

The Salvation Army Ontario Division  
Child Care Services  
Revised January 2026



Giving Hope Today

**THE SALVATION ARMY**

**Ontario Division  
Child Care Services**

**PARENT HANDBOOK**

## Table of Contents

WELCOME .....	5
THE SALVATION ARMY .....	5
Mission, Vision, and Values.....	5
Local Mission Statement.....	5
HISTORY .....	6
PROGRAM STATEMENT .....	6
Program Statement Review & Impact .....	10
PROGRAM .....	11
Our Programs.....	11
Hours of Operation and Closures.....	11
Closures.....	12
Transportation/Escort Service .....	12
What to Expect and Bring .....	12
SAMPLE MENU .....	13
SAMPLE SCHEDULE .....	14
Clothing.....	15
Outdoor.....	16
Rest Time .....	16
Field Trips.....	17
Toys from Home.....	17
OUR STAFF, VOLUNTEERS & STUDENTS ON PLACEMENT .....	17
Staff.....	17
Students and Volunteers.....	18
PARENTS AS OUR PARTNERS .....	18
Information Sharing .....	18
How to Contact us.....	19
Parent Issues and Concerns Policy.....	19
Confidentiality.....	19
Conduct.....	19
Concerns about the Suspected Abuse or Neglect of a child .....	20
Parental Concerns Procedures.....	20
Escalation of Issues or Concerns:.....	22
Contacts: .....	22

Parent Involvement .....	22
Birthdays .....	22
Parent Consent .....	23
Safe Arrival & Dismissal Policy .....	23
PURPOSE: .....	23
POLICY STATEMENT: .....	23
Arrival .....	27
Pick up .....	27
Parent Custody Concerns .....	28
REGISTRATION, ADMINISTRATION & FEE STRUCTURE .....	28
Registration and Orientation .....	28
Waitlist Policy .....	28
PROCEDURES: .....	29
Cancellation/Withdrawing your child from Child Care .....	31
Program Fees .....	31
Daily Rates .....	31
The Salvation Army Child Care Fee Schedules 2026 .....	31
List of base fees: .....	31
Circumstances in which refunds or credits will be provided .....	33
Fee Subsidy .....	33
Payment Process .....	33
Receipts .....	34
Outstanding Accounts .....	34
Vacation (Peel Centres ONLY) .....	34
Canada-Wide Early Learning and Child Care (CWELCC) .....	35
Before and After School Affordability Program (BASP) in Region of Peel .....	35
OUR PEDAGOGY, HEALTH & SAFETY PRACTICES AND APPROACH .....	36
Quality Assurance .....	36
Inclusion Policy .....	37
<b>POLICY REVIEW:</b> .....	39
Prohibited Practices .....	39
Nutrition .....	40
Nutrition .....	40
Food Allergies .....	40

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Food from home .....	40
Compliance .....	41
<b>POLICIES &amp; PROCEDURES</b> .....	<b>41</b>
Medication Policy.....	41
Epi-Pen .....	41
Serious Occurrence Notification .....	41
Emergency Management and Preparedness .....	42
Sleep Supervision Policy.....	42
Purpose .....	42
Policy .....	43
Procedures .....	44
Playground Safety Policy.....	46
<b>Purpose</b> .....	<b>46</b>
Policy .....	47
Playground Safety Procedures .....	48
Additional Outdoor Playground Safety Procedures.....	51
Glossary.....	51
Anaphylactic Policy .....	52
Strategies .....	52
Acute or Chronic Medical Conditions .....	55
Withdrawal of Care Policy.....	56
<b>POLICY STATEMENT</b> .....	<b>56</b>
Fire Drill.....	58
Evacuation Sites .....	58
<b>Important Information</b> .....	<b>59</b>
Duty to Report .....	59
Head Lice.....	59
Sunscreen.....	60
Parking Lot Safety .....	60
Security Doors .....	60
Non-smoking/Vaping Policy.....	60
Illness Protocols .....	61
<b>THANK YOU</b> .....	<b>61</b>

## WELCOME

We are pleased to welcome you and your child/children to The Salvation Army Child Care.

We are committed to meeting your child's social, emotional, physical, cognitive, and moral needs in an inclusive and Christian environment. We believe every child is unique and special. Our qualified and caring educators are trained to the highest standards to treat your child with respect and dignity while meeting their individual needs by providing them with a safe, fun, healthy and loving environment to grow and develop.

This parent handbook will provide you with all the important information you need to help you gain insight into The Salvation Army Child Care programs. By reviewing and understanding this handbook, you can help us ensure your child/children have a successful experience in our care. This handbook is reviewed annually and when Provincial/Municipal guidelines or requirements are updated. Changes that are mandated throughout the year, will be communicated to you.

## THE SALVATION ARMY

### Mission, Vision, and Values

All programs and services operated by The Salvation Army in Canada and Bermuda strive to follow our Mission, Vision, and Values.

#### **Mission**

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

#### **Vision**

We are an innovative partner, mobilized to share hope wherever there is hardship, building communities that are just and know the love of Jesus.

#### **Values**

**Hope:** We give hope through the power of the gospel of Jesus Christ.

**Service:** We reach out to support others without discrimination.

**Dignity:** We respect and value each other, recognizing everyone's worth.

**Stewardship:** We responsibly manage the resources entrusted to us.

### Local Mission Statement

The Salvation Army GTA Childcares' mission is to provide nurturing, safe, inclusive, and high-quality early learning and childcare environments where every child is seen as capable, competent, and curious. Grounded in *How Does Learning Happen?* and guided by The Salvation Army's values of hope, service, dignity, and stewardship, we partner with families and

communities to support each child's cognitive, social-emotional, physical, and spiritual growth. Together, we cultivate belonging, well-being, engagement, and expression, helping children flourish and reach their full potential.

## HISTORY

The Salvation Army has a rich history of offering quality Christian programs for children. In many Salvation Army churches, licensed Child Care was established as an extension of the children's programming offered by the church and the goal was to extend our Christian faith into our local communities while meeting the needs of families.

Erin Mills was one of the first Child Care locations to open in 1976 followed by Mississauga Temple in 1978, Agincourt Temple in 1980, Brampton Noah's Ark in 1983 and Scarborough Citadel in 1994. Over the years, all our Child Care Centres' have been renovated and they have expanded their license capacity to allow us to meet the needs of more families in our communities.

In April 2018, senior management of The Salvation Army in the GTA changed the operational structure to amalgamate all the licensed Child Care Centres' in Toronto and Peel into one Ministry Unit. The Child Care Services Ministry Unit is managed by the Director of Child Care Services.

We take great pride in our Child Care Centres'. Over the years we have evolved and changed and our commitment to remain current means, we will continue to evolve ensuring we are always implementing best practices and pedagogy based on Child Care research.

## PROGRAM STATEMENT

Our program is based on current research, theory and practice which is consistent with the Ministry of Education's policies, pedagogy, and curriculum framework.

We reference the following Ministry documents:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Think Feel Act: Lessons from Research about Young Children

Salvation Army Child Care firmly believes that children are competent, capable, curious, and rich in potential. Our goal at The Salvation Army Child Care is to put the children first. In doing so, we are supporting positive and responsive interactions among the children, parents/guardians, and educators. To attain this goal, our program provides children with the experiences needed to develop higher-level thinking, engage, and explore their curiosity, they can recognize their physical, emotional, and social competencies and have opportunities to expand their limits to understand their unique capabilities.

Every day our Centre promises to ensure we create an environment where the children feel a sense of belonging, develop an awareness of health and well-being, are active and engaged learners and can express themselves.

To honour our commitment to children, The Salvation Army Child Care Centre will ensure the following goals are met:

**We will promote the health, safety, nutrition and well-being of the children by:**

- Providing a healthy and hygienic environment meeting all guidelines set out by the Public Health Department
- Serving healthy, well-balanced snacks and meals; our menus are based on Canada's Food Guide
- Post allergy charts in all eating areas and the kitchen. Substitutions are made for all children with food-related allergies or food restrictions
- Admittance through a locked, coded security door
- Documenting the arrival and departure time of every child and conducting frequent head counts throughout the day
- Conducting and signing off on health checks as each child arrives for the day
- Communicating with the families daily through face-to-face contact, communication notices, digital communication, and parent handbook updates

**We will support positive and responsive interactions among the children, parents/guardians, educators and staff by:**

- Requiring our educators to possess a positive, happy demeanour, ensuring they are supportive of one another which in turn is passed on to the children and the families
- Respecting each child as an individual, who is competent and full of potential
- At all times there will be teacher/child interactions which will reflect:
  - Child-directed play/interests
  - Open-ended questions
  - Encouragement over praise
  - Problem-solving
- Respecting families as an integral part of The Salvation Army Child Care Centre and ensuring they feel a sense of belonging. Greeting each family member at the beginning and end of the day. Supporting parents/guardians by being open and approachable and being willing to take the time to answer all questions and address all concerns.
- To further support positive and responsive interactions, **the following practices are prohibited:**
  - **Corporal punishment** of the child.
  - **Physical restraint** of the child, such as confining the child to a highchair, car seat, stroller, or another device for discipline or instead of supervision, unless the physical restraint is to prevent a child from hurting themselves or someone else and is used only as a last resort and only until the risk of injury is no longer imminent.

- **Locking the exits** of the Child Care Centre to confine 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.
- **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 their self-respect, dignity or self-worth.
- **Depriving the child of basic needs** including food, drink, shelter, sleep, toilet use, clothing or bedding.
- **Inflicting any bodily harm** on children including making children eat or drink against their will.

**We will encourage the children to interact and communicate positively and support their ability to self-regulate by:**

- Listening & responding in a gentle, calm manner
- Being attentive and patient
- Allowing and encouraging the child to make choices and labelling emotions
- Allowing children to problem-solving
- Working in small groups
- Providing comfort when children are upset

**We will foster the children's exploration, play and inquiry by:**

- Providing learning materials and activities which are based on the children's interest
- Providing an environment where there are no boundaries for play materials
- Providing within the environment various areas where children can explore, play happily and safely, ask questions and where hands-on learning can take place with the involvement and support of the Educator

**We will provide child-initiated and adult-supported experiences by:**

- Ensuring the children are part of the planning process
- Extending and scaffolding the child's interests by providing diverse, inclusive exploration experiences
- Including community resources in our programs such as parents/guardians, guest speakers, etc.
- Keeping the materials and equipment in the room interesting by rotating them and inviting by attractively setting up invitations to play
- Following the children's lead

**We will plan for and create positive learning environments and experiences in which each child's learning and development will be supported by:**

- Providing small group activities/experiences
- Providing materials which are age appropriate

- Providing experiences which reflect the children's interests
- Providing indoor and outdoor activities
- Allowing children to flow freely through the various play areas
- Following a flexible schedule

**We will incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day; we will consider the individual needs of the children by:**

- Providing materials and opportunities for exploration in the following areas both indoors and out:
  - Creative arts, sensory, math, science, dramatic play, books, music, dancing, cognitive, blocks, construction, fine motor
  - Gross motor such as bikes, balls, balance beams, rock walls, gardens, prop bins
- Respecting children's likes and dislikes at snack and lunch time, allowing children to sleep, rest or engage in quiet activities during rest time
- Respecting and supporting children's personal washroom needs

**We will foster the engagement of and ongoing communication with parents/guardians about the program and their children by:**

- Building a positive rapport with parents/guardians through daily communication
- Using a variety of communication tools such as CRAFTS, communication sheets, bulletin boards and parent boards

**We will involve local community partners and allow those partners to support the children, their families and staff by:**

- **Peel sites:** Networking with PIRS (Peel Inclusion Resource Support), Community Living, Erin Oak, etc.
- **Toronto sites:** Networking with Toronto Children Services, Community Living, Aisling Discoveries and connect families to local EarlyON Programs, Toronto Speech and Language, Holland Bloorview, City of Toronto, and Toronto Public Health
- Connecting our families with our Church, Community & Family Services, Sunday School, etc.
- Providing family celebrations such as family barbeques, Christmas programs, parent workshops, family craft nights, etc.

**We will strengthen the capacity of educators/staff and remain current and knowledgeable about early learning and Child Care by providing ongoing opportunities for continuous professional learning:**

- Requiring that all ECEs are members of the College of Early Childhood Educators in good standing.
- Requiring all RECE's participate in the Continuous Professional Learning Plan set out by the College of Early Childhood Educators

- Requiring that each Educator participate in a minimum of eight (8) hours of professional development each year
- Requiring that each Educator complete online training courses set out by The Salvation Army in the following areas:
  - Health & Safety
  - Abuse training
  - Requiring that each Educator set goals for themselves during their annual appraisal
  - Requiring that each Educator complete and have an open dialogue throughout the year using a Coaching form
  - Requiring that each Educator attend both staff and team meetings throughout the year

**We will document and review the impact of these goals on children and families by:**

- Displaying photos and written documentation of play
- Providing displays of the children’s current interests, development, and abilities
- Observing children’s play and interactions
- Documenting children’s development and milestones
- Communicating in real-time via digital communication

#### Program Statement Review & Impact

Our Centres will continue to be committed to delivering an inclusive, relationship-based Child Care program that promotes high-quality care, and positive healthy environments where children, families and educators are co-learners

- To ensure our program statement is meeting the needs of our children and families, staff will engage in completing an annual “Program Statement Review”.
- During staff meetings the team will discuss the Program Statement Review and revise our commitments to the children and families as deemed necessary.
- All staff, student teachers and volunteers will read, review, understand and abide by the Program Statement before beginning work, annually and anytime the Program Statement is revised/amended.
- The Supervisor, Assistant Supervisor or Designate will formally observe staff implementing the program statement 2 times per year. Observations will be documented on a Program Statement monitoring form and feedback will be provided about their interactions with children and programming in the Centre. The Program Statement monitoring forms will be kept on file for a period of three (3) years.
- If staff is not in compliance with the Program Statement, depending on the nature of the non-compliance, a plan may be implemented to aid the staff to come into compliance or the situation may result in following our internal investigation process. This may involve disciplinary action up to and including dismissal.

