

Children's Circle Daycare Parent Handbook



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Welcome

Children's Circle Daycare has been providing the Riverdale community with safe, affordable, and quality childcare for over 40 years.

We are a play-centered environment and believe that children learn best when they can test new ideas and skills, imitate and explore. We strive to create a program that balances child-centered and teacher-initiated activities, and provide opportunities for children to become active, involved learners. We provide a stimulating environment and are committed to offering activities that accommodate and embrace difference.

The Parent Handbook provides an overview of our daycare and policies. We also post several important policies on our website at www.childrencircledaycare.com. Please review this document before your child starts daycare. Should you have any questions or concerns regarding any information you find in this Handbook, please speak with us. Parents and caregivers are welcome to visit the Daycare, observe our activities, engage with the staff, ask questions and join our circle.

Welcome to Children's Circle Daycare!

Theresa Radwanski
Daycare Supervisor

Shawna Curtis
Chair of the Board of Directors

1 Introduction to Children's Circle Daycare

1.1 Philosophy

Partnership between families and the Daycare is essential for the optimal growth and development of young children. We welcome ongoing discussions with parents and caregivers about their child's progress – social, emotional, cognitive – and their daily life at the Daycare.

Children's Circle staff are knowledgeable, empathetic, skilled, and caring educators that provide a curriculum based on ongoing observation of the children's play and interactions which correlates into strong childcare. This approach facilitates positive learning and skill development. The staff at Children's Circle have an ongoing commitment to professional growth and learning.

Program Statement in Brief, for the full version see the Addendum, Program Statement, provided with the Parent Manual

Philosophy

Children's Circle Daycare believes that children are competent, capable and curious, and have great potential. The goal of Daycare is to support positive and responsive interactions among the children, parents and staff. Partnership between families and the Daycare is essential for the optimal growth and development of young children. We welcome ongoing discussions with parents and caregivers about their child's progress – social, emotional, cognitive – and their daily life at the Daycare. The Daycare's staff are knowledgeable, empathic, skilled, and caring educators who provide a curriculum based on ongoing observation of the children's play and interactions which correlates into strong childcare. We plan for a creative, positive and nurturing environment in which children's play is fostered through exploration, and inquiry. This approach facilitates positive learning and skill development. The staff at Children's Circle has an ongoing commitment to professional growth and learning.

Program Statement

The health, safety and well-being of the children is of the utmost priority. Along with this, we promote:

- Positive relationships between children, parents/caregivers and staff.
- Programs and activities that encourage environmental awareness, multiculturalism, anti-racism and equity awareness. We celebrate children and families across the spectrum of diversity – including but not limited to – different abilities/disabilities, ethnicities, race, class, culture, linguistic communities, sex, gender identities, sexual orientation and family of origin.
- Development of a positive self-image for every child. Children's development is documented and discussed with families on a regular basis so that individual learning and development will be supported.
- Creativity and learning in a safe, supportive and caring environment that reflects the community and families. Children's Circle works with the local community and agencies to involve community partners in supporting the needs of children and families in the community.

- Healthy social skills development. We encourage the children to interact and express themselves in a positive way and support the children's ability to self-regulate their emotions.
- An environment where children have fun both indoors and outdoors, giving consideration to the individual needs of the child for active and quiet time.
- Creative and positive learning environments by child-initiated and adult-supported experiences/activities. When planning the learning experiences for the children there is a balance between child-initiated and teacher-initiated activities.
- A focus on and commitment to providing nutritious meals and snacks.
- On-going communication between children, parents/caregivers, employees, students, volunteers, visitors and Board members, encouraging an environment free from violence and intimidating behaviours as prescribed by the *Occupational Health and Safety Act*.

Children's Circle Daycare's program statement will be reviewed by the board of directors and staff annually or if modified. All new staff and students will review the program statement before working with the children. The Daycare's program statement should be consistent with the Minister's statement on programming and pedagogy.

1.2 **Board of Directors**

Children's Circle Daycare is a non-profit centre governed by a Board of Directors made up of parents and representatives from St. Barnabas Anglican Church (our facility).

The Board meets regularly. An Annual General Meeting is held in November along with elections for the Board of Directors. Parents/caregivers are encouraged to attend and free childcare is provided.

Each Board member is also active in one or more of the following committees: Fundraising, Finance, Personnel, Policy, and Health and Safety. Parental involvement on the committees is encouraged as it benefits the operations of the Daycare and ensures that we are working together to provide the highest quality care. Please let us know if you are interested in contributing your time.

1.3 **Staff**

Permanent staffing of the Daycare includes the Supervisor, 21 full-time staff, and a varying number of part-time teachers and childcare workers. Most of our permanent staff have been at Children's Circle for an average of 14 years. Casual staff includes college and summer students and adults in retraining programs.

In each room, there is a mix of teachers, some with their Early Childhood Education certificate (ECE). Staff holding ECE certification register and annually update their membership with the College of Early Childhood Educators. Approximately 75% of our staff are Early Childhood Educators. There are 2 senior staff who share administration duties and hold Head of Room positions.

All staff have a Police Reference Check and all permanent staff have a First Aid Certificate, updated yearly. All staff are required to read and sign off on the *Behaviour Management Policies and Procedures* and individual plans for children with anaphylaxis.

1.4 **Students and ECEs/Volunteers**

The Daycare partners with area high-schools and colleges to provide a mutually beneficial learning environment for students. Placement students are supervised and are introduced to the children and parents/caregivers.

The safety and well-being of the children in our care is of primary importance. Children's Circle Daycare is committed to having policies and procedures in place to be in compliance with the *Child Care and Early Years Act, 2014* regarding volunteers and students.

Children are supervised by a permanent staff over the age of 18. Volunteers and placement students are not counted as staff in meeting prescribed staff to child ratios under the *Child Care and Early Years Act, 2014* and are not left alone with children.

All volunteers and placement students will have completed their Police Reference Checks. All volunteers and placement students are required to read and sign off on the *Behaviour Management Policies and Procedures* and individual plans for children with anaphylaxis.

