



# PARENT HANDBOOK



## MISSION STATEMENT

“Through a responsive partnership with families, staff and the community, to provide an engaging and inclusive child care learning environment.”

## PHILOSOPHY STATEMENT

Terry Tan Child Centre has a commitment to deliver an inclusive, safe and supportive learning environment that supports each child’s ability to self-regulate. The foundation of our play based program is designed to meet the individual potential of each child through their natural curiosity and interests. Terry Tan Child Centre’s Board of Directors and staff believe that children, families and community partners are capable, competent, curious and rich in potential.

Bloordale Location  
4258 Bloor Street West  
Etobicoke, Ontario  
M9C 1Z7  
(416) 621-4822  
[terrytan1@bellnet.ca](mailto:terrytan1@bellnet.ca)

Eatonville Location  
15 Rossburn Drive  
Etobicoke, Ontario  
M9C 2P7  
(416) 621-9722  
[terrytan@bellnet.ca](mailto:terrytan@bellnet.ca)

[www.terrytan.ca](http://www.terrytan.ca)

(Licensed by The Ministry of Education- Child Care Quality Assurance and Licensing)

Established in 1971

**ADMISSIONS:**

All forms should be completed, signed and returned to the Centre **one week prior to admission**. Children's allergies and sensitivities also need to be completed on appropriate forms. An enrollment fee of \$75 per family is due upon accepting placement and will be credited back on the second consecutive month of enrollment. **Please bring in a current wallet size picture of your child (ren) along with a family picture.**

Terry Tan Child Centre has two locations and is licensed for children from birth to 9 years of age.

**Eatonville (to 134 children)**

Infant (for 10) -birth -18 months

Toddler (for 10) - 18 months- 2.6 years

Preschool (for 32) -2.6-3.8 Years

Full Day Kindergarten –(for 52) 3<sup>rd</sup> party provider for TDSB – (3.8-5.8 years)

School Age (for 30) Grade 1-4

**Bloordale (to 57 children)**

Toddler (for 25) 1.6-2.6 yr

Preschool (for 32) 2.6-3.8 yr

**Waiting List Policy**

Terry Tan Child Centres maintains a waiting list for each age group within each centre. Families provide their Name, telephone number, email address, name of their child and their date of birth. The date the call was made to go on the waitlist is entered as well as the anticipated start date. Any other information offered by the parent is also entered on the card.

Managing the waitlist for each age group is done through occasional calls or emails to the family, indicating that the waitlist is being updated. Families inquiring where they sit on the waitlist is offered at the time of their request where possible, maintaining confidentiality at all times.

Where a child sits on the waitlist will change if the child is no longer eligible for that age group and are automatically flipped to the next age group, keeping the waitlist date intact at all times. Placement from the waitlist may change from month to month based on the current trends, needs and information provided by the parent.

**REGULATIONS:**

The official hours of the centres are from 7:30 a.m. to 6:00 p.m.

**Arrival:** **An adult is required to accompany** the child to the educator in charge for safety and health inspection. All children must be signed in daily.

**Departure:** **For the safety of the child, adults authorized to pick children up are asked to inform the classroom staff of their departure and accompany the child(ren) to the parking lot.** All children must be signed out daily.

**Late Departure:** If unable to reach the Centre by 6:00 pm., please notify us as soon as possible. **The Centre closes at 6:00 pm, if a staff is kept after 6:00 pm. a late fee will be charged.**

<b><u>Late Fee:</u></b>	6:01- 6:10	\$25.00/child
	6:11-6:15	\$35.00/child
	6:16-6:25	\$40.00/child
	6:26-6:30	\$50.00/child

**Terry Tan may terminate child care for families who are late more than three times.**

**Closing Early:** Under certain conditions, the Centres may close early. Your cooperation in picking up your child(ren) will be necessary. **In planning for bad weather, it may be necessary to schedule extra time to travel to and from the centre. If TDSB closes then both Terry Tan locations will be closed.**

