your behalf**, children, volunteers, teachers, and Board members.

These standards apply

- a. whether they are on centre property or at**
- b. centre-sponsored events and activities.**
- c. Social media accounts such as twitter, facebook etc**

All members of the centre's 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 behavior. Foul language (swearing, name-calling, shouting,) is not appropriate. Individuals engaging in such behavior will be asked to leave the premises immediately.

Inappropriate behavior or harassment of any kind towards a student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behavior includes but is not limited to harassment or intimidation by written note, e-mail, media posts, words, gestures and/or body language.

No weapons are allowed on centre property or at centre functions. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.

Alcohol and illicit drugs are not allowed on centre property or at family-centered sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.

The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Please review our Parent Issues and Concerns Policy and Procedure for the steps to take to resolve concerns or issues that may arise.



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

Any pictures taken at the centre or during centre events are for the private use of the family only. These pictures can be posted in on-line photo albums (i.e. Photobucket, Facebook, Myspace, etc.), only if explicit permission is given from those that appear in the photo or have legal guardianship of the individual/s.

Day care cubbies are to be used solely for the purpose of communicating between parents and Orde childcare. The posting of printed literature promoting other businesses will not be permitted.

This code of conduct must be signed by any and all adults that will be involved in your child's experience at Orde Day Care including parents, grandparents, siblings and care givers.

I have read the Code of Conduct and agree to terms as stated. I have been given the opportunity to review this document, ask questions if required, and confirm that no further clarification is necessary.

Requests for Babysitting

Orde Day Care wishes to advise all parents/guardians that asking any Orde Day Care employee to babysitting is a conflict of interest, as it promotes a dual relationship with between a family and staff member and is not permitted.

5. PROGRAM POLICIES AND PROCEDURES

Developmental Profiles

Infant program

Developmental profiles are completed for each child enrolled. The infant program completes these programs at each milestone 3, 6, 9, 12, 15 and 18 months. Phone, zoom or in person interview are conducted as needed.

Toddler program

Toddler developmental profiles are completed at a 18 month, 2 and 2 1/2 years of age. Parent interviews are conducted during the months of November and May for the toddler families

Preschool program



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

Preschool developmental profiles are completed at 30 months of age as well as at 3 and 3 1/2 and 4 years of age. Parent interviews are conducted during the months of November and May of each year

Primary Care Model

A Primary Care model is an approach to care giving that provides an opportunity for close personal relationships between the parent/guardian, child and staff member. The number of children in each program's primary care group is dependent on the Child Care and Early Year Act staff to child ratios. Each staff is responsible for

- 2-3 children in the infant program
- 5 children in the toddler program
- 8 children in the preschool program

We use the primary care for a number of reasons;

1. Routines work better, staff use the daily routines and transitions to build close personal relationships with your child, attending to their physical, emotional and developmental needs
2. If you child's primary care giver is away, a familiar replacement is assigned during their absence.
3. Although you child's primary caregiver will have the best understanding of your child, the other program staff is also involved in your child's care and will supervise, guide and assist your child during the day

Promoting Positive Interactions and Prohibitive Practices Policy

Introduction:

The Ministry of Education requires that every operator of a child care centre ensure that there are written policies and procedures regarding prohibitive practices. The policy must also include measures to deal with the contravention of this policy and procedure.

Prohibited Practices at Orde Day Care:

- Any form of corporal punishment (physical violence such as hitting, spanking, kicking, pushing, pulling, poking, shoving, grabbing, squeezing or picking up children by their arms/hands or **wrists**, pinching ears, or any other aggressive behavior exhibited toward a child)
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purpose 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. This is used as last resort and only until the risk of injury is no longer imminent.



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

- Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required for Orde Day Care's emergency procedures, including lock down
- Use of harsh or degrading measures or threats or use of derogatory language directed or used in the presence of the child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- Depriving or denying the child of any basic needs e.g., food, drink, shelter, sleep, toilet use, clothing or bedding
- Inflicting bodily harm on children including making children eat or drink against their will
- Time out

Procedure upon Contravention of Prohibitive Practices:

- 1) Any staff member observed using prohibitive practices that contravene the Child Care and Early Years Act and the Orde Day Care Centre Promoting Positive Interactions and Prohibitive Practices Policy, shall be reported immediately to the Executive Director who will take immediate steps to investigate the alleged incident.
- 2) The Executive Director and/or Supervisor will immediately speak privately to the staff member involved in order to assess the validity of the alleged incident. If necessary, appropriate disciplinary action will be taken depending on the nature of the contravention up to and including dismissal. The incident will be documented and kept on file.
- 3) If the Executive Director is observed using prohibitive practices that contravene the Child Care and Early Years Act and the Orde Day Care Centre policy regarding Promoting Positive Interaction and Prohibitive Policy, the observer will report the incident immediately to the Chair of the Board of Directors. The Chair or designate will investigate the alleged incident.
- 4) Any prohibited practices exhibited and confirmed through the Orde Day Care's internal investigation will be reported to the Children's Aid Society.
- 5) Any terminations, suspensions or restrictions imposed on a member of the College of Registered Early Childhood Educators due to a member's engagement in prohibitive practices will be reported to the College of Registered Early Childhood Educators

De-escalating a Volatile Situation:

It is recognized that in some extreme situations, wherein a child is endangering his/herself or others, staff may find themselves having to respond to a crisis situation using removal



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

as a method to defuse and/or de-escalate a volatile situation. Orde Day Care does not approve of removing children from the program, but recognizes there are times when children are at risk of hurting themselves or others. These guidelines reinforce the need to ensure that children are supervised and safe at all times.

De-escalating Volatile Behaviour Procedures:

1. Staff will call another room or office staff informing them that there is an emergency situation and they need assistance.
2. Supervisor or Director will try to support the child in the room until they are able to gain control.
3. If the child continues to be a risk to themselves or the other children, the Supervisor or Director will escort child outside of the classroom and provide an alternate activity to the child, until they appear ready to be reintroduced back in to the program.
4. If the child is unable to gain control and now poses a safety risk to the management team, the child's parents or guardian will be called to come and pick up the child. This step is only carried out as a last resort and when all other strategies have been exhausted
5. Once the child has regained control of their behaviour, he or she will be supportively introduced back into the program. The staff should remain with this child until they are involved in an activity or task.
6. The staff and Supervisor and/or Director will meet with the child's parent/guardian to discuss the incident and determine the strategies to be utilized should the child encounter a similar situation.
7. The Supervisor and staff will keep the parent/guardian up to date on the child's progress using a mutually agreed upon method of communication (e.g. phone calls, regular meetings, written log, etc.). This also includes a review of the strategies.
8. If parental consent is provided, the centre will contact Children Services, Resource Educator to assist the centre with developing strategies for a more successful placement for the child.
9. **Meetings between the parent and resource educator will endeavor to include the program staff who works with the child and Supervisor whenever possible.**
10. All written individualized plans which are developed by the Resource education **will be shared with the appropriate staff and placed in the individual support plan binder. A copy will also be provided to the parent.**
11. **Supervisors will inform other staff who work with this child to review the individual support plan.**
12. Supervisor and or Director will also provide support to staff through workshops or training for assisting child through this period of development.
13. If further support is deemed necessary for the child to continue at the Centre, the Supervisor will request Intensive Child Care Support Funds for the child through the CSIS application.



Consultations or Referrals for Early Intervention

Children have their own individual needs. Some children may require more support to develop skills and behaviours appropriate for their age range. All RECE.'s have received training in special needs as part of their certification; in addition, some of our staff has advanced diplomas and certification in this area. This training helps staff identify children who may need additional support in our program, and assists in the referral process.

The assistance of an outside agency in evaluating our approach in meeting the individual needs of a particular child or family is occasionally required. Orde Day Care will seek the help of outside agencies when;

1. children exhibit behaviours that cannot be met or resolved, and/or
2. when all possible solutions have been exhausted, and/or
3. the ability to manage the behaviour falls outside the Early Childhood Education training, and/or
4. behaviours are a threat to the health and safety of the child or others.

In this event, the Executive Director or Site Supervisor will consult with the staff and families to arrange for a referral. The daycare receives support from a City of Toronto Resource Educator, who will come in and observe the program or the child and make the appropriate referrals.

If the behaviour continues the Site Supervisor in consultation with the parents, Executive Director and the Board of Directors will determine if the centre can continue to meet the child's needs. If it is deemed that the child cannot be adequately serviced through this organization the parents will be instructed to withdraw the child.

Child Abuse Prevention Policy

Duty to Report

In accordance with the Child and Family Services Act, it is the responsibility of every person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to a Child Protection Agency if they suspect that child abuse has occurred or if a child is at risk of abuse. This includes any operator or employee of a childcare centre. An individual's responsibility to report cannot be delegated to anyone else.

Failure to Report

It is an offence under the Child and Family Services Act for a professional to contravene one's reporting responsibilities. The penalty imposed (a fine of up to \$1,000) emphasizes



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

that a child's safety must take precedence over all other concerns.