As per the Child Care and Early Years Act, 2014:

11.1 (1) Every licensee shall ensure that every volunteer or student at a child care centre it operates or at a premises where it oversees the provision of home child care is supervised by an employee or home child care provider at all times and is not permitted to be alone with any child who receives child care at the child care centre or home child care premises. O. Reg. 126/16, s. 12.

(2) Every licensee shall ensure that there are written policies and procedures regarding volunteers and students that set out, at a minimum,

- (a) the requirement described in subsection (1);
- (b) the roles and responsibilities of the licensee and supervising employees; and
- (c) the roles and responsibilities of volunteers and students. O. Reg. 126/16, s. 12.

1.5 **Admission Process**

Children's Circle Daycare maintains separate waitlists for each program and, subject to the rules below, we make every effort to keep children enrolled in the Daycare once they begin at the Centre. To gain access to the waitlists, families must submit a completed application form available on our website at childrenscircledaycare.com or at the Daycare office on Tuesday and Wednesday mornings between 10:00–11:00 a.m. A child who is already enrolled in the Daycare in one room does not have to apply to be on the waitlist in another room. The waitlists will be made available in a manner that maintains the privacy and

confidentiality of the children listed. However, we will allow information available to the family that is requesting their position on the waitlists.

Upon your child's admission to the Daycare, you will receive an enrolment package of information and forms. All forms must be completed and returned before your child's start date. On your child's first day, we require that you also submit 6 post-dated cheques (dated for the first day of each month) for your child's daycare fees. Fees for the first 4 weeks are non-refundable (see 4.7.1 Fees).

Depending on the age and comfort level of your child, children will be transitioned into their age-appropriate room when they enter the Daycare. Parents and caregivers are encouraged to speak to staff regarding a transition plan that best suits their child's needs.

Where the Daycare cannot admit a child because the Daycare cannot accommodate the child's needs or family circumstances, the Daycare will:

- a) Document its meetings with the parents/caregivers and the use of any support services with regard to the child.
- b) Notify Toronto Children's Services Consultant and the Daycare's Board of Directors.
- c) Refer the parents/caregivers and child to other services, where possible.

1.6 **Withdrawal**

The Daycare must receive four weeks' notice in writing if you decide to withdraw your child from the Daycare. If no notice is given, you will be required to pay full fees for the four weeks.

Children's Circle Daycare will work with families when situations arise whereby a child may need help with behaviour or other concerns, or where communication with parents has begun to break down. Generally, the staff in the room will discuss the behaviour/concerns or communication issues with the child and their parents/caregivers. The Daycare Supervisor will be involved depending upon the circumstances. Occasionally, assistance from an outside agency, such as Toronto Children's Services, is recommended and may be used.

In most cases, the behaviour or communication improves or the concerns are addressed. However, from time to time, Children's Circle Daycare may request that a child withdraw from the Daycare for reasons that include, but are not limited to:

1. The child no longer derives any benefit from the care at Children's Circle Daycare.
2. Communication between parents and the Daycare is not conducive to the development of the child or is detrimental to the well-being of the Daycare.
3. The child is putting other children or themselves at risk.

In these cases, the Daycare will:

- a) Document its meetings with the parents/caregivers and the use of any support services with regard to the child.
- b) Notify Toronto Children's Services Consultant and the Daycare's Board of Directors.
- c) Refer the parents/caregivers and child to other services, where possible.
- d) Meet with the family for an exit interview.

The child and family will be given four weeks' notice of the date for withdrawal from the Daycare and notice of withdrawal will be given to the family in writing.

2 Family / Caregiver Involvement

2.1 Communication (parent/caregiver)

We take our role in providing care for your children very seriously and value open communication. There are several ways that Daycare staff and parents/caregivers can communicate with each other, including the following:

- Drop-off and pick-up times provide limited opportunities for staff and parents/caregivers to exchange information. If a longer conversation is necessary, please schedule a meeting with one of the staff members in your child's room.
- We ask that parents/caregivers share any relevant information that will help staff to take better care of your child at the beginning of the day (either verbally or by leaving a note in the message book in your child's room).
- We encourage parents/caregivers to read charts and bulletin boards at the end of the day.
- You may choose to leave us a message by the following means:
 - **Email:** childcircle@bellnet.ca (we check email by 2:00 p.m.)
 - **Phone:** 416-461-5151 (leave a message with a staff member or in the appropriate voicemail box).
 - **Website:** www.childrenscircledaycare.com (leave a message under the "Contact Us" tab)
 - **Message Book:** in addition to the ones in your child's room, one is kept in the Daycare Office on the desk.
- If your child will be absent, please make sure to leave a voicemail message at 416-461-5151 extension "0", and state the reason for the absence. If applicable, please also call your child's school to let them know of the absence.

Concerns and Issues

We strive to create an atmosphere where parents/caregivers feel comfortable discussing any problem that they might have.

The steps parents are to take:

1. Speak with staff regarding the concern or issue. Staff will respond immediately or within 24 hours if more information is needed. Please note, families are welcome to bring a concern or issue to the Supervisor who may encourage them to speak to the staff. Some concerns or issues may need investigation in order to be resolved. Parents will be updated.
2. Staff will inform the Supervisor of the parent's concern or issue.
3. If parents need clarification of the resolution or are unsatisfied with the resolution, the parents should speak with the Supervisor.

4. Any concern or issue about quality of care should be brought to the Supervisor.
5. If a parent would like to discuss a situation with the Board of Directors of Children's Circle, the Supervisor will contact the Board member responsible for the issue.

All concerns and issues are taken seriously, and will be addressed and attempts are made to find a mutually satisfactory resolution.

Newsletters and Open House

Each room produces a monthly newsletter that updates you on the happenings in your child's room. The Office sends out a newsletter a few times a year with updates on what is happening at the Daycare. All newsletters are available on our website.

An Open House is held in the autumn and you are encouraged to attend and speak with the staff about your child and review their individual notebooks. Please note that the staff will be happy at any time to discuss your child with you, so if you need more information or if you have any concerns, just notify the staff in your child's room.

2.2 Parental Separation & Custody Agreements

All parents (or other custodians) will be required to sign all registration materials. Subsequently, even in the event of a separation of the parents, the Daycare will continue to accept either parent's authority until provided with written directions signed by both parents or a court order. If there is a custody agreement, the Daycare requires a full copy. We will confirm our understanding of the custody agreement with the custodial parent. Without a custody agreement stipulating limited parental access, we cannot deny any parent access to their child.

