

## Welcome to Buds and Blossoms- Cabbagetown

Dear Parents/Guardians,

I would like to take this opportunity to welcome you to the Buds and Blossoms family. At Buds and Blossoms, we build our curriculum and philosophy based on our four core foundations. Buds and Blossoms believe that: Children are part of the solution, not part of the problem, Families and educators work together to give children the support they need to grow, children lead the curriculum, rather than adapting to it, and learning mindfulness at an early age helps children develop the necessary skills to thrive.

We like to encourage our B&B families to engage with us as that's how we will be able to provide the best care for your children. This is an exciting time for your family and we want to make sure that we make this transition as comfortable as possible. To make this possible is to communicate with our families to ensure that we are transparent in our communications.

Each year, B&B will review its policies and guidelines to ensure that we continue to provide the best care for our families. At any time, if policies or guidelines change, we will provide you with reasonable notice of such change.

Welcome to the Buds and Blossoms' family and we look forward to our journey together!

Please feel free to contact us if you have any questions

Yours Truly,

B&B Team

## Program Statement:

Buds & Blossoms (B&B) provides families with high quality childcare in Cabbagetown. Our program and curriculum is consistent with the Ministry of Education's Policy Statement as set out in "How Does Learning Happen (HDLH)?"

This Program Statement will be reviewed with childcare staff and volunteers annually or whenever an amendment is made. B&B holds the view that the purpose of early childhood education is to create value, not just in our own lives but for the whole of society and the world. We aim to serve as a role model of child care excellence for the community by providing an authentic play-based Early learning program. This Program Statement describes our goals for children at B&B and the approaches we implement to meet those goals.

A. We promote the health, safety, nutrition, and well-being of the children in our care by diligently meeting all the requirements of Ontario Regulation 137/15. At BB, we specifically:

- Encourage nutritious eating at meal time;
- Teach the importance of personal hygiene, such as hand washing, blowing nose, sneezing and coughing;
- Enforce public health guidelines around quarantines for various illnesses;
- Communicate illness outbreaks with parents via health memos sent via email as needed;
- Sign in and out of each child on a daily basis on the attendance records;
- Ensure all staff are CPR and First Aid trained.

B. We support positive and responsive interactions among the children, parents, child care providers and staff through:

- Role-modelling for the children, parents and staff the demeanor and behaviour that we wish the children to exhibit;
- Connecting with each child, parent and staff member as an individual and in a way that is meaningful to them;
- Working with the children, parents and staff to resolve conflicts in a peaceful and harmonious manner.

C. We encourage the children to interact and communicate in a positive way and we support their ability to self-regulate through:

- Having a daily mindfulness group time that encourages children to express their feelings, minimize anxiety and increase happiness
- Offering positive, non-punitive direction to every child to support the classroom communities,
- Having developed guidelines and centre policies that support the development of harmonious environments throughout the school, which allows children to develop their self-regulation and executive functions

D. We foster the children's exploration, work, and inquiry through:

- Activities that assist children to become independent and capable of assisting others in care of the self, care of the environment and care of others
- Providing activities to explore and refine all the senses, as well as to discover sequencing and order,
- Providing activities to increase vocabulary, encourage discussion, explore sounds, and begin to develop the process of writing and reading activities
- Providing activities for cutting, colouring, painting, exploring colour, shape and texture, pasting and other artistic endeavors.
- Assisting the children in understanding where everything is kept and enabling them to choose and return activities independently and with their peers.

E. We provide child-initiated and adult-supported experiences, specifically:

- Choice, respect and responsibility are foundations on which all of our classrooms are built;
- The children initiate much of the activities for each day. They are encouraged to experience the world by exploring.

F. We plan for and create positive learning environments and experiences in which each child's learning and development is supported through:

- The daily curriculum and materials,
- the children are disciplined in a positive manner at a level that is appropriate to their actions and their ages in order to promote self-discipline, ensure health and safety; respect the rights of others and maintain equipment,
- Children can choose work that they are capable of doing

G. We incorporate indoor and outdoor fun (by going to nearby parks, when weather permits), as well as active play, and quiet time, into the day, and give consideration to the individual needs of the children by allowing them to manage aspects of their day, including:

- Moving about the classroom with purpose,
- Having active time indoors and outdoors;
- Planned outdoor gross activities, weather permitting
- Healthy nutritional snacks
- Providing a quiet space for children who need it.

H. We foster the engagement of an ongoing communication with parents about the program and their children in the following ways:

- Classroom educators are available outside of classroom time via email or our messaging app.
- Monthly newsletter is sent to all parents to communicate general information such as monthly calendars or any changes happening at the centre.
- Photos and videos are shared with parents so they can see what their children are participating in the class via communication apps
- Educators will also observe and document challenges faced by the child and what strategies they will use to help the child dealing with these challenges. These strategies are shared and communicated with the parents to promote similar and consistent learnings at home.

I. Buds and Blossoms involves local community partners, and we allow those partners to support the children, their families and staff through:

- Inviting specialists to come in and broaden the children's experience, such as musicians, yogis, chefs, firefighters, etc.
- Having local excursions that will extend learning from the centre, to the outdoors and reaches out to the community.

J. Buds & Blossoms support its staff's professional development through:

- Small budget set aside for staff professional development
- Staff are encouraged to attend work-related seminars and workshops to keep up with the latest changes and research in the childcare field.
- Annual staff review and evaluation meeting

K. We document in several ways, including:

- Logs, records, monthly newsletters, photos, and videos.
- We track all program plans, all work engaged in and observe and communicate anecdotal information on each unique child and on the class as a whole.
- We observe and discuss concerns regarding social, emotional, developmental or academic challenges.
- We have regular staff meetings to encourage strong communication between staff.