Serious Occurrence Policy

In accordance with the Ministry of Education (MEDU) guidelines for dealing with serious occurrences, Orde Day Care is responsible for ensuring that there are written policies and procedures with respect to serious occurrences in each child care center operated by Orde Day Care. Orde Day Care must address how to identify, respond and report a serious occurrence, as well as track and follow up on all occurrences.

Centre Responsibilities

The Supervisor and/or Executive Director/Designated Authority are responsible for determining if an incident is a Serious Occurrence based on the categories and definitions set out below.

Serious Occurrence Categories and Definitions (5 categories)

The following is effective July 22, 2019

1. Death of a child who received child care at a child care center, whether it occurs on or off the premise.
2. Abuse, neglect or an allegation of abuse of a child while receiving care at a child care center
3. A life-threatening injury or life-threatening illness of a child who receives child care at a child care center
4. An incident where a child who is receiving care at a child care center goes missing or is temporarily unsupervised while receiving care at the child care center or while being supervised off premise by the child care staff
5. An unplanned disruption of the normal operations of a child care center that poses a risk to the health, safety or wellbeing of children receiving care at the child care center, which include the following
 - Fire
 - Flood
 - Gas Leak
 - Detection of Carbon Monoxide
 - Outbreak of an illness if there is a disruption of service to the room or program
 - Lockdown
 - Other Emergency Relocation or Temporary Closure
 - Closures related to COVID-19 where they result in an "Unplanned Disruption of Service"
to the normal operations of the child care centre that impacts the entire centre



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

and is ordered by the local public health department

Serious Occurrences reporting is not required if a child care center closes a program room.

Definitions:

Temporarily Unsupervised: When a child is left unsupervised in a classroom, playground or area in the daycare building or at any time during a field trip

i.e., Children and staff leave the playground and a child is left behind on the playground. Staff do not notice the missing child until the group arrives in the room and the child is not in attendance.

Considerations:

Children in School Age programs attend to the washroom in pairs. These children are not considered temporarily unsupervised by an adult. If the children do not return within a couple of minutes, a staff will check on them or call down to the office/kitchen for the staff to check. If one or both of the children are no longer in the bathroom or bathroom area and the staff is unsure where they have gone, the children are temporarily unsupervised and a Serious Occurrence will be filed.

Children who have not yet been received by the child care (i.e., children taking a bus to the program, if the bus arrives earlier or later than expected and the child is allowed off the bus without an adult waiting) and is temporarily unsupervised it will not be considered a serious occurrence. Orde Day Care will inform the child's parents of the incident.

6. Safe Arrival and Departure of Children

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



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow 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

- Orde Day Care will ensure that any child receiving care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization that the child care centre may release the child to.
- Orde Day Care will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- **Children must be accompanied into the daycare by an adult at all times. Parents must ensure that they communicate to the staff of their child's arrival upon entering the room/playground.**
- **Children are not to arrive unattended to the daycare. Failure to adhere to this requirement may lead to withdrawal of your child from our program.**
- 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.

Additional Policy Statements

- Authorized persons must be thirteen (13) years of age or older to pick up a child from the childcare and must be able to provide the staff on duty picture identification to confirm identity, or their identity is confirmed by another on staff member on duty
- Any changes to the pick-up person must be received in writing to the centre/program room prior to pick up.
- Parents who provide verbal changes to pick up must be instructed to confirm the change in writing to the daycare by a note or email to the staff/supervisor
- The change in pick up of an authorized individual will be documented in the staff room message book if received by the supervisor. Staff are required to check the staff room message book and room daily log at the start of their shift.



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

- Changes to the authorized pick up of a child must be noted in the daily log of the classroom the child attends

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 the child's emergency contact sheet 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 classroom daily log.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected in the full day program (INFANT TO PRE AND FDK and SA programs on non instructional days)

1. Where a child does not arrive at the child care centre 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 or informed the Supervisor via email, or informed the staff of a later arrival time for that day),

The staff in the classroom must:

- call any families who have not arrived by 10:15 a.m.
- document the child's absence on the attendance record and any additional information about the child's absence in the daily log once the absence has been confirmed

The Supervisor/Designate must:

- collect names of all children who the room staff have not been able to contact by 10:15 a., each day.
- email all the parents /guardians listed on the emergency contact sheet to confirm the child's absence from care if the staff is unable to reach them by telephone.
- Log in the message book any children who will be absent for the day and inform the room staff via walkie talkie or phone

The script for the parent/guardian email is as follows:



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

" Please confirm your child's absence from the daycare within the **next 15 minutes** by either responding to this email or calling the centre directly "

Please email absence@ordedaycare.org to inform us of your child's absence for the day or call the centre

@ 416 598 3412 Orde Site

@416 591 0040 Satellite Site

We strongly encourage you to contact the daycare if your child is going to be absent or arriving later than 10:00 a.m."

- o If we have not heard back from either the parents or guardians listed on your child's emergency contact sheet by 10:45 a.m. your child will be considered absent for the day and will be marked accordingly on the room attendance

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 child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - o confirm with another on duty staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - o 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; if after 30 minutes, the child has not been picked up, the program staff shall contact the parent/guardian by phone and advise that the child is still in care and has not been picked up.
 - o Where the staff is unable to reach the parent/guardian, staff must inform the Supervisor, who will email the parent/guardian.
 - o Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - o Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall 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



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 p.m., staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire 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 individuals 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 shall contact the emergency back up individuals on the child's emergency sheet.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30 p.m. The staff shall proceed with contacting the local Children's Aid Society (CAS) 416 924-4646. Staff shall follow the CAS's direction with respect to next steps. If CAS does not answer the call, the staff are directed to call 911 and report a child not picked up from childcare. Staff should inform the Site Supervisor when a call is made to Children's Aid Society or the police.

Intoxicated Pick up Parent/Authorized Individual

If a parent/guardian or authorized person for pick up appears to be intoxicated or under the influence of medication, alcohol or drugs when they arrive to pick up a child, **staff will not release the child to the individual.** The staff member/Supervisor will contact another person listed on the emergency contact sheet to come pick up the child. If there is no other individual listed on the emergency contact sheet who can pick up the child, or the individual leaves with the child, the staff /Supervisor will call the Police. The Children's Aid Society will be contacted if deemed necessary.

Additional Procedures

Before and After School Programs

- Should a school age or fdk child not arrive to the lunch **or after school program** but is expected, or their absence has not been confirmed by another adult, the staff will compile a list of children



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

who are absent and provide this to the Supervisor/Designate upon the attendance completion for the afterschool program.

- The Supervisor will immediately check with the school office to confirm the child's absence from school that day.
- If the child is absence is confirmed by an office staff, the Supervisor will inform the daycare staff
- The Supervisor will contact the parent/guardian via phone/ email to request that that the parent inform the daycare of their child' absence in future.
- If the child was present at school but did not arrive at the daycare, the Supervisor will check the yard /classroom teacher and any other afterschool programs to inquire of the child's whereabouts.
- If the child cannot be found in the yard/classroom/other afterschool program, the Supervisor will call the child's parents immediately and inform them that their child did not arrive to the childcare.
- If the parent cannot be contacted via phone and a message cannot be left, the Supervisor will send the parent/guardian an email to inform them to contact the centre immediately.
- If the child absence cannot be confirmed or the parent/guardian is not aware of the child's whereabouts, the Supervisor will call 911.
- The Supervisor/Designate will ask all available staff to check inside and outside the school premise for the child.

Glossary

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

Supervisor/Designate The individual responsible for overseeing the day-to-day operations of the childcare centre

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.



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

Arrival Procedure

In order to allow the children to settle into the daycare program and to maintain the continuity and smooth operation of planned activities parents are asked to have their children at the day care by 10 a.m. If families arrive after this time, and their group is away, then parents/guardians may be asked to stay with their child until their child's program returns to the centre.

Families must notify staff of their child's arrival along with any relevant information about the child that day (i.e., special pick-up information, wellness, sleep, etc.).

Families of younger children should ensure that their child's coat has been put away and that the child has been to the bathroom or their diaper checked before your child joins the group. Please escort your child directly into the room or playground depending on where your child's primary care group is located at the time of your arrival.

Drop off and Pick up Zone

A drop off and pick up zone for families arriving by car is located along St. Patrick St. outside of the building. This designated area allows drop off and pick up for 15 minutes from 7:30-10:00 a.m. and 3:30-6:30 p.m. Families must display a daycare-parking sticker in their windshield to avoid being ticketed, as this is also a paid parking area. Additional windshield notices can be obtained through the office. Please do not park in the school parking lot.

Stroller/Bicycle Room

Stroller and bicycle parking is available in a designated room on the main floor. The room is located just left of the elevators, across from the school office. We ask that all families park their strollers/bicycles in this room. Please do not block the bicycle rack when parking your stroller. **The area is not monitored and the daycare is not responsible for lost or stolen goods.** Valuables should not be left in this room. We also request that no food or garbage be left on the premise.

Emergency Closures

In the event that building facilities are not available (loss of electricity, heat or water, pandemic, severe weather, building closure, TDSB job action) families will be notified by the following:

1. Message will be left on the centre's answering machine.
2. Notice on Orde Day Care's website www.ordedaycare.org
3. Mass email to all parents on our email distribution list.
4. Phone call (if services allow) if the closure occurs during your child's attendance.