**HOLIDAYS:**

The Centres are closed for the following holidays:

New Years' Day	Easter Monday	Civic Holiday	Labour Day
Christmas Day	Good Friday	Canada Day	Victoria Day
Family Day	Thanksgiving	Boxing Day	close 2:00pm Dec 24/31

**DISCHARGE POLICY:**

Parents are required to give one month's notice in writing when a child is withdrawn from the centre. Failing this notice, two weeks full fees will be charged. Subsidized children must attend each day of their two weeks' notice. **Terry Tan may discharge children when:**

- They reach the maximum age allowed.
- Fees are not paid by the end of the current month.
- There is no space in the age group that the child is now eligible for. The Child Care and Early Years Act and Toronto Children's Services require children to be in an age appropriate grouping. If there are no spaces in that grouping, children will be required to leave the program. In this case, the Supervisor may assist the families with alternate arrangements.
- The program is no longer able to meet the needs of a particular child. In the event that the child's needs can no longer be met in our environment a series of steps will be taken with the family to facilitate a more appropriate placement. This includes: documenting meetings with parents and support services as necessary, notifying the Children's Services Consultant, notifying the Board of Directors and Executive Director and possible referral to other agencies.
- Families who are late picking up their child(ren) more than three times.
- Parents are unable to abide by the signed Centre's Parent Handbook and the policies of the organization.

**CHANGE OF INFORMATION**

- The Centre **must be notified in writing of any changes in the original application or medical form** (i.e. Change of address, phone number, etc.). We also need to be notified of any change to persons authorized to pick up the child(ren).

**MEMO RE: BEFORE AND AFTER KINDERGARTEN AND SCHOOL AGE CHILDREN:**

- The monthly fee includes lunch and full days during December Break, March Break and Professional Development Days. Children attending during the summer will be required to pay the full day rate as specified on the current fee schedule.
- On occasion, children attending the public school system will be excluded from school due suspension.

**Terry Tan will only be able to offer care during the child's regular hours at the centre.**

- Children are dismissed to TDSB staff on duty at the school each morning.

**SICK CHILDREN:**

When a child has a temperature associated with vomiting or diarrhea, etc., we ask that you keep them at home for at least 24 hours after the last symptom. Please call if your child is going to be away sick or absent for the day. **If a child develops an illness during the day, parents will be contacted and asked to pick up their child within a reasonable amount of time agreed by both parties.** The Public Health Department requires all children with some communicable diseases be excluded from the Centre. A list of the diseases that require a child to be excluded from child care is available at the centre or on the Toronto Public Health's website. A Doctor's note may be requested when your child has been absent with a communicable disease. Each child who comes to the Centre will be expected to participate in all activities daily, including outdoor play.

**MEDICATION POLICY:**

**Only prescribed drugs in the original container with prescription labels attached or non-prescription drugs accompanied by a doctor's note can be administered by a designated staff.** Parents/Guardians must complete and sign daily the medication forms kept in the classrooms. Please ensure that all medication is either locked in the cupboard or in a locked container in the refrigerator. Expired medication will not be administered. Children with extreme medical conditions will only be accepted if prescribed medication/equipment is on the premises. Parents of children with an EPIPEN will be requested to train staff on the use of the pen for their child. It is recommended that whenever possible, parents make arrangements to administer medication while the child is in their care to ensure the safety for the child and staff.

**ACCIDENTS:**

Should accidents occur, staff will complete an accident report, one copy will be filed in the child's file and the other will be given to the parent/guardian. Parents will be notified of less serious injuries at the end of the day. In the case of more serious injuries, parents will be notified immediately. Parents, Staff and the Supervisor will co-sign the accident reports before the report is sent home.

