**BLOSSOMING MINDS LEARNING CENTRE INC.**

**PARENT HANDBOOK (Revised NOVEMBER 2023)**

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As a licensed Ontario child care Centre, we incorporate and follow:

* ELECT curriculum (Early Learning for Every Child Today)(<http://www.edu.gov.on.ca/childcare/oelf/>)
* Minister of Education” Policy Statement on Programming and Pedagogy

(<https://www.edu.gov.on.ca/childcare/program>CCEYA )

* How Does Learning Happen Ontario’s Pedagogy for the Early Year (<http://www.edu.gov.on.ca/childcare/pedagogy.html)>
* Blossoming Minds Learning Centre Inc. (BMLC) offers full-time licensed child care for children between the ages of 3 months to 10 years. As educators, we believe that early childhood development is the foundation for all future behavior, learning and health. We know that the young brain is at its prime for growth of all kinds. We are committed to providing an environment, rich in experiences, which facilitates this. Music, inquiry- based learning, hands on experiences, and learning through play are central to our programming. Physical activity is a crucial component of learning for young children, both through structured activities such as dance, and free play. Pretend play, yoga and meditation activities are all part of helping children to develop self-regulation.
  1. **PROGRAM STATEMENT**

**Influenced by the Reggio Emilia school of thought, we believe that there are three teachers of our children: the parent, the teacher and the environment.**

**The Parent:** Parent participation in the life of the school is an essential component of the educational experience. Families are actively involved in meetings, school activities and events, such as student-led conferences or education seminars that cover topics on early literacy, play and social skills.

**Collaboration:** children, teachers, families, and the community need to work together. Group work is essential in advancing cognitive development. Children are encouraged to dialogue, critique, compare, negotiate, hypothesize, and problem solve through group work. Collaboration among home, school and the community to support the learning of the child is highly emphasized.

**The Concept of the Capable Child:** each child is understood to be competent, inventive, and full of ideas and they deserve our respect as the unique individuals they are. We are committed to providing child-initiated and adult supported experiences.

**Environment as Teacher**: children should learn by interacting with the world around them. Blossoming Minds Learning Centre is a friendly and inviting learning place. Classrooms reflect the natural environment. The walls are white or soft yellow to make the classroom a calm environment that allows the focus to be on the documentation of the children's learning processes. Both the indoors and the outdoors are used as learning spaces, incorporating active play, rest, and quiet time into the day.

***To see our full Program Statement, please see Appendix “A”***

* 1. **PROHIBITED PRACTICES**

The following are prohibited practices at BMLC:

(a) corporal punishment of the child;

(b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care Centre or home child care premises 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 as part of the licensee’s emergency management policies and procedures;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) inflicting any bodily harm on children including making children eat or drink against their will.

O. Reg. 126/16, s. 34.

* 1. **HOURS OF OPERATION**

Regular Hours: BMLC is open from Monday to Friday from 7:30 a.m. to 6:00 p.m.

The part-time Preschool Program is open from Monday to Friday 9:15 a.m. – 12:45 p.m.

**ANNUAL CLOSURES**

### Please refer to the list of closures for the current year that are posted on our website and Parent boards. ****The part-time Preschool Program follows the****[TDSB calendar](file:///\\c6fb728d42088a48520bad3678781fa3:d67e8919572988de9249\)****and will be closed during any TDSB closures including  PA days, Winter Break, Summer Break, and March Break.****

* 1. **WAIT LIST POLICY**

There is no fee to place your name on our wait list. Once a formal request has been made to be placed on the wait list (by filling out the form located on our website) parents will receive a confirmation by email.

It is the parent’s/guardian’s responsibility to contact BLOSSOMING MINDS LEARNING CENTRE INC. to confirm their spot on the wait list every 6 months. This MUST be done by email. If this is not done, your name will be removed from the list.

Priority spots are determined based on:

**Full-time enrolled children**- openings in rooms are first reserved for movement between rooms of children presently enrolled. Once all children have been moved between rooms, openings are offered in the following order:

* 1. Siblings of already enrolled children have priority;
  2. Catchment Area- children who will be attending our partnered schools for Before and After school care have preference for openings; and
  3. Registration date.

We have one master wait list, which goes by order of your registration date.  When we have openings, we go down our list **in order** and look for a match for the opening. We look for date of birth of child and our prospective openings for a match – we then look to see the date you requested.  If the date is a fairly close match, we will offer you the placement even if it is sooner or later than you requested (sooner by approximately a month, later by age suitability). **If the placement is for the month you request and you turn down the placement**, we will remove your name from the list. We do require a prompt response, so making sure your phone and email info is up-to-date is crucial, as people do register on many wait lists. **If we cannot reach you, we will remove your name from the list.**

To ascertain your child’s place on the waitlist, simply email us and we will be happy to give you the required information.The wait list will be made available to those affected by it while maintaining the confidentiality and privacy of others on the list.