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

Change of Address, Phone Number and Email Address

Change of address, phone number(s) or email address must be made to the Supervisor as soon as possible. It is extremely important that the day care be notified of these changes so that the staff can reach you in an emergency. A copy of an update of emergency contact sheet will be requested from all families on an annual basis or as needed.

Safe Departure Policy

Parents/guardians are responsible for their child once they have arrived at the centre, program or playground. It is our experience that children do not respond well to the staff once the parent/guardian has arrived.

Authorized Pick-Ups and Telephone/Email Departure Changes

- a pre-authorized person must be 13 years of age or over
- the pre-authorized person must be named on the registration form
- if pre-authorized by a verbal or email request made by the parent/guardian, the named person must show identification at pick up, this identification will be photocopied, and destroyed once the child returns to daycare the following day.
- verbal changes to the departure routine may be subject to a call back to verify the information or to send the change in pickup by email to the Supervisor.
- a copy of a court order or a written separation agreement between the parents, which permits the release of the child to another person must be on file
- parents named on the emergency sheet cannot be removed unless a court or restraining order is on file

Late Fee Policy

Children should be picked up no later than 6:00 p.m. Parents/guardians who are late picking up a child will be charged a late fee. A fee of \$10.00 will be imposed for the first five minutes and \$10.00 for each additional five-minute segment or part thereof. Late fee charges are confirmed using the external phone or cell phone times, which do not fluctuate. Late fees are to be paid directly to the staff member on the day they are incurred. If payment is not made the charges will be added to the family account. If a child is not picked up the "Emergency Procedure" will be followed.

This policy is meant to be a **deterrent** and **continual lateness** will be subject to other action on the part of the day care, up to an including a notice of withdrawal from the centre. After the 3rd late a meeting will be set up between the parent and Supervisor to discuss an action plan to ensure pickups before 6:00 p.m. After the 5th late the Executive Director will inform the family that they are withdrawn from the center. Late fee charges will still be applied during inclement weather.

Late fee charges

Time of pick up	Late fee charged
6:01-6:05 p.m.	\$10.00
6:06-6:10 p.m.	\$20.00
6:11- 6:15 p.m.	\$30.00



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

6:16 -6:20 p.m. \$40.00

Emergency Procedure for Late Pick Up

In the event, that a child is not picked up by a parent/guardian or authorized person by 6:00 p.m. and the parent/guardian has not contacted the centre, the staff on duty shall observe the following procedures:

1. Check the answering machine for any relevant messages.
2. Attempt to reach the parent(s) at all work and home numbers listed in the child's file.
3. If the parents/guardians still cannot be reached, the staff will try again at 6:15 p.m.
4. Staff will then telephone the Emergency Contact person(s) listed.
5. If staff has not been able to reach a contact person, then the staff must notify the Executive Director or Supervisor. (at home if necessary)
6. The Emergency Contact and authorized pick-up persons named in the file are the only people (other than the parent, police, or C.A.S.) to who staff can legally release the child without explicit instructions directly from the parent.
7. If the child is not picked up by 6:30 p.m., staff will call the Children's Aid Society and notify the police.
8. Late charges will apply.

Unauthorized Pick-Ups

Staff cannot allow a child to leave the centre with a person they do not know. If any unauthorized person arrives to pick up a child, the day care staff will follow this procedure:

1. The unauthorized person will be informed that they do not have permission to pick up the child.
2. Staff will check with the Supervisor or Executive Director for any changes in pick-up authorization.
3. Staff will also check the answering machine for any messages regarding changes to the pick-up.
4. The child will be brought to a secure environment, if possible, but will not be physically restrained should they want to go with the unauthorized person.
5. We will contact the custodial parent/s and inform them of the situation.
6. If a court order is on file that restricts access by the unauthorized person and the unauthorized person does not leave the premises, we will call the police.
7. If the unauthorized person takes the child, we will attempt to gather any identifying information, if possible, i.e., license plate number, clothes that were worn, and contact police

Unaccompanied Departures

No child will be allowed to leave the centre without a parent/guardian or pre-authorized person.



Parental Separation and Court Ordered Visitation Policy

In the event of a separation of the parents, Orde Day Care will continue to accept either parent's authority until a direction signed by both parents, or a court order is provided that says otherwise. If there is a custody agreement, we require a full copy and may request to meet with the custodial or co-parenting partners to confirm our understanding. Without a custody agreement stipulating limited parental access, we cannot deny any parent access to their child. Only pick-up, drop-off and visitation information will be shared, all other documents and information provided will be held in the strictest of confidence.

All visiting rights must be arranged in consultation with the custodial parent, Executive Director and/or Site Supervisor and must be in the best interests of the children. Parents who have restricted access are prohibited from using the day care for visitation.

7. Children's Health Policies

Children Absent from the Daycare

Family members must notify the day care if their child is ill or on holidays.

Orde Day Care 416.591.0040 416.591.0041 Indra.sabbessar@ordedaycare.org

Health Alert Reports

In order to track illnesses, we ask that you give us a brief explanation as to your child's absence, including your child's current symptoms. The daycare maintains a Health Alert Log which list illnesses and/or symptoms, without identifiers within the daycare environment. The Health Alert lists the illness or symptom, the date reported, which program, the number of cases and conclusion. The purpose of this log is to provide information to all families regarding illnesses, rashes, lice outbreaks etc. The daycare does its utmost to pass on information regarding contagious or reportable illnesses to our population. If a specific illness has been suspected or diagnosed, a copy of an illness fact sheet will be posted on the door of your child's room.

Commented [a1]: Indra- do you still do this

Health Fact Sheet

If a specific illness has been suspected or diagnosed, a copy of an "illness fact sheet" will be posted on the door of your child's room. This fact sheet contains valuable information regarding the illness, including symptoms, incubation and exclusionary period.

Reportable Illnesses

Orde Day Care is also required to inform Toronto Public Health immediately if any children have been diagnosed with a communicable disease. The Executive Director or Supervisor must report all communicable diseases to the Local Medical Officer of Health under the Ontario Health Protection and Promotion Act.



Daily Health Inspection

Upon Arrival at the Centre

Staff is responsible for observing each child as he or she arrives in the day care. Parents/guardians may be asked the state of their child's health to ensure that the child is well enough to stay at the centre. Your child should be well enough to fully participate in the program including outdoor time.

During the Day

Throughout the day, staff will observe children for signs of illness, i.e., high fever, rashes, listlessness, vomiting, diarrhea, etc. Children who are obviously sick will be separated from the other children to reduce the spread of infection whenever possible. If your child shows any obvious signs of illness, you will be called to take your child home. We ask that children are picked up as soon as possible.

An Exclusion Criteria Chart provided by Toronto Public Health is enclosed in this handbook. This chart indicates when a child must be sent home and when the child can return to the daycare. This chart is posted on the Family Information board and is also available on our website. The intent of this chart is to reduce number of cases of an illness or outbreak at the daycare. Staff may also inform you if, during the day, your child's health was not up to par but yet not sick enough to send home.

Upon Departure

When you pick up your sick child, the staff member will tell you the status of your child's health. They will also let you know how long your child should remain away from the centre depending on their symptoms. We ask that children not return to the centre until at least 24 hours have elapsed after the symptoms have ended. However, we will consult the Public Health Guidelines for isolation requirements of any particular ailment.

Upon Returning to the Daycare after Being Ill

Staff will ask parents about their child's health when they return. For example: when was the last time the temperature was taken, or is there any medication or other symptoms staff should be aware of? Please ensure that you have given the staff your current contact number in case the symptoms worsen during the day.

Administration of Medication and Medical Supports Policy and Procedure

We strongly encourage parents to administer medication to their child at home if this can be done without affecting the treatment schedule. If medication must be administered while in attendance at the daycare the staff will follow the written instructions provided by the parent. A Medical Administration Authorization form must be completed before staff can administer any medications including EPI pens and puffers. Forms can be accessed from the staff and supervisor. Medication must be supplied to the daycare in its original package and must include the child's name,



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

dosage and expiration date of medication.

Medication Procedure

Non-prescription medication such as Tempera, Polysporin, Tylenol, etc., may only be given if received in its original container and accompanied by a doctor's note*and a medication form completed by the parent/guardian which indicates dosage. The intent of administering fever reducing medication is to allow your child to be more comfortable while she/he waits for your arrival. If staff is required to administer a fever reducing medication, parents/guardians will still be required to pick up the child as soon as possible. In an emergency, a parent may call and leave a recorded message, giving the staff permission to administer a fever-reducing medication.

Medication forms are in your child's room and should be completed and given to the staff.

1. Each room has its own locked cupboard for medication that does not require refrigeration.
2. Medication that requires refrigeration must be stored in the locked box in the refrigerator in the Kitchen or if your child attends the infant program; in the infant room refrigerator.
3. Lifesaving medications will accompany the child who needs the medication. Parents must sign a permission form to allow the staff easy access to this medication.

