

ERRATUM to Matthew John Early Learning Centre PARENT HANDBOOK

EFFECTIVE July 2019 MATTHEW-JOHN DAY CARE CENTRE OF TORONTO RE-BRAND THE NAME TO Matthew John Early Learning Centre

A copy of Matthew John Early Learning Centre Parent Handbook is available free of charge.

Please check our website for updates

Our website: www.matthewjohnearlylearning.ca

*p. 4 Effective March 5, 2015 Matthew John Day Care license was revised. There are no changes in revised license capacity. The new changes are: new room licensed (basement) to operate as kindergarten (children ages 4 years and 5 years old)/or school age room (children ages 6-12years). This room will be operating with capacity of 15 children. The school age room in the gym will no longer be operating. The kindergarten room was relicensed as preschool (children ages 3-4 years old)/or kindergarten (children ages 4 years and 7 years old). This room will be operating with capacity of 15 children.

*p.4 Effective September 3, 2013 Matthew John Early Learning Centre is no longer offering Nursery Program

p. 3 Matthew John Early Learning Centre is staffed by RECE and ECA, in accordance to Child Care and Early Years Act (**CCEYA**)

*Effective September 1, 2015 Matthew John Early Learning Centre will be picking up JK/SK and/or SA children from Dundas Public School, Withrow Public School.

*Effective January 1, 2014 Serious Occurrence Report will be reported to Ministry of Education. SO must be reported in Child Care Licensing System (CCLS).

*p.5 Effective September 2016 the centre will be offering before and after school program for kindergarten children attending Dundas Public School, Withrow Public School.

*p.5 Effective September 3, 2013 JK/SK children attending Full Day Learning kindergarten at Withrow Public School and Dundas Public School will be pick up by Matthew John Early Learning Centre staff at 3:15 pm.

*Effective September 6, 2011 Matthew John Early Learning Centre has developed and implemented Supervision Policy for Volunteers and Placement Students. A copy of this policy is available upon request.

* Matthew John Early Learning Centre is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards Customer Services. The Policy for Customer Service Standards available upon request.

*Effective December 2015 Matthew John Early Learning Centre made a revision Serious Occurrence (SO) Policy and Procedures. Serious Occurrence information will be posted for families as set in the requirements under the CCEYA and the Ministry's Serious Occurrence Reporting Procedures. The centre will be posting Serious Occurrence Notification Form which will provide a brief overview of SO for parents The Serious Occurrence Notification Form will be posted in the main hallway within 24 hour of serious occurrence and will remain posted for 10 days. If additional, updated information is added, it will remain posted for another 10 days. The centre will complete the annual summary report as a method of identifying issues, trends and actions taken.

The exception is in the case of allegation of abuse or unverified complaints, which will be posted at the completion of, follow up/investigation.

Effective Dec. 2017 the centre has revised Serious Occurrence Policy

Effective September 1, 2017, the Ministry of Education will require all license centres to have a conflict resolution policy in place to support open discussions between licensed child care providers and parents through a fair and transparent process. This new requirement is intended to set out clear and consistent standards for licensed child care providers to ensure issues and concerns are addressed in a timely and transparent manner. This is not intended to replace requirements ministry processes related to reporting serious occurrences, but rather support communication and positive relationships between licensees and parents.

* Effective May 2017 the centre developed and implemented Complaint Resolution Procedures. A copy of this policy is available upon request.

p. 13 Outside Activities: All children benefit from time spent outside playing and exploring. We offer gross motor play outside or in the gym. These activities are integrated into daily routines and help children to develop a foundation and love for physical activities and help to support their health and well-being.

*p.26 Effective November 22, 2010 fee penalties for late pick up are:

- \$2 per minute for the first 5 minutes after 6:00 pm per child;

- \$5 for every minute after 6:05 pm per child;

* Matthew John Early Learning Centre has up to date current policies and procedures on infection control, prevention/control measures using 2017 Toronto Public Health Guidance Document.

*p.21 Effective January 1, 2016 a parent/guardian will receive a copy of the accident report.

* p. 12 Rest: Our program is arranged so that a child is permitted to sleep, rest or engaged in quiet activities based on a child needs. We believe that it is necessary for children to have a rest/quiet relaxation from busy day's activities. We provide for all children according to CCEYA quiet rest time. Some children will sleep where others only require a short rest period. The rest time will not exceed two hours in length, so that normal sleep patterns at home are not disrupted. Matthew John Early Learning Centre will support children's varied needs for sleep, rest and quiet time.

Effective October 1, 2016 the centre developed and implemented Sleep Policy.

* Effective January 1, 2017 there is no fee to place your name on the waiting list.

* Effective January 1, 2017 the centre developed and implemented Waiting List Policy. A copy of this policy is available to parents..

Matthew John Early Learning Centre Waiting List Policy

Purpose

The purpose of the Waiting list Policy is to outline the practices of Matthew John Early Learning Centre for parents/guardians interested in childcare services.

Policy Statement

Accessible, equitable and inclusive practices serve as a foundation towards childcare services at Matthew John Early Learning Centre for all children and their families, including waiting list procedures.

