



Dublin Heights
COMMUNITY CHILD CARE

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About Us

Welcome to Dublin Heights Community Child Care Inc. We hope you and your children find our Child Care a home away from home, where your children will feel safe, secure and respected. Our Board of Directors and staff strive to provide an environment that is responsive to families and the community.

This Parent Handbook will acquaint you with the operation of the Child Care. It will outline the relationship between families and the organization.

Thank you for choosing Dublin Heights Community Child Care, where your children will grow and develop in our diverse and inclusive environment.

Mission Statement

We will enrich our community by Our creating a safe, nurturing and stimulating environment in which each child can develop mentally, physically, emotionally and socially. Our directors and staff will work with families and our school partner to recognize each child's needs and capabilities. Our children will build self-esteem and independence, respect for others and a life-long love of learning.

Board of Directors

Dublin Heights Community Child Care is a not-for-profit organization with a purchase of service agreement with the City of Toronto. Our Centre is enrolled in the Canada-Wide Early Learning and Child Care (CWELCC) funding for families with children 6 years and under. Our Centre is licensed by the Ministry of Education and we work in partnership with the Toronto District School Board.

Our Board of Directors is comprised of up to 9 members and is responsible for overseeing the integrity of the Child Care by developing policies and maintaining sound financial practices. Board members are parents with children in the Centre or are members of the community who meet once a month for decision-making purposes.



Staff and Teachers

Our staff members and teachers reflect the rich cultural diversity of the neighborhood and are well equipped for their mission through academic training and hands-on experience.

Our Centre's classrooms are supervised by Registered Early Childhood Educators professionals, with help from Assistant Teachers enrolled in an Early Childhood Education program. The staff/ child ratio are as follows: 1:5 Toddler group, 1:8 Preschool group: 1:13 ratio Kindergarten group, 1:15 Primary School Age group, and 1:20 Junior School Age group.

Each staff member, including students teachers, has undergone rigorous background screening which includes; Criminal Reference Checks/Vulnerable Sector Screening, Immunization and First Aid/CPR training.

The Child Care Centre provides an annual educational/training fund for all teachers and staff members to further participate in additional training and workshops, based on interest and need.

Programs Offered

Our programs operate twelve months a year, with the exception of statutory holidays and four designated professional development days. We offer the following programs;

| | |
|---------------------|--------------------------------|
| Toddler | 18 Months to 2.5 Years Old |
| Preschool | 2.5 Years Old to 3.8 Years Old |
| Kindergarten | 3.8 Years Old to 5 Years Old |
| School-age | 6 Years Old to 12 Years Old |

The Toddler and Preschool programs are full-time programs and available year-round.



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The Kindergarten and School Aged before and after care programs are available from September through June. During school holidays the Child Care offers full day programs for Kindergarten and School Aged children at an additional cost.

We strive to offer our children additional programs such as music, dance, yoga, art activities and literacy options. These programs are available each term to various age groups.

Enrolling Your Child

If your child is accepted for admission to the Centre, you will be asked to complete and submit a Registration Package, accompanied by a non-refundable registration fee (\$50.00/child) for children over 6 years old. A start date will be chosen, but before your child's first day at the Centre, you must provide the following:

- Medical form, including the child's immunization record; Medical Emergency Consent Form;
- Parent Information Form;
- Family History Form;
- Authorized Pick-up Form
- Photo Consent, Sunscreen application, Community Walk, Hand Sanitizer Forms
- Information on Allergy/Anaphylaxis needs
- Signed Parent Contract, and,
- Non-refundable admission advance of \$250.00/child that will be credited to your first month's fee.

If you are enrolling more than one child, a separate Registration package is required for each child. This binds Dublin Heights Community Child Care Inc. to provide program services to you and your child. It binds you to abide by our policies and cooperate with our procedures. This provides both parties with the certainty we need to give your child the best possible opportunity to thrive. The Parent Contract will remain in effect as long as your child is enrolled at the Centre.



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Our Family Record File for any child admitted to the Centre must include the names, addresses, employment location, and 24- hour telephone contact numbers for all of the people authorized to have access to or give instructions about the child. This record **MUST** be kept up to date. Please let us know within 24 hours if your information changes.

We also need full information about custody of your child, especially if it is subject to an Order of the Family Court. A stamped copy of the Order must be included with the child's registration forms. This protects everyone's rights. Although our staff will comply with all legal obligations, they cannot deny access to a non-custodial parent without a Court Order on file. Any information given to the staff will remain in the strictest confidence at all times.

Waitlist

The Centre has a limited number of spaces available and we strongly advise parents to apply for admission well in advance of need. Your child's name will be placed on a waiting list for the appropriate age group. Priority will be given to:

- Siblings of children enrolled at the Centre
- Children who attend (or are registered to attend) Dublin Heights Elementary and Middle School.

Available spaces in older age groups will be given first to children moving up. If the number of Kindergarten children moving up to the School-age program is greater than the number of available spaces, some older children (11-12 years old) may be asked to withdraw from the Centre. Under normal circumstances, we will let you know in June whether we will have a space for your School-aged child in September. In any case, families who need to make alternative arrangements for a school-aged child will be given at least one month's notice.

Our full Waitlist policy will be available in the appendix of this document.



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Graduating Between Rooms

Children move up chronologically when space becomes available in the next room. The need to maintain proper teacher/child ratio means it is not always possible to move children up when the child reaches the age limit. If spaces are not available, the Centre may need to withdraw the child. Parents will be given at least one month notice for families to find alternative care. Before your child moves into the next grouping, his/her teacher will inform the parents at least 2 weeks in advance. The teacher will also inform the parent when the gradual admission process into the next group will begin. Annual Parent/Teacher interviews for all age groups can be requested.

Older Children:

We recognize that children in Grade 6 may have different interests than their peers in a lower grade. We try to provide older children enough space to socialize, build meaningful relationships with one another and gain problem solving skills. Older children are encouraged to respect and deal fairly, gently, and compassionately with each other regardless of differences.

Occasionally, older children (especially those in Grade 5 or 6) outgrow their need or desire to be in childcare regardless of how much fun and security they may gain from the experience. This is due to the fact that they are on the threshold of a new developmental stage where independence is paramount and because most of their peers in the neighbourhood do not attend childcare. When this occurs, it is best to have parents meet with the Program Supervisor and staff to decide what is best for the older child and his or her family.

School Drop Off and Pick Up

As of January 1, 2024 all licensed child care must have a Safe Arrival and Dismissal policy.

We request all parents to drop off their children in their respective rooms no later than 9:30 AM. If your child/ren will be late, call the Centre at 416-638-0612



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x 0 by 9:00am. If your child(ren) will be absent from the program, please call or email (info@dhccc.ca) the Centre by 9:00 AM.

Parents of Toddler and Preschool children will drop and pick up their children in the main childcare in Dublin Heights Elementary and Middle School located at door 4. When you arrive at the Centre, allow yourself enough time to:

- Bring your child into the building
- Remove outdoor clothing if necessary, and place it in the child's cubby; and,
- Make sure your child is received by a teacher. Do not leave your child in the cubby area or in the classroom without acknowledging a teacher or staff member.

Parents of Kindergarten and School-aged children registered in the before-school portion of the day must escort their children into the school using door 4, then continue to escort their children into their morning childcare classroom. The safe arrival of your child/ren is a top priority, therefore you must make contact with your child's program staff at drop off. The before program will run until the school bell rings, and the before care staff will transition your child/ren for school.

Operating Hours and Holidays

Dublin Heights Community Child Care Inc. operates Monday to Friday year-round. The Centre hours are from 7:30am to 6:00pm. We are closed on the statutory holidays listed below. The Centre may also be closed on other days in order to meet Toronto District School Board requirements or in unforeseen circumstances. In addition, the Child Care will be closed additional (4) days throughout the year to accommodate teacher Professional Development, parent will be advised in advance of these additional days.



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Centre Closures

Statutory Holidays:

- New Years Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

*Fees will still be charged during Statutory holidays.

The Centre will also be closed the following dates for staff Professional Development:

- Last Friday that falls at the end of the winter/holiday break
- Last Friday of the school year (i.e.: June)
- Last Two (2) working days of the summer program

The Centre may close at 1:00 p.m. on Christmas Eve.

Our operations are guided in part by the City of Toronto Children's Services and The Board of Directors.

Program Statement

Dublin Heights Community Child Care Inc. strives to provide quality care and programming that adheres with the Ministry of Education's policies and pedagogical standards. Some of the Ministry documents that our staff reference to include the following:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Think, Feel, Act: Lessons from Research About Young Children
- Ontario Early Years Framework
- Ontario Early Learning Framework
- Early Learning for Every Child Today



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At DHCCC, we believe each child is unique, capable of complex thinking with his or her own interest, abilities and dispositions, and deserves to feel accepted, supported, and respected.

Children are competent, capable, curious and rich in potential. DHCCC recognizes that each child has the potential to bring out his or her own abilities to the program. They are encouraged to explore and discover new things, as well as develop and enhance their own creativity.

We provide a safe and supportive environment for the children to explore their curiosity, which allows the children to grow and develop in a way that maximizes their potential.

Our Centre fosters independence and self-reliance by providing free choice of play materials. The set-up of our environment meets the needs of the individual child to become independent and self-reliant.

The children are encouraged to be independent through routines such as hand washing, eating, dressing, toileting, and tidying up their play materials. At meal times, children are given the opportunity to serve themselves. During this time, children are encouraged to have conversations between peers and educators which fosters positive relationships.

Each child's developmental stage is individualized and is a complex interplay between developmental factors such as their life experiences, community, and unique family dynamics. We aim to integrate all areas of development into our programs.