***Children are at the heart and Centre of everything we do at The Salvation Army Child Care.***

## PROGRAM

The Salvation Army Child Care Centres offer high-quality Child Care programs to children from 0 to 12 years of age. The five (5) locations are in Mississauga (2), Scarborough (2) and Brampton (1). Our programs operate on a calendar year basis (January 1 to December 31).

- Before and After School programs for JK/SK and school-age children offered at Mississauga Temple and Erin Mills Centres.
- Infant Program is offered at our Noah's Ark Child Care, Scarborough Citadel and Agincourt Temple Centres.

### Our Programs

The Ministry of Education, Child Care and Early Years Act has created a document, *"How Does Learning Happen, Ontario's Pedagogy for the Early Years"*. The purpose of this document is to provide guidance on building Child Care settings based on the four strong foundations of well-being, belonging, expression and engagement. This document will be used within our Child Care Centres as our pedagogy framework to guide the educators with programming and creating flourishing environments for children. This will ensure your children experience high-quality care which will lead to positive outcomes in all areas of development.

For more information on the *"How Does Learning Happen, Ontario's Pedagogy for the Early Years"* document please visit the following website:

<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

Through play experiences, group participation and the guidance of specially trained staff, your child will be exposed to activities and environments that will stimulate:

- Basic Christian principles related to everyday living
- Respect for others
- Curiosity, initiative, and independence
- Self-help skills
- Self-esteem and decision making
- Listening, language and pre-reading skills
- Conflict resolution skills
- Development of science and math
- Fine and gross motor skills
- Creativity through arts and crafts, music, and movement

### Hours of Operation and Closures

The Salvation Army Child Care Centres are open Monday through Friday, 52 weeks per year, from 7:00 a.m. until 6:00 p.m., except for Agincourt Temple Centre which opens at 7:15 a.m.

## Closures

### *Holidays*

The Child Care Centre is open year-round; however, we do close in observation of the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday (August)
- Labor Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Christmas Day
- Boxing Day

### *Incident Weather*

In the event of severe weather conditions, The Salvation Army Child Care Centre will follow Regional School Boards' guidelines for school closures. As such, if the School Boards **close schools**, then **we will** close our Child Care Centres. You will be notified through CRAFTS if the Centres are closed. If severe weather occurs during school breaks, we will follow the regional school boards' guidelines for their administrative offices and third-party programs that operate in schools.

### *Early Closures*

Centers will close at 2:30 p.m. when Christmas Eve and New Year's Eve fall on a weekday. Parents/guardians are responsible to pay their regular Child Care fees on the above closures. The reduction in fees by CWELCC funding applies to closure days.

### *Transportation/Escort Service*

We partner with local elementary schools; we walk children to and from schools that are on our partner list. Within a 1 km distance radius from the Child Care Centre. Some of our Centers: Mississauga Temple and Erin Mills Child Care Centres provide vehicle transportation for school-age children. Please speak with your Centre supervisor to determine if your child's school is part of our partnership.

### *What to Expect and Bring*

At the Salvation Army Child Care, we are committed to creating a true sense of home away from home for the children in our care. Our educators create an environment where children experience a sense of belonging through ongoing, transparent, effective, and strong communication with parents/guardians.

The flow of the day is determined by the age of your child. A sample menu and schedule are provided below. Please note: below are just examples and the schedule can vary in each Centre. A detailed daily schedule is posted in each classroom. There is flexibility with the age of the children in each classroom and some children may be a few months younger or older in each group. This is based on the space availability, your child's overall development and readiness.

*All foods provided are part of a well-balanced diet and aligned with Canada's Food Guide. All our Centres use "Wholesome Kids Catering" to ensure we provide fresh, healthy, and balanced food.*

SAMPLE MENU



**Our WHOLESOME Menu Includes:**

- Simple, wholesome ingredients for growing bodies and minds.
- Meals and snacks using municipal, provincial and national nutritional guidelines.
- Food kids love to eat.

**SALVATION ARMY ERIN MILLS DAY CARE**

Healthy Balance Fall/Winter 2022 - 2023

**Eat Grow Thrive**

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
WEEK 1	<p><b>AM Snack</b> Multigrain Cheerios Cereal, Milk  <b>Entrée</b> Breaded Chicken Pieces, Brown Rice, Peas and Corn, Plum Sauce, Fresh Fruit  <b>PM Snack</b> Organic Oatmeal Cranberry Cookie, Fresh Fruit, Vanilla Yogurt</p>	<p><b>AM Snack</b> Banana Oatmeal Bar  <b>Entrée</b> Beef Burger, Hamburger Bun, Diced Carrots, Fresh Fruit  <b>PM Snack</b> Spice Snaps, Grape Tomatoes, Edamame</p>	<p><b>AM Snack</b> Whole Wheat English Muffin, Apple Butter  <b>Entrée</b> Scrambled Eggs, Shredded Cheddar Cheese, Whole Wheat Wrap, Green Peas, Fresh Fruit  <b>PM Snack</b> Whole Wheat Mini Pita, Hummus, Baby Carrots</p>	<p><b>AM Snack</b> Organic Whole Wheat Banana Muffin  <b>Entrée</b> Breaded Fish Sticks, Brown Rice, Leafy Greens, Balsamic Dressing, Fresh Fruit  <b>PM Snack</b> Whole Wheat Crackers, Cheddar Cheese Cubes, Cucumber Slices</p>	<p><b>AM Snack</b> Whole Grain Shreddies Cereal, Milk  <b>Entrée</b> Turkey Tetrazzini with Whole Grain Pasta, Green Beans, Fresh Fruit  <b>PM Snack</b> Oatmeal Raisin Loaf, Fresh Fruit, Hardboiled Egg</p>
WEEK 2	<p><b>AM Snack</b> Corn Flakes Cereal, Milk  <b>Entrée</b> Breaded Chicken, Brown Rice, Green and Yellow Bean, Fresh Fruit  <b>PM Snack</b> Organic Spelt Ginger Snaps, Baby Carrots, Hummus</p>	<p><b>AM Snack</b> Whole Wheat Mini Bagel, Apple Butter  <b>Entrée</b> Three Cheese and Bean Pasta Bake, Mixed Vegetables, Fresh Fruit  <b>PM Snack</b> Banana Oatmeal Bar, Fresh Fruit, Edamame</p>	<p><b>AM Snack</b> Strawberry Yogurt, Whole Grain Granola  <b>Entrée</b> Filipino Beef Casserole, Brown Rice, Green Peas, Fresh Fruit  <b>PM Snack</b> Whole Wheat Breadsticks, Guacamole, Cheddar Cheese Cubes</p>	<p><b>AM Snack</b> Whole Wheat Chunky Apple Muffin  <b>Entrée</b> Minestrone Soup, Whole Wheat Bread, Cucumber Slices, Fresh Fruit  <b>PM Snack</b> Oatmeal Cookie, Applesauce, Hardboiled Egg</p>	<p><b>AM Snack</b> Rice Krispies Cereal, Milk  <b>Entrée</b> Chicken Alfredo Pasta, Leafy Greens, French Dressing, Fresh Fruit  <b>PM Snack</b> Whole Wheat Blueberry Bran Loaf, Baby Carrots, Vanilla Yogurt</p>
WEEK 3	<p><b>AM Snack</b> Multigrain Cheerios Cereal, Milk  <b>Entrée</b> Turkey Burrito, Whole Wheat Wrap, Shredded Cheddar Cheese, Peas and Corn, Fresh Fruit  <b>PM Snack</b> Organic Spelt Mini Lemon Snaps, Fresh Fruit, Cheese Curds</p>	<p><b>AM Snack</b> Mini Strawberry Crackers  <b>Entrée</b> French Lentil Soup, Artisan Roll, Baby Carrots, Fresh Fruit  <b>PM Snack</b> Spice Snap Biscuits, Cucumber Slices, Hummus</p>	<p><b>AM Snack</b> Whole Wheat Shreddies Cereal, Milk  <b>Entrée</b> Beef Chili, Whole Wheat Bread, Green Beans, Fresh Fruit  <b>PM Snack</b> Whole Wheat Lemon Cranberry Loaf, Fresh Fruit, Hardboiled Egg</p>	<p><b>AM Snack</b> Whole Grain Pancake, Apple Butter  <b>Entrée</b> Classic Mac and Cheese, 7 Bean Salad, Sunshine Vegetables, Fresh Fruit  <b>PM Snack</b> Banana Oatmeal Cookie, Baby Carrots, Vanilla Yogurt</p>	<p><b>AM Snack</b> Organic Whole Wheat Lemon Coconut Muffin  <b>Entrée</b> Portuguese Chicken Drumstick, Brown Rice, Green Peas, Fresh Fruit  <b>PM Snack</b> Artisan Javaneh Bread, Bruschetta, Edamame</p>
WEEK 4	<p><b>AM Snack</b> Corn Flakes Cereal, Milk  <b>Entrée</b> Chicken Meatballs in Tomato Sauce, Whole Grain Pasta, Green Peas, Fresh Fruit  <b>PM Snack</b> Wheat Crackers, Cheese Curds, Fresh Fruit</p>	<p><b>AM Snack</b> Peach Yogurt, Whole Grain Granola  <b>Entrée</b> Breaded Fish Sticks, Brown Rice, Sunshine Vegetables, Fresh Fruit  <b>PM Snack</b> Whole Wheat Mini Pita, Grape Tomatoes, Cheddar Cheese Slice</p>	<p><b>AM Snack</b> Whole Wheat Banana Oat Bites  <b>Entrée</b> Moroccan Chicken Drumstick, Whole Grain Pasta, Leafy Greens, Italian Dressing, Fresh Fruit  <b>PM Snack</b> Cinnamon Scone, Fresh Fruit, Vanilla Yogurt</p>	<p><b>AM Snack</b> Organic Whole Wheat Carrot Zucchini Muffin  <b>Entrée</b> Cheese Omelet, Whole Wheat Bread, Green Beans, Fresh Fruit  <b>PM Snack</b> Whole Wheat Mini Bagel, Cheddar Cheese Cubes, Cucumber Slices</p>	<p><b>AM Snack</b> Rice Krispies Cereal, Milk  <b>Entrée</b> Turkey Teriyaki, Brown Rice, Diced Carrots, Fresh Fruit  <b>PM Snack</b> Whole Wheat Oat and Date Loaf, Fresh Fruit, Edamame</p>



Menu is effective October 31, 2022  
 Menu is approved by a Registered Dietitian.  
 Milk and/or Water are served with lunch and snacks

- Please see the allergy guide for the substitution meals for Vegetarian, Vegan and Halal and other dietary replacements. Daily Packing slip will indicate specific replacements by child name.
- Please note that Wholesome Kids operates a facility that is Nut Free, Pork Free, and Shellfish Free at all times. All Lunches are Trans Fat Free (except for those that are naturally occurring).
- Fresh Fruit will vary depending on seasonal availability. They may include apples, bananas, oranges, grapes, pears, strawberries, melons (watermelon, cantaloupe, honeydew), plums, nectarines, and



## SAMPLE SCHEDULE

Infant Schedule			
Age	Staff/Child Ratio	Sample Schedule	What to Bring
Birth to 18 months	1:3 Max group size 10	Infants determine their schedules. When infants are tired, they sleep, when they are hungry, they eat, and when they want to play, the room is set up for them to explore and learn. Infants spend 1 hour outside in the morning and afternoon in the playground. When infants become 12-18 months, they may begin to follow a flexible toddler schedule in preparation for moving to this room.	<ul style="list-style-type: none"> <li>-Diapers</li> <li>-Wipes</li> <li>-Diaper cream if needed</li> <li>-Complete change of clothes</li> <li>-Seasonal outdoor clothing</li> <li>-Indoor shoes/slippers</li> <li>-Pacifier if used</li> <li>-Comfort toy or blanket if used</li> <li>-Breathable blanket for the crib (under 12 months of age, no blanket may be used, unless specified by the child's physician in accordance with Joint Sleep)</li> </ul>
Toddler Schedule			
Age	Staff/Child Ratio	Sample Schedule	What to Bring
18 months to 2yrs 6 months	1:5 Max group size 15	7:00 – 9:00 a.m. Greeting Free Play Morning Snack Washroom/Diapering Coat Room 9:00 – 11:25 a.m.: Small Group planned activities Creative/Free Play Coat Room Outdoor Play Time Washroom/Diapering 11:25 a.m. – 12:25 p.m. Lunch/Washroom 12:25 - 2:25 p.m. Sleep time 2:25 – 3:10 p.m. Washroom/Diapering Afternoon Snack Coat Room 3:10 – 5:00 p.m. Outdoor Play Time Coatroom Washroom/Diapering 5:00 – 6:00 p.m. Free Play ***FLEXIBLE SCHEDULE**	Extra set of clothes <ul style="list-style-type: none"> <li>- Comforting toys/blanket (especially for when they first start)</li> <li>- Indoor shoes</li> <li>- Winter jacket and gear during winter</li> <li>-Sunscreen during summer</li> <li>-water bottle</li> </ul>
Preschool Schedule			
Age	Staff/Child Ratio	Sample Schedule	What to Bring

2 years 6 months to 4 years	1:8 Max group size 24	7:00 – 9:00 a.m. Greetings Free Play Morning Snack Washroom/Diapering Coat Room 9:00 – 11:25 a.m. Small Group planned activities Creative/Free Play Coat Room Outdoor Play Time Washroom/Diapering 11:25 a.m. – 12:25 p.m. Lunch Washroom 12:25 - 2:25 p.m. Sleep time 2:25 – 3:10 p.m. Washroom/Diapering Afternoon Snack Coat Room 3:10 – 5:00 p.m. Outdoor Play Time Coatroom Washroom/Diapering 5:00 – 6:00 p.m. Free Play  ****FLEXIBLE SCHEDULE***	-Extra set of clothes - Comforting toys/blanket (especially for when they first start) - Indoor shoes - Winter jacket and gear during winter - Sunscreen during summer - Pictures of parents/caregivers, especially when they start -water bottle
Before and After School, PA Day and full-day Holiday camps			
Age	Staff/Child Ratio	Sample Schedule	What to Bring
4 years to 6 years (JK/SK) 6 years to 12 years (School age)	1:15 Max group size 30	7:00-8:00 a.m. Centre open/Free Play/Morning Snack 8:00-9:00 a.m. Morning Drop-Offs to school 2:50-3:45 p.m. After school Pick-ups Washroom/washing hands- Free Play 3:45-4:15 p.m. Snack 4:15-5:15 p.m. Planned Activity/Homework 5:15-5:40 p.m. Outdoor Play 5:45-6:00 p.m. Free Play/Home time	-Extra set of clothes in case their clothes get wet in school during winter - Indoor shoes - Winter jacket and gear during winter - Sunscreen during summer -water bottle

### Clothing

We want your child to be comfortable. Please send your child in clothes that are **washable**, and easy for your child to dress and undress independently or with assistance. Most children are

active learners and will get messy throughout the day while playing. Children learn through play and sometimes play can get messy. We kindly ask that you do not put pressure on your child to keep their clothes clean.

