

Orde Day Care

Family Handbook



ordedaycare.org • admin@ordedaycare.org



Table of Contents

Orde Day Care • Main Site	1
Table of Contents	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	12
Staff Qualifications and Requirements	12
Student Teachers	12
Supervision of Volunteers and Placement Students	12
Family Volunteers	12
3. Admission and Fee Policies	13
Childcare Application Form	13
Vacancies	14
Priority of Admission	14
Inclusion Policy	15
Gradual Admission Policy	Error! Bookmark not defined.
Deposit	Error! Bookmark not defined.
Payment of Fees	18
Tax Receipts	18
Overdue Fees	18
“Non- Sufficient Funds” Cheque	19
Statutory Holidays	19
Withdrawing Your Child from the Centre	19
Withdrawal without Notice	19



Orde Day Care's Request to Withdraw Your Child from the Centre	19
4. POSITIVE TEAM ENVIRONMENT	20
Bias Free and Equity Policy	20
Customer Service Standard under AODA	20
Parent Issues and Concerns Policy and Procedure	20
Confidentiality	Error! Bookmark not defined.
Concerns about the Suspected Abuse or Neglect of a child	Error! Bookmark not defined.
Interactions between Families and Staff	23
Requests for Babysitting	24
5. PROGRAM POLICIES AND PROCEDURES	Error! Bookmark not defined.
Promoting Positive Interactions and Prohibitive Practices Policy	Error! Bookmark not defined.
Prohibited Practices at Orde Day Care:	25
Procedure upon Contravention of Prohibitive Practices:	25
De-escalating a Volatile Situation:	26
School Suspensions or Expulsions	26
Child Abuse Prevention Policy	26
Duty to Report	26
Failure to Report	26
Serious Occurrence Policy	26
6. Safe Arrival and Departure of Children	27
Arrival Procedure	27
Kindergarten and School Age Arrival Procedure	32
Drop off and Pick up Zone	32
Stroller/Bicycle Parking	32
Emergency Closures	32
Change of Address, Phone Number and Email Address	33
Safe Departure Policy	33
After School and University Settlement House Programs	33
Authorized Pick-Ups	33
Telephone/Email Departure Changes	33
Late Fee Policy	33



Late fee charges	34
Emergency Procedure for Late Pick Up	34
Unauthorized Pick-Ups	34
Unaccompanied Departures	35
Intoxicated Parent/Pick up Person	Error! Bookmark not defined.
Parental Separation and Court Ordered Visitation Policy	35
7. Children's Health Policies	35
Children Absent from the Daycare	35
Health Alert Reports	35
Health Fact Sheet	36
Reportable Illnesses	36
Daily Health Inspection	36
Upon Arrival at the Centre	36
During the Day	36
Upon Departure	36
Upon Returning to the Daycare after Being Ill	36
Children attending Orde Street School	37
Administration of Medication and Medical Supports Policy and Procedure	37
Definition of Anaphylaxis	38
Parent Responsibilities	38
Reportable Diseases	39
Procedure for Outbreaks of Infection	39
Biting Policy	40
8. Safety Policies	40
Safety Policy	40
Gaining Entry to the Building	41
Accident Reports	41
Medical Emergency	41
Field Trip/ Excursions	42
Fire Drill & Emergency Evacuation	42
Evacuation Procedures	42



Long Term	Error! Bookmark not defined.
Lockdown Policy and Procedures	43
Hold and Secure	43
Smog, Heat and UV Policy	44
Smog, Heat and U.V. Procedure	44
Safe Water Procedure	44
9. Food and Allergy Policies	45
Food Policy	45
Dietary Restrictions	45
10. Other Useful Information	45
Special Occasion/Birthday Policy	45
DVD/Video/Film	45
Toys & Games from Home	46
Clothing	46
Toilet Training	46
Diapers	46
Media	46
Adult Washrooms	46
Media	46
Public Relations	46
No Smoking Policy	47
PRESCHOOL DAILY SCHEDULE	48
FDK DAILY SCHEDULE	48
SCHOOL-AGE AND TEN PLUS DAILY SCHEDULE	50



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 ordedaycare.org https://new.ordedaycare.org/?page_id=2144

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. In 2022 we joined the Canada Wide Early Learning and Child Care program to reduce fees for families of children 0 – 6 years of age.