Our goals for children, which are consistent with the pedagogy outlined by the Ministry of Education, include the following:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world
- Every child is developing a sense of self, health, and well-being
- Every child is an active and engaged learner who explores the world with body, mind, and senses
- Every child is a capable communicator who expresses himself or herself in many ways.



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Children's interests are valuable to their learning and offer a rich variety of experiences. The type of activities we offer daily include:

- Construction and design with various materials
- Physical and active play, such as scheduled daily outdoor time
- Drama, music, dance, and visual arts
- Science and nature exploration
- Language and literacy
- Rest time for children who require it, based on their developmental needs, and quiet spaces in each room
- Opportunities for school-age children to work on their homework

Our program is designed to:

- Offer opportunities to create authentic lasting relationships with others
- Foster the children's exploration, play, and inquiry
- Encourage children to interact and communicate positively and support their ability to self-regulation
- Provide child-initiated and adult-supported experiences

Health, Safety, Nutrition, and Well-Being of Children

At DHCCC, we are committed to the safety of all children, families, and educators in our Centre. We have policies and procedures in place to support the well-being of all children and educators.

Health and Safety

As a licenced child care, DHCCC strives to exceed all health and safety requirements outlined by the Ministry of Education. We achieve this by performing daily health and safety checks of all the indoor and outdoor play spaces, ensuring spaces are in good repair and clean. We have access to various developmentally appropriate outdoor play spaces for scheduled outdoor time, which allows for the children to engage in physical play and exercise. We have a scheduled nap time in our Toddler and Preschool program, where children are able to rest. Staff document when children fall asleep and wake up to ensure they are getting a developmentally



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appropriate amount of rest. Children that choose not to sleep are able to engage in quiet activities.

Children are only released to authorized adults listed on the child's emergency card. If a parent or guardian is unable to pick up their child, they are required to contact the Centre with the name of an alternative individual coming to pick up. The individual must bring up-to-date photo identification which must match the name provided by the parent or guardian. If they do not have up-to-date photo identification upon arrival then we will not release the child and will contact the parent or guardian.

Nutrition

Our culturally diverse menus follow the recommended serving sizes outlined in the Canada Food Guide. We accommodate dietary restrictions, allergies, and religious requirements at our Centre. Parents and guardians in our Toddler and Preschool programs are able to view our menu on the HiMama app. Children enrolled in our Kindergarten and School-age programs are provided with an afternoon snack.

Relationships Among Children, Families, Staff, and Community Partners

We at DHCCC foster collaborative and cooperative relationships with all our partners.

DHCCC is committed in promoting a sense of belonging for children and their families in our Centre by creating and encouraging positive interactions and collaborations with our families.

Every child is given the opportunity to develop social skills, personal responsibility, and how to problem solve in a diverse and inclusive way. DHCCC strives to collaboratively work with all our community partners in reaching our mutual goal of providing the highest quality child care service possible.

Positive Self-Expression, Communication, and Self-Regulation

We at DHCCC provide an inclusive program that gives the children a sense of belonging. We encourage children's communication, self-expression, and



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self-regulation through active play-based learning experiences in a supportive environment.

We encourage children to freely express themselves in our programs, and to introduce their own culture into the program. We celebrate diversity and welcome children of all abilities at our Centre. Access to third-party resource consultants is available for children that require additional supports for optimal development and success.

Ways in which we create an inclusive environment in our programs is by:

- Incorporating strategies to foster an inclusive learning environment in which every child can participate.
- Recognizing each child as having equal rights to participate in all aspects of the program, such as activities, trips, and events.
- Recognizing and respecting the unique qualities of each child and their family.

Our programs focus on active play-based learning as children learn best through play. When children are manipulating objects, acting out roles, or experimenting with different materials, they are actively learning. Everything is planned following the child's lead and interest which provides play experiences that interest the child.

Parent Communication and Engagement

Respect, empathy, trust, and honesty are core values in all our interactions with families. DHCCC encourages and practices open communication with families as sharing knowledge is integral to the success of the children. We use the HiMama application in our Toddler and Preschool programs, providing families with daily updates regarding their child's day, and also allows for correspondence between staff and families. In addition to daily interactions with program staff, we offer many opportunities for parent feedback and involvement, such as surveys, newsletters, parent interviews, parent communication boards, our Centre website and social media page. We believe working in partnership with families encourages the bond between home and school to promote the success of each child's experiences. We use parent input to improve our programs and services. The partnership with the families supports our programs in many ways:



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- Building a powerful relationship by understanding family structures, language, values, and their culture
- Helps meet the child's needs as families know their child best and are the first and most influential on learning and development

Supporting Staff in Continuous Professional Learning

At DHCCC, we hire educators that are professional, knowledgeable, and experienced working with children. Our non-discriminatory hiring practices provide individuals of all backgrounds the opportunity of employment. We believe that all staff are entitled to be respected, supported, and treated fairly.

At DHCCC, our educators are encouraged to participate in ongoing professional learning. Provision of regular training sessions and workshop opportunities are provided throughout the year by the Centre. Our educators support the unique qualities of each child, engages the children to encourage exploration of their environment, provoke their curiosity, and guide positive interactions. Our educators also engage in a positive approach to support children's emotions, allowing children to work through their feelings in a safe and supportive setting. Our educators regularly reflect on their practice as they engage in new learning experiences, both individually and with colleagues, and participate in regular team/Centre meetings to share ideas, suggestions, and learning opportunities.

Documenting and Reviewing the Impact of Our Program Statement

We at DHCCC strongly believes that pedagogical documentation is a way for our educators to extend their understanding of each child and their interests. Our educators record observations of children's interests and uses this information in future planning. Making observations helps our educators find meaning in what children do and experience. The purpose of this documentation is also:

- To reflect on the child's experiences and what they have been learning
- To monitor a child's development
- To give our educators the opportunity to participate in ongoing professional learning



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- To keep ongoing communication with families about children's experiences and growth
- To enhance learning opportunities which will encourage children's curiosity of learning.

Dublin Heights Community Child Care Inc.'s Program Statement is reviewed and signed off annually by the Board of Directors, staff, volunteers and parents to ensure that it aligns with the Ministry's policy statement.

Parents and the Centre

Family Involvement and Volunteering

Through daily communication and monthly newsletters, we hope to build a relationship with families that extend beyond 'Hello' and 'Good-bye'. We view parents as partners in the growth, development and success of their child's daily experiences. Other opportunities available to parents are:

Membership on the Board of Directors

Visiting a classroom to share stories, special talents, interests and customs

Field Trips

Helping to organize for a special event such as school barbecue
Be a community/Centre buddy for a new family

Contribute 'beautiful junk' to the classrooms: empty yogurt containers, buttons, paper towel rolls, sponges, old towels, plastic bags for dirty diapers, old greeting cards, empty pop bottles, and such.

Help with gardening/planting or clean up initiatives.

This is your child's environment; if you have some thoughts and ideas to make it a better place, please do share by emailing your ideas to info@dhccc.ca.

Parents who wish to volunteer outside of the classroom (Trips) are advised that during the outing they are ONLY responsible for their child. To interact with any other children, you must submit a vulnerable sector screening and an up-to-date immunization including COVID vaccination.



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Non-custodial parents or other family members with Court-ordered visitations rights may only exercise these rights with the written permission from the authorized parent/guardian at the Centre. Neither the Centre nor any other premises used by the Centre is an authorized site for such visits, and Dublin Heights staff and teachers are not authorized to supervise Court-ordered visitation. We take this very seriously. If at any time we have cause to believe that a violation has occurred, we may ask that the family withdraw from the Centre and we may also inform the Family Court of a probable breach of the custody order.

No volunteer or student teacher will be left unattended with a child.

Parent Separation and Custody Agreements

Regarding Custody Orders, the parent with custody must present a copy of the Order to the Program Supervisor. The copy will remain in your child's file and teachers will be advised of the custody agreement. The childcare will adhere to components in the agreement /court order they have received. Please supply an amended agreement if your situation changes. If your court order is breached in any way, that is, if the non-custodial parent tries to remove the child from the Centre, the child will be taken to the Supervisor's office where the police and the custodial parent will be contacted.

In the case where there is no custody agreement or court order denying the 'other' parent access, the teachers and staff cannot be held responsible if the 'other' parents exercise the rights of a parent and removes the child from the Centre.

Separation and Your Child

It is quite common for a child to experience some difficulties separating from their parent or caregiver during the transitional period. In order to assist your child with this new experience we advise parents to be available for their child for the first few days of care. Toddlers and Preschoolers typically need more reassurance than a Kindergarten or School aged child.

Our teachers are well trained and will read your child's cues and engage with



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them accordingly. You will be asked to leave for a short period and to return to experience one more transition. This is called a gradual admission and can take up to one week. Each day you will spend less and less time with your child, and time away will increase, allowing your child and the teachers to build a trusting relationship.

For a Kindergarten or School aged child, we suggest you increase the time for pick up each day. On the first day, pick up your child about 45 mins after school has finished. Each day adding 15 or 20 minutes more to your pick-up time. This will ease your child's mind and reassure them that you will return before long. Your Kindergarten and School aged child spends up to 75% of their day in school. Although the childcare environment is in the school building, it may take them a few days to realize the difference in expectation, care, guidance and attention they will receive in the childcare setting.

Family Support

The Dublin Heights staff is well equipped to deal with the occasional misbehaviour, conflicts and outbursts that are part of normal child development, but we are not psychotherapists, social workers, or family counsellors. We do maintain a directory of specialized support services, including books, videos and other media, community groups, government agencies and a roster of pre-screened professionals. From time to time we may recommend these services to parents. We will always give whatever help we can to families who want to take advantage of these additional resources.