Outdoor play is a big part of our program. Children spend a minimum of 2 hours per day engaging in play experiences outside. Please be sure your child has the following for each season. **WINTER:** a snowsuit, boots, hat and two pairs of mittens, neck warmers (No Scarves). **SUMMER:** sunhat, bathing suit, towel, and sunglasses with UV protection. **FALL:** Coat, hat, mittens, and rubber boots. **SPRING:** Jacket, rubber boots and splash pants.

Please provide a complete change of clothing for your child to be kept at the Centre all the time. Include two pairs of socks and underwear, a pair of pants/shorts and a long-sleeved top/T-shirt depending upon the season. We have a limited supply of clothes for emergencies, if your child requires these emergency Child Care clothes, **please wash, them and return them promptly!**

***\*Please ensure to label all your children's clothing and personal items! \****

For your child's safety we request the following:

- All strings be removed from their clothing
- Children wear rubber-soled, closed-toe footwear
- Children do not wear dangling jewelry

## Outdoor

There are many benefits to your child's overall health and well-being by participating in outdoor play year-round. Outdoor play gives children the opportunity to be physically active and to develop a love of science and nature. Full-day programs are required to have two (2) hours of outdoor playtime per day. Infant, Toddler and Preschool children typically have one (1) hour scheduled in the morning and one (1) hour scheduled in the afternoon.

School Age children are required to spend at least thirty (30) minutes per day outdoors during instructional school days and two (2) hours each day on non-instructional days.

It is important that you send your child with the appropriate clothing for the weather knowing that they will be outdoors for 2 hours. Occasionally outdoor time may be extended or shortened due to weather conditions.

In cases of inclement weather, the gym or other appropriate areas will be used for physical activity when available.

## Rest Time

The Child Care and Early Years Act require that Infants, Toddlers and Preschoolers have a rest period during the day. Infants sleep on their schedules and we are required to follow the [Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#) for all children under 1-year-old. This statement requires that infants are put to sleep on their back and that they do not have any additional blankets, pillows, or toys in the crib (a lightweight breathable blanket is permitted, if over the age of 1 year (12 months)) Toddlers and preschoolers rest after lunch and their rest time does not exceed 2 hours.

We believe that rest time is an important aspect of every child's development. We will provide an environment that will make your child feel safe and secure. If your child requires a special toy or blanket to sleep with, please provide it.

If your child does not fall asleep or wakes up after the 1<sup>st</sup> hour of rest time, they may get off their bed and play with quiet activities until it is time to get the remaining children up.

Physical sleep checks are conducted and documented for Infant, Toddler and Preschool Programs.

### Field Trips

Depending on the age of your child, throughout the year, trips may be made to special places of interest.

A permission form will be sent home in advance of the excursion, informing you of the destination, the form of travel, time, date and learning experiences. The detachable portion of the permission form must be signed and returned by the date stated on the form. Parent volunteers are welcome to accompany us on trips, please speak to the Centre's supervisor if you would like to volunteer.

### Toys from Home

We encourage you to bring a special soft toy, blanket, or pacifier from home, that will help children adjust to their new environment and to comfort them during rest time. However, please **refrain** from bringing toys to the Centre. As it can be very **upsetting** when toys from home become misplaced or broken.

There may be special times when children are asked to bring a book or toy to "share" with their friends. In that instance, it will be communicated to you.

## OUR STAFF, VOLUNTEERS & STUDENTS ON PLACEMENT

### Staff

All our educators are highly qualified and were selected for employment because of their abilities and skills to work sensitively with your children. Each operating classroom has at least one staff member with an Early Childhood Education Diploma, who is registered and in good standing with the College of Early Childhood Educators.

Before working with children, all staff receive policy and procedure training, child abuse training, mandatory workplace training and Centre/classroom-specific training.

The Salvation Army values continuous professional learning and education which ensures we implement our programs based on leading research, best practices, and professionalism. All staff are encouraged to and provided with opportunities to engage in many forms of professional development.

## Students and Volunteers

The Salvation Army Child Care Centres work hand in hand with the local high schools, colleges, and agencies to provide students and volunteers with the opportunity for hands-on learning in the field of Early Childhood Education.

Our Centres follow all regulations stated in the Child Care and Early Years Act. There is a Ministry of Education-mandated policy in place at our Centre which states that volunteers and students do not have unsupervised access to the children in our Child Care Centre. Students and volunteers are required to have a clear reference check before working with children.

We welcome volunteers in the classroom as well as volunteers who are willing to help with other tasks such as sewing/repairing sheets, lawn, and garden care, repairing or making books/toys/equipment, fundraising, etc. If you would like to volunteer, please speak with your supervisor.

## PARENTS AS OUR PARTNERS

Building strong, respectful, and reciprocal relationships with our families enable our staff to help every child reach their full potential. Relationships are built upon a strong foundation of ongoing communication through discussions and connections with our program, whether in person or by other means (e.g., phone, email, notes, posting information on bulletin boards, etc.)

Sharing knowledge of your child's learnings, strengths, interests, preferences, and day-to-day experiences with us is important to your child's success. This helps support our educators to provide the best possible learning experience for your child while in our care. Our educators will share information about your child's learnings and experiences with you regularly.

## Information Sharing

We are pleased to be using the online comprehensive All-in-One Child Care software called CRAFTS (Child Care Records Attendance & Financial Tracking System) in our Child Care Centres. This software tool enables parents/guardians and staff to stay in touch in real-time throughout the day. Communicating through emails and picture sharing. We do request that parents/guardians are mindful of other families when posting pictures taken at the Centre on social media. Please do not post pictures that include children other than your own, to respect other people's privacy.

We strive to keep our parents/guardians informed with both written and verbal communication. The parent bulletin board has articles on child-rearing. On our menu board, we often share nutrition information, a notice of food recalls and meal ideas.

Parent and Educator conferences are an important aspect of Child Care. Either staff or a parent may initiate an interview at any time.

## How to Contact us

Families can contact the Centres as needed via the Centre's phone number, email, and CRAFTS.

## Parent Issues and Concerns Policy

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

All issues and concerns raised by parents/guardians are taken seriously by The Salvation Army and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties, as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within one business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

### **Confidentiality**

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

### **Conduct**

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

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Supervisor, Assistant Supervisor or The Salvation Army Director of Child Care Services.

If a parent/guardian's conduct compromises the health and safety of our students or staff members, The Salvation Army Child Care Services has as duty to protect them, and it may

suspend the student or withdraw care with immediate effect. Certain parent/guardian’s unacceptable behavior may be so serious or dangerous that the only course of action may be a withdrawal of care. In other circumstances, a suspension may be warranted to allow the parent/guardian an opportunity to correct their behavior.

Intentionally damaging the property of The Salvation Army Child Care Services or stealing property belonging to the Centre or to any other person working or visiting the building, may also warrant a suspension or withdrawal of care, depending on the circumstances.

Examples of situations that may warrant a suspension or withdrawal of care include, but are not limited to: (i) a parent/guardian being violent towards any other person in or around the building; (ii) stealing Centre’s property or property belonging to anyone present in the building; (iii) intimidating or harassing behavior towards any person in the building; (iv) discriminatory behavior; (v) disrespectful and rude behavior; (vi) intentional and repeated failure to follow our policies and procedures; and (vii) threatening behavior.

The Salvation Army Child Care Services will evaluate each situation/event, and it will determine the appropriate measures to be taken. Serious incidents may merit an immediate suspension to allow time for staff members and leadership to meet with the relevant parties and/or with the parent/guardian involved (if appropriate in the circumstances). An internal fact-finding exercise into the events that transpired will take place, and a determination into the appropriate course of action will be made. The Salvation Army Child Care Services’ decision will be communicated to the parents/guardians as soon as possible.”

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

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

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

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

For more information, visit

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

#### **Parental Concerns Procedures**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
<b>Program Room-Related</b> E.g.: schedule, sleep arrangements,	Raise the issue or concern to <ul style="list-style-type: none"> <li>• The classroom staff directly</li> </ul>	<ul style="list-style-type: none"> <li>• Address the issue/concern at the time it is raised</li> </ul> or

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
toilet-training, indoor/outdoor program activities, feeding arrangements, etc.	or <ul style="list-style-type: none"> <li>• The Supervisor or Assistant Supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange for a meeting with the parent/guardian within three (3) business days.</li> </ul> Document the issues/concerns in detail.
<b>General, Centre Or Operations Related</b> E.g.: Child Care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>• The Supervisor or Assistant Supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation should include: The date and time the issue/concern was received. The name of the person who received the issue/concern. The name of the person reporting the issue/concern. The details of the issue/concern, and any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding the next steps or referral.</li> </ul>
<b>Staff, Assistant Supervisor, Supervisor, and/or Licensee Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>• The individual directly or</li> <li>• The Supervisor or The Salvation Army Director of Child Care Services.</li> </ul> <p>All issues or concerns about the conduct of staff that puts a child's health, safety and well-being at risk should be reported to the Supervisor, Assistant Supervisor or The Director of Child Care Services as soon as parents/guardians become aware of the situation.</p>	Provide contact information for the appropriate person if the person being notified is unable to address the matter.  Ensure the investigation of the issue/concern is initiated by the appropriate party within three business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.
<b>Student / Volunteer Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>• The staff responsible for supervising the volunteer or student</li> </ul> or <ul style="list-style-type: none"> <li>• The Supervisor or Assistant Supervisor.</li> </ul> <p>All issues or concerns about the conduct of students and/or</p>	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
	volunteers that puts a child's health, safety and well-being at risk should be reported to the Supervisor or Assistant Supervisor as soon as parents/guardians become aware of the situation.	

### Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to The Salvation Army Director of Child Care Services.

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g., local Public Health department, Children's Aid Society, 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:

Child Care Supervisor at the Child Care

The Salvation Army Director of Child Care Services (647) 456-6057

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

### Parent Involvement

Parents/guardians are welcome to visit their child's class at any time. The appropriateness of a visit may depend on the individual child. Parents/guardians are always welcome to share ideas, materials and resources relating to holidays and interests.

### Birthdays

Birthdays are very special occasions for young children. We will ensure your child feels special on their birthday by singing "Happy Birthday" to your child and celebrating. Due to allergens and

keeping children and staff safe, we cannot accept any homemade or store-bought edibles from parents/guardians to distribute for your child's Birthday. However, we will offer mini cupcakes (purchased through our catering company or made by the centre) for the classroom at no additional charges to the family. Please speak to your centre supervisor if you are interested to make this arrangement a week prior your child's birthday.

### Parent Consent

The Salvation Army Child Care has regular inspections by the Ministry of Education, Region of Peel and or Toronto Children Services, Public Health Department, and The Salvation Army which may consist of looking at your child's record on file. All agencies, ministries and The Salvation Army have policies in place which maintain the integrity of you and your child's privacy and confidentiality.

Every interaction with a child's record, such as a review or a discussion will be documented. The interaction(s) is documented by a form which is maintained within the record folder.

Individual consent forms (s) are used to ensure your privacy if a third-party agency is brought in to help support your child or the Centre and staff.

### Safe Arrival & Dismissal Policy

#### PURPOSE:

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

This policy will provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the Child Care Centre as expected when a child is not picked up as expected as well as steps to follow to ensure the safe dismissal for all children as indicated by the child(ren's) parent/guardian.

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.

#### POLICY STATEMENT:

The Salvation Army Child Care Centres (Agincourt Temple, Erin Mills, Mississauga Temple, Noah's Ark, and Scarborough Citadel) will ensure that any child receiving child care at the Child Care Centre is only released to the child's parent/guardian and or an individual that the parent/guardian has provided written authorization that the Child Care Centre may release the child to.

- The Salvation Army Child Care Centre' will only dismiss children into the care of their parent/guardian or another authorized individual. The Centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

**DEFINITIONS:**

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

**Licensee:** The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the Child Care Centre.

**Parent/guardian:** A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

**Procedure for Changing Authorized Pickups and Emergency Contacts in CRAFTS:**

To ensure the safety and well-being of all children in our care, parents/guardians must follow these procedures when updating authorized pickups or emergency contacts in the Childcare System (CRAFTS):

**Parents/Guardians with Decision Making Responsibilities (Primary Parent listed on CRAFTS)**

The primary parent can initiate changes to their child's profile in CRAFTS. However, they must first notify the Child Care Centre via email whenever a change is made regarding authorized pickups or emergency contacts to ensure the Child Care Centre has the most updated information.

**Separated Parents with Joint Custody**

When parents are not together but have joint custody, the primary parent must request changes and ensure they have communicated with the co-parent about changes to the authorized pickups and emergency contracts. Both parents should agree on the changes to avoid any confusion. It is essential that both parents are included in all email correspondence regarding these changes. Please kindly understand that it isn't the Child Care Centre's role to mediate or to make any determination relating to any disagreement between co-parents.

**One Parent with Sole Custody**

If one parent has sole custody, they must provide legal documentation to confirm this status. The custodial parent should email the Child Care Centre to request changes regarding authorized pickups and emergency contacts.

**Compliance with Court Orders**

When a court order or an executed valid parenting/separation agreement dictates custodial arrangements, we will comply fully with the terms outlined in that order or parenting/separation agreement. Parents must provide us with copies of any relevant legal documents for our records, which will be kept confidential in the child or children's files. Please kindly understand that, in cases where the court order or the parenting/separation agreement doesn't adequately address the situation at hand, the Child Care Centre will request the co-parents to obtain instructions or a decision from the relevant court or legal representatives. Co-parents are then responsible for communicating the outcome to Child Care Centre.