**A non-refundable deposit of one full month's fee is needed to secure your spot once a date for enrollment has been offered. The deposit is non-refundable, but will be used for the last month of fees, when notice of two calendar months, prior to the first of the month, has been given. Payment of the deposit indicates your acceptance of our deposit policy.**

In the case of withdrawal from the program, we ask for written notice of two calendar months to be given, prior to the first of the month.

In the event a child transfers from one program to another, a credit of the fee difference will be applied to the first month in the new program.

In the case a child is demitted for reasons outlined in our policies, the deposit will not be refunded.

* 1. **FEES/ENROLMENT/CWELCC**

BMLC has opted in to the CWELCC system (the $10 a day childcare program) as of November 1, 2022. We were approved in December 2022. We have not yet received full details of the 2024 process. We have been informed that the process for 2024 will be different, and hope that this will continue to be positive for our Centre and families. We want to be clear and transparent that we may or may not be able to continue the program for 2024. We are hopeful that any new guidelines that come out will still support the viability of Blossoming Minds and our ability to continue to both provide the compensation that our wonderful teachers deserve and the quality care that our families expect and depend on.

CWELCC defines fees as either “base fees” or “non-base fees’ which are optional fees such as late fees. Non base fees are not covered by CWELCC and not eligible for rebate. Blossoming Minds non-base fees are our late fee and our additional fob fee. Our monthly base fees are as follows:

### INFANT                    $1057.46

### TODDLER                $915.70

### PRESCHOOL           $771.12

### BEFORE and AFTER SCHOOL    $795 (age 6 and over) 375.64 (up to age 6)

### KINDER / SCHOOLAGE SUMMER PROGRAM 2022 (fulltime)   $595.35​

### PART-TIME PRESCHOOL $396.90

Monthly fees are posted on our website. Emailed notice of any fee increases will be given to all parents with at least 30 days notice.

Fees are to be paid on the first of each month through the Himama app. Please note that there are no refunds for illness, days not used, vacations, holidays or other absences from the program. Fees are subject to change.

When a confirmed date is given for enrollment, a deposit of one full month’s fee is required to guarantee a space. The security deposit will be applied to your last month of care when you withdraw from the Centre giving the required notice. **This deposit is non-refundable.**

The Before and After school program differs from our other programs as it is closely aligned with the school year. Enrolment in our JK/SK program constitutes a commitment for the academic year (signed contract). If enrolment must be terminated for any reason before the academic year is over, parents are financially responsible for the remaining tuition until the vacancy is filled. A deposit of two month's fees, which will be applied to the last two months of the school year only, is charged upon confirmation of a placement (please see registration form for this program for more details). This deposit is non- refundable. In the event enrolment is terminated, we will do our best to fill the open spot but there is no guarantee that a vacancy can be filled.

Fees are to be paid on the 1st day of the month. Cash will not be accepted as a payment fee.

All payments returned from a financial institution will be subject to a processing fee as determined by Blossoming Minds Learning Centre. If the processing fee is not reimbursed with a money order or certified cheque, within 20 business days, the child’s care may be suspended.

A receipt of payment will be issued after the year end for income tax purposes.

Refunds will not be made for statutory holidays or any absent days (including vacations or illness). Before & After School Program parents are responsible for paying their monthly fees if their child does not attend over March break. Refunds will not be made for missed days that result from the inability of the Centre to open (or early closure of the Centre) due to circumstances beyond the control of Blossoming Minds Learning Centre Inc. (including, but are not limited to, natural disasters, emergency situations, inclement weather, and/or other health and safety concerns).

A late payment fee of $10.00 per day will be charged if payment is not received by the 4th day of the month. Your deposit will not be refunded.

The conditions of this agreement provide protection for parents as well as for our program. In order to assure that we can provide these services, it is essential that the program be financially stable. Salaries and overhead expenses cannot be reduced because of absentee losses. This contract is a commitment that you will financially support the enrolment space guaranteed for your child. Failure to meet your financial commitment may result in termination of child care services.

* 1. **ADMISSION AND DISCHARGE POLICY**

The following are requested upon enrolment:

\* Name, address, telephone number of family doctor, updated immunization and a list of allergies

\* After enrolment, records checked annually and updated as required

**IMMUNIZATION POLICY** All children seeking admission into our program will be required to be fully immunized in accordance with Public Health's childhood vaccination schedule. Blossoming Minds Learning Centre does not accept the Statement of exemption, for enrollment purposes. Parents must provide updated Immunization records before starting with Blossoming Minds Learning Centre and once enrolled, records must be updated within a reasonable time frame. All records must be from a medical officer of health. Any immunizations that are not updated with Blossoming Minds Learning Centre may cause termination of care.