We are proud to accept children with varying abilities and to provide them with care and support in an integrated setting. Our Program Supervisor and a Special Needs Consultant will work with the family of a child who has physical, psychological, or developmental challenges to determine the child's requirements for infrastructure, extra services, and staff support. Together we will set up and implement an appropriate program for the child. Our special needs consultants are primarily from the not-for-profit organization called Lumenus.

If, for reasons beyond our control, the child is unable to cope in our program, our program supervisor and consultant will work with the family to find a



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solution. Whether this involves providing additional resources at the Centre or arranging an alternative care environment, we will continue to support the family until the child's needs are met.

Our Program

Philosophy

We recognize that each child is an individual with a unique pattern of interests, capabilities, and aspirations. These qualities must be nurtured in a healthy and safe environment in which the child can develop physically, socially, emotionally, and intellectually. Each child can build independence, self-esteem, and self-regulation in our warm and caring environment.

We strive to create a supportive family atmosphere in which the program is an extension of the home, community, and school. Our program is designed to:

- Provide a welcoming and stimulating environment
- Encourage the development of a positive self-concept within each child and a positive concept of family and community
- Provide opportunities for the children to develop self-expression and language enrichment
- Create experiences that promote children's knowledge and understanding of their environment and the world around them
- Provide a safe environment for all children at all times
- Ensure co-ordination between child care and school programs
- Encourage family involvement and co-operation
- Provide opportunities for the children to learn and play together and to share with others

Rest and Nap Time

Our Toddlers and Preschoolers have scheduled nap and rest periods for up to two hours a day. Each child has their own cots and each day their cot is made available to them. Often children will naturally locate their cot and rest quietly



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until they fall asleep. Teachers are in the classroom to ensure your child feel safe and secure and to offer them a gentle back rub, or song during this tender moment. At no time will your child be denied the opportunity to rest/sleep.

The Kindergarten and School-age children will have the opportunity to participate in downtime just after lunch on non-instructional days. However, they are not expected to nap nor will they be asked or forced to rest. If a Kindergarten or School aged child show signs of restlessness and teachers feel downtime will be to the child's advantage, your child will be given a quiet area to read or play with a quiet toy for a few moment

During instructional days, teachers provide the Kindergarten and School age children with an opportunity to engage in quiet time upon entering the afterschool classroom.

This may involve story time or review of their school day, soft music and dim lights with deep breathing or an opportunity to converse quietly with peers.

Teachers have found this 10 to 15-minute strategy prepares the children for the afternoon ahead and gives them an opportunity to begin the process of self-regulation by acknowledging a change in environment, need and support. After quiet time, an open snack will be available.

Outdoor Activities

Children who spend more than six hours a day in a childcare setting must engage in at least two hours of outdoor activities. The Toddler and Preschool children will have the opportunity to participate in daily outdoor activities, weather permitting. If your child is ill and not able to attend in outdoor activities, chances are your child is too ill to be in the Child Care and therefore cannot engage in other activities.

All the teachers plan daily activities for the children that promote fine and gross motor skills and turn taking that challenges them to follow directions.



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Children who spend less than six hours a day in a childcare setting are expected to engage in outdoor activities for minimum ½ hour. The Kindergarten and School age teachers will provide opportunities for the children to interact in planned outdoor activities, particularly during warmer weather. While outdoors, the children will have access to a variety of outdoor equipment and activities.

Off-Site Permission and Field Trips

From time to time, we organize opportunities for the children to visit places or attend events that let them experience first-hand the things they have discussed in the classroom.

Parents will be notified well in advance of any excursions, including community walks and field trips. A permission form will be available to parents outlining the location, date, arrival/departure time, mode of transportation, attire and reason for the trip. If the Child Care does not receive permission for your child to attend, it will be your responsibility to find alternative care and/or to drop your child off at the Centre when their group returns to their program

Extracurricular Activities

From time to time, Dublin Heights E & M school or third-party vendors will offer activities or classes for children before or after school hours which parents would like their children to participate in. DHCCC welcome families to enroll children in them. We do require parents to inform the child care via email of enrollment prior to the start of the program. We also require parents to sign off on an extra-curricular release form as we will not be placed accountable for the children during that time.

Special Celebrations

Our neighbourhood is rich in diversity, and we embrace this by celebrating a wide range of national and religious/cultural holidays. Children are encouraged to value their own heritage, and to learn about and respect the heritage of others. Parents and caregivers are invited to celebrate special



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occasions with each classroom or enrich our special event by adding costumes, decorations, songs, folktales or helping hands.

Child Guidance

What is Expected of the Children

We expect all children to follow the basic rules of their classrooms and to treat one another with respect and courtesy. The classroom rules will be discussed with your child's group and reviewed throughout the year. A Code of Conduct has been developed for School aged children. Each family will receive the code of conduct to review with their children. Should you have any questions about the Code of Conduct, please speak with the Child Care Supervisor.

Our Approach to Conflict Resolution and Child Guidance

When dealing with a conflict our staff members will address each situation individually. Children will be encouraged to talk about the situation and identify how they feel about the conflict. Staff member will ask the children open-ended questions to further understand the situation. The children will be encouraged to resolve conflicts with one another with staff acting as a mediator. If the children are unable to resolve the conflict, our staff will identify the problem with the children involved and come to a resolution on the children's behalf. Staff members may choose to do one of the following:

- Turn taking,
- Redirect the children
- Remove the item and re-introduce it at a later date.

If the conflict continues to persist, the staff member will inform the parent of the conflict to engage parents in the resolution process.



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Biting Policy

Biting incidents at Child Care can be a very emotional issue for the children and their parents. When they occur, Child Care staff should report these incidents to Toronto Public Health, as there is a small risk of transmitting blood-borne diseases such as Hepatitis B, as well as skin infections.

Parents will be notified of any such incidents involving their child and will be asked to review and sign an accident report. The parents of the child who did the biting will also be notified and asked to review and sign an incident report. These reports will be copied and given to each parent and the original will be placed in each child's file.

Child Guidance Policy and Staff

Staff members recognize and praise desirable behaviour, and as part of the learning process they also apply appropriate and logical consequences for undesirable behaviour.

However, Ontario's Child Care and Early Years Act forbid any of the following under any circumstances:

- Corporal punishment of a child;
- deliberate harsh, degrading, or humiliating measures that would undermine the self-respect of a child;
- depriving a child of basic needs including food, clothing, shelter, or bedding; or
- locking or confining a child in a room separate from other children or adults.

On rare occasions, physical restraints (full confinement of a child's arms, legs, and head) may be needed to defuse or prevent a violent or dangerous situation. When this happens, we will notify the child's parents and our Board. A Serious Occurrence Report must be filed with the Ontario Ministry of Education. If there is more than one occurrence with the same child, we will have to decide if the Centre is able to meet the needs of this child without risk or detriment to our other children.



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The Executive Director and Program Supervisor has authority from the Board of Directors to suspend a child whose conduct threatens the safety of our staff or other children, or seriously interferes with the effective running of the Centre. The Supervisor will communicate with the City of Toronto's Children's Services to advise them of the situation, and the Child Care must ensure that all necessary procedures are followed before suspension takes place. Fees continue to be payable during the period of suspension.

If for any reason a child is suspended from Dublin Heights School or any other learning institution, that child will not be allowed to attend the Centre until the period of suspension is over. There will be no rebate of fees for the suspension period.

Parents will be responsible for any damage to Centre property caused by their child. We will make good the damage as quickly and economically as possible. A copy of the receipted invoice for the repair or replacement cost will be given to the child's parents, and reimbursement is required within one week.

Prohibited Practices

DHCCC adheres to the Ontario Regulation 137/15; 48 The Centre will not permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- Corporal punishment of the child;
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the childcares emergency management policies and procedures;



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- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth; (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or (f) inflicting any bodily harm on children including making children eat or drink against their will.

Health and Safety Policies

Immunization Records, Medical Forms, and Emergency Contact

Immunization records for each child must be included in the completed registration package. If your child is not immunized, please provide the Child Care with a letter stating that 'you object to immunization on the ground that the immunization conflicts with the parent's religion or conscience' or a legally qualified medical practitioner gives medical reasons in writing to the child care as to why the child should not be immunized'. Section 35 (2) Child Care and Early Years Act/ Immunization

We also require a minimum of two (2) emergency contacts in the event the parents are not reachable. In addition, should your child require medication while in care, medical forms are available from your child's teacher at your request. Please complete the form, along with the prescribed medication with a childcare staff in the main child care.

Procedure for Illness

Children cannot get the full benefit of our program activities if they are not feeling well. Also, children at the Centre play outdoors for an hour twice a day except in inclement weather.

We ask parents to keep children at home if they are too ill to play outdoors or to participate in the classroom. A child who is sent home ill from Dublin Heights School may not come to the Centre until he or she is well enough to



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be re-admitted- generally at least 48 hours without symptoms from the time the child is picked up from the program.

A child who shows signs of illness during the day will be evaluated by a staff member to determine early symptoms of discomfort or potential illness. Parents may receive a courtesy call informing them that their child seems unwell. If the child continues to show signs of discomfort and is unable to participate in the program, parents will be contacted and asked to take their child home within one hour. A sick child may be isolated for the safety of other children, but a staff member will remain with the sick child until parents arrive.

A child who shows a fever of 100 F (37.8C or more and/or symptoms of infectious disease) will be asked to stay at home until his or her condition can be diagnosed with certainty.