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 fee 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.

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. 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. This policy binder and sign off sheet can be accessed through the Supervisors at each site.

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.

Orde Day Care is a non-profit organization whose **goal** is to provide a safe and stimulating environment for children from

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

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 the individual needs of the children by offering encouragement, engagement and one on one support
4. An enjoyment of physical activity though 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.
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
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

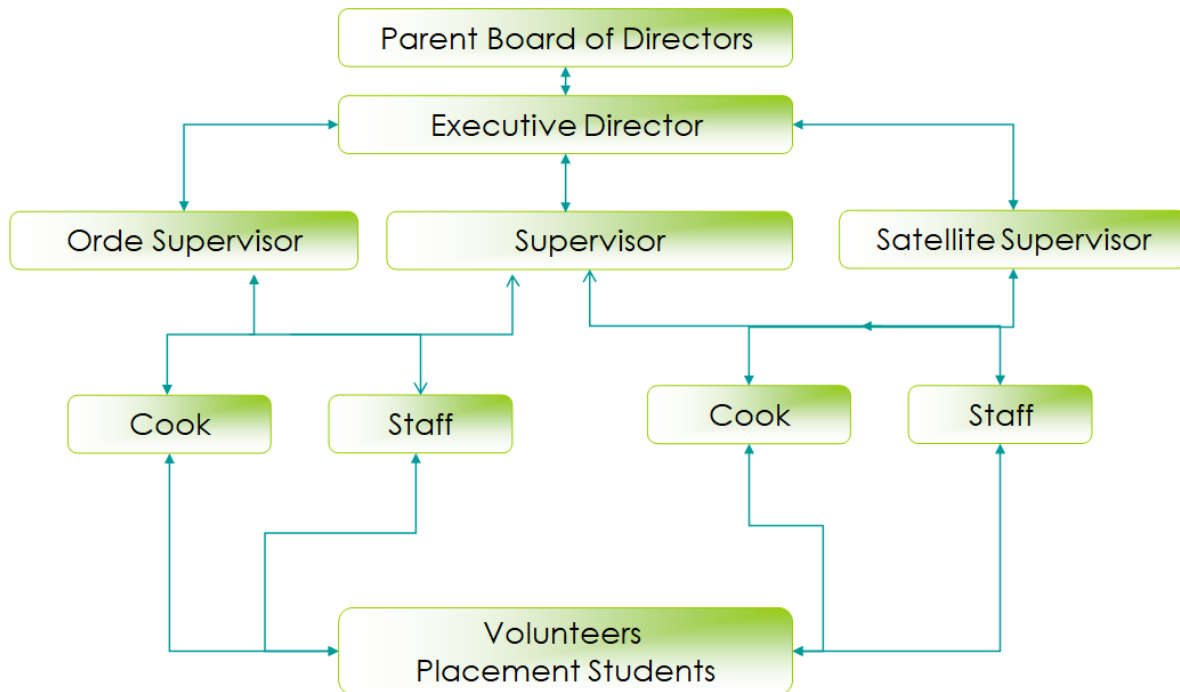
Area of Service

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>

Registered Early Childhood Educator and Assistants are on duty at all times.



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.

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.

Contacts for Orde Day Care

Orde Day Care 18 Orde St (located inside Orde Public School)

Main Site: 416 598-3412

Fax : 416 598-3625

Gary Duncan, Site Supervisor: gary.duncan@ordedaycare.org

Sandra Hejmo, Supervisor: sandra.hejmo@ordedaycare.org

Anna Gionet, Executive Director: admin@ordedaycare.org

Orde Day Care Board of Directors: ordeboard@ordedaycare.org

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 no less than six elected individuals. The Executive Director and the Site 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 at this time. 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 they can be emailed to ordeboard@ordedaycare.org. Meetings are open to anyone wishing to attend, however, only the members of the Board may take part in a formal vote. Items of a sensitive nature will be discussed in private.