**doctor's note must indicate that fever-reducing medication (named or listed if possible) may be given to the child (named) as per the parent's instruction. Parents must complete a medication form as per procedures above.*

Individual Medical Plans

Parents are required to complete the individual medical form for a child who has one or more acute or chronic medical conditions such that he or she requires additional supports, accommodation or assistance.

The completion and review of the individualized plan (by employees, students and volunteers) supports the child(ren)'s ability to participate in the child care program, and provides staff with all necessary information to deal with any medical situation pertaining to the child.

Procedure:

The individualized plan shall be developed in consultation with a parent of the child and with any



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

regulated health professional who is involved in the child's health care and who, in the parent's

opinion, should be included in the consultation. O. Reg. 126/16, s. 27.

The plan will include,

- (a) steps to be followed to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency;
- (b) a description of any medical devices used by the child and any instructions related to its use;
- (c) a description of the procedures to be followed in the event of an allergic reaction or other medical emergency;
- (d) a description of the supports that will be made available to the child in the child care centre
- (e) any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip. O. Reg. 126/16, s. 27.

An Individualized Plan for Children with Medical Needs form can be accessed from the Supervisor at each site.

Anaphylaxis Policy and Procedure

Policy

Orde Day Care has developed and implemented this Anaphylactic Policy in accordance with section 39 (1) O. Reg 137/15b under the Child Care and Early Years Act. Orde Day Care recognizes the potentially serious consequences of children with allergies. These allergies may include a condition known as anaphylaxis. When exposed to an allergen to which they have sensitivity, these children will have a severe and potentially life-threatening allergic reaction. It is the policy of Orde Day Care to create an allergen-aware environment in our daycare in order to protect the health and safety of our children and staff.

Orde Day Care does not purport to be, nor can it be deemed to be free of food items and non-food items that may lead to a severe allergic or anaphylactic reaction. Orde Day Care will make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis in accordance with this policy.

Creating an environment that reduces the risk to severely allergic or anaphylactic children requires the co-operation and understanding of all members of Orde Day Care, including staff, children and parents. We request that **no peanut or tree nut**



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

products are allowed at Orde Day Care at any time. **If a child requires a food substitution that is not based on written consent from all families in the specific program, consent must be obtained prior to the food item being available. If consent is not given by all parties, the item will not be allowed in the program room.**

Definition of Anaphylaxis

Anaphylaxis is a **SEVERE and LIFE-THREATENING** allergic reaction caused by exposure to a trigger (allergen). Anaphylaxis, the medical term for "allergic shock" or "generalized reaction", can be rapid and deadly. The allergy may be related to food, insect stings, medicine, latex, etc. It can be characterized by swelling, difficulty breathing.

Parent Responsibilities

Parents of children who have been diagnosed with Anaphylaxis are expected to:

- ◆ Train Orde Day Care, Supervisors, or have their physician train them, regarding their child's allergens, symptoms and administration of Epi-pen.
- ◆ Exchange information with the Supervisor about the child's medical condition including all medical forms found in this procedure. This will enable the Supervisor to communicate and plan effectively with the staff in providing for the safety and welfare of the child.
- ◆ Provide **proprietary medication** as prescribed by a physician. This means that the medication can only be used for the child named in the prescription. **Failure to provide this medication can result in the removal of the child from the daycare until the medication is available at the daycare** according to this procedure.
- ◆ Supply the daycare with 2 current pictures of your child – updated annually.
- ◆ Provide 2 epi pens to the daycare centre
- ◆ Epi-Pens have a shelf life of 12 to 18 months and must be replaced when stale-dated.
- ◆ Parents are encouraged to provide their child with a Medic-Alert bracelet.
- ◆ All forms and medications must be reviewed and updated annually.
- ◆ If child is no longer anaphylactic, a letter from the physician must be provided and kept on file.

Life Saving Medication

1. Parent must complete *medication form* and *access to lifesaving medication form*.
2. Lifesaving medication is kept with the attendance, emergency/trip bag, or directly on the child, if appropriate.
3. Lifesaving medication must follow the child whenever they go including field trips.
4. Older children can carry their own asthma or emergency allergy medication as permitted by their parent, as an addition to the two required by the centre



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

5. Any self-administration of medication must be noted on a medication form and in the daily written record

Reportable Diseases

The Executive Director /Supervisor must report all communicable diseases to the Local Medical Officer of Health under the Ontario Health Protection and Promotion Act. A full list of this reportable illness can be found on the Family Bulletin board. We ask all families to inform the daycare if your child has been diagnosed with a communicable disease. The information will be held in the strictest confidence.

Procedure for Outbreaks of Infection

If 3 or more cases of gastroenteritis present in the same room in a four-day period or if 3 or more rooms have one case of gastroenteritis with 48 hours this will be considered an "outbreak of an infection". A case is defined as two or more episodes of diarrhea, or vomiting or one episode of vomiting and one episode of diarrhea.

The Site Supervisor will then follow the Outbreak Procedures. In the case of a communicable disease, the Public Health Department is informed, and depending on the severity the Medical Officer of Health will be informed. Unless the public health officials give other instructions, the staff will:

1. Isolate all ill children.
2. Notify parents to pick up ill children as soon as possible.
3. Record all the symptoms and the date and time that the children/staff became ill.
4. Contact Toronto Public Health Regional Office to report the outbreak.
5. Step-up the sanitizing procedures - increase frequency of cleaning and disinfecting.
6. Stop all water and communal sensory play, and self serving of foods
7. Reinforce the importance of good hand washing.
8. Public Health may request stool samples from affected children. Samples are only collected with parental permission.

Please note that the Public Health Department directs the length of time that the child must remain at home. In the event of an outbreak children will be asked not to return to the daycare until they are 48 hours symptom free. Please also note that the daycare may ask for a doctor's note to return the child to the daycare.

Biting Policy

This policy acts as a guide and all biting incidents are considered serious and will be looked on an individual basis.

- All biting injuries will receive first aid treatment.
- An accident report will be completed to provide information to the family relating to the incident. No identifying information will be supplied. We ask that a family member who picks up your child sign this document.
- Families of both children will be contacted by the centre and informed of the incident if the bite resulted in broken skin and blood being drawn.
- Staff will work with both children and implement strategies to reduce the likelihood of further biting incidents.



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

- If a pattern of biting incidents develops with the biter or bitten, the Supervisor will meet with the staff and families to discuss further strategies.

8. Safety Policies

Safety Policy

The safety of each child is incorporated into every aspect of our program. All staff is certified in Standard First Aid/CPR and they attend refresher courses, as required by the Ministry of Education. The daycare follows all criteria under the Health & Safety Regulations in the Child Care and Early Years Act. The daycare also adheres to Toronto District School Boards procedures for emergencies. All staff is also trained in WHMIS and attend yearly training sessions with Toronto Public Health. Orde Day Care has four certified Health & Safety Representatives under the Occupational Health and Safety Act.

Sleep Room Supervision Policy and Procedure

Orde Day Care will adhere to the new requirements set out by the Ministry of Education (2016) regarding sleep supervision. In order to comply with the regulations, set out in the directive, parents and staff will be oriented to the policy initially and annually thereafter. Program staff will ensure this procedure is available in the sleep room area.

Gaining Entry to the Building

The elevator is the only point of entry to the Satellite Site. Persons unknown to the daycare staff will be approached and asked to identify themselves and the reason for their visit. Only families with the possibility of securing a space will be allowed access to the daycare. All tours of the centre must be prearranged with the Site Supervisor to reduce traffic on the daycare floor.

Should the elevator be in disrepair families will be notified to take the stairwell just to the right of the elevator. For access to the 2nd floor the door near the infant room will remain unlocked whenever the elevator is not functioning.

Individuals with mobility issues will be informed individually of the out of order elevator either through email or telephone call and the daycare will assist in making alternate arrangements for access if needed.

As each program room is in close proximity to the elevator, please lock the classroom door behind you upon your arrival and departure.



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

Elevator Use

We ask that families escort their children onto the elevators. We also ask that if you or your child press the emergency button on the elevator that you wait for the emergency person to respond to you before you exit.

Accident Reports

Staff will immediately respond to an injured child and administer first aid as needed. If the injury requires any first aid, an accident report will be completed by the staff and reviewed and signed by the Supervisor before the child leaves the centre. Staff will ask parents upon pick up to sign a copy of the report. An additional copy will be provided to the parent.

If a child is involved in an accident of a serious nature, which requires medical attention, the staff member will contact the parent immediately after first aid is administered to the child. If the staff are unable to contact the parent a message will be left to call the centre immediately.

In instances when the child's injuries are life threatening, the staff will call 911 for assistance.

Medical Emergency

All of our staff have been trained in first aid and take refresher courses as required. Should an accident occur:

1. First Aid will be administered as needed.
2. If the situation is critical, we will call 911 immediately.
3. A staff will accompany the child in the ambulance, whenever possible.
4. If the situation is serious but not critical, we will call you and inform you of the incident. We will ask that you pick up your child immediately.
5. If we cannot contact the parents, we will escort the child to the nearest hospital if there is urgency in seeking medical attention
6. In the event we escort your child to the hospital a staff member will leave a message by phone or email and inform you which hospital your child had been taken and request that you meet us there as soon as possible.
7. We would also ask that you bring his/her health card and/or health insurance information as we do not have this information on file.