## **EMERGENCY MANAGEMENT POLICY AND PROCEDURE**

Terry Tan Child Centre is committed to the safety and well-being of all children, families, staff, students and Board Members. Emergency Evacuations are also reviewed with families upon their tour of the centre. In the event of an emergency that surpasses Fire Drill or lock down (such as natural disaster, bomb threat), the following steps will take place.

- Staff will be required to conduct immediately a roll count to ensure all children and persons are identified and out of harm's way.
- Staff who may be on break or fulfilling other roles outside the program (planning time, meeting) will be expected to leave these and provide assistance to the youngest and/or most vulnerable.
- It is important that all staff remain calm and provide children with age appropriate information or guidance. In addition to the sign in/sign out board, staff will bring the emergency pouch that holds first aid supplies, contact phone numbers and epi pens. A centre pack is always ready for emergency evacuation with water, diapers, paper, tape and light snack.
- The Supervisor/Designate will provide directions to staff for an immediate response. (i.e. move to another area of the building, leave the building, move to alternate evacuation points)
- The Supervisor/Designate will then contact 911 to provide the necessary information and follow through with the guidance or directions provided by the 911 operator.
- As all epi pens and necessary equipment for the well-being of the children is accessible, the terms and conditions of the equipment would determine the need to include or exclude in the event of an evacuation.
- Individualized plans will be met for children with special needs
- Parents would be notified by way of the Centre cell phone/website where their child is and what has occurred. A notice on the centre's entrance door is also prepared to be posted, informing parents of what has occurred and where the children are located.
- Upon normal child care operation, parent will be notified by the centre's supervisor or designate. Updates **may** also be posted to our Twitter account @Terry\_TanCC
- The appropriate member of the Board of Directors will also be informed and provide some guidance or direction when required.

### **EVACUATION POINT**

In case of an evacuation, the affected Centre will be directed to either  
Terry Tan Child Centre at 15 Rossburn Drive, (416-621-9722) or  
Terry Tan Child Centre at 4258 Bloor St West, (416-621-4822).

Alternates to these locations include

- St. Clement Catholic Church, Markland Drive and
- Etobicoke Civic Centre (with Eatonville Junior School), West Mall.

In the event of an emergency which necessitates a closure, parents would need to make alternate arrangements for care. Parents will be informed through calling the centre for information or accessing our website about the possibility of re-opening or needing to find temporary care.

In the event of a closure while the children are on the premises, parents would be notified and asked to pick up their children immediately from the designated location. Children whose parents could not pick them up prior to evacuation, will be taken to the nearest designated evacuation point. Emergency Services will be contacted. Depending on the nature of the emergency, families and staff will be notified.

As necessary, staff, children and families may receive additional supports through the appropriate agency after the emergency has been deemed over.

Fire Drills occur monthly, Lock Down, twice annually, evacuation drill annually.

### **ISSUES AND CONCERNS:**

Terry Tan Child Centre has a policy that encourages open communication between all parties involved in the organization including staff, parents, students, volunteers and Board Members. Individuals are encouraged to discuss concerns and issues directly with the persons involved. If a situation cannot be resolved and an individual chooses to file a complaint the following process will be followed. **A Code of Conduct Policy ensures that all staff, parents, students, children, visitors, Board members and volunteers adhere to appropriate behavior and language while in or around the areas used by Terry Tan Child Centre.**

Terry Tan Child Centre has a means of having complaints about concerns and issues related to service and accommodations are addressed. Terry Tan Child Centre has an obligation to ensure that all parties are aware of the Complaint Review Process.

For the purpose of the policy, clients are defined as parents, staff, students, volunteers, Board Members or agencies who seek or receive services from Terry Tan Child Centre.

#### **PROCEDURE FOR PARENT/STUDENT/VOLUNTEER/BOARD MEMBERS**

- 1) Please present your complaint to the Supervisor in writing. If the complaint is of a verbal nature, the procedure below will be followed.