Staff Qualifications and Requirements

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

A majority of the staff are Registered Early Childhood Educators with the Ontario College of ECE 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 at the time of hire. The Criminal Reference Check 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 VSCC is intended to be one part of an effective screening process that assists the centre in recruiting the best possible candidates. The VSCC 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 at George Brown College

Supervision of Volunteers and Placement Students

Volunteers and students are not counted in the staffing ratios. Volunteers or students do not have unsupervised access to children while in our care. Criminal reference checks with Vulnerable Sector Screening are required for all volunteers having direct contact with children who are over the age of 18. For the entire policy see Supervision of Volunteers and Placement Students Policy please visit our website @ ordedaycare.org.

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 and provide the original document for review to the Supervisor or Executive Director



2. For Criminal Reference Check with Vulnerable Sector Screenings that were completed between 6 months and 5 years a Declaration of Offence must be completed
3. The following Ministry required policies must be read
 1. Administration of Medication and Medical Support Policy and Procedure
 2. Anaphylactic Policy
 3. Fire and Emergency Management – site specific
 4. Individual Support Plans/Medical Plans/Anaphylactic Plans
 5. Infant Sleep Room Supervision Policy and Procedure
 6. Parent Issues and Concerns Policies and Procedures
 7. Playground Safety Policy
 8. Police Reference Check with Vulnerable Sector Screening Policy
 9. 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) Management and Reporting of Communicable Diseases Policy and Procedure
 - k) Management of Immunization Information Records
 - l) Management of Outbreaks Policy and Procedures
 - m) Occupational Health and Safety Policy and Procedure
 - n) Pest Control Policy and Procedure
 - o) Respiratory Etiquette Policy and Procedure
 - p) Risk Assessment Policy and Procedure
 - q) Toy Cleaning and Disinfecting Policy and Procedure
 10. Program Statement Implementation Policy
 11. Policy and Procedures for Monitoring Compliance and Contraventions
 12. Serious Occurrence Policy and Procedure
 13. Supervision of Volunteers and Placement Students Policy
 14. Staff Training and Development Policy and Procedure
 15. Toddler and Preschool Sleep Room Supervision Policy and Procedure
 16. Waiting List Policy

3. Admission and Fee Policies

Childcare Application Form

Families interested in enrolling children in the centre must complete a waiting list application form and return it to the Supervisor. Waiting list forms can be accessed from the Supervisor or on the daycare website. 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.

Priority of Admission

Priority of admission is a policy set by the Board of Directors and ratified by a majority vote of the membership. Upon a vacancy, the centre will give priority in the following order:

1. Siblings of children already enrolled in the centre;
2. Families living in the community of the Orde Street P.S. district boundaries; and
3. Others who have completed an application form.
4. In case of unusual hardship, the Orde Board of Directors may waive the above priorities.
5. Age of child is a consideration for priority to ensure financial viability of centre.

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. If there is a possibility the child cannot be offered a space in the graduating program, the supervisor will inform the parent prior to offering the space or as soon as possible.

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. A link for the wait list application can also be sent when requested by the parent
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 or ages out of the centre, or the parent does not return the email or call from the daycare regarding a space.
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. Unfortunately, at this time, Orde Day Care is not 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- Medical needs, Allergies or restrictions your child may have or develop while in attendance at our centre and how best to address these
- 5- Program statement which includes documentation of the child's routine
- 6- Cultural observances of your child and or family
- 7- Welcome email from the Director inviting you to join our email distribution list and receipt of an electronic copy of this handbook and required policies under the Child Care and Early Years Act



Gradual Admission Policy for Infant, Toddler and Preschool Programs

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.

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.