The staff member who witnessed the accident will complete and sign an Accident Report Form. The form will also be signed by the Supervisor or Executive Director and the child's parent/guardian.

Field Trip/ Excursions

Each group/program participates in field trips outside of the centre. These trips range from walking trips to the local park and library, to book banks and larger city parks via public transportations. Trips to Provincial parks, splash pads, water and amusement parks are planned with the use of chartered buses



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

Each group brings a "Field Trip Knapsack" with Emergency Contact Numbers, First Aid Kits, money and a cell phone. A written report with the list of all children participating, the time of departure and return and the group's route, are taken with the staff. A copy of this report is left at the daycare. Staff reviews the safety routines with the children before they leave the daycare. Lower child/adult ratios are used whenever possible. Staff members take frequent counts of each group.

Fire Drill & Emergency Evacuation

Fire and Emergency Management Policy and Procedures (Satellite Site)

Purpose:

The purpose of this policy is to provide clear direction and understanding of the roles and responsibilities for staff during an emergency and the procedures that will be followed to ensure children's safety and maintain appropriate levels of supervision. An emergency is an urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. Emergencies include situations that may not affect the whole child care center (e.g. child specific incidents) where 911 is called. Orde Day Care has developed and implemented this Fire and Emergency Management Policy and Procedures in accordance with sections 68 (1) and 68.1 of O. Reg. 137/15 under the Child Care and Early Years Act, 2014 S.O. 2014, Chapter 11, Schedule 1.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions:

All-Clear: A notification from an authority that a threat and/or disaster no longer poses a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g., emergency services personnel, the licensee).

Designate: A senior staff given the responsibility of managing the centre in the absence of the Supervisor or Executive Director by the Supervisor or Executive Director

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. Emergencies include situations that may not affect the whole child care centre (e.g., child-specific incidents) and where 911 is called.



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

Emergency Services Personnel: (ESP) persons responsible for ensuring public safety and mitigating activities in an emergency (e.g., law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

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

Meeting Place: the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

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

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

Policy:

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the meeting place to gather immediately will be located at: **Village by the Grange mall entrances**

If it is deemed 'unsafe to return' to the child care centre, the evacuation site to proceed to is located at: **52 Division, 255 Dundas St W or Orde Day Care at 18 Orde St. or other site designated by the Toronto District School Board**

Note: all directions given by emergency services personnel will be followed under all



ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed. For any emergency involving a staff member the accommodation plan will be followed if required.

If any emergency situations happen that are not described in this document, The Executive Director Supervisor/Designate will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the Supervisor/designate and the rooms which were affected in the daily written record

Immediate Emergency Response

Fire Drill / Emergency Evacuation of Building Policy:

Orde Day Care centre policy states:

- fire drills are to be held once a month by the Supervisor,
- lock downs and hold and secure drills are conducted twice a year by the school principal
- drills should include evacuation from all rooms used by the childcare, i.e., program rooms, gross motor room, staff room, kitchen
- drills should be held at different times of the day and week
- these drills are a total evacuation of the building
- the drills will be timed and recorded by Supervisor/Director, and maintained in the Licensing Binder
- any concerns arising from these drills must be discussed with the staff or school administration if applicable immediately to rectify the concern.

The role of the day care staff is to ensure that all children in their care evacuate the premises as quickly as possible and to be accountable for the whereabouts of all children in their care.

Therefore:

- children will be directed to line up in front of the exit door or staff will carry children to the exit door of the program room
- any child or staff requiring additional support during an emergency will be supported by the Supervisor/Director/Designate
- all children in the program must wear shoes at all times except when on a cot or crib.
- In case of a real or practiced emergency, or if a program elects to have a shoe bin, this is brought out with the children if there is a fire or drill during the sleep time routine, whenever possible
- the whereabouts of each child and staff member must be known to the room staff and the Supervisor the attendance binder and emergency bag must be easily available
- attendance binder must be up to the minute and must be taken with staff during the drill
- attendance must be taken once the children are all safely outside
- emergency binders and lifesaving medication, or any other item required for individualized plan are taken with staff in the drill
- all staff must be familiar with the fire drill procedures prior to their shift.
- agency staff (Sentient, Nursery Support) must be informed of the fire drill for the rooms that they are scheduled in prior to the start of their shift.
- placement students will be informed of the fire drill procedure upon the start of their

placement

Three Levels of Response

Level One - small fire - localized

- evacuate to Village by the Grange
- caretaker will call OAKBURN CENTRE (416-395-4621) (the TDSB emergency evacuation site)
- await approval from ESP before returning into school building

Level Two - small fire - inclement weather

- evacuate to Village by the Grange
- inform principal & on duty caretaker of location
- caretaker will call OAKBURN CENTRE (416-395-4621)
- school official will contact day care and inform them when it is safe to return to school building

Level Three - fire - summer or when school is closed

- evacuation of neighborhood
- proceed to 52 Division at 255 Dundas St W if safe to do so
- or call Orde Day Care and inform them of your pending arrival or
- contact OAKBURN CENTRE (416-395-4621) for directions from TDSB Health and safety rep

Fire Drill – Satellite Procedure

When the fire alarm rings, the staff in each room will follow these procedures:

1. First staff member, maintaining a quiet but firm manner will gather all children to the doorway and prepare to exit.
2. The other staff member will collect the **Emergency Bag**, and the Attendance binder.
3. The first staff member will take the children to the nearest exit in an orderly fashion. This staff will ensure that any lifesaving medication is taken
4. The other staff member will take a head count and do a room sweep (including washrooms) and then follow the first staff member and the children out of the school.
5. The classroom door must be **closed** behind the last staff member.
6. Infant and Toddler programs will exit through the closest door to their room and go directly to the Village by the Grange (Dundas and St Patrick St. entrance).
7. Preschool and Gross Motor occupants will evacuate through the entrance closest to their room and go directly to Village by the Grange (St Patrick St. entrance).
8. Each program staff will do a head count and verify attendance with each other.

Commented [JNF2]: Define?

Commented [JNF3]: but not locked?

9. Staff must promptly take attendance and inform the Supervisor, Principal, or emergency services personnel of any missing children.
10. The day care cook and Supervisor/Director will ensure that the day care office and kitchen are clear, close the doors, and join the staff outside. Ensure the oven and stove top has been turned off and check infant and toddler programs to offer assistance.
11. Cook or replacement cook will provide additional support to the infant program during an emergency.
12. Float will assist preschool children when working in the kitchen.
13. In the event that the designated evacuation space is unsuitable, children will proceed to 52 Division located at 255 Dundas St. The contact for this temporary evacuation site is with either the desk or staff sergeant on duty @ **416808-5200**anthony.lamanna@torontopolice.on.ca or james.theriault@toronto.ca– updated annually as of Sept 19 2022 with Sergeant James#3727.
14. Under no circumstances must anyone delay the evacuation process by stopping for personal items, such as purses, coats, etc.
15. Staff must do their best to keep children calm and in control.
16. Staff will ensure that emergency personnel have clear access to the building and stay well away in case of flying glass, etc.
17. If possible, blankets, jackets, "emergency bags" etc. are to be taken to keep children warm and to help in case of smoke inhalation, burns, etc. This must not interfere with the rapid exit of the children.
18. Children should not go with their parents until the Supervisor/Director is notified.
19. No one will reenter the day care centre for any reason, until it is declared safe by the Emergency Service Personnel.
20. If the building was evacuated due to an emergency and not a drill, the occurrence must be reported following Serious Occurrence Procedures to the online Child Care Licensing System within 24 hours of the occurrence

Supervisor/ Designate Need to:

Upon noticing a fire:

- assist anyone in immediate danger
- try to isolate the area by closing the door/ placing towels under doorways to hinder spread of smoke, fire
- activate the fire alarm
- call 911 - never assume this has been done
- check all rooms and washrooms to ensure they are unoccupied
- take evacuation bag located just outside office door
- call Orde Day Care at 416 598 3412 and prepare them for your arrival or inform them

of the evacuation site provided by TDSB

Once at the designated evacuation site, or gathering site;

- take a head count of children and staff
- ensure that all children and staff are safe
- give instructions to proceed back into the centre when it is declared safe to do so by an authority

Once back inside the centre;

- ensure that all children are accounted for
- call the Director or board member (in emergency)
- complete a Fire Procedure Report

General Instructions

If You Hear the Fire Alarm (instructions from Fire Department)

- if the hallway is free of fire and smoke follow the fire drill procedures
- before opening the door feel the doorknob for heat
- if the doorknob is not hot, brace yourself against the door and open slightly
- if you see smoke or feel air pressure or a hot draft close the door quickly
- seal all cracks where smoke can enter by using wet towels or sheets
- if smoke enters the room keep all bodies low to the floor
- move to the back of the room and partially open the window for air
- wait to be rescued, remain calm, and listen for instructions given by the Fire Department

Emergency Evacuation for Orde Satellite Day Care

Notification of Emergency

1. The daycare will adopt the **school's** emergency management policies and procedures when school is in session
2. The Principal shall upon receiving information that a catastrophe has occurred necessitate an evacuation of the school.
3. If so instructed, the Principal shall put into effect the Emergency Evacuation Procedure. P.A. announcement will be made. "Prepare to Evacuate". If the P.A. system does not function, the information will be broadcast on the walkie talkie.