A Supervisor will stay in touch with the family, and the diagnosis is entered in the child's medial record at the Centre. Symptoms that call for further investigation or treatment include:

- Unusual skin rash or open sores.
- Respiratory distress, including persistent cough and heavy nasal discharge.
- Diarrhea or repeated vomiting;
- Red, swollen or runny eyes.
- Severe or persistent headache or other pain;
- Head lice
- COVID-19 symptoms.

Sick children are asked to remain at home until there is no further danger of infecting other children-generally at least 48 hours without symptoms. Toronto Public Health recommends exclusion periods for a list of infectious diseases (Appendix 1).

A child may return to the Centre at the end of the specified exclusion period or sooner if parents submit a doctor's certification that he or she can safely do so. A parent will have to provide a doctor's note for children absent from care



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due to illness for three or more consecutive days or will have to sign an attestation indicating that their child is safe and able to return to the daycare and partake of all activities. Your child will NOT be accepted into care without either note stating they are well enough to participate in the program. Parents are required to fill in the return to child care form from this link. <https://www.toronto.ca/wp-content/uploads/2021/06/98ef-Attestation-for-Return-to-Child-Care-Day-Camp-School-Parents.pdf>

Should your child display or develop any COVID-19 like symptoms, you are required to keep the child home and conduct a rapid antigen test. If the test is negative, you will need to conduct a 2nd test within 24-48 hours of the first test. If both tests are negative and your child's symptoms have improved without medication assistance for 24 hours or 48 hours for vomiting, diarrhea, or nausea the child is able to return to care.

Any child showing severe symptoms and needing immediate care will be transported to a hospital via ambulance. Parents will be notified immediately and will be expected to meet the staff at the hospital.

Reportable Communicable Diseases

See Appendix 1

Returning to the Centre

Before your child can return to care, as mentioned, a doctor's note is needed for consecutive absences of three days or more. The signed doctor's note must specify that your child is free and clear of infection and is well enough to return to the Child Care program on a specific date. Drop off is a good time for parents to communicate any special care or medication their child may need.

Childcare staff must receive the note before the parent leaves the premises. If a note is not available, the child cannot be left at the Centre.



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Medication Administration

Medication can only be administered if forms have been completed by parents and the medication is in its original packaging with the; physician's name, the child's name, dosage and times, date of purchase and expiration if applicable and instructions for storage and administration. No over the counter medication will be permitted.

Staff cannot administer medication if any of the above items are missing, incorrect, incomplete or illegible as well as over the counter medication.

Allergy Prevention

Our Child Care may have children or adults who have severe allergies that can be life threatening. Some people are allergic to fish, nuts (most common), scents, etc. To avoid cross contamination and triggering of an allergic reaction, we ask that ALL parents ensure their child rinses their mouth and washes their hands after eating nut items at home for breakfast. Our facility is nut free; therefore, kindergarten and school age children's snacks and lunches cannot contain ANY kind of nut. Food from home cannot be brought into the main childcare, as our young children are curious and tend to put items in their mouths.

Please speak with the Child Care Management for more information.

Anaphylaxis Policy

If your child suffers from severe allergies that cause an anaphylaxis reaction, please include this information in your child's registration form and request an Anaphylaxis form. This form must be completed by the parent. The form is an individual care plan for your child and must be signed and dated by the parent/guardian. In addition, a recent photo of your child must accompany the form.



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Parents are expected to train the staff and Supervisor annually on the use of the special devices/medication or epinephrine auto-injector. Parents will also share specific details of signs and symptoms.

Your child's device/medication or epi-pen must stay on-site to be accessible in the event of a reaction.

They will be kept in your child's classroom backpack, which is stored away from the children's reach. Each student/supply teacher will be trained by the supervisor on how to use the device before they begin working in your child's classroom. School aged children may carry their own epi-pen or inhaler with parental permission.

We are well prepared to deal with serious allergies. Our food purchasing, preparation and service procedures and our sanitary and medication policies are designed to avoid careless or accidental exposure. As a condition of employment our staff are trained in emergency first aid, including the use of auto-injectors (epi-pens) and inhalers, and this training is updated annually.

Infection Prevention and Control

The Child Care and Early Years Act and Toronto Public Health Policies requires all licensed centres to clean and disinfect equipment on a daily, weekly, and monthly basis. In the event, our Centre experiences an outbreak, all sensory activities are closed and staff members clean surfaces several times a day to prevent the spread of germs. In addition, Toronto Public Health is contacted and a request to visit our facility is made. Often times a report is needed detailing specific information about the classrooms affected by an outbreak.

A hospital grade disinfectant is used on hard surfaces and a standard mix of bleach and water solution (1:10 pts or 1:100 pts) is used to disinfect all other surfaces. Soft toys and dress-up clothing are washed weekly or as needed and all other toys are run through the commercial dishwasher.

A Toronto Public Health officer visits the Child Care on an annual basis to ensure the Centre is well maintained.



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Emergency Evacuation Location

For evacuation purposes, Dublin Heights Community Child Care's emergency location is St. Roberts Catholic School located at 70 Bainbridge Ave., Toronto. The school is located beside Dublin Heights Elementary and Middle School. Should you receive a call from your child's teacher informing you of an evacuation, you will be expected to pick up your child immediately.

General Safety

The Child Care employs a variety of strategies to ensure the safety of the children and staff including the following:

- Children are never left alone
- Staff members are responsible for keeping track of the number of children in their care.
- Attendance is up to date.
- Older children work in pairs
- Food is kept at required temperature before serving
- Staff are aware of positioning indoors and out
- Annual training for staff members
- Vulnerable Sector Screening completed for all staff members
- Child Care doors are locked and intercom/buzzer system is used
- Playground and Field are checked for unwanted objects

Accident and Incident Reports

Accident and incident reports are used to record each child's accidents while your child is in care. Staff members must complete each form, outlining what took place, where the accident or incident happened, what, if any, first aid treatment was used and what to do to prevent further accidents. The incident report provides a brief description of what took place during that time



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Washroom Safety

The Toddler and Preschool children use the washroom stalls in the main Child Care. During the washroom routine a staff member is present at all times to encourage and assist your child with the routine. Children are never left unattended during this time. Two Kindergarten classrooms have access to a washroom inside the room. One classroom is located down the hall from the main Child Care and the children are taken as a whole group by the teacher at different times.

Our school age programs also move in pairs to use the washroom. Girls escort girls and boys will escort boys to the washroom facility.

At no times are adults permitted to use the children's washrooms.

Toilet Training

Staff will assist parents and children through this stage in a positive and consistent manner. As each child's needs vary, the staff will work together with parent/guardians to develop an individual plan.

Child Abuse and Neglect Policy

Any suspected child abuse will be reported to the Children's Aid Society as required by law. Staff members are trained in this area and will follow the necessary policy and procedures.

Every person in Ontario is required under the Child and Family Services Act to report his/her belief that a child may be in need of protection: "A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society."

The legislation specifically requires individuals who perform professional or official duties with respect to children such as the 'operator or employee of a day nursery,' to report suspicions of child abuse. If in the course of their



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professional duties, the Supervisor and/or staff of the Child Care have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to the Children's Aid Society that best suits the family's background.

Smoke Free Act

Smoking is not permitted anywhere in or near the Centre at any time. This policy is dictated by:

- The Smoke-Free Ontario Act;
- The by-laws of the City of Toronto;
- The provisions of the Child Care and Early Years Act of Ontario; The regulations of the Toronto District School Board; and

Our concern for the health and safety of both our families and our staff. It is also strictly forbidden to come into the Centre or to be in the presence of the children while under the influence of alcohol or drugs. All of our staff, volunteers and contract service providers are informed of this when they are hired. The prohibitions are strictly enforced, and any violation can be grounds for termination with cause.

For families and care-givers, violation of the smoking or intoxication ban will result in immediate removal from the premises, and repeated or persistent violation may result both in withdrawal of our services and in legal penalties. In compliance with the Child Care and Early Years Act, we have posted 'No Smoking' signs prominently throughout the Centre.

Sun Safety Policy

Staff will ensure that each child is wearing a hat during outdoor time on sunny days. Children will be provided with fresh, cold water throughout the day to prevent dehydration. (Please provide your child with a refillable water bottle to be kept at the Centre.)



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Sunscreen with an SPF of at least 30 is required for each child between June 1 and September 30. Sunscreen will be kept in your child's classroom. Make sure that it is labelled with your child's name, and is within its expiration date. We strongly recommend that you apply the sunscreen to your child a couple of times at home before sending it to the Centre, to make sure there are no adverse reactions. Sunscreen should be applied before arrival and the staff will re-apply in the afternoon. Sunscreen will be applied 20-30 minutes before going outdoors. Older children may put on their own, under supervision. Staff will assist younger children, wearing disposable gloves to avoid cross-contamination.

During a smog alert, some of the children's outdoor activities may be rescheduled to an earlier part of the day- (7:30 a.m. to 9:00 a.m.). Other activities including field trips may be postponed until the smog alert has been lifted. Children with pre-existing health conditions, such as asthma, will be carefully monitored for difficulty breathing, chest tightness, coughing or wheezing.

In compliance with the Child Care and Early Years Act, we have posted "No Smoking" signs prominently throughout the Centre, including signs in all classrooms, the playground, washrooms, offices, and reception areas.

Emergency Care Procedures

Families will be notified in the event of any emergency or disruption and possible further disruption or changes to our program/site.

Fire Prevention and Drills

Fire drills are held monthly. Evacuation plans and fire procedures are posted in each room. All staff are fully aware of these procedures and will instruct children, students, volunteers, supply staff and parents of these procedures as necessary.