2.3 Clothing (and other items requested from home)

Children should be dressed in appropriate clothing for the season as our program offers both indoor and outdoor play. Children must have safe closures on their clothes such as Velcro, buttons or zippers and NO strings or dangling straps.

In the summer, children must have footwear that totally encloses the foot (no open-toed sandals or strapless sandals) and should be sent to daycare with a sun hat. It is also a good idea to provide a water bottle, clearly labelled with your child's name, that is kept at the Daycare.

Removable clothing should be labeled for identification. We ask that every child have an extra change of clothes, including underwear and socks, that is kept in their cubby. Younger children may need more than one set of extra clothes, as well as a blanket or other comfort item to be used at nap time.

In the younger classrooms there is a scheduled thematic Show and Share where children are invited to bring in toys and books related to the theme. The Daycare is not responsible for loss or damage to any toys that are brought in.

3 Programs

3.1 Rooms and Schedules

Children are grouped in designated rooms according to their ages:

Room Name	Number of Children	Approx. Age of Children	Number of Staff
Sweet Pea	10	9-18 months	4
Toddler	15	18-30 months	3
Hunny Bear	16	30 months-3.5 years	3
Sesame Street	24	3-4 years	3
Dino	20	4-5 years	2-3
Cool Cat	24	5-6 years	2-3
Hot Shot	30	6-8 years	2
Room Above (The Roomies)	30	8-10 years	2

3.2 Graduating Between Rooms

The Supervisor is responsible for deciding the children's groups, in consultation with staff and parents/caregivers. Children move up chronologically and depending on the availability of space in the next room. It is not always possible to move children up when the next room is full. From time to time, parents/caregivers request that their child move up with a friend. However, children benefit from different situations in order to further develop their social skills. Speak to the staff or Supervisor if you have any concerns about this issue.

3.3 Trips

Trips are sometimes part of Children's Circle programming, especially during the summer. The trips are generally planned a month in advance. The enrolment package contains a blanket permission form for community trips, but we require a special permission form to be signed by parents/caregivers for trips during the summer.

Trip details (e.g., dates, times, and destinations) will be posted on the bulletin board outside the Office under the group's name. If your child's room has a scheduled trip and your child is late and misses the trip, NO alternative care will be available for your child at the Daycare. Parents/caregivers who do not wish their child to participate in a trip will be required to arrange care for their child.

3.4 **Birthdays and Celebrations**

At Children's Circle we enjoy celebrating birthdays and other special occasions. The Daycare provides the food for these occasions. If you would like to make a donation towards the purchase of special foods for these occasions, please talk to the staff in your child's room.

3.5 **Operating Hours, PA Days, Arrivals and Departures**

The Daycare is open between the hours of 7:30 a.m. and 6:00 p.m. Monday to Friday. The Daycare is open for all Toronto District School Board PA days. See Financial Policies (4.7) for further details.

It is very important that you make contact with a staff member upon arrival so that we can maintain our awareness of your child's whereabouts. Please pass on any additional information regarding your child's mood and health that will help the staff better care for your child.

Parents/caregivers are advised to arrive at the Daycare by 5:50 p.m. if their child is enrolled in the full-time or part-week programs so that they can leave the Daycare by 6:00 p.m.

Parents/caregivers who are late picking up their child will be charged \$5.00 for every increment of 5 minutes. For example, if you arrive between 6:00 and 6:05 you will be charged \$5.00, between 6:06 and 6:10 is \$10.00, 6:11 to 6:15 is \$15.00, and etcetera.

The staff will try to contact you at 6:00 p.m. If they are unable to contact you, they will call your emergency contact(s) at 6:30 p.m. If your emergency contacts cannot be reached, the Children's Aid Society will be contacted which may result in the child being taken into care by the appropriate agency.

If a parent/caregiver is late more than once a month, the situation will be discussed with the Supervisor and escalated according to the provisions in the *Late Pick-Up Policy*. If lateness is an ongoing issue, the family's care may be terminated.

4 **Policies and Procedures**

Children's Circle is committed to providing a safe, affordable quality daycare program. Children's Circle complies with the *Child Care and Early Years Act, 2014*, the *Child and Family Services Act*, the policies and regulations of the Ministry of Education, Toronto Children's Services and Toronto Public Health.

The Daycare is inspected on an on-going basis and reports are posted. The safety and well-being of the children in the care of Children's Circle Daycare is of primary importance.

This Handbook highlights important policies and procedures. There are, however, additional policies and procedures posted outside each room. Upon admission, parents/caregivers sign a form to indicate that they have read and understood the policies of the Daycare. Please ask questions if you are unsure about any of our policies or need any clarification. Children's Circle's policies and procedures are designed to make staff, parents and children aware of their roles, responsibilities and rights. A current copy is posted outside the office and is available on website.

4.1 **Anti-discrimination**

Children's Circle Daycare values and respects the diverse racial and ethnocultural background of the community, staff, Board of Directors, volunteers and program users. Children's Circle Daycare does not tolerate discrimination or harassment of any kind either on a systemic or personal level.

Staff are required to read and sign the Discrimination and Harassment Policy and procedures, which are regularly reviewed and the Board. In the event of a complaint or incident, the policy and procedures will be explicitly followed to achieve resolution. Any such incidents will be reported as a Serious Occurrence, as outlined in the Discrimination and Harassment Policy and procedures.

4.2 **Inclusion**

Children's Circle Daycare strives to be inclusive and respectful and will work in partnership with families to ensure that children with varying needs and abilities can be included. This is a collaborative process between the Daycare, the child, and their parents/caregivers that includes assessing the child's needs in relation to what the Daycare is able to provide.

4.3 **Privacy / Confidentiality**

Children's Circle has adopted a Privacy Policy to govern how personal information is handled at the Daycare. It is posted outside of each room. Three of the most common reasons for sharing information about your child, which are not directly connected with the operation of the Daycare, are described below:

- Information used in Room Lists for distribution to other families to arrange play dates, etc.
- Information given to educational institutions/organizations for academic research or study. The

information provided usually consists of the child's name, age, sex and contact telephone number(s).