Emergency Evacuation Procedures when school is in session

1. Have children line up at the door and take attendance. (First attendance check)
2. Follow the individualized plans for children or accommodation plan for staff who require assistance during an emergency evacuation.
3. Gather children's shoes if time allows. (In a real emergency, you will be directed to take more items with you)

4. Take attendance and provide a count to the Supervisor. (second attendance check)
Gather Emergency Bag, Attendance binder. Wait for further instructions.
5. When informed of departure follow the designated "teacher or marshal" to the buses on St Patrick St.
6. The walk will be conducted in an orderly and unhurried manner. Take attendance on bus. (third attendance check)
7. On arrival at the receiving school take attendance (fourth attendance check).
Report missing children to Supervisor/Director who will inform the Principal.
8. When the "All clear" is given groups can return to Contact Alternative School. Take attendance (fifth attendance check)
9. Return to school by the designated route.
10. Take attendance when you have arrived back in your room. (sixth attendance check)
11. Staff will be debriefed by Supervisor/Director or Designate during or after the emergency as information is received
12. Check with staff and children to see if any experience distress during the emergency.
13. Staff will inform parent if child is directly affected by the emergency event.
14. Check in with the child/children the next day to discuss the event.
15. Call in outside resources if distress continues

Specific Emergency Procedures

- when school is in session Orde Satellite Day Care will follow the school's emergency procedure for specific emergencies
- the following procedures must be followed on non-instructional days or periods

Emergency Situation	Roles and Responsibilities
<p>Lockdown When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to the evacuation site or return to the daycare classroom if the threat is very close to the child care. 3) Staff inside the child care centre must: <ul style="list-style-type: none"> • remain calm; • gather all children and move them away from doors and windows; • take children's attendance to confirm all children are accounted for; • take shelter in closets and/or under furniture with the children, if appropriate; • keep children calm; • ensure children remain in the sheltered space; • turn off/mute all cellular phones; and • wait for further instructions. 4) If possible, staff inside the program room(s) should also: <ul style="list-style-type: none"> • close all window coverings and doors; • barricade and lock the room door; • gather emergency medication; and • join the rest of the group for shelter. 5) Management staff will immediately: <ul style="list-style-type: none"> • Inform the caretaker or principal to lock all entrances/exits of the school • close and lock all child care centre program doors, if possible; and • take shelter. <p>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</p>

<p>Hold & Secure When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • take children's attendance to confirm all children are accounted for; • close all window coverings and windows in the program room; • continue normal operations of the program; and • wait for further instructions. 3) Management staff must immediately: <ul style="list-style-type: none"> • inform caretaker and/or principal to close and lock all entrances/exits of the child care centre; • close and lock all program doors • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the child care centre. <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p>
<p>Bomb Threat A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat must: <ul style="list-style-type: none"> • remain calm; • call 911 if emergency services are not yet aware of the situation; • follow the directions of emergency services personnel; • inform management staff as soon as possible; and • take children's attendance to confirm all children are accounted for. A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual call 911 and communicates with emergency services personnel. B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.

<p>Disaster Requiring Evacuation A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, emergency bag children's emergency contact information any emergency medication; • exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions; • escort children to the meeting place; • take children's attendance to confirm all children are accounted for; • keep children calm; • wait for further instructions; • document any accidents that involve the children; • offer food and water from emergency bag; and • distract and engage children in stories, songs and games <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> • take a first aid kit; and evacuation bag a • gather all non-emergency medications. <p>4) Designated staff will:</p> <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation; • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to closest room near an exit and inform Emergency Personnel of their whereabouts and limitations. The designate will also ensure their required medication is accessible, if applicable; and • wait for further instructions. <p>5) If possible, the Supervisor/ Executive Director must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p>
---	--

<p>Disaster – External Environmental Threat</p> <p>An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p>If remaining on site:</p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • take children's attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. <p>3) The Supervisor or designate must:</p> <ul style="list-style-type: none"> • seal off external air entryways not located in program rooms (where applicable); or inform the caretaking staff to do so; • place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; or inform the principal when school is in session to do so; and • inform the caretaking staff to turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the "Disaster Requiring Evacuation" section of this policy.</p>
--	---

Natural Disaster: Tornado / Tornado Warning	<ol style="list-style-type: none">1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.3) Staff must immediately:<ul style="list-style-type: none">• remain calm;• gather all children;• go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;• take children's attendance to confirm all children are accounted for;• remain and keep children away from windows, doors and exterior walls;• keep children calm;• conduct ongoing visual checks of the children; and• wait for further instructions.
--	---

<p>Natural Disaster: Major Earthquake</p>	<ol style="list-style-type: none"> 1) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • instruct children to find shelter under a sturdy desk or table and away from unstable structures; • ensure that everyone is away from windows and outer walls; • help children who require assistance to find shelter; • for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; • find safe shelter for themselves; • visually assess the safety of all children.; and • wait for the shaking to stop. 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 3) Once the shaking stops, staff must: <ul style="list-style-type: none"> • gather the children, their emergency cards and emergency medication; and • exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building. 4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Supervisor/Director will: <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation; • If staff members cannot be safely assisted to exit the building, the designated staff will assist them to the room closest to an exit and ensure their required medication is accessible, if applicable; and inform emergency personnel of their whereabouts; and • wait for further instructions. 7) The Supervisor or designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
--	--

Next Steps During the Emergency and Recovery

- 1) Where emergency services personnel are not already aware of the situation, the staff member or Supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the Executive Director is not already on site, the Supervisor or designate must contact the Executive Director to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons:

Indra Sabessar 416 591 0040

Anna Gionet 416 598 3412

Local Police Department: 416 808-2222

Ambulance: 416 392-2000

Local Fire Services: 416 338-9050

- 4) Where any staff, students and/or volunteers are not on site, the Supervisor/designate must notify these individuals of the situation and instruct them to proceed directly to the Evacuation Site or the Meeting Place, as applicable, if it is not safe or practical for them return to the child care centre.
- 5) Supervisor/designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.

- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

Procedures to Follow When All-Clear Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The Supervisor/Executive Director or designate who receives the All-Clear from an authority must inform all staff that the All-Clear has been given and that it is safe to return to the child care centre. 2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre. 3) Staff must: <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; and • re-open closed/sealed blinds, windows and doors. 4) The Supervisor/designate in conjunction with the Executive Director will determine if operations will resume and communicate this decision to staff.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) As soon as possible, the Executive Director must notify parents/guardians of the emergency situation and that the All-Clear has been given through an email blast to the families on the email distribution list. 2) Where disasters have occurred that did not require evacuation of the child care centre, Executive Director/Supervisor must provide a notice of the incident to parents/guardians by posting a notice on the daycare website and sending out an email to all parents on the email distribution list as well as a notice of the incident at all exits and entry points 3) If normal operations do not resume the same day that an emergency situation has taken place, Executive Director in conjunction with the Board of Directors must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

Procedures to Follow When Unsafe to Return Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The Supervisor/ Executive Director who receives the 'Unsafe to Return' notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site, or the site determined by emergency services personnel. 3) Supervisor/Director who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4) Supervisor/director will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so. 5) Upon arrival at the evacuation site, staff must: <ul style="list-style-type: none"> • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible; • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) Upon arrival at the emergency evacuation site, The Executive Director will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children through an email blast through families@ordedaycare.org and posting on the daycare website. 2) Where possible, the Executive Director/Supervisor will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated and include the details of the evacuation site location and contact information in the message. 3) If possible the Supervisor/ Director will post a note at the child care centre informing parents of the relocating sites where the children can be picked up or employ a staff to direct parents to the relocation site. 4) The relocation sites will be communicated to parents upon enrollment and posted near or by the wall of every classroom.