#### **PROCEDURE FOR LICENSEE**

- 1) When a complaint is lodged by someone involved with the organization the Supervisor/Executive Director/Designate will meet with the individual who has the complaint to listen to the concern.
- 2) Should the complaint be consistent with accommodation or accessibilities legislation, reference to our Accessibilities for Ontarians with Disabilities Act (AODA) manual will be followed.
- 3) The Supervisor/Executive Director/Designate will request that the individual lodging the complaint submit their complaint in writing to the Supervisor.
- 4) The Supervisor/Executive Director/Designate will then complete the Complaint Review Form.
- 5) The Supervisor's responsibility will be to follow up with the individual identified in the complaint.
- 6) The Supervisor will then follow up with the individual who lodged the complaint to identify the action taken and to access whether or not the situation or concern has been resolved. If further resolution is required, the Executive Director/Supervisor and complainant will formally meet to discuss the concern.
- 7) If a staff is identified in the complaint in relation to staff performance then the complainant will not be present. Any follow up action will be recorded on the complaint review form.
- 8) The Executive Director will be informed of all documented complaints.
- 9) If the complaint involves the Supervisor then the Executive Director will complete the process.
- 10) All formal complaints in writing will be presented to the Board of Directors.
- 11) The organizations response time will be 2 business days, the resolution time will depend on the nature of the complaint.

**If complaints are in the form of a Serious Occurrence, then the Serious Occurrence Policy would be followed.**

#### **SERIOUS OCCURRENCE:**

**Incidences are reported to the Serious Occurrence Reporting Line immediately and followed up if required by the Licensing Specialist. When an incident is reported there will be a summary posted for parents on the Parent Information Board for 7 days. The full policy is available on the policy board by the Office.**

**A serious occurrence is defined under the Child Care and Early Years Act as:**

- a. **the death of a child who receives child care at a licensed home premises or child care centre;**
- b. **abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home premises or child care centre;**
- c. **a life-threatening injury to or a life-threatening illness of a child who receives child care at a home premises or child care centre;**
- d. **an incident where a child who is receiving child care at a home premise or child care centre goes missing or is temporarily unsupervised, or**
- e. **an unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a home child care premises or child care centre.**

Any Serious Occurrence that has occurred will be posted on the bulletin board outside the centre office identifying the date and nature of the occurrence only.

#### **YOUR CHILD'S ADJUSTMENT:**

Children beginning in child care experience a period of adjustment. You may witness changes in behavior. Some of the changes are:

- Children may participate initially by observing the other children and later will join them in play.
- Change in appetite or sleep pattern may occur.
- Children may wet their pants more often until they begin to feel more comfortable.
- They may cry.

The adjustment period may vary in time from child to child. Keep in mind that when a child moves to a different room they may also go through an adjustment period. Efforts are made to have the child visit the next classroom for a period of time prior to moving up to assist with the settling in of the new routines.

**PROGRAM:**

The child's learning will be inclusive of sound guidance practices, healthy and nutritious meals and snacks that have been annually reviewed by a Registered Dietician, a play based curriculum designed by dedicated Registered Early Childhood Educators (RECE) with an opportunity for daily rest, planned outdoor experiences as well as art, cognitive, dramatic, science and sensory explorations. There may be the opportunity for community walks from time to time as well.

Detailed written program plans are posted and provide opportunities for children to experience various learning opportunities through play. The progress of children is monitored and bi-yearly reports are provided. Parents are encouraged to complete the Nipissing screening tool along with the Educator and monitor their child's interests through the Portfolio that is maintained in each room for each child.

**SAFE SLEEP:**

A detailed sleep policy is available for your information in our Program Statement, provided at the time of registration and on our website.

**SERVICES:**

Services include childcare supported by Early Childhood Consultants if required, funded through Toronto Children's Services. Three Early Childhood Consultants are employed by the organization.