Emergency Closure

If an evacuation is ordered, Dublin Heights Community Child Care Inc. will go to designated place of shelter and alert parents to the situation and designation via phone call. Our emergency shelter is:

St. Robert's Elementary Catholic School 70 Bainbridge Ave,
North York, ON

Water Testing

Dublin Heights Community Child Care Inc. is located in the newest section of Dublin Heights Elementary and Middle School. In order to ensure the child care's water flow remains lead free, the School Board performs an annual testing and provides the child care supervisor with the reading. If the summary report does not meet legislative requirements, the supervisor will contact the Ministry of the Environment Public Inquiry Centre to report the summary and also report a Serious Occurrence.

General Policies and Procedures

Confidentiality of Children's Records

Children's records are considered confidential and available only to the Child Care Supervisor and his/her authorized representatives.

Optional Attendance

We welcome all families of the community to be part of our toddler and preschool programs. We work in collaboration with Dublin Heights E&M School to provide a before and/or after care program for all students. At this time, if you're part of our preschool program but out of the Dublin Heights school district, your child may not be accepted into their junior kindergarten program. In this case we will not be able to accept your child in our before



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and/or after care program. We strongly encourage you to reach out to the school directly for more information on this matter. DHCCC also recommends that you place your child on the waitlist of the Child care within your home school. This may relieve some time in the event your child is not accepted for optional attendance at Dublin Elementary.

Items Requested From Home

Toddler and Preschool children should come to Child Care with a few additional items: comfortable shoes (indoor/outdoor), indoor shoes only worn in designated classroom, extra clothing, underwear, socks, diapers, pull-ups, creams, wipes, and lotions, favorite sleep toy, appropriate outdoor gear.

Kindergarten and School age children can bring extra clothing, appropriate outdoor gear, and on non-instructional days, 2 healthy snacks and a lunch (nut-free).

All children are encouraged to bring sunscreen. If your child suffers from a food allergy, we will contact our catering company to try to meet your child's dietary needs.

What the Centre Supplies

Dublin Heights Community Child Care Inc. will supply meals throughout the day for your Toddler and Preschool child. We also provide a light after school snack for all Kindergarten and School age children.

Meals and Snacks

We understand the importance of providing the children with nutritious well-balanced meal. We provide two snacks and a hot meal each day for the Toddler and Preschool Program. PM snack are provided for children in the Kindergarten and School-age programs. Lunches are catered by Wholesome Kids Catering who supplies delicious, health, all- natural meals. Wholesome Kids Catering has a 4-week rotating menu cycle, featuring a variety of globally inspired dishes; the menu changes twice a year for variety.



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Kindergarten and School age children provide their own snacks and lunches during PA day and School breaks. The Child Care will continue to provide late afternoon snack (4:00 p.m.). From time to time, our staff members will engage the children in food experiences where the children assist in the preparation of specialty foods. These special activities take into consideration individual allergies and are planned, primarily, to give the children an opportunity to enhance competency skills such as team building, turn taking, measuring, etc.

Cubbies and Lockers

Each child is assigned a cubby and coat hook where the child's outdoor clothes and shoes/boots are stored during the day. Children's artwork and other personal items may also be placed into cubbies by the caregivers/children to take home at the end of the day. Please ensure these are cleared out weekly.

School aged and Kindergarten children with lockers may keep their items in their lockers, provided lockers are on the first floor. If your child's locker is located on the second floor of the school, he/she will be asked to bring outdoor gear/backpacks to their Child Care room.

Pick-up and Drop-off

As of January 2024, all licensed child care centres must implement a safe arrival and dismissal policy, which clearly states procedures that child care centre staff must follow to ensure the safety of the children. A copy of DHCCC's Safe Arrival and Dismissal policy can be found in Appendix 3.

For Toddler and Preschool parents, we recommend that families introduce a newly admitted child to the Centre gradually by spending time at the Centre with the child during the first week. Over the course of the first week, you and your child can stay a little longer each day until your child has experienced each portion of the day. Arrangements should be made with the Supervisor. Staff will discuss any concerns or recommendations regarding the child's adjustment to the Centre with the family to ensure as smooth an entry as possible.



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When you arrive at the Centre, allow yourself enough time to:

- Bring your child into the building;
- Remove outdoor clothing if necessary, and place it in the child's cubby;
- make sure you acknowledge your child's teacher at drop off to ensure your child is under the supervision of his or her program staff.
- Transfer any information to staff about your child.
- Complete medication forms; and
- Give extra hugs and kisses.

In order to allow children to settle smoothly into their programs and maintain the continuity of planned activities, we ask that all children in morning programs arrive at the Centre no later than by 9:30 a.m.

If your child is sick and will be absent for the day, or will be arriving late, please call the Centre and let us know no later than 9:00 a.m.

Kindergarten and School-aged parents are reminded that children need to be escorted into the school. Children in these age groups should NOT be walking into the school building unsupervised. Also, this gives parents the opportunity to pass on necessary information about your child directly to the morning staff person.

Pick-up

Children will only be allowed to leave the Centre with their custodial parents or authorized pick up., unless other arrangements have been made in advance with Management. Once you have arrived to pick up your child, to avoid confusion, parents must leave with their children at this time. No one under the age of 18 may be authorized to pick up a child. Photo identification will be requested upon pick up. On unforeseen special occasions with the parents' written permission stating their full responsibilities, a sibling at the age of 16 may pick up the child.

You may want to ask a neighbour to pick up your child. Is it also common for parents who have children enrolled at the Centre to authorize each other to pick up their children. This gives them an emergency fallback and may help



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to avoid late pickups. No one under the age of 18 may be authorized to pick up a child.

It is particularly important that families provide the Centre with complete contact information for everyone who is authorized to pick up their children, and that this information is kept up to date.

Children will not be released in taxis, sent home unsupervised (alone) or sent home with any unauthorized person. This is something about which we are incredibly careful. Note that: Only those people listed as authorized are allowed to pick up a child.

Center staff have the right to request identification from any person picking up a child. Staff will not allow a child to leave the Centre with a person they do not know unless proper identification is produced and advanced notice from parents.

Children must be signed out by a staff member; they will initial the attendance register and indicate who has picked up the children.

The Centre is required to release children to either a parent or guardian or to a person listed as authorized unless a Family Court order indicating otherwise is on file at the Centre.

PICK UP RELEASE AUTHORIZATION

Children will only be released to custodial parents (or emergency contact when necessary). If parents request persons other than the above mentioned to pick up the children from the Child Care, the staff must be notified in advance (we prefer written/signed notification). The individual will need to provide their up-to-date photo ID at the time of pick up.



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LATE PICK-UP

The Center closes at 6:00 p.m. If you are going to be late picking up your child, please try to let us know as far in advance as possible, since two staff members must be assigned to stay with the child until you arrive.

We take late pickups very seriously. The experience is stressful for the children involved, and disruptive for the staff who must stay with them. There is a late fee for picking up children after the scheduled closing time. The fee is charged at \$10.00 for the first ten minutes and \$1.00 per minute thereafter until the parent leaves the Centre. This fee is charged per child.

Parents must sign a Late Fee Form and the late fee will be collected with your next monthly fee. No receipts will be issued for late fees.

On the fourth and any subsequent occasion when a parent is late during each calendar year, there will be a \$50.00 penalty in addition to the standard late fee. Should there be a sixth occasion of late pick-up, you may be asked to withdraw your child from the Centre.

If a child is still waiting at the Centre 45 minutes after the scheduled closing time and the staff has been unable to locate any of the persons authorized to pick up the child, then one member of management is called back to the Center and the President of the Board is notified. If the situation persists until one hour past the scheduled closing time, this meets the legal standard for child abandonment and the Supervisor or designated staff member MUST inform the police and Children's Aid Society.

If no authorized person has arrived or been contacted before the police reach the Centre, the child will be removed to a police station and be transferred to the custody of Children's Aid.

Parent Issues and Concerns

A complaint is a "concern that is expressed by an individual or group of individuals such as neighbour (s), community person(s), school staff, government agency, staff member, parent, child, etc.



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Differentiating between a “comment” and a “complaint” is important. A complaint is generally an issue that cannot be resolved at the first level (with Program Staff) and proceeds further to the management level (Program Supervisor/Executive Director). An issue that can be resolved by the person receiving the “complaint” may be classified as a “comment.”

All issues and/or concerns brought forward by parents are taken seriously by all members of the childcare and will be addressed. Every effort will be made to resolve the situation to the satisfaction of all parties as quickly as possible.

Issues/concerns/complaints can be made verbally or in writing. Responses and outcomes of the issue/concern/complaint will be provided in a timely manner. The level of details provided to the parents will be respected and will maintain confidentiality to all parties involved.

An initial response to the issue/concern/complaint will be provided to the parents within 2 (two) business days.

All investigations of issues/concerns/complaints will be fair, impartial, and respectful to all parties involved.

All investigations of issues/concerns/complaints will be fair, impartial and respectful to all parties involved.

Procedures:

The person receiving the “comment” or “complaint” should remain objective and try not to personalize the issue. He/she should:

- Allow the complainant to express their concern(s) thoroughly.
- Advise the person/group you need time to investigate (if applicable) and that you will get back to them as soon as possible.
- Document the incident in the classroom log book.
- Inform the Program Supervisor immediately. If Program Supervisor not on site, inform the Executive Director.



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If parents have any suggestions and/or requests regarding any aspect of the program, they are encouraged to put these ideas in writing in a sealed envelope and handed to one of the management in the child care office.