Communication with Board/Governing and official bodies/suppliers	<ol style="list-style-type: none"> 1) The Executive Director/Supervisor will inform the Chair and Co-Chair of the Board of Directors of the situation. 2) The relocation sites will be communicated to parents upon enrollment and posted near or by the wall of every classroom. 3) Supervisor/Executive Director/Designate will contact program advisor 416 397 1677 or report emergency evacuation due to a disaster on the Child Care Licensing System within 24 hours of the occurrence. 4) The Executive Director will call the Insurance company and inform them of the incident and relocation site if available. 5) The Supervisor will contact any supplier's due to deliver supplies to the daycare and inform them of the situation.
Procedure for Resuming Normal Operations	<p>Once it has been determined either by the fire personnel, the principal or Executive Director that normal operations can resume the Executive Director will contact the following</p> <p>The Executive Director will contact the following</p> <ol style="list-style-type: none"> 1. Parents through an email blast, posting on website and change in voicemail inbox recording 2. Ministry of Education Program Advisor 3. Current Insurance Providers 4. Supervisors 5. Union Representatives <p>The Supervisors will contact the following</p> <ol style="list-style-type: none"> 1. All full, part time and casual staff with their schedule 2. All suppliers to resume deliveries
Procedure for Providing Support to Children and Staff who experience Distress	<p>The Executive Director in conjunction with the Human Resource Committee from the Board of Directors will contact the following services to provide support to staff and children</p> <ol style="list-style-type: none"> 1. Toronto Public Health 2. Toronto District School Board 3. Any external agencies recommended by TPH or TDSB who can provide support
Procedures for Debriefing Staff, Children and Parents and Guardians	<p>Once the emergency situation is in control the Executive Director will debrief staff and parents, this will be done in the following manner</p> <ol style="list-style-type: none"> 1. A meeting will be held at the sister location for all staff and parents at the earliest opportunity to discuss the events and answer questions 2. Resources for parents and staff will be provided to assist children who experienced the emergency and are still experiencing distress

Safe Water Procedure

In accordance with the Ministry Environment regulations all cold-water taps and drinking fountains are flushed for at least five minutes once a week, before the daycare is open to the children. A record is

kept of the date, time and signature of the person conducting the flushing procedure. This documentation is kept on file for 6 years.

Sampling procedure and testing for lead are conducted every three years between May 1 and October 31 as required by the regulation. Copies of these reports by the laboratory are kept on file for 6 years. If the results of these tests exceed any of the standards prescribed by O. Reg 169/03, the Medical Officer of Health will be notified, and their direction will be followed. Annual testing will then be undertaken for the following two years, until a clear test has been received for two consecutive years. All records, documents and a copy of O. Reg. 243/07 are available for inspection by any member of the public during normal business hours.

9. Food and Allergy Policies

Food Policy

Meals and snacks are planned in accordance with Child Care and Early Years Act and the Canada's Food Guide as well the City of Toronto Operating Criteria. The menus are reviewed on an annual basis by a registered nutritionist. Our emphasis is on providing nutritious, unprocessed, trans-fat free, whole, fresh and organic foods, wherever possible. Menus are planned according to the seasons, with emphasis on in season local produce. Through discussion and role modeling, the children are encouraged to enjoy a variety of nutritious foods, helping to provide a foundation for wise food choices. Mealtimes are planned to ensure socialization and open communication and to develop self help skills. Meals for Infants are developed individually along with the staff and parents.

Dietary Restrictions

Orde Day Care does not serve any nut or nut products as well as pork or pork by-products and is careful to check for rennet in all ingredients. We are very conscious of food allergies in children and may be able to offer substitutes in some cases. **Children with special diets must discuss the situation with the Cook and Supervisor prior to enrollment.** As we must set our menus for the group, we may not be able to accommodate your child's diet within our Anaphylaxis Policy or because of financial restrictions.

10. Other Useful Information

Special Occasion/Birthday Policy

Children's birthdays will be acknowledged by each classroom with a birthday hat and song. If you are handing out invitations for your own child's birthday party, we ask that you do this discreetly, especially if not all the children have been invited.

DVD/Video/Film

DVDs, videos or films are used to support current interests of children and extend discussions. All media has appropriate content and duration for each age group and;

- will be tied to the focus of the program
- will appear on program schedules
- must be previewed by staff
- must have educational ratings and value checked; and
- will not be used indiscriminately

Toys & Games from Home

Children may wish to bring a "comfort toy" to take to bed at naptime. Staff request that other toys be left at home so that they are not lost or mixed up with the daycare toys. Special "Show & Tell Days" are arranged for home toys.

Clothing

We request that for your child's comfort an extra set of clothing appropriate for the season be left in their cubby at all times. Please make sure all clothing is **identified with the child's name**.

Toilet Training

Toilet training is a co-operative effort between child, parents, and staff. When a child is ready for toilet training, families will be asked to bring in plenty of training underwear. The soiled ones are to be taken home to be washed and replaced the next day. Upon arrival, family members should see if their child needs to use the toilet.

Diapers

Diapers are to be supplied by the child's family. Due to Public Health guidelines, soiled clothing containing bodily fluids cannot be washed at the daycare; therefore, it will be bagged for the parent to take home. We also ask that you check your child's diaper upon arrival, and then follow the diapering procedure posted just near the change tables or washroom area.

Media

Orde Day Care does not release names, photos or details of any child's file unless written permission has been received from the parent/guardian. A media permission form is included in the registration package for each child and is kept on file at all times.

Adult Washrooms

Adult washrooms are available for family members. The women's washroom is located across the hall from the preschool room. The men's washroom is available on the third floor. Please take the stairwell near the infant room to access the men's washroom.

Public Relations

Any signs, posters, etc., must be approved by the Site Supervisor or Executive Director prior to posting.

No Smoking Policy

Smoking is prohibited for staff, supervisors, students, parents or volunteers in the day care and playground areas whether children are present or not. This policy is in accordance with the *Smoke-Free Ontario Act 2016*. "No Smoking" signs are posted and no person can be allowed to smoke or hold lighted tobacco in the day care. It is illegal to smoke on and within 20 metres of children's playgrounds and publicly owned sport fields and surfaces.

Infant Room Daily Schedule

(Schedules may vary from time to time – please see room for current posting)

- 7:30 – 8:30 Arrival and greeting
- 8:30-9:15 Morning snack and bottles
- 9:15-9:45 Diaper routine, self directed activities
- 9:45- 10:15 Dressing for outdoor program
- 10:15-11:00 Walk in stroller or gross motor activities, (indoors if needed) Toddler playground for older infants/ A.M. sleep, depending on individual needs
- 11:00 - 11:15 Undressing from outdoor program, Story and Music Program
- 11:15 – 12:15 Lunch Time
- 12:15 - 12:45 Help children to finish bottles, Diaper routine
- 12:00- 2:45 Nap time, Group and individual program, Diaper routine as children wake up.
- 2:45-3:30 P.M. snack
- 3:30- 4:30 Dressing for outdoor program, Walk in stroller or gross motor activities, (indoors if needed). P.M. sleep, depending on individual needs
- 4:30 - 4:45 Undressing from outdoor program, Diaper routine, Bottles offered.
- 4:45- 5:00 Free play activities
- 5:30 - 6:00 Light snack offered, Quiet time for books, puzzles, music, etc, home time

Toddler Room Daily Schedule for summer and spring

(Schedules may vary from time to time – please see room for current posting)

- 7:30 -8:30 Room m open at 8:00
- 8:00 – 8:30 Arrival and greeting. Free play with quiet and creative activities
- 9:00 - 9:30 Indoor programmed activities. Tidy up
- 9:30 10:00 Group time/ 1st diaper change
- 10:00-10:15 Dressing for outdoors/sunscreen applied
- 10:00- 11:25 Outdoor program, stroller or community walk, Rainy days - indoor gross motor room
- 11:10 - 11:25 Undressing from outdoors, washing up for lunch
- 11:25 - 12:00 Lunch time, Washroom, diapering routine
- 12:00 - 2:00 Nap and quiet time
- 2:00 - 2:30 Washroom/diapering routine and quiet activities
- 2:30 - 3:00 Indoor programmed activities and free play

- 3:00 - 3:30 Snack time, dressing for outdoors/ sunscreen application
- 3:30 – 5:00 Outdoor program, after 4:30 dependent on ratios
Rainy days - Indoor gross motor room (4:00-5:00)
- 4:30 - 5:30 Undressing from outdoors
Indoor free play activities, diapering
- 5:30 -6:00 Tidy up
Light snack offered, Quiet activities, home time.

Toddler Room Daily Schedule for fall and winter

(Schedules may vary from time to time – please see room for current posting)

- 7:30 -8:30 Room opens at 8:00
- 8:00 – 8:30 Arrival and greeting. Free play with quiet and creative activities
- 9:00 - 9:30 Indoor programmed activities. Tidy up
- 9:30 9:50 Group time/ 1st diaper change
- 9:50-10:15 Dressing for outdoors/sunscreen applied
- 10:00- 11:15 Outdoor program, stroller or community walk,
Rainy days - indoor gross motor room
- 11:05 - 11:15 Undressing from outdoors, washing up for lunch
- 11:15 - 12:00 Lunch, Washroom, diapering routine
- 12:00 - 2:00 Nap and quiet time
- 2:00 - 2:30 Washroom/diapering routine and quiet activities
- 2:30 - 3:00 Indoor programmed activities and free play
- 3:00 - 3:30 Snack time, dressing for outdoors/ sunscreen application
- 3:30 – 4:30 Outdoor program, after 4:30 dependent on ratios
Rainy days - Indoor gross motor room (4:00-5:00)
- 4:30 - 5:30 Undressing from outdoors
Indoor free play activities, diapering
- 5:30 -6:00 Tidy up
Light snack offered, Quiet activities, home time.