Deposit

- ½ month fees are due upon acceptance of the space
- Payment is applied to last month's fees should 1 month written notice of withdrawal be provided
- Deposit is forfeited if child does not start

All registration forms must be completed in its entirety before the child starts the program. These forms can be obtained from Supervisor.

Payment of Fees

- Fees for the month are due on the 1st of the month
- Payment of fees can be made by e-transfer to admin@ordedaycare.org – no password is required, as this account is set up for automatic deposit
- Checks and money orders are accepted as payment and can be placed in the black mailbox in Room 28 or office mailbox at the Satellite site
- Cash is not accepted
- Credit /refunds from over payment, deposits or unforeseen circumstances will be applied to the account.

If you need to discuss your invoice or statement, please contact the 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 is enrolled and approved for the CWELCC System as of September 1, 2022.

We will be working with our municipal and provincial partners to determine refunds for all eligible families. 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 will be issued to Orde Day Care's eligible families only once the Centres secure the funding from TCS, and in accordance with CWELCC guidelines.

Tax Receipts

Tax receipts for daycare payments will be available the February following the taxation year and sent through DOK mail. Please ensure that you are able to access DOK mail to receive this receipt prior to your withdrawal, or alternately contact the Executive Director to receive a pdf copy.

Overdue Fees

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

1. Families will be reminded with an emailed 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 the family will receive a repayment schedule.
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.

“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 **four weeks** (1 month) written notice to the Supervisor prior to the final date of your child's attendance at the centre. **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 of four weeks (1 month) will result in charges for the full month for children enrolled in the school age program. 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 Family Contract.

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 family to discuss strategies to provide a successful experience for



the child. 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 and the behaviour continues the Executive Director will present the case to the Board of Directors for withdrawal consideration.

If the Board of Directors approves the withdrawal, the family will be given four (4) weeks notice. The Executive Director and Supervisor will work with the family to look for alternate care arrangements.

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 our website at www.ordedaycare.org. Excerpts from these policies are found below. https://new.ordedaycare.org/?page_id=2144

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).



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). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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



Procedure:

Nature of Issue or Concern	Steps for Parent/Guardian to Report Issue/Concern	Steps for Staff, Supervisor and Executive Director in responding to issue/concern
<p>Program Related</p> <p>E.g., schedule, toilet training, indoor/outdoor program, activities, menus etc.</p>	<p>Raise the issue or concern with</p> <ul style="list-style-type: none"> • Program staff • Supervisor 	<p>Address the concern/issue at the time it is raised</p> <p>Arrange to meet with the parent/guardian within 5 business days</p> <p>Document the issue/concern in detail</p>
<p>General, Agency or Operations Related</p> <p>E.g., placement of children, transition into new program, volunteer requirements, admission/withdrawal related issues</p>	<p>Raise the issue or concern with</p> <ul style="list-style-type: none"> • Supervisor 	<p>Include- date and time it was received</p> <p>Name of person who received the concern</p> <p>Name of person reporting the concern</p> <p>The details of the issue/concern</p> <p>Any steps taken to resolve the issue/concern</p>
<p>Staff Related</p> <p>E.g., conduct of program staff, Supervisor or Executive Director</p>	<p>Raise the issue or concern with</p> <ul style="list-style-type: none"> • Supervisor or • Executive Director or • Orde Day Care Board of Directors <p>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 the Executive Director as soon as parent/guardians become aware of the situation</p>	<p>And/or information given to the parent/guardian regarding next steps or referral</p> <p>Provide contact info for the appropriate person if person being notified cannot address the matter e.g., billing matter provide name and email of Executive Director</p> <p>Ensure the investigation of the concern/issue is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter.</p> <p>Document reasons for delay in writing</p> <p>Provide 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 time line to parent to communicate updated information</p>