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

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

**PROCEDURES:****Accepting a child into care:**

1. When accepting a child into care at the time of drop-off, program staff in the room must:

- Greet the parent/guardian and child.
- Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up).
- Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the authorized pick-up list (and that contact information for that person has been provided); or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email) and remind the parent/guardian that identification will be required.
- Document the change in the pick-up procedure in the daily written record.
- Sign the child in on the classroom attendance record.

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

1. Where a child does not arrive at the Child Care Centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised a staff member), the staff in the classroom must:
  - Before calling the parents/guardians to inquire about the child's whereabouts, the lead in the classroom the child attends will let the Supervisor (or designate) know of the absence.
  - Staff must commence contacting the child's parent/guardian no later than 10:30 am, unless it is not unusual for the child to arrive after this time.
  - Staff shall attempt to contact parents/guardians via telephone and through the CRAFTS software application until staff can confirm the absence (or that the child is on their way to the Child Care Centre).
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence should be documented in the daily written record.
3. Inform the designate or Supervisor, and the absence will be put in the Centre Communication Log.

#### **Releasing a child from care**

1. The staff who is supervising the child at the time of pick-up shall **only** release the child to the child's parent/guardian or individual to whom the parent/guardian has provided written authorization that the Child Care Centre may release the child to.
2. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), staff will:
  - Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the

parent/guardian/authorized individual's name on the child's file or authorized pick-up list found on the Emergency Contact Sheet.

- Call the parent/guardian to confirm this person is authorized to pick up the child. Staff members must not forget that the individual must still provide photo identification. If no response, **DO NOT release the child until you have confirmed authorization.**

**Where a child has not been picked up as expected (before the Centre closes):**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, staff will:
  - Contact the parent/guardian (only after 6:00 PM) via telephone (and email/CRAFTS app, if possible, under the circumstances) and advise that the child is still in care and has not been picked up.
  - The staff member should ask how long it will take them to arrive, and the reason for the late pick-up.
  - Where the staff is unable to reach the parent/guardian, staff must:
    - Leave a message and attempt to contact the parent via other means. e.g. text message and/or email. Several attempts must be made at different times, if possible and reasonable in the circumstances.
    - Where the individual who should have picked up the child that day is an authorized individual (and their contact information is available), the staff member shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the Centre.
2. Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff member shall wait until the program closes, and then refer to procedures under "Where a child has not been picked up and the program is closed."

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up. **There must be a minimum of two (2) staff members including the Designate (RECE) on site until the child is picked up.**
2. One staff member shall stay with the child, while a second staff member proceeds with calling the parent/guardian (and attempting to contact the parent via other means) to advise that the child is still in care and inquire about their pick-up time. If the parent/guardian explains that an authorized person will pick up the child, as it is the procedure with any authorized person not known to the staff member, the staff member will ask for identification to verify the individual's identity before releasing the child and, in addition, the staff member will ask that the parent/guardian follow up with them once the child has reached the parent/guardian.
3. If the staff member is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact authorized individuals and emergency contacts listed on the child's file, to arrange pick up.

4. If, **by 6.30pm**, the child has not been picked up and does not have a confirmed pick-up time a staff member must inform the Centre Supervisor/Designate (if not available, contact the Director of Child Care Services, Royo (647) 456- 6057)
5. If, **by 7pm**, the staff member is still unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) , the staff member shall proceed with contacting the local Children's Aid Society (CAS), 416-924-4646, Catholic Children's Aid 416-395-1500, Native Child and Family Services 416-969-8510 and/or Jewish Family & Children Social Service Organization 416-638-7800. If unsure which number applies, contact the Children's Aid Society at 416-924-4646. Staff shall follow the CAS's direction with respect to next steps and contact the Supervisor (as a Serious Occurrence must be submitted on CCLS within 24 hours. Upon completion of the call to CAS, staff must document in the Centre Log.

## **POLICY REVIEW:**

All staff, students, and volunteers will be required to review the policy annually, or anytime revisions are made to the related procedures. This policy will be available to all existing parents/guardians considering enrolling their child in The Salvation Army Child Care Centres.

### **Arrival**

The safety of children and all our community members is our priority.

As a safety measure, parent/guardian must bring their children directly to the classroom/teacher and the child must be signed in/out by the staff before the parent/guardian leaves. By accompanying your child to their classroom, it provides an opportunity for you to communicate with staff anything special we should know about your child for the day.

### **Pick up**

The Salvation Army Child Care closes at 6:00 p.m. every day (the closing time clock is the main clock at each site). Please ensure you have enough time to speak with staff upon pick up of your child(ren) and exit the building by our closing time. If you are late for pick-up, you will be asked to sign the '*Late Pick-up Record*' form. After three forms are on file, a meeting with the Centre Supervisor will be necessary to discuss the appropriateness of the Centre for your family's needs and you will receive a written notice. Further recurrence of late pick-up may result in the termination of Child Care placement. We ask all families to respect our policy and keep in mind our staff have families and commitments outside their working hours to attend to.

Children must be picked up from the Child Care by a parent/guardian or another authorized person over 16 years of age on record upon the registration form. Authorized adults must be prepared to show photo ID at the first time pick up. Children will not be released to anyone other than those specified on the authorized pick-up list unless previously arranged by the parent/guardian.

If a person picking up a child is suspected of being under the influence of an illegal drug or over-the-counter medication and/or alcohol, we will **NOT** release the child to them. We will call an

alternative authorized person for child(ren) pickup. If we are unable to reach anyone, we will then call a taxi to take the intoxicated individual home.

### Parent Custody Concerns

The Salvation Army Child Care Services is committed to providing a safe, nurturing, and loving environment for all children entrusted to The Salvation Army Child Care.

If a family is going through a legal separation or divorce, the Child Care staff cannot prevent either parent (indicated on the registration form) from visiting or picking up the child from the Centre unless sole custody is granted and indicated on the child(ren) record. As such, an official copy of the documentation must be provided to the Centre, where it will remain in a sealed envelope.

## REGISTRATION, ADMINISTRATION & FEE STRUCTURE

### Registration and Orientation

Before service, an application package must be completed. Then a Centre tour is required before the child can attend the Centre. All the information in the application package is necessary for the safety and well-being of children and families while in our care.

All addresses, telephone numbers, emergency contacts, etc. **changes and updates** must be submitted immediately through CRAFTS. Your Centre supervisor will receive a notification to accept the request in CRAFTS and update the record on file to reflect the change(s).

It is also important to notify the Child Care staff in the morning if a parent/guardian will be unavailable at their regular phone number. In case of an emergency, it is essential that staff members can contact you promptly.

We recommend children become acquainted with the early learning & Child Care setting gradually to support a smooth and positive transition for your child. Over the course of your child's first week at the Centre, we encourage you to start with a short visit(s), lengthening it each day. This gradual transition helps children adjust to the change and supports a more positive and successful experience. Parents/guardians and staff are encouraged to work together to develop a transition plan that supports children during this time. If this is not possible for your family, please speak directly to the supervisor who will work with you to support your child upon their admission/registration to the Centre.

### Waitlist Policy

#### **PURPOSE:**

This policy and the procedures within provide for waiting lists to be administered transparently. It supports the availability of information about the waiting list for prospective parents/guardians that maintains the privacy and confidentiality of children.

Procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents/guardians with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a Child Care Centre that maintains a waiting list to have related policies and procedures.

### **POLICY STATEMENT:**

At The Salvation Army Child Care Centre's (Agincourt Temple, Erin Mills, Mississauga Temple, Noah's Ark and Scarborough Citadel) all children are welcome, we will strive to accommodate all requests for the registration of a child at The Salvation Army Child Care locations. Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed. No fee will be charged to parents/guardians for placing a child on the waiting list.

### **PROCEDURES:**

#### **1. Receiving a Request to Place a Child on the Waiting List**

The Centre Supervisor or designate will receive parental requests to place children on a waiting list via telephone or in-person meeting. Parents/guardians will be encouraged to visit the Centre for a tour before being placed on the waiting list.

#### **2. Placing a child on the Waiting List**

The Centre Supervisor or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received. Once a child has been placed on the waiting list, the Supervisor or designate will inform parents/guardians of their child's position on the list.

Families will keep the same reference number even when a child moves up from one program to another.

#### **3. Determining Placement Priority when a Space Becomes Available**

When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping (when space in the next room permits), siblings of children currently enrolled, children who temporarily left the Child Care centre (maternity leave, loss of subsidy, job, etc.), children attending the schools we provide after school care for and children of employees of The Salvation Army.

On occasion, children will remain on the waitlist if there is no space in the next classroom that the child will move up to, within six (6) months of their start date.

Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

#### **4. Offering an Available Space**

Parents/guardians of children on the waiting list will be notified via phone or email that a space has become available in their requested program. Each call/email will be documented to include the date if a message was left or a brief outline of what was discussed. After three (3) unreturned calls/emails, the family will be removed from the waiting list.

Calls will be made to prospective families to see if they are still in need of care. Each call will be documented on the individual waitlist form, which will include the date and if a message was left or a brief outline of what was discussed.

Parents/guardians will be provided a timeframe of 2 business days in which a response is required before the next child on the waiting list will be offered the space. If a family would like the space but is waiting for a subsidy appointment, the time frame will be adjusted to accommodate a response from the subsidy meeting.

Where a parent has not responded within the given timeframe, the Supervisor or designate will contact the parent of the next child on the waiting list to offer them the space.

#### **5. Responding to Parents/guardians who inquire about their Child's Placement on the Waiting List**

The Supervisor or Assistant Supervisor will be the contact person for parents/guardians who wish to inquire about the status of their child's place on the waiting list. The Supervisor or designate will respond to parent inquiries; provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

#### **6. Maintaining Privacy and Confidentiality**

Each child on the waiting list will be assigned a reference number which represents their place on the waiting list. To help maintain confidentiality there will be a separate sheet that will list the date the child was placed on the waitlist, the child's date of birth and the reference number.

Only the child's position on the waiting list and the reference number will be provided to parents/guardians. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

#### **7. Additional Waiting List Procedures**

Staff, volunteers, and students are required to know and follow this policy and procedure. Staff, volunteers, and students will review this policy and the procedures before commencing their first day of work, when changes are made to the policy and procedure and annually thereafter.

#### **POLICY REVIEW:**

All staff, students, and volunteers will be required to review the policy annually, or anytime revisions are made to the related procedures. This policy will be available to all existing parents/guardians considering enrolling their child in The Salvation Army Child Care Centres.

## Cancellation/Withdrawing your child from Child Care

The Salvation Army Child Care requires two weeks' written notice to be given when withdrawing a child from the Centre.

## Program Fees

### Daily Rates

Our Centres provide a year-round infant, toddler, and preschool programs for children ages birth to 4 years of age, and Before and After school programs for children ages 4 to 12 years from September to June. Full-day programs/camps are available during the summer months, PA days, March and Christmas Breaks at select locations for 4 to 12 years old children.

### The Salvation Army Child Care Fee Schedules 2026

- Fees are collected through pre-authorized direct debit only.
- Payments can be made on the 1st of the month (Monthly basis) or the 1st and the 15th (Semi-Monthly basis) of every month.
- Fees are calculated based on the number of business days in each month including all statutory holidays, unexpected closure days and all absent days.
- \*CWELCC reduction does not apply to children 6 years old and older.
- Fees for children aged 6 through 12 are subject to review and may be adjusted annually.

### List of base fees:

- Daily rates (listed in the charts below for all 5 Child Care Centres)

## City of Toronto Child Care Centres

### Agincourt Temple Child Care

Licensed Group	Full Fee Jan to Dec 2026	Full Fee Jan to Dec 2026 with CWELCC Reduction 52.75% (reduction applies to children under 6 years only)
Infant	\$80.00 per day	\$22.00 per day
Toddler	\$57.15 per day	\$22.00 per day
Preschool	\$46.25 per day	\$21.85 per day

### Scarborough Citadel Child Care

Licensed Group	Full Fee Jan to Dec 2026	Full Fee Jan to Dec 2026 with CWELCC Reduction 52.75% (reduction applies to children under 6 years only)
Infant	\$86.00 per day	\$22.00 per day
Toddler	\$53.80 per day	\$22.00 per day
Preschool	\$49.50 per day	\$22.00 per day

## Peel Region child Care Centres

**Brampton Noah's Ark Child Care Erin Mills Child Care Mississauga Temple Child Care**

### Children under 6 years of age

Licensed Group	Full Fee Jan to Dec 2026	Full Fee Jan to Dec 2026 with CWELCC Reduction 52.75% or base fee capped at \$22 a day (reduction applies to children under 6 years only)
Infant (Brampton only)	\$69.19 per day	\$22.00 per day
Toddler	\$45.79 per day	\$21.63 per day
Preschool	\$43.75 per day	\$20.68 per day

### Before-and-After School and Summer Programs for children under 6 years of age

Licensed Group	Full Fee Jan to Dec 2026	Full Fee Jan to Dec 2026 with CWELCC Reduction 52.75% or base fee capped at \$22 a day (reduction applies to children under 6 years only)
Before AND After School under 6 years	\$28.49 per day	\$13.47 per day
Before OR After School under 6 years	\$18.93 per day	\$12.00 per day (lowest daily CWELCC rate=\$12.00 per day)
Breaks (PA days, Spring and Winter Break) under 6 years	\$43.75 per day	\$20.68 per day
Summer Camp under 6 years	\$32.56 per day	\$15.39 per day

### Before-and-After School, Winter, and Spring break programs for children 6-12 years of age (Feb 2026 to Dec 2026)

Program	Daily Base Fee	Daily Reduced Fee
Before <b>and</b> After School	\$30.83 per day	\$15.41 per day
Before <b>or</b> After School	\$20.49 per day	\$10.24 per day
Summer Camp	\$35.62 per day	<b>Reduction Not Applicable</b>
PA day/Winter/Spring Camp	\$47.34 per day	\$23.67 per day

\*Fee reductions apply only to Before and After School Programs (BASP) in Peel and future fee reductions will depend on funding being available.