Preschool Room - Regular Schedule

Early staff Group	Middle staff Group	Late staff Group
7:30- 9:30 Play time, programmed activities implemented	7:30- 9:45 Play time, programmed activities implemented	7:30- 9:55 Play time, programmed activities implemented
8:45-9:15 Morning Snack	8:45-9:15 Morning Snack	8:45-9:15 Morning Snack
9:30 Tidy up	9:55 tidy up	9:55 tidy up
9:35 Bathroom routine	10:00-10:25 Group time	10:00 bathroom
9:35-9:45 Dressing for outdoors	10:25-10:35 Dressing for outdoors (30)	10:05-10:15 dressing for outdoors
9:50-10:50 Outdoor time (25)	10:35-11:35 Outdoor Time (20 min)	10:15-11:15 Outdoor time
10:50-11:15 Group Time (25)	11:35-11:40 bathroom routine	11:20-11:40 Group time
11:15-11:35 Quiet activities and bathroom routine		11:50 Children set tables and serve themselves lunch
11:40- Children wash hands, set table-serve themselves lunch	11:45 Children set tables and serve themselves lunch	12:15 Bathroom
12:05 Bathroom	12:20-2:10 Bathroom Sleep room/quiet activities	12:15-2:10 Sleep room/quiet activities
12:10-2:10 Sleep room /Quiet activities	2:10-2:45 Playtime, programmed activities implemented	2:10-2:20 Bathroom and diapering and dressing for outdoors
2:10-3:10 Play time, programmed activities implemented	2:50 Tidy up	2:30-3:30 Outdoor time (45)
3:15-3:35 Bathroom and Snack- Children set and serve	2:50-3:10 Bathroom and Snack – Children set and serve	3:30 – 3:50 Bathroom and Snack – Children Set and Serve
3:45-4:45 Outdoor time 4:45-5:20 only if numbers allow	3:15-4:15 Outdoor time	3:50-5:20 Play time programmed activities implemented (30) 3:45-4:15
4:50- 5:20 Bathroom and activities	4:20-5:20 Bathroom and activities	
5:20-Late snack	5:20 Late snack	5:20 Late snack
6:00 Daycare closes	6:00 Daycare closes	6:00 Daycare closes

Preschool Room - Rainy Day Schedule

Early Staff Group	Middle Staff Group	Late Staff Group
7:30- 9:00 Play time, programmed activities implemented	7:30- 9:30 Play time, programmed activities implemented	7:30- 9:30 Play time, programmed activities implemented
8:45-9:00 Morning Snack	8:45-9:15 Morning Snack	8:45-9:15 Morning Snack
9:00-9:30 GMR	9:30-10:00 GMR	9:30-10:00 GMR
9:30-9:45 Group Time Book Area	10:00-10:15 Bathroom routine	10:00-10:15 Bathroom routine
9:45-10:00 Bathroom routine	10:00/10:15- 11:20 Playtime, programmed activities	10:00/10:15-11:20 Play time and programmed activities
9:45/10:00 -11:20 Play time, programmed activities	11:20-11:35 Group time Book centre	11:20-11:40 Group time – GMR
11:20-11:30 Bathroom- including diapers	11:35- Bathroom – washing hands for lunch	11:40 Washroom routine (including diapers)
11:30-12:00 Children set table and serve themselves lunch	11:45 Children set table and serve themselves lunch	11:50 Children set tables and serve themselves lunch
12:00 Bathroom – including diapers	12:10 Bathroom – including diapers	12:20 Bathroom
12:10-2:10 sleep room	12:20-2:10 sleep room	12:20-2:10 sleep room
2:10-2:45 Programmed activities	2:10-2:45 Playtime, programmed activities implemented	2:10-2:45 GMR ***
2:45- 3:30 GMR	2:45-3:30 GMR	2:45- 3:15 washroom and set and serve snack
3:30-4:00 washroom, set and serve snack	3:30-4:00 washroom, set and serve snack	3:15-5:15 Playtime, programmed activities
4:00-4:50 sleep room playroom 4:50-5:15 quiet activities in larger playroom	4:00-5:15 Playtime, programmed activities implemented	5:15 Tidy up
5:30-Late snack	5:30-Late snack	5:30-Late snack
6:00 Daycare closes	6:00 Daycare closes	6:00 Daycare closes

****group of earliest risers will use gross motor room first

FAMILY CONTRACT- November 2025

The conditions of this agreement provide protection for our parents, as well as our program. To assure that we can provide the services that your children are entitled to, it is essential that the financial status of our program be stable. This agreement is a parental guarantee that you will financially support the enrolment space guaranteed for your child.

- 2) I agree to pay on the first of each month, the fee established for the services requested, with no deductions for sickness or absences.
- 3) Newly enrolled children under the CWELLCC program are required to pay the childcare fees for the month prior to their start date. These fees will be put toward the first month's fees.
- 4) I understand and agree that if fees are not paid, I will be informed of the pending withdrawal and a payment plan will be devised to clear up the balance owing
- 5) In case of withdrawal of my child from the program, I agree to give four weeks **written** notice prior to withdrawal to the Supervisor.
- 6) **I agree to participate in a gradual transition of my child into the childcare program (inf-pre) based on the schedule provided in the individual room handbook, with the understanding that my child will do shortened days during the first week of enrollment**
- 7) Should the Supervisor of the program determine after consultation with the Board that the program cannot meet my child's needs, or that I have not fully carried out this contract or the parent's responsibilities under the policies and procedures of the program, the child will be withdrawn after four weeks' notice and this agreement will be terminated. All meetings between the family and the center will be documented, along with those from outside supports. The Children Services Consultant will be notified of the impending withdrawal. The center will refer the family to other services.
- 8) For school age and kindergarten children, daycare supervision of children will end at the first bell in the morning and at lunch time, when the school supervision is in place. Daycare supervision will resume once children arrive in the daycare room/foyer for the pm program. Families will be contacted if a child does not arrive as expected
- 9) I understand that if my child remains at the center past the pick-up time of 6:00 pm, I will be charged under the late fee policy. I understand that if we are not able to be reached, the Police and CAS will be notified.
- 10) I understand and agree that for any N.S.F checks, bank charges will be automatically be added to the fee
- 11) I understand that the program will observe the following legal holidays during which the Daycare will not be open: Thanksgiving, Christmas Day, Boxing Day, New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, and Labor Day and a day in lieu of Truth and Reconciliation Day, applicable fees will be charged.
- 12) I understand that the centre will close early on Christmas Eve and New Year's Eve and late fee charges will still apply.
- 13) I acknowledge the following
 - a) that I have been provided a tour/orientation of the centre
 - b) I have received a copy of the centre family handbook
 - c) the registration package has been reviewed with me, including the letter from the TDSB regarding out of district enrollment restriction
- 14) I agree to submit a completed emergency contact sheet, immunization, and medical form where applicable one week before my child attends the program.
- 15) I agree that only pre-authorized persons designated on the emergency contact sheet may pick up my child.
- 16) I understand that I am responsible for ensuring that the emergency contact numbers and names are kept up to date.
- 17) I agree to adhere to the Code of Conduct of the daycare
- 18) I agree to adhere to the policies and procedures as outlined in the family handbook.
- 19) For a school aged child, I agree to pay a deposit equal to two weeks' fee at registration. I understand that this deposit will not be refundable if:
 - i) My child does not enroll in the program,
 - ii) I do not give four weeks' notice of withdrawal,
 - iii) There is an outstanding balance of fees.
 - iv) I understand that if my fees are adjusted, the deposit on file will be adjusted in the following month to reflect this new fee.

Fee Schedule 2026

Month	# of	INFANT BASE FEE	TODDLER BASE FEE	PS BA SE FEE	FDK BASE FEE	SA
January	22	\$484	\$484	\$484	\$366.80	\$782
February	20	\$440	\$440	\$440	\$328.00	\$782
March	22	\$484	\$484	\$484	\$360.80	\$782
April	21	\$462	\$462	\$462	\$344.40	\$782
May	21	\$462	\$462	\$462	\$344.40	\$782
June	22	\$484	\$484	\$484	\$360.80	\$782
July	23	\$506	\$506	\$506	\$506	\$275 weekly
August	21	\$462	\$462	\$462	\$462	\$275 weekly
September	22	\$484	\$484	\$484	\$360.80	\$782
October	22	\$484	\$484	\$484	\$360.80	\$782
November	21	\$462	\$462	\$462	\$344.40	\$782
December	22	\$484	\$484	\$484	\$360.80	\$782

Fees are due the first of each month

Subsidized parents/guardians please multiply your daily fee by the number of days in the month, including statutory holidays, school holidays and vacation.

Mid-month admissions and/or withdrawals will be calculated using the daily fee for school age programs.

*A four week minimum for the summer camp is required to hold your space for September.

Thank you

Fees are due the first of each month

Orde Day Care and Orde Day Care Satellite

Orde Satellite Daycare

Infants, Toddlers & Preschool
Tel: 416.591.0040 | Fax: 416.978.3912
132 St. Patrick Street
Toronto, Ontario M5T 1V1
Email: info@ordedaycare.org

Website: <http://ordedaycare.org/>

Orde Day Care

Preschool/Kindergarten, School Age and Ten Plus
Tel: 416.598.3412 | Fax: 416.598.3625
18 Orde Street
Toronto, Ontario, M5T 1N7
Email: admin@ordedaycare.org