Nature of Issue or Concern	Steps for Parent/Guardian to Report Issue/Concern	Steps for Staff, Supervisor and Executive Director in responding to issue/concern
<p>Financial Concerns</p> <p>E.g., billing, charges, deposits, refund checks</p>	<p>Raise the issue or concern with</p> <ul style="list-style-type: none"> • Executive Director 	<p>Address the concern/issue at the time it is raised</p> <p>Arrange to meet with the parent/guardian within 5 business days</p>



<p>Student/Volunteer Related</p>	<p>Raise the issue or concern with</p> <ul style="list-style-type: none"> • Staff member overseeing the student/volunteer or • Supervisor <p>All issues or concerns about the conduct of a student/volunteer that puts a child's health, safety and wellbeing at risk should be reported to the Executive Director as soon as parent/guardians become aware of the situation</p>	<p>Document the issue/concern in detail</p> <p>Include- date and time it was received</p> <p>Name of person who received the concern</p> <p>Name of person reporting the concern</p> <p>The details of the issue/concern</p> <p>Any steps taken to resolve the issue/concern</p> <p>And/or information given to the parent/guardian regarding next steps or referral</p> <p>Provide contact info for the appropriate person if person being notified cannot address the matter e.g., billing matter provide name and email of Executive Director</p>
---	---	--

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the 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.

Interactions between Families and Staff

A copy of the **Code of Conduct** is included in the 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 center 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 center 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. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor and/or Executive Director. Failing resolution with the Supervisor/Executive Director, the matter will be referred to the Board of Directors.

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 staff are bound by the College of RECE code of ethics. This code requires our staff to establish and maintain clear and appropriate boundaries in professional relationships with children under their professional supervision, their families and colleagues. Staff are not allowed to work with children outside of the centre as it may compromise their professional relationship with families.



5. Program Policies and Procedures

Program Statement Implementation 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, 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 a last resort and only until the risk of injury is no longer imminent.
- 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 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 action will be taken which may include disciplinary action depending on the nature of the contravention. The incident will be documented and kept on file. If a second incident of a similar nature is reported or observed disciplinary action will follow. 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, 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 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.

School Suspensions or Expulsions

Should a child at Orde Day Care receive a suspension from the school or a "request to pick-up", the school Principal will notify the Supervisor/Executive Director. Please note that the daycare may not be able to accommodate the child outside of their regularly attended daycare hours, as it may compromise ratios or our staffing schedule. Expulsions will be dealt with on a case-by-case basis in conjunction with the school Principal and parents.

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

Serious Occurrence Policy

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 August 29, 2016

1. Death of a child who received child care at a child care centre, 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 centre
3. A life-threatening injury or life-threatening illness of a child who receives child care at a child care centre
4. An incident where a child who is receiving care at a child care centre goes missing or is temporarily unsupervised while receiving care at the child care centre or while being supervised off premise by the child care staff
5. An unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or wellbeing of children receiving care at the child care centre, which include the following
 - Fire
 - Flood
 - Gas Leak
 - Detection of Carbon Monoxide
 - Outbreak of an Illness
 - Lockdown
 - Other Emergency Relocation or Temporary Closure

Orde Day Care is required to report a Serious Occurrence to the Ministry of Education Program Advisor by phone or through the online portal within 24hrs of the incident taking place. The daycare must also post information regarding the occurrence within 24 hrs at the centre. The posting includes the type of incident that has occurred, but does not include identifying information regarding the child, staff or program involved. The posting is available for 10 business days from the last update of information. The centre will update the online report as new information becomes available or when an investigation is completed. Orde Day Care informs all persons involved as well as the Board of Directors of each Serious Occurrence; a copy of the report is kept on file for 3 years and all reports are reviewed annually.

6. Safe Arrival and Departure of Children

Arrival Procedure

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.



This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the 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.
- 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:

" 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."

- 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),
 - confirm with another on duty staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care; 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.
 - Where the staff is unable to reach the parent/guardian, staff must inform the Supervisor, who will email the parent/guardian.
 - 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.
 - 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

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 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.



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 9:30 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 and washes their hands before your child joins the group. Please escort your child directly into the room or playground at the time of your arrival.