Complaints Addressed To Child Care Providers

Parents are asked to address concerns directly to the program teachers. The Staff members should provide feedback and recognize the importance and the urgency of a response. Discussions between parents and staff members must take place in an appropriate time and location, where confidentiality can be adhered to and the classroom will not be disturbed. The first priority for Staff members on program as per the Child Care and Early Years Act is supervising and facilitating the children at all times. Anyone who has a concern or any parent, who would like to discuss an aspect of the program or their children's progress, is invited to call the Centre to set up an appointment for a meeting. Staff members on program are not to be removed from supervising the children under any circumstances.

Complaints Addressed To the Supervisor

If a parent feels that a program staff did not adequately resolve his/her concerns, they then must approach the Program Supervisor. Program staff may direct the parent to the Supervisor if they feel that they are unable to solve the matter or if the matter should be addressed at management level.

The Supervisor will contact the person/group who made the "complaint," investigate the specifics of the "complaint" and make every effort to resolve the issue. Any process or decisions will be documented in their logbook.

If, after addressing the issue with the Supervisor, the parent continues to feel that the complaint has not been resolved, he/she may submit, in writing, for the matter to be brought to the Executive Director. It is the Supervisor's responsibility to advise the parent that the matter must go to the Executive Director if the parent is not satisfied with the actions or response of the Supervisor.

Complaints Addressed to the Executive Director

The Executive Director will make every effort to resolve the issue(s). During the course of discussion with the parents, the Executive Director must remain neutral and ensure that the outcome/answer suggested are following protocols and are made in the best interest of all parties involved.



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The Executive Director will contact a Lawyer if deemed necessary. Under these circumstances, the Board of Directors will be notified of the situation.

Severe Weather Conditions

In case of severely bad weather (extreme cold, heavy snow or freezing rain, for example) we will make every reasonable effort to keep the Centre open. However, we cannot operate without enough qualified staff to meet legal requirements and the Toronto District School Board's caretaking staff.

If Environment Canada issues a severe weather warning, we strongly urge parents to listen to the local news for school closure or call the Centre at (416) 638-0612 before leaving home in the morning. We will undertake to have an updated message about our status for the day on the Centre's answering service by 7 a.m. As we are located inside a TDSB school, we will be following their direction. If TDSB announces closure to school, DHCCC will follow. Parent fees will continue to be charged.

If severe weather develops during the day and we are advised or ordered to close the Centre, we will notify all parents and ask them to pick up their children as soon as possible.

We will make all reasonable efforts to give our families adequate notice of these closings. In the event that the Centre is required to close for weather, health or safety reasons, there will be no rebate of fees.

Violence and Harassment Policy

We will not under any circumstances tolerate violence or harassment to or by any of the people for whom Dublin Heights is responsible.

Violence and harassment include:

- The exercise of physical force, whether actual, attempted or threatened, directed at any person inside the Centre;
- Violent or threatening behaviour outside our Centre that is directly related to the business or relationships of the Centre;



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- Persistent or repeated insulting or hostile comments or conduct based on an individual's race, national origin or colour, religion, gender or sexual orientation, age, disability, or appearance, including the display of written or graphic material;
- Persistent or repeated unwelcome sexual advances or solicitations;
- Overt or implicit threats of reprisal for refusal of sexual advances or solicitation.

We teach our children that physical or psychological bullying, aggressive or territorial behaviour and the use of vulgar, profane, or abusive language are all unacceptable. Our staff member's model acceptable alternatives, and we expect parents and caregivers to do likewise.

In practical terms, we have a legal and moral responsibility as employers to ensure the safety and well-being of our staff, including students and volunteers. As providers of child care and early learning, we have a legal and moral responsibility to ensure the safety and well-being of the children entrusted to us, and by extension their families and caregivers.

Prevention is the first priority of our workplace violence and harassment policies. In the planning of our facilities and our daily routines, we take all reasonable measures to minimize the opportunities for violent events to occur.

Our managers and staff are equipped by education and workplace training to defuse tension and manage disruptive behaviour. Operating procedures aim to stop threatening situations before they escalate and find constructive resolutions to misunderstandings or disputes.

For our staff, all incidents of workplace violence or harassment will result in disciplinary action, and serious or repeated incidents will be grounds for dismissal with cause. For our families, serious or repeated incidents of violence or harassment may be cause for withdrawal of our service



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Vacation and Absence Policy

If your child will be absent, please call us by 9:00 a.m. If the absence is due to a holiday, please inform the child care office. While your child is on vacation or ill, parents are required to pay the regular fee in order to maintain their child's space. We regret that space cannot be reserved if the child is temporarily withdrawn.

The only exception is during the summer months (July and August) if your child will not be attending the Kindergarten or School age summer program. An additional \$250.00/child will be charged to parents on June 1st if your child will be rejoining the program in the upcoming school year. This fee is non-refundable but will be used toward your September fees.

Parents receiving a fee subsidy from the City of Toronto Children's Services and who plan to be absent for more than 20 consecutive days, must contact their casework for details.

Phone Calls

If you wish to speak with a Child Care staff, we encourage you to contact the Child Care at 416-638-0612 x 0. All communication with parents is a high priority. If your child's teacher is available, every effort will be made to connect you to that staff person.

Photographs and Videos

As part of our program the children are sometimes photographed and videotaped by the staff. If you chose not to have your child photographed, please indicate this to the Supervisor in writing or complete our Photo Consent form.

The pictures and video are used exclusively for the Centre, as classroom decoration, teaching aids and documentations required by the Ministry of Education. Particularly memorable photographs are posted in the



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classrooms. If you see a picture of your child that you would like to have, we would be pleased to send a copy to you. Due to concerns of confidentiality all parents and children are NOT permitted to using cameras or cell phone in the Child Care.

Volunteers and Student Teachers

The Centre prides itself on the safe and secure environment that it provides to the children. Volunteers and students must be 18 years of age and must provide a current criminal reference check or vulnerable sector screening.

Volunteers will be responsible for their child/ren while in the capacity of a volunteer, in the classroom or on school outings. For the purpose of accountability and safety, under no circumstances will volunteers or students be left alone with any child.

From time to time, college and university students registered in the Early Childhood Education program will be placed at Dublin Heights Community Child Care Inc. to complete their practicum. During this time, NO student will be left alone with the children; students and volunteers must always be in the presence of a staff member.

Withdrawal Process

Thirty days' notice must be given in writing if you are withdrawing your child/ren from the Centre. Fees will be charged up to and including the stated date of withdrawal, regardless of whether or not the child is in attendance during this period. No refunds will be provided for absent days, sick days, or holidays.

A family may be asked to withdraw a child from the Centre if we determine that our programs cannot meet the needs of the child. We will make this decision only after accessing resources to meet your child's needs, carefully documenting the situation in discussions between the family and consultation with program advisors from the Ministry of Education Child Care Services and Toronto Children's Services. In such cases we will make all reasonable efforts to assist the family to find alternative care.



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The Board of Directors may also ask families to withdraw for persistent or repeated conduct that violates our principles and policies. Causes for withdrawal include, but are not limited to:

- Non-payment or persistent late payment of fees;
- Falsifying or failing to update personal/family information;
- Violent, threatening, or harassing behaviour;
- Offering a benefit in exchange for special treatment;
- Making groundless, mischievous, or malicious allegations against staff or management.

A family that is asked to withdraw will be given two weeks written notice. Fees will be charged up to and including the stated date of withdrawal, regardless of whether or not the child is in attendance during this period. No refunds will be provided for absent days, sick days or holidays.

In extreme cases, especially those involving violent, threatening or seriously disruptive behaviour, the Board may require the family to withdraw immediately. In such cases no portion of the remainder of the month will be refunded.

Parking

A drop off area is provided at the west side of the school for family members to park. Please use the spaces provided. If the parking spaces are filled, we ask that you park on Bainbridge Ave. We urge you not to leave your car running while you drop off or pick up your child. ONLY Vehicles displaying the accessible sticker can use the designated parking space.



Financial Policies

Child Care Fees

Our daycare is a Not-for-Profit organization and therefore our fees are set to recover all of our operating costs. Usually, fee changes are effective January 1 of each year as part of our annual budgeting process. We make every reasonable effort to avoid additional increases, however, if necessary, fees can be changed at any time with one month's notice.

As of July 2020, we transitioned to a daily fee rate. Your monthly fees are calculated based on the number of operating days in the month (this includes PA days, winter break, and March break). You must commit to pay for all operational days of the month, and any additional fees for our Kindergarten and School-age programs for full-day programs.

Regular Program Daily Fee (as of January 1, 2026)

| Program | Fee Without CWELCC - based fee | Fee With CWELCC (children under 6 years) |
|---|---------------------------------------|---|
| Toddler | \$57.32/Day | \$22.00/Day |
| Preschool | \$44.23/Day | \$19.44/Day |
| Kindergarten Before-and-After | \$30.44/Day | \$13.80/Day |
| Kindergarten Aftercare | \$23.73/Day | \$12.00/Day |
| Kindergarten Non-Instructional Day | \$40.39/Day | \$18.31/Day |
| School-age Before-and-After | \$30.22/Day | \$14.28/Day |
| School-age Aftercare | \$23.74/Day | \$12.00/Day |
| School-age Non-Instructional Day | \$47.51/Day | \$22.44/Day |



Days of Operation (as of January 2026)

| Month | Instructional Days (Kindergarten and School-age) | Non-Instructional Days | Statutory Holidays | Centre Closures | Total Operational Days |
|------------------|---|-------------------------------|---------------------------|------------------------|-------------------------------|
| January | 19 | 1 | 1 | 1 | 21 |
| February | 19 | 1 | 1 | 0 | 20 |
| March | 17 | 5 | 0 | 0 | 22 |
| April | 20 | 0 | 2 | 0 | 22 |
| May | 20 | 0 | 1 | 0 | 21 |
| June | 18 | 3 | 0 | 1 | 21 |
| July | 0 | 22 | 1 | 0 | 23 |
| August | 0 | 20 | 1 | 0 | 21 |
| September | 17 | 1 | 1 | 2 | 19 |
| October | 21 | 1 | 1 | 0 | 23 |
| November | 20 | 1 | 0 | 0 | 21 |
| December | 14 | 7 | 2 | 0 | 23 |

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

Our Centre is enrolled in the Canada-Wide Early Learning and Child Care system (CWELCC). Families that have children younger than 6 years old are eligible for this program. The CWELCC program seeks to provide annual fee-reductions to all eligible children. Please review the fee table above to see what our CWELCC fees are.