- Photographs of the children are sometimes taken and put on bulletin boards, shared with you, and placed in promotional materials, including the Daycare's website. There is typically no written information accompanying the photograph to identify the child by name, age, or otherwise.

The Daycare wishes to provide (or continue to provide) your, or your child's, personal information for the three purposes described above with your implied consent. However, the Daycare Board and staff understand that some families will not wish to have personal information shared for these purposes. An opt-out form is available from the Supervisor.

When seeking to use a child's image (i.e., photo or video) for public materials (website, flyers, other promotional materials), Daycare staff will seek the parents/caregivers' consent by asking a parent/caregiver to sign the Daycare's Consent Form for Photographs and Videos. All consent forms are kept on file at the Daycare Office and will be placed in the child's file.

4.4 **Attendance Policies**

Absence

Please call 416-461-5151 extension "0" if your child is absent, stating the reason for the absence. If applicable, please also call your child's school to let them know of the absence.

December Holiday

When December 24th falls on a Monday, the Daycare will close for the full day. The Daycare will be open on December 31st, but will close at 2 pm. The final decision regarding holiday closures for the Daycare will be made by the Board of Directors of the Daycare.

Temporary Summer Withdrawal

The Supervisor must receive notice of your request for Temporary Summer Withdrawal by March 31st of that year. No requests after this date will be considered.

When temporarily withdrawing your child for four weeks during the summer, a prepaid holding fee of two weeks' worth of fees is required to secure your child's space. The Daycare will confirm your holding fee and temporary withdrawal dates by mid-April of each year. On occasion, other arrangements may be made at the discretion of the Supervisor.

Vacation

The Daycare is in full operation twelve months of the year. If your child is to be absent or on vacation, childcare fees are still payable.

Vacation/Absences for Children Receiving Subsidy

All families that receive daycare subsidized by Toronto Children's Services are allowed 35 days of absence per year (or 18 days if your child starts after July 1st) and no more than 20 consecutive days of absence are permitted. Parents/caregivers are required to pay the subsidized daily rate on days their child is absent.

Parents/caregivers will be invoiced at the full daily rate if their child has been absent for over 35 days, or over 20 consecutive days, unless approved by Toronto Children's Services.

4.5 **Health Policies**

Behaviour Management

Our goal at Children's Circle is to help children learn to deal with their emotions and actions by communicating and reasoning. As children grow and learn, they go through stages of developing self-control over anger and aggression, depending on maturity, temperament and circumstances. The children learn to take responsibility for their actions and to respect other children and staff.

Daycare staff are expected to help children regain control of their emotions and temper, not to stop them from expressing their feelings or moods. All situations are handled in a constructive way helping the child to make choices.

The Daycare has a Code of Behaviour that all children are expected to operate within and a *Behaviour Management Policy* that outlines the expectations for staff when dealing with children exhibiting difficult behaviour. If there is an ongoing problem with aggression and behaviour management, we will work together to resolve the situation, helping children and families through these stages.

We work with the aggressive child as well as with other children involved, in order to empower all the children in prevention, planning the situation and in choosing less aggressive behaviour. This is done in a calm, caring and supportive way that emphasizes the safety of children and staff. At times we may refer to other agencies for advice.

If the parents/caregivers are not willing to work with the Daycare, or the aggressive child is putting himself/herself or others at risk, the child may be withdrawn from the Daycare.

Toronto Children's Services does not approve the use of any restraint in childcare as a method of intervention for children with challenging behaviours. Physical restraint can only be used in situations where a child is in imminent danger of hurting themselves, another child or staff (e.g., running away from the Daycare.)

If restraint is used, an Incident Report must be completed and kept on file, and a copy given to the parents/caregivers. A follow-up meeting with the Supervisor, staff and parents/caregivers will take place to develop strategies that will be used should the child encounter a similar situation. Parents/caregivers are required to sign off on both the Incident Report and the strategies. The Supervisor is required to contact

Children's Services to report the incident.

If a child alleges they have been injured by a staff/parent/caregiver, the Daycare is legally required report the situation to Children's Aid Society (see 4.6.2 Child Abuse). This will also be reported as a Serious Occurrence (see 4.6.9 Serious Occurrences).

Breastfeeding

Parents who are breastfeeding their children may store breast milk in the refrigerator located in the Sweet Pea (infant) room. Each bottle must be labelled with the child's name, necessary instructions and date. Please see the full *Breastfeeding/ Breast Milk Storage Policy* for further details.

Food and Nutrition/Special Diets

We endeavor to provide balanced, appealing and nutritious meals and snacks for your child using minimally processed, fresh, local or seasonally available foods whenever possible, within our budget and kitchen staffing limits. The menus are designed to provide half of your child's daily nutritional needs, follow a six-week rotation and are seasonally adjusted.

Food choice is varied, with some vegetarian and other interesting dishes. Special cultural and ethnic foods may be offered during holidays or with programming events. The menus are reviewed annually by a dietician.

No other outside food is allowed onto our premises without permission from the Supervisor. Compliance with this rule helps to ensure the safety of all children at Children's Circle Daycare, and especially those with food allergies.

If your child requires a special diet because of health or religious reasons, please put the diet in writing and give a copy to the Supervisor. If the Daycare cannot accommodate your child's needs on-site, together, you and the Supervisor can find a mutually satisfactory resolution. If you need to provide food for a special diet, please consult with the Supervisor before bringing in food to the Daycare.

Immunization Records & Emergency Contact

Children are expected to follow the recommended schedule of childhood vaccinations set out by the Canadian Pediatric Society. The Daycare requires an up-to-date copy of your child's Record of Immunization information upon admission and when your child receives new vaccinations. If there is an outbreak of a particular disease, those children who have not been vaccinated against the disease may be asked to stay home for the duration of the outbreak.

Upon admission, each child's file must contain an Emergency Form listing two emergency contacts as well as at least three people to whom your child may be released if you cannot pick up your child (see 4.6.7 Pick-up Release Authorization).