**Discharge**

Signed, written notice of permanent withdrawal by you must be given at least two calendar months in advance, prior to the 1st of the month. If the required notice is not received, full program fees will be charged, and the deposit will not be refunded. The Before and After school program registration form should be consulted for specific details of withdrawal from that program.

The provision of our service is conditional upon compliance of both you and your child to our Code of Behaviour. Behaviour which poses a safety hazard will not be accepted and may result in immediate withdrawal, as well as loss of deposit.

Should the Directors of the program, determine that a child cannot adjust to the program, or if the parent has not upheld the contract, the child will be withdrawn and this agreement will be terminated. The process of termination for all children may include any of the following steps:

* Documentation of incidents
* Meeting with appropriate parties
* Counselling and/or consultation with outside agencies
* Suspension
* Removal from the program

Depending on the circumstances, Blossoming Minds reserves the right not to refund the deposit.

* 1. **CODE OF BEHAVIOUR**

The safety of all children is our primary concern. The following expectations are necessary to promote a happy, comfortable, safe atmosphere. The child, as is age appropriate, and the parents at all times including online/social media shall:

* be courteous to others;
* use acceptable language;
* conduct themselves in a manner which allows others to feel safe from verbal and physical abuse;
* respect the privacy and confidentiality of all staff and children
* resolve conflict in a peaceful manner;
* respect the building and equipment as well as the personal property of others; and
* show personal respect for all individuals through behaviour and language.
  1. **LATE PAYMENT POLICY**

Regular scheduled fees are due by the first of each month. A reminder will be sent through Himama on the 2nd of the month. If by the 4th of the month any regular fees have not been received, a fee of $10 per day overdue will be charged.

Continual or extreme late payment of fees may result in dismissal. Your deposit is forfeited in this case.

* 1. **RECEIPTS**

Income tax receipts are issued at the end of each calendar year. Receipt for the deposit paid ahead of enrollment is issued in the year that the deposit is applied to the last month’s fee.

* 1. **MOVEMENT BETWEEN ROOMS**

Children will move rooms according to the following:

* As is age appropriate
* As space allows in the next room
* As is developmentally appropriate

Fees are charged based on the Room fee, not the age of the children, based on staffing and ratio requirements of the Room.

BMLC’s policy is to move children through the Centre in such a way as to provide for a smooth transition. Most movement will take place during the months of July, August, and September, unless space is available and the child is ready for the next program.

* 1. **ILLNESS AND MEDICATION POLICY**

In order to prevent the spread of illness between children, or to the staff, we ask that you keep your child at home when they have a fever or show signs of sickness.

When your child exhibits signs of sickness or develops a temperature of 100.04 F (or a lower temperature with other signs of illness, ie. must be well enough to participate in all aspects of the program INCLUDING outdoor play), or exhibits a symptom of Covid19,thesupervisor/designate will call you to pick up your child. Your child must be symptom free for a period of 24 hours (fever free without medication) (or 48 hours for diarrhea or vomiting) In order to return to BMLC. We strongly recommend seeking medical attention to ensure your child is well enough to return to BMLC. We reserve the right to request a doctor’s note in certain circumstances where we feel it is warranted for the health precautions of staff and other children.

**CHILDHOOD ILLNESSES**

Blossoming Minds Learning Centre follows all of the regulations of Toronto Public Health when dealing with communicable diseases.

The following are some of the more common childhood illnesses and the policies of our Centre for their treatment:

**Conjunctivitis (Pink Eye)** - The child will be excluded from care if discharge is thick and yellow or green. The child must be treated with prescription antibiotic drops for 24 hours and the eyes must be clear of discharge before returning to the Centre. A doctor’s confirmation of diagnosis is needed upon return.

**Common Cold** - The child may attend as long as there is no fever and the child feels well enough to participate in all aspects of the program.

**Coxsackie Virus (Hand, Foot & Mouth Disease**) - After confirmed diagnosis, the child may return to the Centre if they are fever free and feel well enough to participate.

**Diarrhea and/or Vomiting** - after an episode a child must be picked up and remain home for 48 hrs. (diarrhea/vomiting and medication-free)

**Fever**- If a child develops a fever of 100.04 or higher, the child must be picked up and be fever free for 24 hrs. (without fever-reducing medication) before returning to the Centre.

**Fifth Disease (Slapped Cheeks Syndrome)** - After confirmed diagnosis by Doctor, the child may return if fever free and able to participate in all aspects of the program**.**

**Lice / Nits**– If a child has a confirmed case of head lice, the child may not return to the Centre until they are lice and or nit free.

**Pertussis (Whooping Cough Bacteria)** - The child must remain at home under antibiotic treatment for 5 days of the 14 day course or 3 weeks if untreated.