Policy Application

This policy applies to families placing their child/children on Matthew John Early Learning Centre waiting list.

General Guidelines

- There is no fee to place your name on the waiting list.
- New names are added in chronological order upon receipt of completed information, regardless of the length of the waiting list. Parents will not be given a number to identify where their child is placed on the waiting list.
- One waiting list is maintained for all of Matthew John Early Learning Centre programs.
- Parents/guardians can inquire as to the position/status of their child on the waiting list by directing questions directly to the Supervisor/Associate Supervisor. The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children and their parents/guardians listed on it.
- All applicants are required to notify Matthew John Early Learning Centre if any changes are to be made to their application (i.e. an address change, date of enrollment). Municipal subsidies are also available.

Waiting list Procedure

1. Parents/guardians should contact the Supervisor/or Associate Supervisor of Matthew John Early Learning Centre through the Matthew John Early Learning Centre website, by email, or in person.
2. Parents/guardians must provide the following information in their request to be added to the waiting list:
 - Name of each parent/guardian
 - Home address
 - Contact information for each parent/guardian (phone number & email address)
 - Name and date of birth for each child to be added to the waiting list
 - Other pertinent information that parent/guardian deems necessary

3. The Supervisor will add the child/children to Matthew John Early Learning Centre waiting list and will then email the parents/guardians confirming that their child/children is/are now on the MJDCC waiting list.

Every child is added to the Matthew John Early Learning Centre waiting list in order of date received. Siblings are given priority and are moved to the top of the waiting list.

Admission Guidelines

Provincial legislation dictates the staff to child ratio for each age group for all of Ontario's licenced childcare settings.

Families offered a spot in any of Matthew John Early Learning Centre programs are given three (3) business days to confirm the spot. If a family declines, the child remains on the waiting list but is placed to the end of the list. If a family accepts the spot, it will have thirty (30) days to return all completed registration forms and any other necessary documentation as directed by the Supervisor. Failure to comply with the timeline will result in loss of the offered spot.

To maintain a natural flow of enrolled children from one program into the next, the Supervisor offers families a spot for their child based on the child's age at time of anticipated enrolment in accordance with current legislation.

A vacant spot in any program is offered to children in the following order, as applicable:

1. Earliest wait listed sibling of currently enrolled child/children;
2. Earliest wait listed child of the age best supporting program flow; and
3. **JK/SK rooms:** After the sibling priority, any remaining spaces will be offered to the applicants in order of earliest placement on the waiting list, paying attention to the age of the child.

**This waiting list policy is reviewed

- with new employees before they begin their employment
- with volunteers and students before they begin to volunteer or before they begin their educational placement
- with staff/volunteers/students at least annually after the first review and at any other time when changes are made to the policy, procedure or individual plan.

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Any disputes regarding placements will be determined by the Board of Directors in its sole and absolute discretion.

* Effective January 1, 2017 the centre developed and implemented Program Statement and Program Statement Implementation Policy. Matthew John Early Learning Centre Program Statement was develop captures our philosophy and goals that guide the program for children. The Program Statement can be found on our website.

* Effective May 2016 The centre developed and implemented Staff Training and Development Policy

*Effective Jan. 1, 2017 the centre developed and implemented Monitoring Compliance and Contravention Policy. A copy of this policy is available upon request.

* Effective Jan. 1, 2017 Matthew John Early Learning Centre revised Administration of Medication and Drugs Policy. A copy of this policy is available upon request.

*Effective Sept. 1, 2016 the centre developed Sleep Policy. A copy of this policy is available upon request.

*Effective April 2017 the centre developed and implemented Individual Support Plans for children that require involvement of Special Needs Resource Educator or other services.

Effective April 1, 2017 the centre developed and implemented Individual Support Plan Policy. A copy of this policy is available upon request.

*Effective Jan. 1, 2017 the centre revised Supervision of Student and Volunteer Policy

* Effective October 1, 2017 the centre revised Criminal Reference Check Policy/Vulnerable Sector Check Policy

P.16 The following are unacceptable behaviour guidance strategies and are not permitted at any time under any circumstances:

1. Corporal punishment of the child;
2. 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;
3. Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
4. 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.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. Inflicting any bodily harm on children including making children eat or drink against their will.

Violations of these or other prohibited practices will be immediately addressed by management. Discipline may include verbal or writing warnings, suspension, dismissal and/or reporting the incident to CAS and the College of ECEs.

p. 18 Returning to the daycare

Before an ill child is able to return to the daycare, his or her parent may be required to provide the daycare with a doctor's note confirming that the child is well enough to participate in the programme and is not infectious. Children's Circle Daycare will follow the designated exclusion times and other procedures for communicable diseases as recommended by the Canadian Pediatric Society and Toronto Public Health.