Kindergarten and School Age Arrival Procedure

During the school year, Kindergarten and School Age children are cared for from 7:30 a.m. until the first bell by our program staff. Parents must bring their child to the designated opening room and notify staff of their child's arrival. After the first bell supervision is provided in the Orde St. Public School playground, weather permitting, until the second bell when school begins.

On P.A. days and school holidays, parents are encouraged to have their children in the day care by 9:30 a.m. to assure the continuity and smooth operation of the day care program.

Drop off and Pick up Zone

A drop off and pick up zone for families arriving by car is located along Orde St. outside of the building. This designated area allows drop off and pick up for 10 minutes from 7:30-9:30am, 11:30am-1:30pm, 3:00-6:15pm. 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.

Stroller/Bicycle Parking

Stroller and children's bicycle parking is available outside in the small playground. **The area is not monitored and the daycare is not responsible for lost or stolen goods.**

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 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.



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.

After School and University Settlement House Programs

Parents of children enrolled in these programs must notify the day care **before** the first class. Staff will make note of child's schedule and attach it to attendance board.

Authorized Pick-Ups

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 person to pick is changed by a written 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 requests to leave this information on the daycare answering machine may also be required.

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

Telephone/Email Departure Changes

If a parent/guardian telephones or emails to change the departure information, the information will be recorded or added in the Room 28 message book. Verbal changes to the arrival or departure routine for child may be subject to a call back to the family member to verify the information or a request to leave this information on our answering machine may also be required.

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. **Late fees are not included as base fees and not applicable for reduction on the Canada Wide Early Learning and Care Program.** 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. Payments of late fees will be added to the child care fees and can be paid by e-transfer. If a child is not picked



up the “Emergency Procedure” will be followed. Late fee charges are due immediately after being imposed.

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
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 whom staff can legally release the child without explicit instructions directly from the parent.
7. If the child is not picked up by 7:00 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 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 states 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 holiday by calling 416 598-3412 or emailing the Supervisor @ garydordedaycare@yahoo.ca or indraordaycare@yahoo.ca.

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.



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.



Children attending Orde Street School

If your child attends Orde Street Public School and will be absent, please call the Orde Street Public School as well as the daycare. The day care staff is not responsible for the school age children during school time, therefore should your child become sick during class time the school will be responsible until you arrive.

Orde Day Care	416.598-3412
Orde Street Public School	416.393-1900

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 or allow lifesaving medications to be carried by the child. 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, dosage and expiration date of medication.

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 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.
- (f) this plan will be reviewed annually



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.

We do not encourage or allow outside food products in our centre. Outside food is only allowed to be brought if our centre cannot meet your child's dietary need. All containers and bottles with outside food/liquid must be labelled with a permanent marker with the child's name when they are brought into the centre.

We request that **no peanut or tree nut products** are allowed at Orde Day Care at any time. **If a child requires a food substitution that is nut based written consent from all families in the specific program 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**

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 products** are allowed at Orde Day Care at any time. **If a child requires a food substitution that is nut based written consent from all families in the specific program 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 a minimum of one (1) Epi-Pen; if possible, provide two (2) Epi-Pens as recommended by Anaphylaxis Canada.
- ◆ a labelled insulated pouch to store the epi pen
- ◆ 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
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

Symptoms of gastrointestinal illness may include vomiting, diarrhea, abdominal cramps and fever. A case (child or staff) of gastrointestinal illness can be defined as:

- Two or more episodes of diarrhea within a 24-hour period
- Two or more episodes of vomiting with a 24-hour period



- One or more episodes of diarrhea AND one or more episodes of vomiting within a 24-hour period

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.

A copy of the incident will be provided to the pickup person

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.

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 are 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 in the preschool room will ensure this procedure is available in the sleep room area.