**UNAUTHORIZED PICK UP:**

Identification with a photo, such as a Driver's License or Health Card, will be requested for anyone picking up a child who is not known to the Centre/Staff whether or not they are on the authorized pick up list. In the event that an unauthorized adult arrives at the Centre to pick up a child, the staff will contact the Supervisor/designate who will contact the parent/guardian to verify the pick up. In the case where the parent/guardian cannot be contacted, the Supervisor will explain to the adult that the child cannot be released.

**LUNCHES/SNACK**

Children enrolled full time will be served lunch and snacks, planned in accordance with Canada's Food Guide. Parents should advise the centre about allergies or food restrictions. As menus are planned and shopping completed well in advance, the Centre will require written notice prior to changing the child's diet.

If food restrictions occur for children following registration at the centre, written instructions from the parent will be required.

Extreme Allergy and Extreme Dietary Forms must be completed as soon as the restriction is identified. To strive towards maintaining a safe and 'nut aware' environment for all children, all food served to the children at Terry Tan will be brought in/purchased by the centre. When purchasing food every effort will be made to ensure that products that contain nuts are not purchased. Although we do not purchase products marked to contain nuts, the centres cannot ensure that the products do not contain second hand contamination. To assist us with outside products that may have come into contact with nuts, **parents are not permitted to bring any food products into the centre.**

Menus are posted. Children in the school age/FDK programs will be provided a morning and afternoon snack. They will be provided a lunch on all P.A. Days, December Break, March Break and in the summer once school has ended.

Canada's Food Guide is posted and is also available for families to access in various languages at our information stand outside the centre's office.

**CHILDREN'S CLOTHING:**

When dressing and sending your child to child care each day, please keep in mind that children actively participate in creative and sensory daily and that their clothing may get dirty. It is important that their clothing be comfortable and appropriate for the weather. Please put your child's name in all of their clothing. When appropriate, staff encourage independence in dressing skills with the children, therefore, it is helpful when the children have clothing that is age appropriate.

Please have labelled extra clothing appropriate for the season at the Centre at **ALL TIMES**. Parents of children who wear diapers are to keep a good supply of diapers at the Centre. When you feel your child is ready to begin toilet learning, please arrange for a time with the staff so you can develop a program together. If extra clothing is not available, the parent will be called to bring clothes immediately.

In cooperation with the families, staff will inform when/if there is a need for example of additional diapers, extra clothing, and outdated medication.

**BOARD OF DIRECTORS:**

Terry Tan Child Centres are non-profit childcares operated by a Volunteer Community Board of Directors. The Board is comprised of 4 parent representatives and 3 community representatives. The Board of Directors governs both the Eatonville and Bloordale locations. An Executive Director is employed by the Board to administer both locations. The Board meets a minimum of six times a year to set policies in accordance with the Child Care and Early Years Act. Board meetings are held regularly and open to parents and staff.

Each year, at the Annual General Meeting, the Board of Directors for the following year is elected by the membership. Since the Directors elected at this meeting are responsible for the operation of the organization for the next year, we would like to emphasize the importance of parents attending the Annual Meeting. Each family that has child (ren) enrolled at the centre for the 60 days prior to the Annual General Meeting are considered members and will have one vote at the meeting.

Our By-laws state that the term of office for a Director is two years. The By-laws do allow for Directors to run for more than one term. Parents will be notified of the upcoming parent vacancies on the Board through newsletters. Vacancies occurring on the Board of Directors during a term will be appointed by the Board for the balance of the term. By-laws are available to all parents upon request.

There are a total of 7 Directors representing the following categories:

1. Representative from Bloordale United Church
2. Two parents with one or more children attending Eatonville
3. Two parents with one or more children attending Bloordale
4. One community representative with experience in integration who is not an employee of the corporation
5. One person with professional child care experience who is not an employee of the corporation

**STAFF:**

During your child's day, the Educators are providing an Emergent Curriculum model which focuses attention and sets the stage based on each child's interests and abilities. Along with this reflective practice, the weekly observations, planned and documented experiences, expertise of the educator and parent will guide the child's growth and skills. The bi-annual progress report, Nipissing screening tool, child requests and any other supports that may deem necessary to assist, will also support the curriculum model and the child's competencies, sense of belonging, well-being, engagement and expression.