Infection Control

Children can spread germs without being ill themselves. A child with an illness is often infectious before symptoms develop, and sometimes after recovery. A person acting as a carrier may spread germs without having any signs of illness at all. For these reasons, our underlying strategy for infection control is the use of Universal Precautions. These procedures for preventing the spread of infections are outlined in the *Sanitary Policy and Procedures*. Children are encouraged to learn and practice good hand hygiene and other techniques to prevent the spread of infection.

Medication Administration

The Daycare can administer PRESCRIBED medication. If a child requires prescribed medication during their time at the Daycare, the parent/caregiver must complete a Medication Form and submit it and the medication to the child's teacher. Puffer chambers and the required medication (i. e., Salbutamol, Ventolin) can only remain at the daycare if it is necessary for the medication to be administered on a frequent schedule or for an extended length of time and will need to be accompanied by an individualized health plan. Outdated prescriptions will not be administered to a child.

For any NON-PRESCRIBED medication (e.g., Tylenol) and prescribed medication administered intermittently (e.g., asthma puffers), parents/caregivers must have the child's doctor complete a Non-Prescription Medication and Prescription Medication Administered Intermittently Form annually and provide it and the medication (clearly labelled with the child's name) with the child's teacher. Daycare staff may administer non-prescribed cream for the prevention and treatment of diaper rash.

All medication must be in the original container, clearly labelled with the child's name, the medication name, the dosage of medication, instruction for storage, any possible side effects, purchase date and expiry date.

Outdoor Play (and Playground Safety)

Children's Circle is committed to providing a safe and creative outdoor program and to minimize the possibility of injury by maintaining a safe playground, upgrading toys and equipment and supplying the required supervision. The Children's Circle playground was built in the year 2000 and meets the CSA Standard for children's playspaces and equipment.

The children have access to a variety of stimulating outdoor activities, including unstructured free play, gross motor play and various materials allowing creative outside time which fosters physical, co-operative, social and cognitive development.

While regulations generally require us to take the children outside each day for at least two hours, depending upon the weather and other environmental factors, including extreme cold or heat, the times and location for gross motor play will be adjusted.

Please note that we ask parents/caregivers not to allow their children to play in the playground once they

have picked them up in the evening.

Procedures for Illness

A child is considered too ill to attend the Daycare if their illness prevents the child from participating or being comfortable in normal program activities, or if staff cannot provide the care required.

Parents/caregivers are required to keep their child at home if they are diagnosed with a communicable disease (other than a mild respiratory tract infection) or if they display any of the following symptoms or conditions:

- Cough, if frequent bouts of 3-5 times per hour, especially if choking or vomiting.
- Diarrhea, two or more times or once accompanied by fever.
- Discharge from the eyes if thick or coloured.
- Earache.
- Fever higher than 38 degrees, especially if persistent or accompanied by other symptoms.
- Lethargy, irritability, drowsiness if accompanied by another symptom
- Persistent pain.
- Rash or skin condition, undiagnosed, especially if accompanied by fever or behaviour change.
- Vomiting, two or more times or once accompanied by fever.

If a child begins to display symptoms of ill health, their parents/caregivers will be called to pick the child up as soon as possible. If we are unable to contact the parents/caregivers, and the child is seriously ill, we will call their emergency contact(s).

Prohibitive Practices for Staff

While striving to create an ideal environment for children to thrive, we explicitly prohibit a number of practices that are counterproductive and unacceptable in the Daycare.

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (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.

Returning to Daycare

Before an ill child is able to return to the Daycare, his or her parent/caregiver may be required to provide the Daycare with a doctor's note confirming that the child is well enough to participate in the program and is not infectious. Children's Circle Daycare will follow the designated exclusion times as recommended by the Canadian Pediatric Society and Toronto Public Health (see Appendix: Communicable Diseases & Critters for exclusion times for specific illnesses).

Reportable Diseases

Toronto Public Health has a list of reportable diseases (see Appendix: Communicable Diseases & Critters), which are posted in the Daycare Office. If your child contracts one of these diseases, it is the Daycare's responsibility to report it to the Medical Officer of Health. In such cases, Toronto Public Health may contact you. Toronto Public Health is notified in the case of an outbreak of a communicable disease (when the number of cases exceeds the norm) or when influenza-type cases are spreading.

Communicable Diseases

Children's Circle Daycare follows the guidelines set out by the Canadian Pediatric Society for communicable diseases. Please inform the Daycare as soon as a diagnosis for any of the following is made for your child:

- Chickenpox
- Conjunctivitis (pinkeye)
- Croup or Laryngitis
- Ear Infection
- Fever
- Fifth Disease (Parvovirus B19)

- Giardia
- Hand, Foot & Mouth (Coxsackie A16)
- Head Lice
- Hepatitis A
- HIB
- Dehydration and diarrhea
- Impetigo
- Measles
- Meningococcal Disease
- Mumps
- Pinworms
- Ringworm
- Roseola
- Rubella (German Measles)
- Scabies
- Scarlet Fever
- Strep Throat
- Thrush and Candida Diaper Rash
- Whooping Cough (Pertussis)
- Respiratory Syncytial Virus (RSV)

Severe Allergy and Anaphylaxis

If your child has a severe allergy or anaphylaxis, please see the Daycare's *Anaphylaxis Policy* and discuss the situation with the Supervisor.

Sleep Time

Children's Circle allows for children to have a rest time. Staff monitor children during rest time. The parents of children who rest are notified daily of how long their child slept. The children play hard and need rest midday. Children in the toddler, preschool and kindergarten rooms are permitted to sleep, rest or engage in quiet activities based on the child's needs. If you have questions or concerns about this, please speak to the staff and we will work together to resolve the issue.

As per xx.33.1(2)(c)(iv), we advise parents of children who regularly sleep of our Sleep Supervision policies and procedures.

Smoking

No person is to be smoking or holding a lit cigarette on Daycare premises whether or not children are present.

4.6 **Safety Policies**

Children's Circle is committed to providing a safe and creative program and will ensure that measures are in place to control and minimize the possibility of injury. Daycare staff shall make every attempt to ensure that the children are playing in a safe environment. No child shall be left without adequate supervision.

Accidents and Accident Reports

All accidents that happen while children are in the care of Children's Circle will be documented by the staff most closely involved, then reviewed by the Supervisor or designated staff. All accidents will be recorded on Incident Report forms. Parents/caregivers are then asked to sign the forms, and copies are given to the parents/caregivers. When warranted, parents/caregivers are informed of the accident by phone.