\*Fee reductions will be applied by reducing fees up front at the time of invoicing.

\*The 50% fee reduction will continue to apply from September to June; however, base fees may increase to reflect the annual inflation rate.

\*CWELCC reduction does not apply to children 6 years old and older.

#### List of non-base fees:

- \$20 Key Security Deposit fee

This ONLY applies to the Agincourt Temple Child Care Centre. We require a \$20 refundable deposit for the main door key fob at the Agincourt Childcare Centre. This deposit is refundable upon the return of the key fob when families leave the childcare program.

### Circumstances in which refunds or credits will be provided

Circumstance	Refund/Credit Provided?	Details
<b>When subsidy is granted (including retroactive approval)</b>	Yes	Credits to be used towards future invoices will be provided once the subsidy payment is received by the childcare from Municipal Funders. Refunds only will be provided if the parent fee portion becomes \$0.
<b>Parent submits 2-week withdrawal notice</b>	Yes	If the withdrawal notice is submitted by the required timeline (see page 31) and the invoice has already been paid, a refund will be issued for the unused days.
<b>Incorrect charges identified</b>	Yes	A refund or credit (based on the parent's preference) will be issued for any invoice errors made by childcare that resulted in overcharges.
<b>Childcare fees for attended care</b>	No	Fees for services already provided are non-refundable. Core program fees will continue to apply on non-instructional days, PA Days, and school breaks unless a cancellation request is submitted at least two weeks prior to the scheduled fee withdrawal.
<b>Childcare fees for absence (sickness, etc.)</b>	No	Fees are not refundable for any absences like sickness or missed days.

#### Fee Subsidy

We have a purchase service agreement with the Region of Peel and the City of Toronto Children's services for Child Care fee subsidy. The Child Care fee subsidy provides financial relief with the cost of licensed Child Care to eligible families up to 12 years of age. If you feel that you may have difficulty meeting our fee requirements, you can contact the following to apply for a fee subsidy and determine eligibility:

#### Region of Peel

Call (905) 793-9200 or visit [Children Services - Region of Peel \(peelregion.ca\)](http://peelregion.ca)

#### City of Toronto

Call (416) 338-8888 or visit [Apply for a Child Care Fee Subsidy – City of Toronto](#)

#### Payment Process

Fees will be paid through **automatic withdrawal**.

You will have the option of having your fees withdrawn either once per month on the 1<sup>st</sup> or twice per month on the 1<sup>st</sup> and 15<sup>th</sup> of the month.

At the time of registration, you will complete a Pre-authorized Debit Agreement and provide us with either a Void Cheque or a copy of a pre-authorized payment form from your bank.

An invoice reflecting the amount you will be paying will be e-mailed to you 3 or 4 business days before the withdrawal date.

After payment has been cleared you will receive a payment receipt via email.

### **Receipts**

Receipts will be issued for Income Tax Purposes before the end of February of each calendar year.

### **Outstanding Accounts**

The Salvation Army Child Care Centres are non-profit Centres that rely on prompt payment of fees so that we can continue to offer Child Care services to your family and many other families. Therefore, The Salvation Army Child Care Services reserves the right to terminate Child Care services if, after having received all the reminder letters and the final letter (procedure described below) your account is delinquent by 2 (two) weeks or more on three occasions over the course of the preceding 6-months.

In the event we are unable to successfully process your fees due to Insufficient Funds, you will receive an 'Outstanding Child Care Fee Reminder' Letter from the Director of Child Care Services/Centre Supervisor (First Letter). This letter will provide you with a reminder and the options to begin the process of bringing your account up to date so that your child can continue to use the Child Care services.

If there is a second NSF, or we do not hear from you after issuing the First Letter and your account remains delinquent, you will receive a second 'Outstanding Child Care Fees' Letter (Second Letter). If we do not hear from you after issuing the Second Letter and your account remains delinquent or there is a third NSF on your account, you will receive a Final Letter (Final Letter). Unfortunately, failure to take action on the options provided to make payments towards the outstanding fees will result in the termination of your Child Care services, two weeks from the date that you have received the Final Letter.

Due to the importance of the fees for the operation of the Centre, if you have received a total of three Outstanding Child Care Fee Reminder Letters (over the preceding 6-month period), this chronic problem may lead to the termination of your Child Care services at The Salvation Army Child Care Centre. This consequence may be triggered regardless of whether you make a payment after receiving an Outstanding Child Care Fee Reminder letter or not. Each case would be evaluated by the Child Care Services Director in good faith and on a case-by-case basis (taking into account, among other things, the relevant facts, the individual circumstances of each family, and the reasons for the delays in payments). We appreciate your understanding of such a delicate issue, and we thank you in advance for your cooperation. Furthermore, The Salvation Army Child Care Centre reserves the right to initiate legal proceedings to recover the debt owed.

### **Vacation (Peel Centres ONLY)**

Every full-time child who has been enrolled at our Child Care Centre for 6 months or more is entitled to 10 unpaid vacation days per year. (September to August)

A two-week written notice is required from the parent/guardian and vacation time must be equal to 5 to 10 continuous days in total.

- All terms above must be met when applying for this credit.
- All other vacation requires payment to secure your child's space in the Centre.

### Canada-Wide Early Learning and Child Care (CWELCC)

The Salvation Army Child Care has opted in and received approval for participation in the Canada-Wide Early Learning and Child Care (CWELCC) funding program with The Ministry of Education, Region of Peel and City of Toronto. We are excited to be part of this program which will allow more access to quality Child Care, provide wage subsidies for Child Care staff and will gradually lower Child Care fees for children under 6.

The CWELCC program has been developed to make Child Care fees for children under 6 years of age more affordable for families by lowering Child Care fees to an average of \$12.00 per day by the end of 2026.

### Before and After School Affordability Program (BASP) in Region of Peel

The Salvation Army Child Care has opted in and received approval to participate in the Before and After School Affordability Program (BASP), currently being implemented at both our Erin Mills and Mississauga Temple centres in the Region of Peel. This initiative is part of ongoing efforts to improve access to affordable childcare and support families in our community.

In November 2023, we informed families about the program's initial phase, including timelines for fee reductions and refunds from September 4, 2023, to June 28, 2024.

In July 2025, we were notified that the program has been extended through the 2025–2026 school year, continuing to provide financial support for eligible families. The updated benefits include:

- A 50% fee reduction for before and after school programs, including before-school only or after-school only care.
- A 50% reduction off the parental contribution for families receiving childcare subsidy.
- A 50% fee reduction for Professional Activity (PA) Days and school break programs between September and June.

*\* Please note: This extension does not include care during the summer break.*

### Who is eligible?

Children who meet the following criteria are eligible for this program:

- Aged 6 to 12 years old, not eligible for the Canada-Wide Early Learning and Child Care (CWELCC) program.
- Enrolled in a primary or junior before-and-after-school program in the Region of Peel.

### How much is the fee reduction?

A 50% reduction in fees is applied to qualifying before-and-after-school programs, starting from September 4, 2023. This reduction will continue through the 2025–2026 school year, as confirmed by the Region of Peel.

For details on specific fee amounts, please refer to the **Program Fees** section on **Page 31** of this handbook.

## OUR PEDAGOGY, HEALTH & SAFETY PRACTICES AND APPROACH

The Salvation Army Child Care believes every child is a unique individual, full of potential. Always striving to provide a welcoming, inclusive, healthy, and positive environment where all children and families feel a sense of belonging, where their needs can be met (celebrating uniqueness, abilities, and diversity) and where children learn through play and discovery.

We believe that children learn best when they feel safe, secure, and comfortable in their environment. Educators focus on building strong, caring relationships with each child. They observe children to determine how best to support, teach and work with each child. Observations are used to plan play-based activities that encourage children to inquire, explore, discover, and learn in their way. Planned and spontaneous activities support the whole child in all areas of development; social, emotional, cognitive, physical, and communicative development.

Although we do not have a structured program in religion, we help the children develop spiritual attitudes through our communication and actions with all children and adults. Bible stories and songs are taught, children are encouraged to pray before they eat, and we emphasize the true meaning of Christmas and Easter. We also recognize and respect the religious beliefs of those who attend our Centre and encourage parents/guardians to share their special celebrations with us.

Our environments are safe, clean, and free from hazards so that the children, educators, and parents/guardians feel safe and comfortable. All TSA Child Care Centres have sanitary practices that all staff members are expected to adhere to.

### Quality Assurance

We believe that the learning environment is essential for children to grow in all areas of development. To attain our objective, we will monitor the quality of our program by using the following assessment tools:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Toronto Children Services Early Learning and Care Assessment for Quality Improvement (AQI)
- Raising the Bar in the Peel Centres
- Region of Peel, Operating Criteria
- Indoor & Outdoor Health & Safety Inspection Reports
- Looksee Developmental Screening

## Inclusion Policy

The purpose of this policy is to ensure all staff members are aware of and adhere to the expectations for inclusion of children with extra needs established by the Ministry of Education.

The Salvation Army Child Care Centres' (Agincourt Temple, Erin Mills, Mississauga Temple, Noah's Ark and Scarborough Citadel) have developed this Inclusion Policy (the "Policy") in accordance with its obligations under the *Child Care and Early Years Act, 2014* ("CCEYA") and its regulations, the Ontario *Human Rights Code* (the "Code"), and in accordance with the guidelines set out in the *College of Early Childhood Educators' Code of Ethics and Standards of Practice*, "*How Does Learning Happen? Ontario's Pedagogy for the Early Years*", and other relevant documents.

### GUIDING PRINCIPLES:

- ◆ We are welcoming and inclusive to all children and families.
- ◆ We promote a sense of belonging, well-being, engagement and expression as set out in Ontario's "How Does Learning Happen?" for families, staff and children.
- ◆ We include local community partners to create an environment that supports the whole child and family and represent the community at large.
- ◆ We celebrate that every child is unique.
- ◆ We support positive and responsive interactions among the children, parents/guardians, educators and staff.
- ◆ We foster the engagement of and ongoing communication with parents/guardians, local community partners and outside agencies.
- ◆ All children, families and staff are treated with respect, dignity and fairness.
- ◆ We will take all possible steps to ensure equitable access to programs and learning opportunities while removing barriers.
- ◆ We foster children's exploration through play and encourage active participation of all children through inclusive planning by staff that are flexible, provide support and accommodation to ensure meaningful access for all children.

### DEFINITIONS:

Inclusion/inclusive is defined as an approach to policies and practice in early years settings where all children and families are accepted and served within a program and where each child and family experiences a sense of belonging and is supported to participate fully in all aspects of the program or service. Inclusive practice includes being attentive to the capabilities, personalities and circumstances of all children and understanding the diversity of development of all children (Code of Ethics and Standards of Practice, 2017).

Special needs are defined as a child/ren who, due to familial, physical, behavioral, developmental, cognitive, communicative or emotional factors, is/are at risk of not maximizing their potential. Special needs encompass children who require support and assistance with daily living, whether formally diagnosed or not, and whether a diagnosis is short or long-term in nature. (Ontario Municipal Social Services Association (OMSSA) definition)

### POLICY STATEMENT:

The Salvation Army Child Care Centre's are committed to being an inclusive Child Care system and believe that children are competent, capable, curious, and rich in potential.

Our goal at The Salvation Army Child Care is to put the children first. In doing so, we are supporting positive and responsive interactions among the children, parents/guardians, and educators. To attain this goal, our program provides children with the experiences needed to develop higher-level thinking, engage, and explore their curiosity and can recognize their physical, emotional, and social competencies and have opportunities to expand their limits to understand their unique capabilities.

Every day our center promises to ensure we create an environment where the children feel a sense of belonging, develop an awareness of health and well-being, are active and engaged learners and can express themselves in a welcoming, flexible, fair space that is inclusive for active participation by all learners.

Children have the right to be cared for in environments within their own community where their needs can be met (celebrating uniqueness, abilities and diversity) and they can develop to their fullest potential. We will involve local community partners and allow those partners to support the children, their families and staff which include but are not limited to networking with PIRS (Peel Inclusion Resource Support), Toronto children's services, Community living programs in Peel Region and City of Toronto, etc. Every effort is made to support new and existing placements, recognizing the unique needs, strengths and development of each child. We will also connect our families with our church, Community and Family Services and Sunday School programs offered to create an environment for all children to learn and grow.

#### **PROCEDURES:**

- ◆ Staff are required to complete eight (8) hours of professional development as outlined in the Program Statement. Staff are required to participate in all mandated professional development opportunities and training sessions (paid) as requested by the employer or Child Care Centre
- ◆ Staff who have access to confidential information about children and families, will keep this information strictly confidential. Staff will obtain parental consent before sharing information about a child with outside agencies or school staff
- ◆ Documentation of a parent's consent to share information will be kept in the child's file.
- ◆ With consent from the parent, the Centre will request support from Special Services Resourcing for children with extra support needs outside agencies or school staff
- ◆ Staff will adapt the environment and routines as necessary to meet the needs of the children enrolled
- ◆ Staff will develop flexible, adaptable programming to support the ongoing development of the children enrolled.
- ◆ Individual Program adaptations will be reviewed with the parents and the supporting agencies (Peel Inclusion Resource Services (PIRS) and Every Child Belong, etc.).
- ◆ Ministry of Education supports children progressing with their same age/peer group regardless of extra support needs. However, if a child is not able to progress with his/her peers, a collaborative plan will be developed by the program staff, parents and support agencies, to best support the mental health and well-being of the children and their families and create a sense of belonging by strengthening relationships to ensure social inclusion and participation of the children and their families within the program. Children with extra support needs may require additional support when transitioning to new age groups and or programs.

**ACCOUNTABILITY:**

The Salvation Army Child Care Centre Director, Supervisors, Program Staff, Parents, volunteers, and students on placement play an integral role in achieving inclusion success. We recognize that to be successful, we must create an environment where individuals and groups feel welcome, respected, supported, and valued.