**BEHAVIOUR GUIDANCE:**

Children's behaviours will be guided and supported through our positive Behaviour Guidance strategies. These strategies may include anticipating, re-directing, use of logical consequences, logic and reasoning. The following activities are prohibited-practices: 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 licensee's emergency management policies and procedures; use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth; depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or inflicting any bodily harm on children including making children eat or drink against their will. Our goal is to support each child's ability to self-regulate behaviours and a healthy expression of emotions will be modelled and supported by the Terry Tan Educators and staff.

Regular Behaviour Guidance/Compliance/Contravention observations by the Administration with each staff member will review the strategies and techniques that have been utilized and may offer other suggestions or acknowledge the strength and effectiveness observed at that time. Staff training will reflect their skill level and/or interests regarding Behaviour Guidance, understanding that children may require a different skill or approach that may not be familiar to the staff person.

**FIRE DRILLS/EMERGENCY PROCEDURE/ EVACUATION POLICY:**

Fire drills are practiced with the children once a month. The Centres have written procedures for fire drills that have been approved by the local Fire Department. Each staff member is familiar with this procedure and each room has a posted fire drill policy.

The Fire Drill and Evacuation Policies are posted on the Parent Board in or outside the office and in each of the classrooms. In case of an evacuation, the affected Centre will be directed to either Terry Tan Child Centre at 15 Rossburn Drive (416-621-9722) or 4258 Bloor Street West (416-621-4822).

If neither centre is available the alternate evacuation is the Toronto District School Board Office at Civic Centre Drive (The West Mall and Burnhamthorpe Road) or St. Clement Separate School (Bloor Street West and Mill Road). In the event of an emergency, which necessitates a closure, parents would have to make alternate arrangements for care. Parents may stay informed by calling the centre for information or checking our website at [www.terrytan.ca](http://www.terrytan.ca) about re-opening or finding temporary care. In the event of a closure while the children are on the premises, parents would be notified and asked to pick up their child(ren) immediately. Children whose parents cannot pick them up in time would be taken to the nearest official evacuation point set up by the Canadian Red Cross Society.

#### **ANTI-RACISM AND HUMAN RIGHTS POLICIES:**

The Centres have a Human Rights Policy/Anti-Racism Policy and Procedure. These policies will be outlined during your orientation to the centre. If you wish to refer to them, they are posted on the office bulletin board.

#### **HARASSMENT AND VIOLENCE PREVENTION POLICIES**

Legislation requires the centres to have policies for Harassment and Violence Prevention. These policies will be outlined during your orientation to the centre. If you wish to refer to them, they are posted on the office bulletin board. In the case of an incident the procedure associated with these policies will be followed.

#### **CHILD ABUSE**

A Child Abuse Policy is posted in the office area. We are committed to taking a pro-active position regarding the prevention of child abuse through:

- On-going observation of children, employee training, early intervention and meeting the legal obligation including reporting of suspected abuse.
- Staying abreast of legislation and relevant issues.
- Providing communication and support for children and families.

#### **EVERY PERSON IS LEGALLY OBLIGATED BY LAW TO REPORT INFORMATION THAT IS DISCLOSED TO THEM OR ANY UNUSUAL MARKS ON A CHILD.**

#### **VOLUNTEER/STUDENT POLICY:**

All volunteers/students must be over the age of 18 years old and are required to submit a clear Criminal Reference Check including the vulnerable sector, read and sign the Volunteer/Student policy and other required documents before commencing their time with the children. This also includes the Behaviour Guidance Policy, Confidentiality Policy and Playground Policy that must be signed and updated yearly. **The RECE/designate will supervise the student/volunteer at all times to ensure that the required policies and practices are followed as outlined in the policies.**