Gaining Entry to the Building

The west doors are the only point of entry to Orde Day Care throughout the day. A buzzer is located just outside the door. Parents of the daycare maybe asked to identify themselves for entry. All other doors are only unlocked according to the school bell schedule. All tours of the centre must be prearranged with Supervisor. Prospective parents or individuals are always escorted throughout their tour of our programs.

Individuals with mobility issues may speak with the Supervisor or Executive Director who will assist in making arrangements for access, as needed.

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. The centre plans trips using public transit and will schedule departure and return of trips whenever possible outside of rush hour or increased traffic times.

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. Pictures of children are also taken and left in the office. Staff review 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. Parents will not be allowed to drop off/ pick up their child at the trip destination

Fire Drill & Emergency Evacuation

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.

Fire drills are practiced monthly and emergency evacuations quarterly. The procedures for the fire drill and emergency evacuation are posted in each room. Each drill is timed, recorded and filed by the Supervisor/Executive Director. The role of the daycare staff is to ensure that all children in their care leave the premises as quickly and safely as possible. Please note that **children should not go with their parents until the Supervisor/Executive Director has been notified.**

Evacuation Procedures

When there is a fire drill and the children and staff are able to return to day care:

Rooms 5, 2 & 3 will proceed to the west playground along the fence toward Orde Street.

Rooms 6, 25, 26 & 27 will proceed to the east playground along the fence at the south end by Orde Street.

If the children and staff are not able to return to the day care the evacuation will be to the Orde Public Schools current evacuation site University Settlement House, 23 Grange Rd

On non instructional days the evacuation site will be at our sister Satellite site, 132 St Patrick St.



Parents and families will be contacted 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.

Long Term

When there is a long-term evacuation during school hours or days of operation, the evacuation site will be arranged by the TORONTO DISTRICT SCHOOL BOARD. In this case, parents/guardians may contact Oakburn Centre 416.395.4621 for further directions.

Lockdown Policy and Procedures-this is where I left off!

A lockdown is an emergency situation, which prevents the safe evacuation of the daycare and requires steps to isolate children and staff from danger by requiring everyone to remain inside the building. This policy is to establish procedures for various levels of threats and emergency situations. Two (2) practice drills will be held per year. Notice of these drills will be posted in advance. Please note you will not have access to the building during these drills, as the doors will be locked. Should you arrive while these drills are being conducted, we ask for your patience, as the drill only lasts for a few minutes. In recognizing that each potential crisis will vary, these procedures may be modified to adapt to each unique situation.

The daycare resides within a Toronto District School Board building; therefore, we have developed our lockdown procedures to integrate with the school's procedures, ensuring clear communication and cooperation. These procedures can also be implemented solely by the daycare when we have exclusive use of the school site during summer and school breaks.

Levels of threat can range from an imminent building threat to a National Emergency.

An alert will be called in the event of an emergency situation when the daycare cannot be safely evacuated.

“THIS IS AN EMERGENCY - THE SCHOOL IS NOW IN LOCKDOWN”

The staff must then lock the door to their room and remain inside with the children until the all clear is given. The Executive Director/Supervisor or designate will initiate lockdown procedures depending upon the type of threat. Specific instructions will be given as soon as possible depending upon the situation. Staff does not unlock the door until the Executive Director/ Supervisor or designate has given the “all clear”.

Hold and Secure

A school official, emergency personnel or authority, or the Executive Director/ Supervisor or their designate will issue a hold and secure when an incident occurs in the community. This type of incident poses no immediate danger to the children or staff unless they leave the building. Therefore, the school doors will be closed off, children and staff will continue their day.



Smog, Heat and UV Policy

This policy has been developed to help safeguard our children's health and guide us in our outdoor activities with the children. Orde Day Care will try to minimize the children's exposure to pollutants and harmful UV rays by going outdoors at times in the day when these levels are lower. When playing outdoors and/or on field trips, staff will monitor the level of activity in accordance with the local temperature and environmental factors.

Sunscreen will be provided by the parent and applied by the staff (where applicable) prior to going outside.

Please note all personal products must be labelled.

All children must have a hat, wide brim preferred.