The Salvation Army Child Care Centre will strive to:

- ◆ Offer an inclusive, welcoming environment that promotes equitable barrier-free access to all children and their families.
- ◆ Create open lines of communication with parents/guardians, outside agencies and all individuals or groups that support our community.
- ◆ Work collaboratively to meet the family's needs, and if adaptations, physical accommodations, feeding protocols, positioning, or specialized equipment will be required.
- ◆ Offer families whose children receive therapy treatments such as IBI/OT, may be conducted at the Centre under the supervision of the organization that is treating the child alongside the day care.
- ◆ Work with the family and support services to ensure that a child's extra support needs are met.
- ◆ Empower Supervisors as leaders in inclusion and have them articulate the values of inclusive practice and environments. Continuous Professional learning courses or seminars regarding Inclusion and Special Needs will be brought to the Staff in the Centre communication binder whenever they become available.
- ◆ Assist Supervisors in being responsive to the training needs of their staff and allow access to resources which are available. In addition, staff will be provided with mentoring and role modeling, in order to experience positive outcomes for themselves, children and families.

**POLICY REVIEW:**

All staff, volunteers and student teachers will read, review, understand and abide by the Inclusion Policy prior to beginning work, when it is changed and annually thereafter, the staff member and the Supervisors will sign a written record of the review. The Supervisor or designate will review the Inclusion policy semi-annually to make sure its language and legislation references are up to date.

**Prohibited Practices**

Our staff are not permitted to use any of the following actions in their interactions with children, as required by provincial regulations.

- **Corporal punishment** of the child.
- **Physical restraint** of the child, such as confining the child to a highchair, car seat, stroller or another device for discipline or instead of supervision, unless the physical restraint is to prevent a child from hurting themselves or someone else and is used only as a last resort and only until the risk of injury is no longer imminent.
- **Locking the exits** of the Child Care Centre to confine the child or confine 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.

- **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 their self-respect, dignity or self-worth.
- **Depriving the child of basic needs** including food, drink, shelter, sleep, toilet use, clothing or bedding.
- **Inflicting any bodily harm** on children including making children eat or drink against their will.

## Nutrition

### Nutrition

Morning snack, lunch and an afternoon snack are served each day.

Menus are posted on the parent board. A four-week seasonal menu with allergy and food restrictions replacements is also included. A variety of different foods and food activities are offered to make mealtime a positive and healthy experience. Saying grace is a part of our mealtime routine. Good manners are encouraged in a relaxed atmosphere. The children are encouraged to try new foods and serve themselves with the help of the educators.

All meals and drinks meet the recommendations set out in Canada's Food Guide.

- Drinking water is always available for the children.
- A nutritious lunch is provided daily for every Centre
- All kitchen staff are trained and hold a current certificate in Food Handler.
- Food is served according to your child's classroom schedule.

### Food Allergies

**Peanut and nut products** are not permitted on the premises due to the life-threatening reactions of some allergic children.

If your child has a food allergy or food restriction, please inform the supervisor and be sure you complete the allergy/food restriction information on the application form.

Food substitutions will be provided for food allergies or any food restrictions.

Please advise the Centre in writing if your child develops a food allergy or food restriction.

### Food from home

Due to the health and safety of all children, **no outside food** can be brought into the Child Care Centre. Except for special dietary needs including infant formulas, breast milk and infant food and bagged lunches for school-age children. Parents will provide written details of the special foods that will be provided for children/infants with special dietary needs. Parents will be informed that special dietary food and bagged lunches cannot contain life-threatening allergens and that lunches should be nutritious and follow Canada's Food Guide (include all 4 food groups (dairy, meat/protein, vegetables, fruit, bread/grains). The Salvation Army encourages families to provide lean protein, whole grains and lots of fruits and vegetables and discourages families from providing candy, pop, junk food, or food containing high levels of sugar or salt. When unhealthy

foods are provided, they may be sent home. Parents/guardians are required to label lunch bags and containers.

### Compliance

Our programs are licensed by the Ministry of Education under the **Child Care and Early Years Act**. We are required to follow the Ministry of Education's regulations and requirements. Unannounced inspections are carried out by the Ministry and Public Health at all our Centres to ensure we are complying with Public Health and Ministry of Education requirements. The City of Toronto and Region of Peels children's services departments also visit our programs to ensure municipal expectations and high programs are met.

## POLICIES & PROCEDURES

### Medication Policy

Medication will be administered to your child only if the following criteria have been met:

- Medication must be in its original container with the pharmacy label attached. Information on the label must include your child's name, name of the medication, date of issue, date of expiry, doctor's name, dosage, and storage instructions
- All medication is kept in locked storage boxes and is inaccessible to children. Medication authorization form has been completed and signed

***Only Registered Early Childhood Educators (RECE) can administer medication to your child.***

We ***cannot*** administer any over-the-counter medication such as cough syrups, Tylenol, etc.

***\*\*Benadryl and Tylenol can be given only if accompanied by a doctor's note or prescription label detailing when to administer and the dose required\*\****

**For the health and safety of all children, never leave any medication in your child's pockets, backpack, or cubby area.**

### Epi-Pen

Epi-Pens must be accompanied by an "Individual Action Plan" form indicating the type of allergy, the triggers, symptoms, and instructions as to when the Epi-Pen is to be administered. ***(Individual Action Plan form will be provided by the Child Care)***

### Serious Occurrence Notification

The Ministry of Education, Child Care and Early Years Act has implemented a policy requiring that all licensed Child Care Centres post a Serious Occurrence Notification Form when a Serious Occurrence has occurred at the Centre. This form will be posted for a minimum of 10 business days, and it will be located on the licensing board.

The form will contain the following information:

- Program Name

- Date the form is completed
- Date of the Occurrence
- Type of Occurrence as defined by the Ministry of Education
- Description of the Occurrence
- Action Taken by the Child Care Centre/Outcome

### Emergency Management and Preparedness

The Salvation Army Child Care is committed to providing a safe environment for children, staff and families. All staff, volunteers and students review our Emergency Management Policies and are prepared to manage medical emergencies, personal injuries, building emergencies (power outage, water shut off), natural disasters, fire and evacuation, inclement weather, and threats from criminal activity.

If your child endures a personal injury or a medical emergency, we will phone you. If we are unable to connect with you, we will call your child's emergency contacts.

In the event of an evacuation or a need to shut the Child Care Centre down, you will receive a message through CRAFTS and/or a phone call. We ask that you pick your child up as soon as possible.

Information about the evacuation site is posted on the parent board.

Depending upon the severity of the emergency parents/guardians will be notified either by telephone, e-mail, letter or in person.

***\*Emergency Management Policy is site-specific and available at the Centre your child attends\****

### Sleep Supervision Policy

#### **Purpose**

Children's sleep and rest play an integral part in a child's well-being and development. The purpose of this policy and the procedures described within is to provide staff, students and volunteers with rules and procedures to follow to safeguard children from harm, injury or death while sleeping.

The procedures provided for placing children under 12 months of age on their backs for sleep align with the requirement to meet the recommendations set out in Health Canada's document entitled "[Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#)".

Procedures for monitoring sleeping children reduces the risk of harm or injury so that caregivers can look for and identify signs of distress and implement immediate responses to protect the health and safety of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for sleep policies for Child Care Centres.

## Policy

### General

- All children will be provided with the opportunity to sleep or engage in quiet activities based on their needs.
- Children under 18 months of age will be provided time to sleep based on their schedules and will be assigned to a crib or cot if transitioning to Toddlers (15 to 18 months).
- Only light, breathable blankets will be used for infants (12 months or older)
- All children 18 months and older will be provided time to sleep for a period of no more than two hours each day and will be assigned to a cot.
- Where children are sleeping in a separate sleep room or area, their names will be listed on the tracking sheet/board so that staff can immediately identify which children are present in the room/area.

### Placement of Children for Sleep

- Children under 18 months of age will be placed in their assigned cribs for sleep.
- Children over 18 months of age who sleep will be placed on individual cots for sleep.
- All children who are younger than 12 months of age will be placed on their backs to sleep by the recommendations set out in Health Canada's document entitled "[Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#)", unless other instructions are provided in writing by the child's physician. Parents/guardians of these children will be advised of the Centre's obligation to place their child(ren) to sleep on their backs.
- Cots/cribs will be placed with enough space to allow for safe evacuation.

### Consultation with Parents/Guardians

- All parents/guardians of children who regularly sleep at the Child Care Centre will be advised of the Centre's policies and procedures regarding sleep at the time of their child's enrolment and/or any time the policies and procedures are revised, as applicable. This information will be available to parents/guardians in the Centre Policy and Procedure Binder.
- The Supervisor or designate will consult with parents/guardians about their child's sleeping arrangements at the time of enrolment and at any other appropriate time (e.g. when a child transitions to a new program or room, or at the parent's request).
- Written documentation will be kept in each child's file to reflect the sleep patterns identified by their parent, and updates to the documentation will be made whenever changes are communicated to the Child Care Centre.
- All sleep arrangements will be communicated to program staff by the Supervisor or designate after meeting with the parent/guardian.

- Parents/guardians will be advised by the supervising staff of any significant changes in their child's behaviors during sleep and/or sleeping patterns.
- Staff will document their observations of changes in a child's sleep behaviors in the daily written record.
- Any changes in sleep behaviors will result in adjustments being made to the child's supervision during sleep time, where appropriate, based on consultation with the child's parent.

### Direct Visual Checks

- Direct visual checks of **each** sleeping child (i.e., every child placed for sleep in a crib or cot) will be conducted to look for indicators of distress or unusual behaviors. Direct visual checks will be documented by staff on the Direct Visual Check documentation form.
- Direct visual checks are not required for children engaging in quiet activities, but these children will be always supervised.
- For infants (children under 18 months of age), direct visual checks will be completed at a frequency based on consultation with each parent and may be increased based on the observed sleeping patterns and/or medical needs of each infant.
- The frequency of direct visual checks and the steps to complete them will depend on the typical sleep patterns of each child and their age, as identified in the sleep supervision procedures provided in this policy.
- Staff will ensure that all sleep areas have adequate lighting available to conduct the direct visual checks of sleeping children.

### Use of Electronic Devices

- Where electronic devices are used to monitor children's sleep, staff will:
  - **not use electronic sleep monitoring devices to replace direct visual checks:**
  - check the monitor daily to verify that it is functioning properly (i.e. it can detect and monitor the sounds and, if applicable, video images of every sleeping child); and
  - actively always monitor each electronic device.

### Procedures

Age Group	Frequency of Direct Visual Checks*
Infant	According to each infant's needs as identified by their parent, or at least every 15 minutes.
Toddler	Every 30 minutes.
Preschool and/or Kindergarten (where applicable)	Every 45 minutes.

\* **This is the minimum frequency of direct visual checks.** Should a child have symptoms of illness (e.g., a cold) or if there are other issues or concerns related to the child's health, safety and well-being during sleep, the frequency of direct visual checks must be increased. The individual needs of each child during sleep as identified by the parent and/or the child's physician must be always followed.

### Procedures for Completing Direct Visual Checks

1. Staff must:
  - i. be physically present beside the child;
  - ii. check each child's general well-being by looking for signs of distress or discomfort including, at a minimum:
    - laboured breathing;
    - changes in skin temperature;
    - changes in lip and/or skin colour;
    - whimpering or crying; and
    - lack of response to touch or voice.
2. Where signs of distress or discomfort are observed, the staff who conducted the direct visual check must attempt to wake the child up. Where no signs of distress or discomfort are observed, proceed to step 3.

Where the child wakes up, staff must:

- i. attend to the child's needs;
- ii. separate the child from other children if the child appears to be ill;
- iii. document the incident in the Centre log book and in the child's symptoms of the ill health record, where applicable.

Where the child does not wake up, staff must immediately:

- i. perform appropriate first aid and CPR, if required;
- ii. inform other staff, students and volunteers, in the room of the situation;
- iii. contact emergency services or, where possible, direct another individual to contact emergency services;
- iv. separate the child from other children or vice versa if the child appears to be ill;
- v. inform the supervisor/designate of the situation; and
- vi. contact the child's parent:

Where the child must be taken home or to the hospital, the supervisor or designate must immediately:

- i. contact the child's parent to inform them of the situation and next steps.

Where the child's condition has stabilized, and/or after the child has been taken home and/or to the hospital, the staff who conducted the direct visual check and any staff who assisted with responding to the incident must:

### Procedures for Completing Direct Visual Checks

- i. follow the serious occurrence policies and procedures, where applicable:
  - ii. document the incident in the Centre log book; and
  - iii. document the child's symptoms of illness in the child's records.
3. Staff must:
- i. adjust blankets as needed
  - ii. ensure the child's head is not covered
  - iii. ensure there are no other risks of suffocation present
  - iv. document the date, time and initial each direct visual check on the room's Direct Visual Check documentation form; and
  - v. verbally inform other staff in the room that the check has been completed, where applicable and possible.

### Additional Sleep Supervision Procedures

- Staff, volunteers, and students are required to know and follow this policy and procedure. Staff, volunteers, and students will review this policy and procedure before commencing their first day of work when changes are made to the policy and procedure and annually.

### Playground Safety Policy

#### Purpose

- Outdoor play is an integral part of the daily schedule and plays an important role in the development of children's overall well-being. For children to thrive in outdoor play, it is crucial that there be sufficient toys and equipment for children to engage in active play and that educators engage as active participants in the play.
- The *How Does Learning Happen? Ontario's Pedagogy for the Early Years* document describes how children thrive in programs where they can engage in vigorous physical play in natural outdoor spaces and playgrounds that present manageable levels of challenge. In addition to providing physical benefits, active play outdoors strengthens functioning in cognitive areas such as perception, attention, creative problem-solving, and complex thinking.
- While these environments need to be safe, it is also important for them to provide children with interesting opportunities for a reasonable degree of risk-taking.
- The purpose of this policy is to set out the responsibilities of the licensee, staff, students and volunteers in ensuring that the outdoor and playground spaces provide a safe and well-supervised environment for children's play and meet Canadian Standards Association (CSA) standards.
- This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a playground safety policy for Child Care Centres.

## Policy

### General

- The Child Care Centre will ensure that there are enough play materials available that are appropriate for the children's age and learning and developmental needs during outdoor play.
- The maximum capacity of the playground will not be exceeded at any time.