As of 2025, all CWELCC-eligible programs will have their fees reduced by 52.75% to a maximum of \$22.00/day. The reduced fees can be found in the previous section under the “Fee with CWELCC” column.



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Registration, Advances, and Late Fees

Registration and Admission Fees

If your child is eligible for CWELCC, there is no registration charge. All other children will be charged a \$50/child non-refundable registration fee. Families receiving subsidy from the City of Toronto are exempt from this fee.

Admission Advance: \$250.00 (non-based fee), payable on acceptance for enrollment, credited towards the first month's regular fees. Families subsidized at the time of registration are exempt from this fee.

No refunds will be provided to families that withdraw their registration 30 or less days prior to their initial first month.

Advance Summer Fees

Our Kindergarten and School-age programs run a full-day program during the school's summer closure. Whether your child is attending or not, an advance fee will be charged. This charge is per child. Both advance fees are used to secure your child's spot and will be applied to either your July or September fee.

Attending: If your child/ren will be attending our Summer Program, then a non-refundable \$200 fee will be charged to your May fee. This \$200 fee will be applied toward your Summer fee.

Not attending: if your child/ren will not be attending our Summer Program, then a non-refundable \$250 fee will be charged to your June fee. This \$250 will be applied toward your September fee. **No refunds will be provided to families withdrawing later than August 1st.**

Late Fees (non-base fee)

A late fee will be charged if you pick your child/ren up after 6:00 PM. This applies even if you provide notice that you will be arriving late. You will be charged \$10.00/child from 6:01 PM-6:10 PM. If you arrive after 6:10 PM then you will be charged a \$1.00/child for every subsequent minute. Upon picking up



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your child, you must sign a Late Fee form acknowledging you are aware of our Late Fee policy.

All daily rates are considered base rate and anything additional is considered non-base rate.

Centre Management will monitor frequent lateness, and further action may be taken to ensure that the child is picked up by the end of the program in the future. There is a **\$50/instance** late charge on top of the late fee if a child/ren are picked up late after four (4) times within the year. Dublin Heights Community Child Care Inc. reserves the right to withdraw services if late pick up occurs more than six (6) times within a calendar year.

All late fees will be charged to your fee for the following month.

Fee Payment

Effective September 1, 2019, fees are paid via pre-authorized debit payment (PAD) and will be deducted the first working day of each month. If there are circumstances when a parent/guardian is unable to pay via PAD, an email explaining the circumstance must be sent and approved by the Executive Director at executivedirector@dhccc.ca 10 days prior to the next fee cycle. If approved, the parent/guardian must provide six (6) months' worth of post-dated certified cheques to the Centre in order to avoid late payments.

Cheques should be made payable to: "Dublin heights Community Child Care Inc." and should be delivered to any one of the management team. In the event where payment in full is not made by the first of any month, a \$20.00 late fee will be charged after five (5) business days. An additional \$50.00 late fee will be charged after ten (10) business days.

Withdrawal

Parents who wish to withdraw their children from care must provide the Centre with at least thirty (30) days written notice, indicating the last day of care.



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Non-Sufficient Funds (NSF)

The Centre will deposit PAD payments on the first business day of each month. If the bank returns a fee payment for any reason, the family will be required to replace the payment immediately by money order or certified cheque. In addition, the replacement payment will include a \$25.00 penalty charge plus all applicable bank fees.

Financial Assistance and Non-Payment

Families can contact the City of Toronto Children's Services division to inquire about a fee subsidy. The office is located at 1118 Finch Ave West, Unit 4, North York, Ontario, M3J 3J4. or by calling 3-1-1.

In the event that overdue fees are not forthcoming by the tenth business day of the month, the Management will notify the family in writing that the child must be withdrawn from the Centre one week from the date of the Management's letter unless the monthly fees and late charges are paid in full. If there are persistent payment problems (fees paid late, PAP or cheques dishonored more than once in a six-month period), the Executive Director or Supervisor is required to refer the situation to the Board for consideration.

We realize that from time to time, families suffer financial setbacks that make their normal obligations a burden. If you experience difficulty paying your fees, it is important that you discuss it with the Executive Director as soon as possible via email at executivedirector@dhccc.ca or call at 416-638-0612 x 0 so that alternate arrangements can be made. We will refer you to apply for the City of Toronto childcare subsidy if you are eligible and not already covered.

If necessary, an appeal for special consideration or exemption may be submitted to the Board via a letter or email (dhcccboard@dhccc.ca). The letter should contain the reason(s) for special consideration, the expected duration of this situation and any other pertinent details the Board may need to make a well-informed decision.



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Tax Receipts

Tax receipts are available the first week of March of the following year.



Parent Contract

This is a service agreement between Dublin Heights Community Child Care Inc. (the Centre) and _____ (Parent/Guardian) regarding _____ (Child's Name).

In consideration for acceptance of service for the above-named child, I, _____, agree without reservation to the following

- I acknowledge to have read and understood the information presented in the Parent Handbook provided by the Centre
- I will follow and respect the policies and procedures outlined in the Parent Handbook, and any subsequent revisions
- I will bring concerns regarding policies or operations directly to a member of the Centre's Management team
- I will provide all necessary or requested documentation and personal information required
- I will treat the Centre's staff, management, property, and other families with respect
- I acknowledge that failure to follow any of the above may result in suspension or termination of service

Parent/Guardian Signature Parent/Guardian Name Date

Management Signature Management Name Date



Appendix A

REPORTABLE DISEASES OF PUBLIC HEALTH SIGNIFICANCE

CONTACT INFORMATION:

Toronto Public Health - Communicable Disease Surveillance Unit

277 Victoria Street, 10th Floor, Toronto, ON M5B 1W2

Phone: 416-392-7411 – Fax: 416-392-0047

After hours: 3-1-1 or 416-392-CITY (2489) for callers from outside of Toronto

Timely reporting of communicable diseases is essential for their control.

If you suspect or have laboratory confirmation of any of the following specified diseases of public health significance or their etiologic agents (as per Ontario Reg. 135/18 and amendments under the Health Protection and Promotion Act), please report them to the local Medical Officer of Health.

Diseases marked * should be reported immediately to the Medical Officer of Health by telephone (24 hours a day, 7 days a week) or fax (Mon-Fri, 8:30 am – 4:30 pm only). Other diseases can be reported the next working day by fax, phone, or mail.

| | | |
|--|---|--|
| Acquired Immunodeficiency Syndrome (AIDS) | Food poisoning, all causes | Paralytic Shellfish Poisoning |
| Acute Flaccid Paralysis | * Gastroenteritis, Outbreaks in institutions and public hospitals | Paratyphoid Fever |
| Amebiasis | Giardiasis | Pertussis (Whooping Cough) |
| Anaplasmosis | Gonorrhea | * Plague |
| * Anthrax | * Group A Streptococcal disease, invasive (iGAS) | Pneumococcal disease, invasive |
| Babesiosis | Group B Streptococcal disease, neonatal | * Poliomyelitis, acute |
| Blastomycosis | * <i>Haemophilus influenzae</i> disease, all types, invasive | Powassan Virus |
| * Botulism | * Hantavirus pulmonary syndrome | Psittacosis/Omithosis |
| * Brucellosis | * Hemorrhagic fevers, including: | * Q Fever |
| Campylobacter enteritis | 1. *Ebola virus disease | * Rabies |
| Carbapenemase-producing Enterobacteriaceae (CPE) infection or colonization | 2. *Marburg virus disease | * Respiratory infection outbreaks in institutions and public hospitals |
| Chancroid | 3. *Lassa Fever | * Rubella |
| Chickenpox (Varicella) | 4. *Other viral causes | Rubella, congenital syndrome |
| <i>Chlamydia trachomatis</i> infections | * Hepatitis, viral | Salmonellosis |
| * Cholera | 1. *Hepatitis A | * Shigellosis |
| * <i>Clostridium difficile</i> Infection (CDI) outbreaks in public hospitals | 2. Hepatitis B | * Smallpox and other Orthopoxviruses including Monkeypox |
| * Coronavirus, novel including | 3. Hepatitis C | Syphilis |
| 1. *SARS | Influenza, including *Novel strains | Tetanus |
| 2. *MERS | Legionellosis | Trichinosis |
| 3. COVID-19 | Leprosy | Tuberculosis |
| * Creutzfeldt-Jakob Disease, all types | Listeriosis | Tularemia |
| Cryptosporidiosis | Lyme disease | Typhoid Fever |
| Cyclosporiasis | * Measles | * Verotoxin-producing <i>E. coli</i> infection indicator conditions, including Hemolytic Uremic Syndrome (HUS) |
| * Diphtheria | * Meningitis, acute | West Nile Virus illness |
| Echinococcus multilocularis infection | 1. *Bacterial | Yersiniosis |
| Encephalitis, including: | 2. Viral | |
| 1. Primary, viral | 3. Other | |
| 2. Post-infectious | * Meningococcal disease, invasive | |
| 3. Vaccine-related | Mumps | |
| 4. Subacute sclerosing panencephalitis | Ophthalmia neonatorum | |
| 5. Unspecified | | |



Appendix B

Appendix B – **Waitlist Policy**

Policy # 6 TOPIC: WAITLIST POLICY

Page # 18 BOARD APPROVAL DATE: May 2011

UPDATED: July 15 2015, January 2017, January 2022, January 2026

Policy:

Dublin Heights Community Child Care Centre Inc. will develop and secure an established waitlist for each age group and a master list to further assist with the management of the list. Community Children are placed on the waitlist in an orderly manner (by date and/or time if deemed necessary). The waitlist will be consulted when spaces become available for a specific age group. Each family will indicate their anticipated 'start date'. The Centre will review all necessary information before contacting the 'next available' family on the list, including address of resident if your child will be entering the school of that year.