**Ringworm**- The child may return after appropriate medication has been taken or used for at least 24 hours.

**Roseola** - After confirmed diagnosis by Doctor, the child may return if they are free of fever and able to participate fully.

**Scabies** - The child may return 24 hours after therapeutic lotion is applied.

**Thrush (oral infection)** - The child may attend if they feel well enough to participate.

**Strep Throat / Scarlet Fever / Impetigo** - After confirmed diagnosis by a Doctor, a child must be fever free and treated with antibiotics for 24 hours before returning. All of the above are strains of Streptococcal bacteria.

**Vomiting** If a child vomits, the child must be picked up and remain home for 48 hours, vomiting-free and medication-free.

Diseases and infections not listed will be assessed by your child’s physician and/or Public Health Services to determine an appropriate course of action

**Non-Prescription Medication (Cough Syrup, Tempra)**

Blossoming Minds Learning Centre is not permitted to administer any medication to the children in their care that is not a current prescription. If a child requires a medication that is not a prescription, the authorization from a physician in the form of a doctor’s note accompanied by the completion of the form called “*Non-Prescription Medication*” by the parent is required or the physician may fill out the form and sign it.

**Prescribed Medication (Penicillin, Amoxicillin, etc.)**

Only the ECE in each classroom is authorized to administer prescribed medication. The bottle of medication must be clearly marked with the child’s name, the name of the medication, the date, the amount, and the time of dosage and be in its original container. The “Prescribed Medication Form” must be completed by the parent and signed prior to administration. The prescribed medication must be given to either the ECE in the classroom who will place it in locked container either in the classroom or in the kitchen fridge. A message must then be also written in the daily communication book in the classroom to ensure all staff is aware of the child’s prescription.

Each room has a delegated ECE to administer medications, as well as a back-up person should the delegated ECE being absent from the Centre.

BMLC does not administer holistic or homeopathic remedies under any circumstances.

* 1. **ANAPHYLACTIC/ALLERGIES/FOOD POLICIES**

Parents/guardians of children that have been diagnosed with an anaphylactic allergy have the responsibility to provide a detailed individual emergency plan for their child and to train all BMLC staff, students and volunteers on their child’s emergency plan prior to the first day of care. It is the parent/guardian’s responsibility to inform BMLC staff of a child’s allergy at the time of registration and provide an annual update of any allergy changes.

* 1. **EMERGENCY PROCEDURES**

**Please be advised that Blossoming Minds Learning Centre has an Emergency Management and Procedure Policy. This is available upon request.**

The parent must provide an emergency contact person's name, address, and telephone number.

An emergency contact person must be informed that he/she is the contact person and may be asked to pick-up the child in the event of an emergency, accident or illness when the parents cannot be reached. If picking up, the emergency contact person must be listed on the Child Release Form.

A contact person must be available during the hours that the child is in the Centre. Contact persons and their personal information must be updated as required.

Please be advised that Blossoming Minds Learning Centre has a Emergency Management Policy and Procedure. This is available upon request.

* 1. **CHILD GUIDANCE POLICY**

Effective day care programs are planned in order to:

\* Allow children to select, plan and organize their own learning activities

\* Recognize and accept each child's individuality and developmental level

\* Establish a feeling of security and trust

\* Encourage positive social interaction

\* Minimize problematic situations in the environment

\* Enhance feelings of care, respect and acceptance between children and adults

It is the responsibility of the Director to ensure that each staff member, who is involved with the children, has read the Child Guidance Policy prior to working with the children. This also includes students and volunteers.

The policy is to be displayed and shared with parents and copies will be available upon registration of their child.

* 1. **SERIOUS OCCURRENCE POLICY AND REPORTING PROCEDURE**

BMLC staff have the responsibility to report serious occurrence incidents to the Ministry of Education Childcare Quality Assurance and Licensing within 24 hours and post within the Centre information regarding the incident on a Serious Notification Form for 10 days. A Serious Occurrence Incident can include incidents that may require third party medical attention, disasters on premises, concerns over operations of the program and others. For the full definitions and procedure, please visit <http://www.edu.gov.on.ca/childcare/offices.html>

* 1. **EMERGENCY EVACUATION**

In the event of an emergency evacuation from the centre (e.g. fire) the staff will follow Blossoming Minds’ evacuation procedure. Staff and children will walk (put in strollers, wagons) to Earl Beatty Public School, 55 Woodington Avenue, Toronto Ontario M4C 3J6. Parents will be notified by email (as is possible), phone and message left on the Centre voicemail.

* 1. **CENTRE CLOSURES DUE TO WEATHER**

If the Toronto District School Board closes the schools due to inclement weather, BMLC will also be closed. We ask parents to listen to the radio for announcements. We will send an alert through our email system with notice of any closures due to conditions such as weather or other circumstances beyond our control.

* 1. **SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES**

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.