### Playground Inspections/Checks

- Outdoor play space, fixed play structures and surfacing checks will be conducted on a daily, monthly, and annual basis.

All playground inspections will be documented. All documentation and reports will be filed by the Supervisor or designated in the playground inspection binder.

- The licensee will ensure that where the playground has fixed equipment, the certified playground inspection is conducted by a third-party inspector who:
  - Has declared non-conflict of interest including the declaration of non-affiliation with playground equipment and protective surface manufacturers, suppliers and/or other contractors involved in the retrofit, upgrade or repair of the playground equipment and protective surfaces.
  - Has proof of current Professional Errors and Omissions insurance coverage.
  - Has proof of playground inspector certification.

### Repairs and Maintenance

- All items identified in the checklists as requiring repair will be communicated to the Supervisor or designate, documented in the repair log and repaired or addressed promptly. Note: the amount of time required will depend on the scope of the work and who is required to conduct the repairs. Documentation on the repair log will also include:
  - The date the issue was identified.
  - Documentation of what steps and efforts have been taken to address any identified items which cannot be repaired immediately due to circumstances out of the Child Care Centre's control; and
  - The date the related repairs were completed.
- Where outdoor space or playground repairs cannot be completed immediately, the area or space requiring repairs will be sectioned off to prevent children from using that area to protect their safety and reduce the risk of injury. Children will always be supervised during outdoor play to ensure that they do not approach or use spaces that are sectioned off pending repairs.

- Any repairs requiring alterations or renovations to the playground premises will not begin until site or playground plans are approved by a Ministry of Education Director.

### Compliance with the CSA Standards

- Any outdoor play space, fixed play structure or surfacing under those structures that are constructed or renovated will meet the requirements set out in the Canadian Standards Association (CSA) standard CAN/CSA-Z614-14, “Children’s Playspaces and Equipment”.
- Written confirmation of compliance with the CSA standard will be obtained from a Certified Playground Safety Inspector, upon completion of any repairs or renovations which have resulted in non-compliance with the CSA standard as outlined in a playground inspection report.

### Supervision

- Children will always be supervised during outdoor play.
- Staff will position themselves throughout the playground and rotate their position where required to ensure children can be visually supervised while engaging in play.
- Staff-to-child ratios will always be maintained on the playground.
- Reduced ratios will never be used on the playground.
- Infant and toddler children will be separated from other children during outdoor activities.
- Staff will ensure that all gates are always securely closed.

### Documentation and Report Retention

- All documentation and reports related to the outdoor space or playground will be:
  - Kept for three years from the date they were created and/or updated (whichever date is most recent); and
  - Made available for Ministry of Education staff to review at all times.

### Playground Safety Procedures

Timeline	Steps to Follow
<b>Daily: before using the outdoor play space/ playground</b>	Designated staff must: <ol style="list-style-type: none"> <li>1. walk around the entire outdoor play space or playground to look for and identify hazards and defects as indicated in the daily playground inspection checklist</li> <li>2. remove any garbage, hazards or defects using gloves</li> <li>3. complete the playground inspection checklist, sign, and date it; and</li> <li>4. file the playground inspection checklist in the Playground Inspection Binder.</li> </ol>

Timeline	Steps to Follow
	<p><b>Where hazards or defects cannot immediately be removed or repaired, the designated staff must:</b></p> <ol style="list-style-type: none"> <li>1. report the hazards or defects to the supervisor or designate who will log and maintain the information in the repair log and take appropriate action to initiate any repairs.</li> <li>2. Section off the area with the hazard/defect if it poses a hazard to children.</li> </ol> <p>In preparation to exit the Child Care Centre to use the outdoor play space or playground, staff must:</p> <ol style="list-style-type: none"> <li>1. ensure all emergency medication accompanies children, where applicable</li> <li>2. ensure all emergency contact information is readily available for children</li> <li>3. ensure the attendance record is readily available</li> <li>4. ensure that the allergy and dietary restriction lists are readily available</li> <li>5. ensure appropriate steps related to environmental factors have been implemented (e.g.: children are appropriately dressed for the weather, there are no entanglement risks, bug nets are in place, etc.); and</li> <li>6. conduct head counts before leaving the indoor play activity area, and while transitioning them to the outdoor play space or playground.</li> </ol>
<p><b>Daily: while using the outdoor play space/ playground</b></p>	<p>Staff must:</p> <ol style="list-style-type: none"> <li>1. position themselves in areas that ensure that all children and areas of the playground can be properly supervised at all times</li> <li>2. ensure that there is access to drinking water at all times</li> <li>3. complete head counts of children often</li> <li>4. implement the goals and approaches of the program statement, such as engaging with the children in play; and</li> <li>5. refrain from using personal cellular phones (except in emergencies) or using the outdoor time to socialize with other staff, students or volunteers during outdoor play.</li> </ol> <p><b>Where a child is injured on the playground, staff must:</b></p> <ol style="list-style-type: none"> <li>1. administer first aid, where appropriate</li> <li>2. contact emergency services, where appropriate</li> <li>3. notify the parent of the child</li> <li>4. complete an accident report and provide a copy to the child's parent; and</li> <li>5. follow the serious occurrence policy and procedures, where appropriate.</li> </ol>
<p><b>Daily: When returning from</b></p>	<p>Staff must:</p>

Timeline	Steps to Follow
<b>the outdoor play space/ playground</b>	<ul style="list-style-type: none"> <li>i. conduct head counts before returning indoors from the outdoor play space or playground, while transitioning indoors, and upon returning to the indoor play activity space.</li> <li>ii. Ensure that attendance records, emergency medication and children’s emergency contact information are brought indoors with the group.</li> </ul>
<b>Monthly</b>	<p>The designate must:</p> <ul style="list-style-type: none"> <li>1. walk around the entire outdoor play space or playground to look for and identify hazards and defects as indicated in the monthly playground inspection checklist</li> <li>2. remove any hazards or defects, where possible</li> <li>3. complete the monthly inspection checklist (including verification of seasonal issues), sign and date it; and</li> <li>4. file the playground inspection checklist in The Playground Inspection Binder.</li> </ul> <p><b>Where hazards or defects cannot immediately be removed or repaired, the Supervisor or designate must:</b></p> <ul style="list-style-type: none"> <li>1. report the hazards or defects to the Supervisor or designate who will log and maintain the information in the repair log and take appropriate action to initiate any repairs.</li> <li>2. Section off the area with the hazard/defect if it poses a hazard to children.</li> </ul> <ul style="list-style-type: none"> <li>4. The Supervisor or designate must: <ul style="list-style-type: none"> <li>1. review outdoor injuries and accidents that have occurred to look for trends</li> <li>2. take appropriate action to prevent similar injuries and accidents from happening in the future.</li> </ul> </li> <li>5. The Supervisor or designate must: <ul style="list-style-type: none"> <li>review the repair logs and follow up on any outstanding identified issues still requiring repair.</li> </ul> </li> </ul>
<b>Annually</b>	<ul style="list-style-type: none"> <li>1. <b>Where the playground has fixed equipment, the Supervisor or Assistant Supervisor must:</b> <ul style="list-style-type: none"> <li>1. ensure a certified playground inspector conducts an annual playground inspection</li> <li>2. discuss the findings of the playground inspection with the certified playground inspector, including items that need to be repaired or replaced; and</li> <li>3. obtain a copy of the playground inspection report.</li> </ul> </li> </ul>

Timeline	Steps to Follow
	<p><b>2. Where the playground does not have fixed equipment the Supervisor or designate must:</b></p> <ol style="list-style-type: none"> <li>1. walk around the entire outdoor play space or playground to look for and identify hazards and defects as indicated in the annual playground inspection checklist</li> <li>2. remove any hazards or defects, where possible</li> <li>3. complete the annual inspection checklist, sign and date it; and</li> <li>4. develop a written plan to address any hazards and/or defects, including a timeline to address the issues identified during the inspection.</li> </ol> <p><b>3. Where hazards or defects cannot immediately be removed or repaired, the Supervisor or designate must:</b></p> <ol style="list-style-type: none"> <li>1. report the hazards or defects to the Supervisor or designate who will log and maintain the information in the repair log and take appropriate action to initiate any repairs.</li> <li>2. section off the area with the hazard/defect if it poses a hazard to children.</li> </ol>

### Additional Procedures

#### Weather Guidelines

The Salvation Army Child Care staff will reduce the amount of time children spend outdoors when the temperature is -18 to -24 degrees Celsius (with or without the wind chill). Children will not participate in outdoor play when the temperature is -25 degrees Celsius or below (with or without the wind chill).

When temperatures and UV rays are most intense the Salvation Army Child Care staff will limit the time spent outdoors (11 am-4 pm). In the event of a **Heat Alert**, the Salvation Army Child Care staff will limit the amount of time outdoors. Children will not participate in outdoor play during an **Extreme Heat Alert**.

During the warm weather months, staff will apply Sunscreen (SPF 50 or higher) to the children 20-30 minutes before going outside or as instructed by parents/guardians.

When children are not able to engage in outdoor physical activity, staff will implement active play within the classroom or gym if it is available.

#### Additional Outdoor Playground Safety Procedures

Staff, volunteers, and students are required to know and follow this policy and procedure. Staff, volunteers, and students will review this policy and procedure before commencing their first day of work when changes are made to the policy and procedure and annually.

#### Glossary

*Canadian Standards Association (CSA):* a non-profit, voluntary association engaged in standards development and certification activities. The current standard in Ontario for licensed Child Care Centre

playgrounds is CAN/CSA Z614-14 - Children's Play spaces and Equipment. This standard specifies design and maintenance criteria to reduce the risk of injury.

**Certified Playground Inspector:** An individual who holds a current certification with the [Canadian Playground Safety Institute](#).

**Fixed play structure:** a **structure** anchored to the ground that is designed for children to climb on (e.g., a climber).

**Licensee:** The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the Child Care Centre.

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

## Anaphylactic Policy

For the health, safety and well-being of every child in our care, The Salvation Army Child Care has implemented an anaphylactic policy to the requirements of the Child Care and Early Years Act. We will reduce the exposure to anaphylactic-causing agents by implementing the following measures:

### Strategies

#### Risk Reduction

- 1) Reduce the risk of exposure to any known foods according to a child's allergies which would cause a child to go into anaphylactic shock.
- 2) Reduce the risk of exposure to any known materials, medicines, chemicals, etc. which would cause a child to go into anaphylactic shock.
- 3) Reduce the risk by posting a list of children who have food allergies or other food restrictions in the following areas:
  - Cooking and serving areas
  - Play area or classroom
  - Any other area where children may be present (i.e., /playground)
- 4) Revise and date allergy charts as new children are enrolled.
- 5) PEANUTS and NUT PRODUCTS are not permitted on the premises due to the life-threatening reactions of some children.
- 6) Food handling training will be provided for staff purchasing and preparing food, including a review of food labels to identify allergies
- 7) No outside food is permitted except for special dietary needs (including infant formulas, breast milk and infant food) and bagged lunches for school-age children. Parents/guardians will provide written details of the special foods that will be provided for children/infants with special dietary needs. Parents/guardians will be informed that special dietary food and bagged lunches cannot contain life-threatening allergens and that lunches should be nutritious and follow Canada's Food Guide. The Salvation Army encourages families to provide lean protein, whole grains and lots of fruits and vegetables and discourages families from providing candy, pop, junk food, or food containing high levels of sugar or salt. When unhealthy foods are provided, they may be sent home. Parents/guardians will be required to label lunch bags and containers.

## Communication Plan

***Anaphylaxis is a serious, life-threatening allergic reaction. The most common anaphylactic reactions are to foods, insect stings, medications and latex.***

- 1) All staff will be verbally informed of a child's life-threatening allergy, including anaphylactic allergies which they will read and sign off on.
- 2) All students and volunteers will be informed through verbal communication of a child's life-threatening allergy, including anaphylactic allergies on the day of orientation.
- 3) Life-threatening allergens will be posted, and parents/guardians will be informed of life-threatening allergens at the time of registration and when/if new life-threatening allergens arise in the Centre.
- 4) Parents/guardians who provide bagged lunches will be informed of all life-threatening allergens at the time of registration and when/if new life-threatening allergens arise in the Centre. Peanut and nut products and other life-threatening allergen foods will not be permitted in the Centre.
- 5) Parents/guardians will be responsible for informing the Child Care Centre at the time of enrollment if their child has a life-threatening allergy or anaphylactic allergy on the child's application form. Parents/guardians will be responsible for informing the Child Care Centre in writing of any changes to allergies or medical conditions.
- 6) General information will be given to parents/guardians informing them of our allergy policy and their responsibility in our parent handbook.
- 7) The Supervisor, Assistant Supervisor or designated person will be responsible for ensuring that a sign stating we are attempting to reduce the risk of peanut and nut products in our Centre will be posted at all times.
- 8) When necessary, signs will be posted informing parents/guardians of other high-risk allergies.
- 9) The Supervisor, Assistant Supervisor or designated person will be responsible for posting and updating allergy charts in all eating areas and the kitchen.
- 10) The Supervisor, Assistant Supervisor or designated person will be responsible for checking the expiry date of all epinephrine auto-injector every month.
- 11) The Supervisor, Assistant Supervisor or designated person will be responsible for informing the cook of all allergies in the Centre

## Action Plan

- 1) At the time of enrollment if a life-threatening allergy, or anaphylactic allergy has been identified, the parent will complete the following forms which will contain all pertinent information:
  - Individual action plan
  - Medical authorization form
- 2) If a child enrolled at the Centre has a special medical condition, the Supervisor, Assistant Supervisor or designated person will develop a written action plan for the child to assist staff in dealing with possible medical emergencies. This plan will be renewed annually, or whenever new information is provided.

- 3) The individual action plan must be approved by the child's parent or primary caregiver and contain the following information
  - A description of the medical condition, including symptoms, triggers and any information that could be helpful in an emergency (ex. Severe allergy to bee stings causes anaphylactic shock, asthma is triggered by exercise, etc.)
  - The emergency plan to be followed (ex. Call the child's parents/guardians and/or doctor or administer medication) as agreed by the child's parents/guardians or primary caregiver.
  - Written authorization from the parent or primary caregiver for any medication to be administered in case of an emergency; (a Medication Authorization Form must be completed by the parent or primary caregiver.
  - Home addresses and home/work/mobile telephone numbers of the child's parent(s) or primary caregiver (s) or other authorized persons to be reached in case of an emergency.
  - Name and telephone number of the child's family doctor.