*Effective Sept. 1, 2017 all day care centres are required to develop an individual plan for children with medical needs

Your child's health and well-being is important to us. You are required to assist in the development of an Individual Plan for a Child with Medical Needs for your child if she/he has a medical and/or health concerns which could pose a life threatening concern for your child. (Examples of life threatening conditions are: history of seizures, respiratory conditions i.e. asthma, cardiovascular conditions i.e. fainting or collapsing, diabetes). This Individual Plan for a Child with Medical Needs will be reviewed by all staff, students and volunteers.

*Effective September 1, 2017 the centre developed a Parent Issues and Concerns Policy.

Parent Issues and Concerns Policy

Purpose

The purpose of this policy is to provide a transparent process for Matthew John Early Learning Centre to use when parents/guardians bring forward issues or concerns relating to their children enrolled at MJDCC. This policy complies with the requirements of the *Child Care and Early Years Act, 2014*, S.O. 2014, c. 11, Sched. 1 (the "Act") and its regulations.

Policy

A. Overview

Parents/guardians are encouraged to take an active role in Matthew John Early Learning Centre programs and regularly discuss what their child(ren) are experiencing with our program. As reflected in our program statement, we support positive and responsive interactions among the children, parents/guardians, educators and support staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Matthew John Early Learning Centre and every effort will be made to address and resolve these issues and concerns to the satisfaction of all parties and as quickly as possible. An initial response will be provided to parents/guardians within two (3) business days.

Concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or upon request, in writing. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to all parties involved.

B. Confidentiality

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

When communicating with parents in relation to responses, progress reports or final resolutions, the level of detail provided will respect and maintain the confidentiality of all parties involved.

C. Conduct

Matthew John Early Learning Centre programs maintain a high quality for positive interaction, communication and role modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled during an interaction, they may immediately end the interaction and report the situation to the Matthew John Early Learning Centre Supervisor.

D. Concerns about the Suspected Abuse or Neglect of a child

General Obligation

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, they will be advised to contact the local Children's Aid Society (CAS) directly in accordance with the "Duty to Report" requirement under *The Child and Family Services Act*, R.S.O. 1990, c. C.11.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrenciaid/reportingabuse/index.aspx>

Procedures

If the issue or concern is:

1. Program Room Related, for example, schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc., the parent/guardian can raise the issue or concern to the classroom staff directly or to the Matthew John Early Learning Centre Supervisor;
2. General, Centre or Operations-Related, for example, child care fees, hours of operation, staffing, waiting lists, menus, etc., the issue should be raised to the Matthew John Early Learning Centre Supervisor;
3. Staff-Related, the parent/guardian can raise the issue or concern to the individual directly and/or to the Matthew John Early Learning Centre Supervisor. All issues or concerns about the conduct of staff that puts a child's health, safety and well-being at risk should be reported to the Matthew John Early Learning Centre Supervisor as soon as parents/guardians become aware of the situation; and

4. Student / Volunteer Related, the issue or concern should be raised to the staff responsible for supervising the volunteer or student or to the Matthew John Early Learning Centre Supervisor. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Matthew John Early Learning Centre Supervisor as soon as parents/guardians become aware of the situation.

The Steps for Staff and/or Supervisor in responding to issue/concern

Staff must:

1. Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within five (5) business days.
2. Document the issues/concerns in detail. Documentation should include: (i) the date and time the issue/concern was received; (ii) the name of the person who received the issue/concern, (iii) the name of the person reporting the issue/concern, (iv) the details of the issue/concern, and (v) any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
3. Provide contact information for the appropriate person if the person being notified is unable to address the matter.
4. Ensure the investigation of the issue/concern is initiated by the appropriate party within three (3) business days or as soon as reasonably possible thereafter and document reasons for delays in writing.
5. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Matthew John Early Learning Centre Supervisor and/or the Matthew John Early Learning Centre Board of Directors.

Issues/concerns related to compliance with requirements set out in the Act and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch. Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

E. REVIEW

This policy will be provided to all Matthew John Early Learning Centre employees at the commencement of their employment and will be made available to them at all times thereafter. The contents of this policy and the procedures set out herein will be reviewed at least annually and at any time that changes are required by law. A record will be kept showing the date of each review conducted, and each record will be signed by each person who conducted or participated in the review.

* Effective September 1, 2017 the centre has EMERGENCY Management Policy and Procedures.

During the emergency situations, where disasters have occurred that did not require evacuation of Matthew John Early Learning Centre, the Supervisor/Associate Supervisor will provide a notice of the incident to parents/guardians by telephone or email. If normal operations do not resume the same day that an emergency situation has taken place, the Board of Directors together with Supervisor/Associate Supervisor will inform parents/guardians with information, by phone or email as to when and how normal operations will resume as soon as this is determined.

All Policies of the Daycare are available to parents in the Supervisor Office.

All policies and procedures and individualized plans are reviewed as follows:

- with new employees before they begin their employment
- with volunteers and students before they begin to volunteer or before their begin their educational placement
- with staff/volunteers/students at least annually after the first review and at any other time when changes are made to the policy, procedure or individual plan.

*p. 27 Effective January 1, 2019 a one-time non-refundable administration fee is \$ 75 per child.

*Effective January 1, 2019 there is a \$ 10 surcharge per month for children who attend the centre on a part-time basis.