**If your child will be absent from childcare due to sickness, holidays, etc. you must notify the Centre by email, in person, or phone.**

**UPON ARRIVAL IN THE MORNING**

Room staff will greet each child and discuss with parents any matter pertaining to the child's health. Such discussions may include the following:

- well-being

- changes in routine

- new job for parent

- symptoms of illness

- illness at home

- medication administered at home

- medication required at the Centre ( fill out Medication Form if applicable)

* Sign the child in on the Lillio app through the classroom attendance

**Releasing a child from care**

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 on the Child Release Form. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual) they will 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 Release Form

**Where a child has not arrived in care as expected:**

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, email, or advised the closing staff at pick-up), the staff in the classroom must inform the Centre Supervisor or Designate. **The Centre Supervisor or Designate will contact the parent/guardian by email to inform them that the child is absent.**

**Where a child has not been picked up by closing time:**

Staff shall ensure that the child is given a snack and activity, while they await their pick-up.

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.

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 any other emergency contacts on the child’s enrolment form.

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. Staff shall follow the CAS’s direction with respect to next steps.

* 1. **LATE PROCEDURE AND PAYMENT**

Our Centre closes at 6 p.m. After that time, a parent is considered to be late and a late fee will be charged, payable in cash to the staff member on duty. Please remember that staff need to be able to leave the Centre at 6 p.m. so you must be out the door with your child at 6:00 PM - not entering the door at 6:00 PM

1-5 minutes late = $10.00 and $1.00 per minute thereafter.

If a parent is frequently late, a meeting will be arranged with the Executive Director(s).

For those parents who have more than one child in the centre, please note that all of your children must be picked up by 6:00 pm. Because you are in the building by 6:00pm and picking up child “A” from one room, does not mean that you are on time to pick up child “B” from another room.

If you are going to be late, please try to call the centre to let the staff know when they may expect you.

We do understand that sometimes circumstances beyond your control prevent you from arriving at the centre on time, however we would like to see that everybody gets to leave the centre by 6:00pm.

* 1. **OUTDOOR PLAY**

All children in attendance for six hours or more in a day, play outdoors for at least two hours daily, weather permitting.

Children will have two-hour outdoor programming daily except during inclement weather which is defined as temperatures **below** -15 degrees Celsius (actual temperature or due to wind chill), temperatures **higher** than 30 degrees Celsius, or at the discretion of the Director, heavy rain/blizzard, sleet/hail, heavy winds or as indicated by posted humidex warnings, wind chill or other severe weather warnings (such as smog alert or heat alert).

If outdoor play is not possible due to inclement weather conditions as described above, an inside alternate gross motor play activity will take place.

**Please ensure that adequate clothing is available so that your child can participate comfortably in all outdoor activities.**

FOR SUN SAFETY, BMLC will adhere to Toronto Public Health guidelines which stipulate precautions that caregivers can take to protect children from overexposure to sun. The following precautions are in place at BMLC:

1. Sun block will be applied to children prior to their time outdoors.
2. Children will be provided with water to drink during their time outdoors.
3. While outdoors, shaded areas of play will be provided for the children.

This policy will be reviewed with all staff annually and the staff will sign to demonstrate they have read and understood the policy.

* 1. **SLEEP POLICY**

**Blossoming Minds LC Sleep Policy**

Parents of children who regularly sleep at Blossoming Minds Learning Centre will be advised of the Centre's policies and procedures regarding sleep. Upon enrollment, and at any other appropriate time, such as transitions between programs or rooms or upon a parent's request, parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled.

**Ontario Regulation 137/15**

33.1(1) Every licensee shall ensure that a child who is younger than 12 months who receives child care at a child care centre it operates is placed for sleep in a manner consistent with the recommendations set out in the document entitled “Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada”, published by the Public Health Agency of Canada, as amended from time to time, unless the child’s physician recommends otherwise in writing.

(2) Every licensee shall ensure that, if child care is provided for a child who regularly sleeps at a child care centre the licensee operates,

(a) an employee performs a direct visual check of each sleeping child (Infant and Toddler Program), every 30 minutes, by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviours;

(b) there is sufficient light in the sleeping area or room to conduct direct visual checks;

Children will be assigned to individual cribs or cots in accordance with this Regulation. Each child in an infant room will be assigned to an individual crib, unless a parent signs permission for the child to be assigned an individual cot for sleeping (12 months and older). Each child in a toddler or preschool room will be assigned an individual cot for sleeping. Cribs and cots are to be labelled with the name of the child.

(ii) provide that parents will be consulted respecting a child’s sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent’s request,

(iii) provide that parents of children younger than 12 months will be advised of the licensee’s obligation under subsection (1),

(iv) provide that parents of children who regularly sleep at the child care centre or home child care premises will be advised of the centre’s or agency’s policies and procedures regarding children’s sleep,

(v) provide that the observance of any significant changes in a child’s sleeping patterns or behaviours during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep, and

(vi) include details regarding the performance of direct visual checks, including how frequently direct visual checks will be performed and how direct visual checks will be documented.