We encourage parents to package a labelled water bottle for their child to use while in attendance

Staff will provide water both in the classroom and on the playground

The air quality index set out in www.airqualityontario.com will be reviewed daily before going outside in the morning and afternoon and, posted in the hall way

When **SMOG or HEAT ALERTS** are forecasted, staff must:

Check the time of day it is forecasted for and **stay indoors** depending on Air Quality Index and UV reports at the time.

Check forecast for later in the day and proceed according to the Air Quality Index Chart

Smog, Heat and U.V. Procedure

Air Quality Index Readings and UV Reports will be posted in the hallway each morning and updated as needed.

1. Staff must check the readings prior to taking children outdoors each time.
2. While playing outdoors staff must continue monitor the level of activity in accordance with the local temperature (HEAT) and environmental factors (UV).
3. Staff must always observe the children carefully particularly those with known respiratory difficulties or allergies.

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 0.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 0. 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.

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 do however allow children to bring in pizza and sub lunches into our school age lunch program which may contain these products. 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.

If you are handing out invitations for your own birthday party, we ask that you do this discreetly, especially if not all the children have been invited.

In the preschool programs we would ask if you would like to provide a treat for your child's birthday to their classmates that this treat, cupcake or loot bag item is placed on each child's cubby for them to take home and enjoy.

For FDK and school age children the treat can be left on a tray and the children will pick up the treat as they leave for the day

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

alternate activities will be provided if your child does not wish to participate

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. Please note that staff are not responsible for lost /broken 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 near the washroom areas.

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 adult washrooms are located on the second floor near the school staff room. We ask family members and adults not to use the children's washrooms in the basement. Family members can use the washrooms located in the class rooms but we ask that you ensure you lock the door.

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.

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.



PRESCHOOL DAILY SCHEDULE

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

7:30 - 8:15	Arrival, greeting and light snack available
8:15 - 10:00	Indoor programmed activities
8:30 - 9:00	Snack time
9:15- 9:30	Bathroom/diapering routine
9:45-11:00	Outside Program
11:00-11:20	Group Time
11:20 - 12:45	Lunch /prepare for sleep time
12:00-12:30	Bathroom/diapering routine
12:45 - 2:15	Sleep time/quiet activities
1:45- 2:10	Bathroom/diapering routine
2:15-2:50	Indoor programmed activities
3:00-3:30	Snack time
3:30 – 4:30	Outdoor programmed activities
4:30-5:00	Bathroom/diapering routine
5:30-6:00	Quiet indoor activities
6:00	Home time

FDK DAILY SCHEDULE

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

7:30 - 8:40	Indoor programmed activities and snack available
8:40 – 3:00	Children are in school classrooms



3:00 - 4:00 Snack /Outdoor program

4:00 - 6:00 Indoor programmed activities, clubs or special guests

6:00 Home time



SCHOOL-AGE AND TEN PLUS DAILY SCHEDULE

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

7:30 - 8:30	Indoor programmed activities and snack available
8:30 - 11:25	Children are in school classrooms
11:525- 12:30	Lunch program
12:30 - 3:10	Children are in school classrooms
3:10 43;45	Snack
3;45-4:15	Outdoor Programmed Activities
4:15-6:00	Programmed activities, indoors and outdoors
6:00	Home time



Family Contract

The conditions of this agreement provide protection for our parents, as well as our program. In order to ensure that we can provide the services that your children are entitled to, it is essential that the financial status of our program be stable. In essence, this agreement is a parental guarantee that you will financially support the enrolment space guaranteed for your child and follow our required policies.

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 CWELLC 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.

Date	Name (printed)	Parent/Guardian Signature
------	----------------	---------------------------

Current Fees Schedules are posted on the parent board and posted on our website



2026 Fee schedule

Month	# of days	INFANT BASE FEE	TODDLER BASE FEE	PS BASE FEE	FDK BASE FEE	SA 10+
January	22	\$484	\$484	\$484	\$360.80	\$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











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