If the child requires immediate medical attention, the child will be taken to the nearest hospital. The parent will be called to join the child and staff at the hospital. If the child needs medical attention but it is not a medical emergency the parents are asked to come to the Daycare or meet the child and staff at the hospital or clinic. A report will be sent to the Ministry of Education on the accident and its outcome.

Child Abuse

Children's Circle Daycare is committed to taking a proactive position regarding the prevention of child abuse. In accordance with the Child and Family Services Act, staff will report any suspected child abuse or any child that might be at risk to the Children's Aid Society.

Emergency/Evacuation

In the event of an emergency at Children's Circle where it is deemed necessary to evacuate the building, our emergency location is Frankland Community School at 816 Logan Avenue. Parents/caregivers will be notified by email and or phoning – please see our Emergency Lockdown and Evacuation Policy for more details.

Emergency management "emergency" at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre. O. Reg. 126/16, s. 42.

(2) Subject to subsection (3), every licensee shall ensure that each child care centre it operates has written policies and procedures regarding the management of emergencies that,

- (a) set out the roles and responsibilities of staff in case of an emergency;
- (b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
- (c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation;
- (d) set out the procedures that will be followed to ensure children's safety and maintain appropriate levels of supervision;

- (e) set out requirements regarding communications with parents;
 - (f) set out requirements regarding contacting appropriate local emergency response agencies; and
 - (g) address recovery from an emergency, including,
 - (i) requiring that staff, children and parents be debriefed after the emergency,
 - (ii) setting out how to resume normal operations of the child care centre, and
 - (iii) setting out how to support children and staff who may have experienced distress during the emergency.
- O. Reg. 126/16, s. 42.

(3) Despite subsection (2), a licensee is not required to have emergency management policies and procedures described in that subsection if,

- (a) the child care centre is located in a school, the licensee uses or adopts the school's emergency management policies and procedures and those policies and procedures address the same matters as described in subsection (2); or
- (b) the licensee is otherwise required to have a plan that addresses the same matters as described in subsection (2). O. Reg. 126/16, s. 42.

Extreme Weather-Related Closure

Children's Circle recognizes that, from time to time, there may be circumstances in which significant snowfall, or other adverse weather makes it difficult for the Daycare to continue normal operations. These difficulties arise as a result of staffing, logistics and other issues.

It is the policy of the Daycare to remain open when the schools of the Toronto District School Board are open, and to close when the schools of the Toronto District School Board are closed, to ensure certainty for parents and staff. Please see the Daycare's Extreme Weather-Related Closure Policy for further information.

Fire Drills

Fire drills are required by law and conducted monthly. The intent is to ensure children, staff and parents are familiar with the evacuation procedures involved in the event of a fire or other emergency. If the alarm rings everyone must leave the premises. Fire drill procedures are posted in each room.

Pandemic Plan

In the event of a pandemic, the Daycare will follow the directives of the Public Health Agency of Canada, the Ontario Ministry of Health and Long-term Care and Toronto Public Health. This may include screening of children and staff and possible closures. Please refer to the *Pandemic Policy* for further information.

Pick-up Release Authorization

All children must leave the Daycare with an accompanying adult. On the admission form you can list the names of people to whom your child can be released. It is your responsibility to keep the Daycare informed of any changes to this information. PLEASE contact us directly or leave a message if plans change during the day. The Daycare will not release a child to a person who is not authorized to pick them up, without prior notification from a parent/caregiver.

Escort to Schools

Daycare staff escort children to three elementary schools: Frankland, Jackman and Withrow. To attend each school you must live in the catchment area for that school. School admission is the responsibility of the Toronto District School Board (TDSB).

The Daycare staff stay with the children until the children enter the school. The TDSB staff are responsible for the daycare children on school property.

Withrow students: Kindergarten and school-age children may choose either part-time care, which is just from afternoon 3:30 p.m. pick-up until 6:00 p.m.; or, full-time care, which is the morning walk to school, lunch (for Jackman and Frankland only) and then 3:30 pick-up. The children will remain in their program at the Daycare and parents will be informed by 10:30 a.m.

Bussed students: Daycare staff do not escort children for morning bus pick-ups or from afternoon bus drop-offs.

Serious Occurrences

Licensed child care centres are required to post information about serious occurrences that happen at the daycare. This can include an injury to a child, or an on-site occurrence. Upon the completion of an investigation regarding a serious occurrence, a Serious Occurrence Notification Form will be posted in the front entrance for 10 days. This notice will provide the Daycare community with information, including follow-up actions and outcomes, while respecting the privacy of the individuals involved.

Sun Safety

During the summer months, Daycare staff check for any Heat Advisories, Smog Alerts and Humidex Advisories that on a daily basis and plan accordingly. The Daycare automatically receives Smog Alerts issued by Air Quality Ontario, and on such days, we reduce time spent outside for the Sweet Pea and Toddler groups, and for older children as necessary.

The time spent outside can be flexible and may change to earlier in the morning or later in the afternoon on days when heat, humidity and smog are factors. The staff monitor the children for heat-related illness (e.g., heat exhaustion, heat stroke), paying special attention to children with asthma. Drinking water is available on the playground during the summer months.

The Daycare provides sunscreen with an SPF of 30-60 and staff apply it to children from May to September. Parents/caregivers are asked to pay a levy to help defray the cost of supplying sunscreen. If your child requires a special type of sunscreen, please provide it, clearly labelled with your child's name.

4.7 Financial Policies

Fees

Daycare fees are subject to change. Parents/caregivers are given one month's notice in advance of any fee changes.

Upon enrolment, we ask for four weeks' worth of daycare fees, payable on the child's first day of care. Fees are calculated on a daily basis and not on your child's actual attendance.

Children's Circle does not provide refunds or fee reductions for:

- Families with more than one child enrolled with the Daycare.
- Days that your child is absent.
- Statutory holidays when the Daycare is closed (i.e., New Year's Day, Family Day, Good Friday and Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day).
- Days when daycare is open for part of the day (i.e., Christmas Eve and New Year's Eve).