In the Infant and Toddler programs, children will be checked at a minimum of every 30 minutes. These checks are to be recorded in the sleep logs. Sleep checks are a direct visual check, while physically present beside the child. The exception to the procedure is when there is a child who has breathing complications (Asthma) or who may not be feeling well, in which case the staff will conduct physical checks at 15 minute intervals from the time a child goes to sleep. A child who is not well may have a cold, runny nose or fever.

**INFANT SLEEP SUPERVISION**

Parents of children younger than 12 months will be advised of the BMLC’s obligation under subsection (1), of the Child Care and Early Years Act:

* Each child in our Infant Program is permitted to sleep, rest or engage in quiet activities based on the child’s needs
* Upon enrollment, and at any other appropriate time, such as transitions between programs or rooms or upon a parent's request, parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled.
* Every child who is younger than 12 months will be placed for sleep on their backs unless the child’s physician recommends otherwise in writing.
* The children’s well-being will be supported by staff respecting and finding ways to support each child’s varied physiological and biological rhythms and needs for active play, rest and quiet time.
* Staff in the Infant Program will complete a physical check of the sleeping children, at 30 minute intervals.
* The exception to the procedure is when there is a child who has breathing complications (Asthma) or who may not be feeling well, in which case the staff will conduct physical checks at 15 minute intervals from the time a child goes to sleep. A child who is not well may have a cold, runny nose or fever
* Any observance of any significant changes in a child's sleeping pattern of behaviour during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep
* The children in the Infant Program sleep in the sleep area in their designated cribs or cots, which are labeled with each child’s individual name.
* The infant rooms have a separate open area for sleeping. A chart is placed on the divider panel indicating which children have been placed in their cribs or on cots using a name and picture of the child (IN or OUT)
* Infant parents will be notified of any changes to their child’s sleep preferences/patterns on their child’s daily chart.
* Staff will ensure that there is appropriate lighting in the sleep area to allow for visual monitoring
* If a staff determines that a child is not breathing, medical emergency procedures will be followed
* If a staff person determines that a child may have a fever, the child’s temperature will be taken, medication administered (if permission has been provided by letter, from a medical professional) and a parent will be contacted
* Each time a staff person completes a physical check on a child/group, the staff person will document the time and the outcome of the physical check on the Sleep Time Log.
* The Sleep Time Logs will be filed in the child’s chart monthly and retained for a period of three years.

**Toddler/Preschool and Kindergarten (when applicable) Sleep Supervision**

* Each child in our Toddler, Preschool or Kindergarten Program who receives child care for six hours or more in a day has the opportunity to have a rest period not exceeding two hours in length.
* Each child in our Toddler, Preschool or Kindergarten Program is permitted to sleep, rest or engage in quiet activities based on the child’s needs
* If a parent requests that their child does not sleepor has a reduced sleep period, a written notice must be provided for their file. If a child is showing signs of being tired, they will always be offered the opportunity to sleep or rest. Teachers may not wake a sleeping child once they have fallen asleep prior to the two hour sleep period. A child may be offered a nap at a later time than the beginning of the sleep time, if parents request a shortened sleep period, but if the child shows signs of being tired earlier, an opportunity to rest or sleep will be offered.
* The children’s well-being will be supported by staff respecting and finding ways to support each child’s varied physiological and biological rhythms and needs for active play, rest and quiet time.
* Staff in the Toddler program will complete a physical check of the sleeping children, at 30 minute intervals.
* The exception to the procedure is when there is a child who has breathing complications (Asthma) or who may not be feeling well, in which case the staff will conduct physical checks at 15 minute intervals from the time a child goes to sleep. A child who is not well may have a cold, runny nose or fever
* Sleep Time Logs will be used to quickly indicate/identify children who are sleeping.
* The children in the Toddler, Preschool and Kindergarten (when applicable), sleep in an open area on designated cots, which are labeled with each child’s individual name.
* Toddler parents will be notified of any changes to their child’s sleep preferences/patterns on their child’s daily chart.
* Preschool and Kindergarten parents will be notified verbally of any changes to their child’s sleep preferences/patterns.
* Staff will ensure that there is appropriate lighting in the sleep area to allow for visual monitoring
* If a staff determines that a child is not breathing, medical emergency procedures will be followed
* Each time a staff completes a physical check on a child/group, the staff will document the time and the outcome of the physical check on the Sleep Time Logs.
* The Sleep Time Logs will be filed in the child’s chart monthly and retained for a period of three years.