The individual action plan will be kept in the child's information binder, located in the classroom backpack and the child's main file in the office, as well as the Emergency Plans file (Centre specific).

### **Reporting Procedures**

In the event of an allergic reaction or another medical emergency the following procedures will be carried out:

- 1) Follow the steps outlined by the parent/guardian in the child's action plan
- 2) Staff involved in the situation will complete an Anaphylaxis/Medical Emergency Report form
- 3) Within 24 hours of becoming aware of a serious occurrence or when the operator deems the occurrence to be serious:
  - The **licensee** enters information about the occurrence into CCLS
  - In the event the licensee is unable to access CCLS within the required period the Licensee shall inform their assigned Program Advisor by telephone and follow up with an e-mail.
  - The Supervisor or designate will inform The Salvation Army Child Care Services Director
  - Salvation Army internal Incident Report will be completed and sent to the appropriate departments.
- 4) After an incident the individual action plan will be evaluated to determine if any steps outlined need to be revised

### **Training**

**Staff** will be responsible for the following:

- 1) Reading the child's individual action plan.
- 2) The Supervisor, Assistant Supervisor, or designated person and one of the child's classroom teachers will be trained by the parent on the use of the epinephrine auto-injector.
- 3) The Supervisor, Assistant Supervisor, designated person, or trained teacher will individually train every staff member on the use of the epinephrine auto-injector.
- 4) Every staff member will sign a record of training, after instruction on the use of the epinephrine auto-injector.

5) During standard first aid training, staff will review an epinephrine auto-injector.

***If a staff member is away due to illness or vacation the Supervisor, Assistant Supervisor or designated person will ensure that the replacement staff reviews and signs the individual plan and the emergency procedures for any child with anaphylaxis before beginning their shift.***

**Student Teachers & Volunteers** will be responsible for the following:

- 1) Reading the child's individual action plan.
- 2) The Supervisor, Assistant Supervisor or designated person will individually train every student teacher and volunteer on the use of the epi-pen.
- 3) Every student teacher and a volunteer will sign a record of training, after instruction on the use of the epinephrine auto-injector.

### **Securing Used Epi-Pen**

- 1) The used epi-pen will be placed in a hard plastic container with a lid, which will be kept in the classroom backpack until the parent or paramedic arrives
- 2) Upon arrival the used epi-pen will be given to the parent or paramedic

All staff members, student teachers and volunteers will read, review, and understand the Anaphylaxis policy before beginning work and annually thereafter. The staff member, student teacher, volunteer and the Child Care Supervisor, Assistant Supervisor or designated person will sign a written record of the review.

### **Acute or Chronic Medical Conditions**

For the health, safety, and well-being of every child in our care, The Salvation Army Child Care Services will develop an Individualized Plan for a child with acute or chronic medical needs such as Asthma, Diabetes, Seizures, etc.

Parents/guardians will be responsible for informing the Supervisor or Designate at the time of enrollment if the child has an acute or chronic medical condition. This information is required on the child's registration form.

An individualized plan will be developed in consultation with the parent/guardian of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation.

Parents/guardians will be responsible for informing the Child Care Centre in writing if their child develops an acute or chronic medical condition and requires medication, if there are any changes to your child's individual plan (i.e./new symptoms of a reaction) or if your child has outgrown an acute or chronic medical condition and no longer requires an Individualized Plan.

## Withdrawal of Care Policy

### POLICY STATEMENT

The mission of The Salvation Army Child Care Services is to provide a safe, loving, nurturing environment where a child can grow spiritually, intellectually, emotionally, and physically. We believe in treating families and staff with respect and dignity. In the event of a conflict concerning a child's needs, our goal is to collaborate with families and community partners to find solutions that best meet the needs of the child and family.

For our Centre to provide and maintain a high-quality Child Care program, it will occasionally be necessary to withdraw care from a family. As safety is our number one priority, if a child or parent/guardian's behavior poses a risk to the safety and dignity of children in the program or staff, withdrawal from the program may be justified.

This policy outlines when withdrawal of care may be necessary and sets forth procedures that must be followed when the Child Care Centre initiates withdrawal of care.

### WITHDRAWAL OF CARE PROCEDURES

There are three situations where Salvation Army Child Care Centres can initiate Withdrawal of Care:

1. If parents or guardians do not adhere to the policies, procedures, or guidelines found in the Code of Conduct. (SEE Procedure #1)
2. If our program cannot meet the needs of the child or children. (SEE Procedure #2)
3. In cases where a parent/guardian or child poses an imminent risk to themselves, other children, or staff members, the Child Care Centre may immediately withdraw care.

#### **Procedure #1: Parents/Guardians Do Not Adhere to the Policies or Procedures**

If a parent or guardian fails to follow The Salvation Army Child Care Services' policies and procedures, the following actions will be taken:

1. **A verbal warning** will be issued by the Supervisor/Designate. The Supervisor/Designate will meet with the parent(s) or guardian(s) to discuss the incident, and to review the relevant policies and procedures. The parent(s) or guardian(s) will also be given strategies to help them comply with policies and procedures in the future. After this, a meeting documentation summary will be signed by the parent/guardian and the supervisor/designate, and the summary will be placed into the child's file.
2. If the conduct continues after a verbal warning, **a written warning** will be issued. This warning will specify the policy or procedure that has been broken and will set forth a timeline for the parent(s)/guardian(s) to comply with that policy or procedure. A copy of the warning letter will be given to the parent(s) or guardian(s), and the original will be kept in the child's file.
3. If the conduct continues after a verbal and written warning, the Child Care Centre will give the parent(s) or guardian(s) a **two-week written notice of withdrawal**. This notice will explain that the withdrawal is based on their non-compliance with policies and procedures. The notice will also state that The Salvation Army will help in finding alternate Child Care options, at the parent(s) or guardian(s)'s request.

**Examples of when this procedure may be used:**

- If a parent consistently fails to pick up their child(ren) at the designated time.
- If a parent is rude or disrespectful to staff, or children in the program.
- Non-payment of fees.
- The above examples are simply examples; withdrawal of service may be initiated for any breach of the Child Care Centre's policies or procedures.

**Procedure #2: The Program Cannot Meet the Needs of the Child or Children**

While the Child Care Centre will take every effort possible to meet the needs of each child in the program, there may be situations where we cannot meet those needs. In such a scenario, the following procedure applies:

1. Staff will speak to the parent(s)/guardian(s) regarding the behavior or situations of concern.
2. If the concerns are not remedied, they will be escalated to the Child Care Supervisor/Designate. If needed, the Supervisor/Designate will request support and direction about the concerns.
3. The Supervisor/Designate will observe the child, and if necessary, they may request classroom observations or consultation from outside community agencies such as Peel Inclusion Resource Services (PIRS) or Every Child Belongs (City of Toronto).
4. The Supervisor/Designate will collaborate with program staff and parent(s)/guardian(s) to develop strategies and set clear goals for the child. Additional staff may be placed in the program to offer support.
5. The program staff and the Supervisor/Designate will continue to meet with the parent(s)/guardian(s) to work towards the goals that were previously agreed upon. Outside community supports might be suggested to the parent(s).
6. If the behavior continues, the Supervisor will arrange a meeting with the parents/guardians and the Director of Child Care Services to discuss the child(ren)'s future with the Child Care Centre. If deemed necessary, a child may be temporarily withdrawn from the program.
7. If behaviors continue after the above steps have been followed, the Child Care Centre will give the family two weeks' notice that care will be withdrawn. If a child is withdrawn from the program according to this procedure, Children's Services for the Municipality or Region will be notified. All meetings will be documented and stored in the child's file.

**Examples of when this procedure would be used:**

- A child's behavior poses a risk to their own safety, the safety of other children, or the safety of staff.
- A child repeatedly breaks program rules.
- A child bullies other children or staff.
- A child refuses to participate in the program.
- These are just examples; this procedure may be used anytime the program cannot meet the needs of the child.

**Immediate Withdrawal**

If a child or parent/guardian's behavior poses an imminent risk to themselves, other children, or staff members, the Child Care Centre reserves the right to immediately withdraw care. For clarity, this includes

when a parent is violent, or threatens violence against staff members, children in the program, or other parents in the program.

## **POLICY REVIEW**

All staff, volunteers and students will read, review, understand and abide by the Withdrawal of Care Policy prior to beginning work and annually thereafter. The staff member and the Supervisor/Designate will sign a written record of the review.

### [Fire Drill](#)

Fire drills are conducted and recorded monthly at our Centre. Each room has a fire drill procedure and floor plan posted along with each staff member's specific duties. Should you arrive at the center during a fire drill, please do not enter the building until the fire drill is complete.

### [Evacuation Sites](#)

In the event of an emergency and it becomes necessary to evacuate we will evacuate to our evacuation site.

Evacuation sites by locations:

#### **Mississauga Temple Child Care**

Mini Skool  
3153 Cawthra Road, Mississauga  
905-276-3933

#### **Noah's Ark Child Care**

Terry Miller Recreation Centre  
1295 Williams Parkway, Brampton  
905-791-8211

**Erin Mill Child Care**

Erin Mills United Church  
3010 The Collegeway, Mississauga  
(905) 820-9466 ex23

**Alternate shelter for Erin Mills Child Care**

Salvation Army Van parked at West Side of  
the Salvation Army Parking Lot  
2460 The Collegeway Drive  
Mississauga, ON

**Scarborough Citadel Child Care**

Wexford Community Child Care  
George Peck Public School  
1 Wayne Ave  
416-759-1965

**Agincourt Temple Child Care**

Brookmill Public School  
25 Brookmill Road, Toronto  
(416) 393-6090

Parents/guardians will be notified as soon as possible with pertinent information.

## Important Information

### Duty to Report

#### **Duty to Report**

CFSA s.72 (1) Professionals working with children must report any suspicion of child abuse, promptly. It includes physical, sexual, and emotional abuse, neglect, and risk of harm. If a staff/student/volunteer has reasonable grounds to suspect that a child is or may need protection, the person must promptly report the suspicion and the information upon which it is based to the Children's Aid Society (CAS).

#### **Child Abuse**

The Salvation Army Child Care Services is committed to providing a safe, loving, and nurturing environment for the children in our care. Therefore, should we suspect that a child is or may need protection the suspicion will be reported to the Children's Aid Society?

#### **Classification of Abuse:**

Physical  
Emotional  
Sexual  
Neglect  
Abandonment

### Head Lice

Our center has a lice policy to limit an outbreak.

Head Lice are a nuisance, but not a health hazard. Anyone can get head lice; it is not a result of a lack of cleanliness. Child Care/School children get them more often because they are in close

head-to-head contact with other children. Children will be sent home and may return to the center after being treated.

Due to our “No Nit” policy, every child will be checked to prevent outbreaks.

### Sunscreen

Children who arrive at the Centre after 9 am must arrive with sunscreen applied. Sunscreen will be reapplied in the afternoon by Educators.

The following criteria are required:

- Sunscreen must be in its original bottle and must be marked with your child’s name, name of sunscreen and date of expiry
- Sunscreen authorization form has been completed and signed

### Parking Lot Safety

#### **Parking**

There is ample parking at the Child Care Centre. Parking is **not permitted** in designated **fire** route zones.

#### **Idling**

For the health and safety of all our families please ensure your vehicle is turned off when dropping off and picking up your child from the Centre.

#### **Speed Limit**

For the safety of all our families please ensure you come to a **complete stop** at all stop signs and do not drive above **10km/h**.

#### **Handicap Parking**

Please ensure that you are respecting the spaces designated for Handicapped Parking. These spaces should only be used by vehicles displaying a Handicap permit.

#### **Child Safety**

For the safety and well-being of your child please ensure they walk beside you when arriving and leaving the Centre. Children should never be left unattended in the vehicle while dropping off and picking up your child from the Centre.

### Security Doors

Our Centres are equipped with security doors, which have been installed for the safety of children and staff. **Please do not hold the door open for anyone you do not know. If they are meant to be beyond the security door, a teacher will let them in. This is for the safety of your child.**

### Non-smoking/Vaping Policy

The Smoke-Free Ontario Act prohibits smoking/vaping at the Child Care Centre and on the property by all individuals, whether children are in attendance or not.

Smoking/vaping in personal vehicles on the Child Care property is also not allowed.

The fine is \$1,000.00 to \$1,500.00 for individuals and the Centre.

### Illness Protocols

To manage the risk of spreading illness within the Child Care Centre, Public Health has provided direction on health and safety measures that take place within the Child Care setting including, daily screening, PPE, cleaning/sanitation protocols, frequent hand washing and how to manage ill individuals. The Salvation Army Child Care policies are available, (upon request) for all parents/guardians/guardians.

**Please do not send your child to Child Care if your child does not pass the screening or if your child has any new or worsening symptoms of illness** (fever, chills, cough, shortness of breath, decrease/loss of taste or smell, runny/stuffy nose, sore throat, headache, extreme tiredness, muscle aches/joint pain, nausea, vomiting, diarrhea, ear pain, rash, pink eye, decreased appetite, abdominal pain). Please contact the Child Care Centre and we will determine the amount of time your child needs to remain home.

### **Pick up procedure for ill or symptomatic children in care**

As all children will be monitored throughout the day for emerging signs or symptoms of illness, if your child displays symptoms of illness, your child will be isolated (supervised) and you or your emergency contact will be required to **pick your child**. Parents/guardians must provide an emergency contact that can pick up their child in the event the parent/guardian is not available. Parents/guardians or the child's emergency contacts are expected to **pick up the child within an hour of being notified**.

**\*\*\* All parents/guardians must review and sign a copy of our 'Parent/Guardian Illness Protocol Agreement'. \*\*\***

### THANK YOU....

For allowing us to take care of your most precious possession. If you have any questions regarding this Parent Handbook please contact the Centre Supervisor, Assistant Supervisor or Designate.