If your child is withdrawn during the first four weeks of care, the paid fees are non-refundable. Upon completion of the first four weeks, we require post-dated cheques dated the first of the month to cover six months' worth of fees.

If a family falls behind in paying their fees, the family will be asked to submit a payment schedule to the Supervisor. If the payment schedule is not followed, the Daycare will turn the account over to a collection agency and your child will be withdrawn from the Daycare.

Receipts are provided for received payments. Year-end receipts (for tax purposes) are provided in February for the total fee payments received for each child in our care.

Levy

The Levy is a special programming donation requested for each child, prorated according to the child's enrolment and payable during the first half of the year, which allows the Daycare to operate a more extensive program than our annual budget allows.

These funds allow us to provide enhanced instruction and experiences including music and sports programs. Our summer events can include more expensive outings and better workshop materials and we can make larger purchases of equipment to enhance developmental domains (such as tricycles and sport equipment intended for all age groups in support of large muscle play and physical coordination).

NSF/Returned Cheques

Parents/caregivers will have to pay the bank fee for the returned cheques. After a second returned cheque,

the parents/caregivers will be required to pay in cash, certified cheque or money order.

5 Appendix 1: Communicable Diseases & Critters

The following lists of common communicable diseases and critters are maintained and updated by Toronto Public Health and can be accessed [online](#).

Disease	Signs & Symptoms	Transmission	Infectious Period	Exclude?
Chickenpox (Varicella-Zoster virus)	Generalized, itchy rash: Crops of small red spots turn into fluid-filled blisters that crust as they resolve. Other systemic symptoms such as fever.	Airborne: Spreads easily from person-to-person through the air (coughing/sneezing). Contact: Direct contact with the fluid from the blisters or respiratory secretions.	1 to 2 days before the rash develops, until crusting of all lesions (usually 5 days).	Yes - while <i>TPH</i> does not require exclusion, as an additional precaution <i>CCD</i> will exclude for 5 days after onset of blisters/rash and when scabs are dry.
Norwalk (Norovirus)	Sudden onset of watery diarrhea, abdominal cramps and nausea. Symptoms last from 24 to 60 hours.	Contact: Direct contact with bodily fluids (contaminated hand to mouth). Indirect contact with contaminated food, water or other objects or surfaces contaminated with stool.	For duration of diarrhea.	Yes -24 hrs symptom free Or 48 hrs symptom free during an outbreak.
Measles aka Rubeola, Red Measles (Morbillivirus)	High fever, cough, runny nose, red eyes for 2 to 4 days before rash starts. Rash begins on face as small red spots, which enlarge and clump together and spreads down body.	Airborne: Spread easily from person-to-person through the air (Highly contagious). Contact: Direct contact with respiratory secretions of an infected person..	3 to 5 days before onset of rash until 4 days after onset of rash.	Yes - Until 4 days after beginning of rash and when the child is able to participate.
Mumps (Rubulavirus)	Swollen and tender glands at the jawline on one or both sides of the face. May include fever, malaise, headache, inflamed testes and respiratory symptoms (especially for children aged five and under.)	Droplet: From coughs and sneezes of an infected person to a distance of < 2 metres. Contact: Direct contact with the saliva/respiratory secretions of an infected person.	7 days before to 9 days after onset of swelling.	Yes – while <i>TPH</i> recommends exclusion until 5 days after onset of parotid gland swelling, as an additional precaution <i>CCD</i> will exclude for 9 days.
Pertussis aka Whooping Cough (Bordetella pertussis)	Usually begins with runny nose and cough. Cough progressively becomes frequent and severe and may result in a high-pitch whoop sound. Loss of breath or vomiting	Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters.	Highly infectious in the early stages of runny nose and cough to 3 weeks after onset of whooping cough (paroxysms), if not treated.	Yes - Until 5 days of appropriate antibiotics have been completed. If untreated, until 21 days after onset of cough.

	after coughing bouts may occur. May last 6 to 10 weeks.		Or after 5 days of treatment.	
Rubella aka German Measles (Rubivirus)	Characterized by a red rash, low-grade fever and swelling of the glands in the neck and behind the ears. Usually uncomplicated illness in children.	Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters. Contact: Direct contact with respiratory secretions of an infected person.	7 days before to 7 days after onset of rash.	Yes -For 7 days after onset of rash.
Common Cold (Rhinoviruses)	Runny nose, sneezing, sore throat, cough, fever, headache, decrease of appetite and lack of energy. Most colds last for 7 to 10 days.	Droplet: From cough and sneeze of an infected person to a distance of < 2 meters. Contact: Direct contact with respiratory secretions. Indirect contact with toys, other objects or surfaces contaminated with respiratory secretions.	Highest during the first 2 to 3 days of symptoms and until 7 to 10 days after onset of symptoms.	No - If child feels well enough to participate.
Hand, Foot & Mouth Disease (nonpolio enteroviruses)	Fever, loss of appetite, malaise, sore throat, small painful mouth ulcers and a rash (small red spots or blisters on hands, feet and in mouth) and headache. May last 7 to 10 days.	Contact: Direct contact with stool, saliva, nose and throat secretions or fluid from the blisters of an infected person. Indirect contact with contaminated toys, objects or surfaces.	For duration of illness and up to several weeks after onset of illness.	No - If child feels well enough to participate.
Impetigo (Streptococcus pyogenes or Staphylococcus aureus)	Cluster of red bumps or fluid-filled blisters, which may ooze a clear fluid or become covered by an itchy honey-coloured crust. Usually appears around a child's mouth, nose or on exposed skin of the face or limbs.	Contact: Direct contact with skin lesions. Indirect contact with contaminated bed linens or clothing.	From onset of rash until 1 day after start of treatment.	Yes - Until 24 hours after treatment has been initiated. Lesions on exposed skin should be covered.
Fifth Disease aka "Slapped Cheek" erythema infectiosum (Parvovirus B19)	A very red rash on a child's cheeks (slapped face appearance). A red, lace-like rash develops on torso and arms, then over the rest of the body. Rash may itch occasionally. May have low-grade fever, malaise, or a mild cold before rash starts. Rash may last 1 to 3 weeks.	Contact: Direct contact with respiratory secretions.	Several days before the appearance of the rash. Not infectious once rash appears.	No - If child feels well enough to participate.