**Intent:**

* These provisions have been added to the regulations to reduce risk of harm and injury, including death, when infants are sleeping.
* Placing infants on their back for sleep is recommended by major children’s organizations such as the Canadian Pediatric Society and the American Academy of Pediatrics.
* Every child who is younger than 12 months will be placed for sleep on their backs, unless the child’s physician recommends otherwise in writing.
* The federal government (Health Canada/Public Health Agency of Canada) concurs with this recommendation, as set out in the Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada.
* In addition, monitoring sleeping children reduces risk of harm/injury because caregivers can look for signs of distress (e.g. change in skin colour, change in breathing, signs of overheating) and react as required.
  1. **FIELD TRIPS**

The children may go for walks in the local community. These excursions are considered part of the daily program and will not include motor transportation. No private vehicles, other than the case of a parent/guardian transporting his/her own child, will be used for transportation of any child in any program provided by the Centre. An authorization form, in the registration package, acknowledges parental permission for a child to leave the premises for neighbourhood walks and visits to local parks.

On field trips where transportation is required, parents will be notified in advance as to the details of the scheduled field trip excursion and written parental authorization forms will be distributed and must be signed and returned to the Centre in order for your child to participate. Parents are encouraged to accompany his/her child on field trips.  
  
During all trips and walks, the individual ratios of each program will be maintained for all children.

* 1. **SANITARY PRACTICES**

Blossoming Minds Learning Centre is responsible to support the health and wellbeing of children, comply with health related requirements and reduce illness spreading from person to person and respond to any health problems that may arise. By ensuring that all parents and staff strictly follow our health policies, we are ensuring the best possible environment for each child. The employees of Blossoming Minds Learning Centre shall abide by the regulations set out by Toronto Public Health and The Child Care and Early Years Act.

Cleaning Instructions and Procedures are posted where necessary, and communicated appropriately to all staff. Staff members should understand the importance of illness prevention in day-to-day practices. These practices include proper hand washing, diapering, and toileting and food preparation. These practices will limit the spread of bacteria and viruses and will promote a healthy child care environment.

**General Hygiene**

Blossoming Minds Learning Centre will make every effort to ensure that your children are kept clean during the day. The children will wash their hands and face before and after meals, and as needed. Children in diapers will be changed regularly and as needed.

You are asked to keep your child’s cubby well stocked with spare clothing, so that staff may change your child as needed. Please label your child’s clothing. Clothing which becomes soiled during the day will be placed in a plastic bag in the cubby. Parents are to ensure that it is taken home each evening. **In the event that the child needs to be changed, and no spare clothing is available, the staff will contact the parent, and the parent may be asked to pick up the child.**

Parents are encouraged to bring their child to the Centre in clean form. In the event that the general cleanliness and hygiene of a child is in question, staff will inform the program Supervisor or Director, who may contact the parents, or in extreme cases, the Children’s Aid Society.

Linen and blankets are laundered weekly, or as needed, at the Centre.

A conscious effort must be made to ensure that personal items are not shared.

Staff and parents monitor that children’s hats, coats etc. are stored separately and that the hook or cubby used for storage of these items are clearly labeled with the child’s name.

* 1. **NO SMOKING POLICY**

No person shall smoke or hold a lighted cigarette anywhere in BMLC , including the playground or anywhere on BMLC property, whether children are present or not.

* 1. **BOOSTER SEATS AND CHILD RESTRAINT FOR VEHICLES POLICY**

If in an emergency situation a child is required to be transported from the centre in a taxi, when possible staff will secure the child using an age and size appropriate booster or car seat.

* 1. **DUTY TO REPORT**

All staff at BMLC has a legal obligation to report any suspicions of child abuse to the Children’s Aid Society.

* 1. **VOLUNTEERS AND STUDENT PLACEMENTS**

MLC may have volunteers and/or students working within the organization along with the staff throughout the year. At all times, volunteers and placement students must be under the direction and supervision of BMLC staff.

Every child who is in attendance at BMLC must be supervised by an adult (must be 18 years of age or older) at all times. **No child or children will be supervised by someone who is not an employee of BMLC.**Students and/or volunteers may not be left alone with any child or group of children at any time. The only exception is if the parent of a child is also a volunteer then they may be alone but with only their own child. Volunteers and/or placement students are not considered or counted in staffing ratios.

Only employees of BMLC will have direct unsupervised access to children.

* 1. **PRIVACY POLICY**

**Privacy of Information**

All staff and volunteers understand that they will have access to confidential information about children and families. They agree to keep this information in strictest of confidence. Before sharing information about the children with outside agencies or schools, staff will obtain parental consent. All documentation of consent to share information will be kept on site in the child’s file.