The waitlist is not to be massaged by any member of the management, we operate fairly on a first come, first served, basis. There is NO fee for placing child on the wait list.

The Centre has a limited number of spaces available and we strongly advise parents to apply for admission well in advance of need. Your child's name will be placed on a waiting list for the appropriate age group. Priority will be given to:

- Siblings of children currently attending the Centre;
- Children who attend (or are registered to attend) their home school, Dublin Heights Elementary and Middle School.

The Child Care will make every effort to place siblings in the Centre, however, in the case of a School-aged child (K – Gr.6) the Centre makes NO guarantee of space if the family is out of the Dublin Heights catchment area. All out of district families must contact the school BEFORE the child care can act on



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your request for placement. If Dublin Heights Elementary and Middle School accepts the out of district child (sibling), the family will need to wait for the next available spot in that age group.

All toddlers and preschool children, with an older child already in care will be accepted by the Child Care once space is readily available.

Procedures:

- Names on the wait list are accepted for the current and following school year only.
- Available spaces in older age groups will be given first to children moving up. If the number of Senior Kindergarten children moving up to the School Age program is greater than the number of available spaces, some older children (11-12) may be asked to withdraw from the Centre. Under normal circumstances, we will let you know in May whether we will have space for your school-aged child in September. In any case, families who need to make alternative arrangements for a school-aged child will be given at least one month's notice.
- Each May/June, new FDK families who have indicated a need for Before and/or After Care in the upcoming school year, and are on our current waitlist, will be contacted and placed for possibly allocation. Completion of all documents, forms and payments will complete a successful registration.
- Families NOT on the current waitlist but have completed the Before and/or After survey issued by the School's Administration during Kindergarten registration, will be contacted if spaces are still available.
- If parents do not contact the Child Care Management regarding their position on the wait list by the end of the current school year, management will make every attempt to contact each parent to assess their situation before removing them from the waitlist.



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- Should the situation arise that two children on the wait list, with the same priority, are competing for the same space, the family who submits the application earlier, with payment or subsidy approval will be offered the space. The other family will be next on the list for the appropriate age group.
- Parents will be contacted when space becomes available according to their requests on the registration form. They are requested to complete the registration procedures at the designated time. Failure to do so may result in their child's name put back to the bottom of the wait list.
- Children's sequence on the wait list may change according to our Registration and Enrolment Policy.
- Parents can access our Parent Manual and Registration forms by visiting our website: www.dhccc.ca. In the event the website is non-operational, parents will be advised to come to the Child Care to pick up registration documents.
- Parents will be notified through email when a space becomes available.

Parents that come into the Centre and requests to see the list, we will ensure that all other names on the list have been blocked for confidentiality purposes. Parents are also able to request to know where their child is on the waitlist at any time via phone or email.



Appendix C

Safe Arrival and Dismissal

Original Date: Jan. 2024

Updated: Jun. 2025

Purpose

Dublin Heights Community Child Care Inc. considers the safety of all enrolled children a top priority. The purpose of this policy is to help support the safe arrival and dismissal of children receiving care.

The policy will outline to staff, students, and volunteers clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of all children receiving care. This includes steps that must be taken if a child does not arrive to the Centre as expected.

Policy

Staff are to be aware of all children in their respective program, and this includes being aware of any absences. Parent/guardians must inform Centre management of any changes to drop-off or pickup routine, and of any absences. Staff will be notified of any changes or absences that has been made known to management.

The Centre can be contacted at (416) 638-0612 x0 or at info@dhccc.ca.

Further, all children entering the program are dropped off by authorized individuals, and must be signed in by program staff. Program staff will mark the time the child arrived and who dropped them off. This also applies to releasing children at the end of their day. It is the responsibility of the parent/guardian to notify the Centre if there are changes to their list of authorized individuals that can pick up their child/ren.

At no point are children to be released to unauthorized individuals, and if a parent/guardian cannot be reached then the children will not be released. Similarly, children will not be released unsupervised under any circumstance.



If a child does not arrive to care as expected or is not picked up as expected, staff must follow the procedures listed below.

Procedures

Accepting Children into Child Care

The Centre opens at 7:30 AM. Due to licensing and insurance regulations, children will not be accepted before this time.

When accepting a child into care, program staff must:

- Greet/make contact with the parent/guardian and child. Only after contact has been made will the child be signed in on the attendance.
- Do a quick check of the child and inquire about their day so far. This is also a good opportunity to discuss any possible changes to the child's pick-up procedure. If there is a change, staff will ensure that the individual is listed as an authorized person able to pick-up. If the person is not listed, then staff must get the child's parent/guardian to provide written (such as email) authorization.
- Document this in the program's daily communication log, and also in the main Centre's daily communication log.

Kindergarten and School-age Afterschool Programs

If a child is only enrolled in an afterschool program, program staff must complete the following steps:

- Take attendance of the children as they arrive
- By 3:45 PM, if a child has not yet arrived and no notice of an absence has been received, the staff must follow a series of checks:
 - Confirm with the communication log in the main daycare
 - Ask the child's school teacher or classmates
 - Contact Dublin Heights Elementary and Middle School's main office to confirm the attendance status of the child. Were they picked up early? Were they absent all day?
 - If there is no record of the child being picked up early/absent, then contact Centre management.
 - Program staff will contact the child's parent/guardian
 - If there is no record of the child being picked up being absent from school and parents/guardian cannot be reached, then staff are to call 911 and report the child as missing.



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- If a child is considered missing, then that is a Serious Occurrence, and the steps outlined in the Serious Occurrence policy are to be followed.

Where a Child Has Not Arrived as Expected

In the event a child does not arrive as expected and the parent/guardian has not communicated a change in drop-off/absence, the program staff must:

- Inform Centre management and contact the child's parent/guardian. For Toddler and Preschool programs, the cutoff time is 9:30 AM. For Kindergarten and School-age Afterschool programs, the cutoff time is 3:45 PM.
- Management will contact parent/guardians via phone starting at 10:00 AM for full-day programs and 3:45 PM for afterschool programs. If there is no response, a message will be left indicating that they are calling to inquire about their child's unexpected absence. Management will call twice, and if a parent/guardian cannot be reached then emergency contacts will be contacted.
- If management is unable to reach any parent/guardian or emergency contact(s), then Children's Aid Society will be contacted.

Releasing a Child from Care

Program staff supervising the child at the time of pick-up shall only release the child to child's parent/guardian or authorized individual (such as an emergency contact or someone that the parent/guardian has expressed written authorization).

Where the staff does not know the individual picking up the child, program staff are to:

- Confirm with another staff, or Centre management, that the individual is authorized to pick-up the child.
- Where the above is not possible, ask the individual for photo identification and confirm their individual's identity against the information listed in the child's file/contact information card.
- If the identity cannot be confirmed by the above, then program staff shall not release the child, and will contact the listed parent/guardian to confirm the identity of the individual.
- Children will not be released to individuals under the age of 18, unless the child's parent/guardian provides written notice that they will assume full responsibility and will absolve the Centre from any liability. Only siblings 16 years of age and above are allowed.



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In the event a School-aged child will be going home directly after school, whether walking home or with another family, their parent/guardian must provide advanced written notice.

Where a Child Has Not Been Picked-up as Expected (Before the Centre Closes)

If a child has not yet been picked-up as expected, such as at a much later time than usual, and there has not been communication indicating a change in pick-up, and it has passed 5:45 PM, then program staff will contact the parent/guardian via phone and advise that the child is still at the Centre and has not yet been picked-up.

If program staff are unable to reach the parent/guardian, program staff will leave a message indicating that their child is still at the Centre. If a parent/guardian cannot be reached, program staff will contact authorized individuals/emergency contacts.

Where a Child Has Not Been Picked-up and the Centre is Closed

Where a child has not been picked-up by the Centre's closing time of 6:00 PM, the child is considered late and the program staff will commence the Late Fee policy. Program staff will provide the child with a snack and activity while they await their pick-up.

A total of two staff are required to stay with the late child, and one must be from that child's respective program. One staff will supervise the child while the second staff will begin contacting the parent/guardian and inform them that their child is still at the Centre, that they are now considered late, and that a late-fee will be charged. Program staff should also inquire an estimated arrival time.

If program staff are unable to reach a parent/guardian, they will contact any authorized individuals and emergency contacts.

If no contact to any of the above can be made by 7:00 PM, then program staff shall proceed with contacting Children's Aid Society (CAS) at (416) 924-4646 and follow their instructions.



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Centre Contact Information

Phone: (416) 638-0612 x0

Email: info@dhccc.ca