Conjunctivitis aka Pink Eye Bacterial (nontypable Haemophilus influenzae and S. pneumoniae) Viral (adenoviruses)	Purulent: Pink or red eyeballs, white or yellow discharge, matted or red eyelids and eye pain. Usually caused by a bacterial infection. Non-Purulent: Pink or red eyeball, clear and watery discharge, mild or non pain. May be caused by virus or non-infectious condition.	Contact: Direct contact with eye secretions. Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters.	Bacterial: Infectious until 24 hours of appropriate antibiotic treatment. Viral: Infectious as long as there is eye discharge.	Yes - Until assessed by their health care provider. For bacterial conjunctivitis exclude until 24 hours after appropriate antibiotics has started.
Ringworm (of the body) aka Tinea Corporis (various types of fungi)	Itchy, flaky ring-shaped rash, on face, trunk, limbs, scalp, groin or feet.	Contact: Direct contact (skin-to-skin). Indirect contact sharing combs, unwashed clothes, shower or pool surfaces and under fingernails from scratching. Can also be acquired from pets.	As long as rash is untreated or uncovered.	Yes - Until the appropriate treatment has been started.
Scarlet Fever (Streptococcus pyogenes)	Sore throat, fever, swollen tender neck glands with widespread bright red rash covering the entire body. Commonly seen on neck, chest, underarms, elbow, groin and inner thigh, tongue (strawberry tongue). Typically rash does not involve face, but there may be flushed cheeks. Rash feels like sandpaper.	Contact: Direct contact with saliva. Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters.	Until 24 hours after appropriate antibiotic treatment started. In untreated cases, 10 to 21 days.	Yes - Until 24 hours after treatment has started and the child is able to participate in activities.
Strep Throat (Streptococcus pyogenes)	Sore throat, fever and swollen tender neck glands.	Contact: Direct contact with saliva. Droplet: From coughs and sneezes of an infected person to a distance of < 2 meters.	Until 24 hours after appropriate antibiotic treatment started. In untreated cases, 10 to 21 days.	Yes - Until 24 hours after treatment has started and the child is able to participate in activities.

Critters	Signs & Symptoms	Transmission	Infectious Period	Exclude?
Head Lice aka Pediculosis capitis (Pediculus humanus capitis is the head louse)	Itchy scalp, nits (whitish-grey egg shells) attached to hair shafts, live lice.	Contact: Direct contact head-to-head (live lice). Indirect contact by sharing hats, hair brushes, headphones, etc.	While nits or lice are present.	Yes - while <i>TPH</i> does not require exclusion, as an additional precaution <i>CCD</i> will exclude until nits or lice are absent.

Pinworms aka Enterobius vermicularis (Enterobius vermicularis is a nematode or roundworm)	Itching around the anus, disturbed sleep and irritability.	Contact: Direct contact from fingers contaminated from scratching. Indirect contact from contaminated bed linens, clothing, toys, etc.	Until treatment is completed.	No - Re-infection from contaminated hands is common, therefore reinforce hand washing.
Scabies (Sarcoptes scabiei is a mite)	Red, very itchy rash which usually appears between fingers, on palms, underarms, wrists, soles, elbows, head and neck. Itchiness is usually worse at night.	Contact: Direct contact from person-to-person, prolonged, close and intimate skin-to-skin contact. Mites are almost invisible to the naked eye.	Until treated, usually after 1 or 2 courses of treatment, a week apart.	Yes - Exclude until after 24 hours of the first treatment given.

Appendix 2: Code of Behaviour

Children’s Circle Daycare acknowledges that most children and adults behave appropriately in a manner which reflects self-discipline and respect for all. The fostering of such behaviour is integral to the Daycare’s programs. This behaviour is expected, appreciated and recognized.

The following Code defines this acceptable behaviour and outlines the consequences that can be expected when the Code of Behaviour is not followed.

It should be noted that appropriate behaviour is primarily recognized through self-satisfaction and good citizenship.

Policy:

The Code of Behaviour applies to children interacting with each other and with the Daycare staff and requires that individuals exhibit self-discipline and respect for all.

Appropriate behaviour is recognized through verbal recognition. Clear and fair consequences will occur for individual children so that they take responsibility for their behaviour. In responding to behaviour that is counter to the Code, the child’s dignity and self-worth is considered and an opportunity is provided for growth and change.

Consequences of breaching the Code of Behaviour can escalate to include expulsion from the Daycare for children and dismissal for staff.

Roles and Responsibilities:

Daycare staff and children have the right to:

- Be part of an environment that is free from abuse. This includes physical or verbal abuse such as

racism, hitting, bullying, kicking, biting, swearing, name-calling, throwing furniture or other objects, or any other behaviour that causes harm or damage to themselves, others or Daycare property.

- Learn in a clean, safe, positive environment.
- Be treated with respect and courtesy.
- Have their personal best encouraged.

Daycare staff and children have a responsibility to:

- Act within the established expectations.
- Respect the property of fellow children, the Daycare and the community.
- Respect authority.
- Respect the feelings and abilities of others.
- Obey the Children's Circle Daycare Code of Behaviour.
- Celebrate the accomplishments of others.

Procedure:

Progression of Consequences

Open communication and use of conflict resolution skills among staff, parents and children will usually negate the necessity of severe consequences. In situations meriting more serious consequences, parents are expected to be part of the solution. Since children and circumstances are of an individual nature, any of the following may be considered:

- Discussion and counseling between children and staff
- Verbal warning to children and parents
- Letter to parents requesting their intervention to improve the behaviour
- Privileges removed
- Exclusion from a class, program or event
- Behaviour and/or strategies to repair or replace damaged property
- Formal request for intervention from outside agencies
- Formal request that the child be removed from the Daycare, which is officially recorded at the Daycare and with other relevant agencies

Note that if a child is behaving in an unsafe manner, a parent will be required to pick up the child immediately.

Children's Circle Daycare can use restraint on a child only if that child is an imminent danger to themselves or others.

Addendum 1: Program Statement

Children’s Circle’s Program Statement is provided as an addendum in all intake packages, and is available on our website, and posted on the board outside the office.