**29. PARENT ISSUES AND CONCERNS POLICY AND PROCEDURE**

**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 Ministry of Education..

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

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

**Contacts:**

Krista Dahlgren or Maggie Moser

info@blossoming.ca

416 546-9830

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

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

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

(a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;

(b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and

(c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

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

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

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

**Appendix A: Program Statement**

**BLOSSOMING MINDS LEARNING CENTRE PROGRAM STATEMENT**

**Influenced by the Reggio Emilia school of thought, we believe that there are three teachers of our children: the parent, the teacher and the environment.**

**The Parent:** Parent participation in the life of the school is an essential component of the educational experience. Families are actively involved in meetings, school activities and events, such as student-led conferences or education seminars that cover topics on early literacy, play and social skills.

**Collaboration:** children, teachers, families, and the community need to work together. Group work is essential in advancing cognitive development. Children are encouraged to dialogue, critique, compare, negotiate, hypothesize, and problem solve through group work. Collaboration among home, school and the community to support the learning of the child is highly emphasized.

**The Concept of the Capable Child:** each child is understood to be competent, inventive, and full of ideas and they deserve our respect as the unique individual they are. We are committed to providing child-initiated and adult supported experiences.

**Environment as Teacher**: children should learn by interacting with the world around them. Blossoming Minds Learning Centre is a friendly and inviting learning place. Classrooms reflect the natural environment. The walls are white or soft yellow to make the classroom a calm environment that allows the focus to be on the documentation of the children's learning processes. Both the indoors and the outdoors are used as learning spaces, incorporating active play, rest, and quiet time into the day.

**GOALS AND APPROACHES:**

We strive to provide an environment which:

1. Promotes the health, safety, nutrition and well-being of the children: Some procedures in place at BMLC include safe supervision of children at all times; child protection procedures and training; sanitation and disinfection procedures; and catered meals provided by Real Food for Real Kids following the Canada Food Guide; communicable disease prevention; emergency procedures; Standard First Aid and CPR training for all staff.
2. Support positive and responsive interactions among the children, parents, child care providers and staff. BMLC educators build a foundation of trust with children by being available, responsive, and caring. Focus on a respectful and inclusive environment is a priority for BMLC. We recognize the individual needs of the children receiving care. We recognize the individual needs of families and appreciate their input.
3. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate: BMLC staff role model respectful and inclusive behavior; small group experiences with adult attention help support the child’s learning of self-regulation and problem solving for conflict resolution; flexibility of programming allows staff to respond to the needs of the child in the moment; Staff encourage positive interaction between staff, child and families.
4. Foster the children’s exploration, play and inquiry: program plans are flexible and provide opportunities for the learning environment to support the interests of the children; we provide a wide variety and ample selection of toys, equipment and materials to expand the children’s experiences and development; we strive to provide open ended experiences based on the Reggio philosophy,; we provide numerous opportunities for families to learn about and understand our Reggio approach (provocations set up in the "nook" in the hall for children and parents to experience together, books displays, etc.)
5. Provide child-initiated and adult-supported experiences: following the lead of the child our educators create a learning environment which fosters the child’s sense of competence and creativity; the learning environment is set up with a wide variety of activities in a thoughtful manner based on the observed interests of the children, as well as designed to expand their knowledge, and creating new interests. Observations are shared with families on an ongoing basis.
6. Plan for and create positive learning environments and experiences in which each child’s learning and development will be supported: BMLC creates a homelike environment with natural materials and calm colours; play is allowed to expand from one area to another as children are free to explore different areas of learning; Staff model inclusive behavior so that all children feel accepted and celebrated.
7. Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children (based on observations and feedback from families) receiving child care: BMLC educators plan a daily schedule which incorporates indoor and outdoor learning which meets the needs of the children, taking into account the age, developmental needs and levels, and energy levels and interests of the children; outdoor play continues in all types of weather conditions unless there is a weather watch warning in effect; programming is flexible to meet the varied needs of individual children- for example, quiet activities are provided for children who do not wish to nap during a scheduled nap time.
8. Foster the engagement of and ongoing communication with parents about the program and their children: parents and staff communicate on a daily basis through verbal and written reports of documentation reflections and observations.
9. Involve local community partners and allow those partners to support the children, their families and staff: BMLC is located within a very close knit community. We participate in community activities (eg.East Lynn Farmers Market), create relationships with our local schools’ principals and teachers, network within our community and seek out learning opportunities for our children(eg. Story time at our local library, visits to the art store on our block, etc.)
10. Support staff in continuous professional learning: Staff are guided through ongoing feedback and support from their supervisor; regular staff meetings, on-site sessions with consultants (e.g. Reggio methods, First Aid); materials provided for staff for self-guided learning; and staff are supported in attending professional development opportunities
11. In order to document and review the effectiveness of our goals, BMLC encourages all of its staff to engage in reflective practice. We incorporate feedback from families as part of this process. Goals are reviewed though weekly discussion among educators in program planning and staff meetings in which we examine how well we are meeting our goals. Documentation is ongoing.