Our program is designed to promote a safe learning experience while our educators and environment are here to support the learning for the children. Buds and Blossoms want to encourage our program to incorporate: mindfulness, child-lead curriculum, children as a solution and families and educators are all part of our goals for our programs. Educators at B&B are experienced, caring and resourceful professionals that will help enrich your children's learning. Four important foundations we base our curriculum on are the four conditions that allow our children to foster: Belonging, Well being, Engagement and Expression.

**Belonging:** children feel a sense of connection to others and that their individualities matter to the community they are in.

**Well-being:** children's physical and mental health wellness are important parts of children's success in learning. This includes skills such as self-care, sense of self and self-regulation skills.

**Engagement:** children are born curious and eager to learn in their natural environment. This engages them to learn naturally through inquiries which develop critical skills such as problem solving, creating thinking beyond the early years.

**Expression:** children being able to express or communicate (includes being heard and listen to) in their own ways are very important. Whether it's communicated through words, arts or any forms of communication, allowing the child to express in its own ways form good foundations.

If you would like more information on "How Does Learning Happen?" please go to <http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

Our staff at B&B are dedicated educators that are here to promote a safe learning environment. Registered Early Childhood Educators are part of College of Early Childhood Educators who is a regulatory body that governs RECEs continuous education.

## **Buds and Blossoms' CORE Philosophy**

### **Children are part of the solution, not part of the problem.**

Children should not be blamed for not behaving like an adult would. Adults already have a determined set of skills - especially emotional skills - that children are yet to learn. Positive education and emotional education are based on the idea that emotional skills can be learned at an early age and that children blossom in an environment that prioritizes learning opportunities rather than blame and repression.

### **Families and educators working together give children the support they need to grow.**

No one knows and understands your child better than you. No one has more formal training and experience to help children grow than educators. Parents know best what their children's needs and goals are, and educators know all the different ways they can get there. Imagine what we could do together!

### **Children LEAD the curriculum, rather than adapting to it.**

Children have their own interests and their own questions - SO MANY QUESTIONS! However, more often than not, schools have an already set curriculum that gives little to no room for change. We love nothing more than to allow our students to choose what they want to learn about and THEN build the curriculum around it. That means that the students will learn literacy, music, math, science, and all that, WHILE learning about something that truly inspires them!

### **Learning mindfulness at an early age helps children develop the necessary skills to thrive.**

What if you could get to your adult life already having the ability to cope with frustration, anxiety, pressure, anger, depression while knowing how to improve your happiness, empathy, and social skills? That is what we want for our children. Through meditation and mindfulness exercises, children are able to learn how to self-regulate and enhance their positive habits from an early age.

**Health and safety:** Buds & Blossoms follows all the requirements and guidelines of the Ministry of Education and City of Toronto Bylaws.

**Nutrition:** Our snack and lunch are catered by Wholesome Kids Catering company. They follow the Canada's Food guide. More info at <https://wholesomekids.ca/>

## Our Programs:

**Toddlers:** 18 months to but younger than 30 months

**Preschool:** 30 months up to 6 years of age

**Primary/Junior School age (Aftercare):** 68 months or older but younger than 13 years.

**Each classroom has one Registered Early Childhood Educator**

### Ratio:

Preschool: 1:8

Toddler: 1:5

School age: 1:15

### Hours of operation (September-June)

Monday to Friday:

Toddler: 8:30-2:29pm

Preschool: 8:30-2:29pm

School age: 3-6pm (PA Day- No aftercare- staff PA day as well)

### Summer Hours (July & August):

Monday to Friday

9- 2:59pm Preschool

Toddler 8:30-2:29pm

### A typical children's daily schedule:

#### Toddler/Preschool

8:30-9:00 Drop off

9:00-9:30 Hand washing/bathroom routine/free play

9:30-10:00 Hand washing/AM snack

10:00-11:30 Planned activity/Meditation/Mindfulness Circle

11:30-12 Lunch/bathroom routine \*\*Half day children go home

12-12:45 Free play/quiet play time (Toddler Nap : 12-2pm)

12:45-2:00 Bathroom routine/Planned outdoor activity

2:15-2:29 PM snack

2:29 Home time

\*Schedule can be adjusted during the year and is subject to change with notice.

\*Half day children are picked up at 12pm

**After Care**

3:00-3:30pm Pick up from School

3:30pm walking back to Buds or Outdoor activity/Snack

4:30-5:30pm planned indoor activity

5:30-6:00pm tidying up/quiet activities/pickup

**Summer Camp\*\*sample schedule:**

9:00am: Drop-off/Snack/Free time (snack will be done inside the preschoolroom) 9:45am:

Washroom routine (bring the kids to the washroom as a group)

10am: Circle time/meditation

10:30am: Activity 1

11:00am: Movement Activity 1

11:30am: Lunch (Hot lunch is served)

12:00pm: Washroom routine (bring the kids to the washroom as a group, change diapers and try to pee) 12:15pm: Quiet time/Story time (play a calming song, read a book together related to your theme, give them quiet activities to be executed individually - coloring, puzzles – quiet reading time)

1:00pm: Activity 2

1:30pm: Movement Activity 2

2:00pm: Free time

2:30pm: Snack and Washroom routine (snack will be done inside the preschool room. Bring the kids to the washroom as a group, change diapers and try to pee. Get them ready for pick up) 2:59pm: Pick up

\*If outdoor time is planned, replace AM or PM Activity and Movement time.



**Late Pick up policy:**

The Centre closes at 6:00pm daily. A late fee will be charged at the rate of \$2.00 for every minute a staff member is required to stay with your child. This fee goes directly to the staff members who stayed past 6pm.

For Preschool and toddler half day programs: Although we are not closed, but if you are enrolled in the half day preschool, your child must be picked up by 12:00pm. If you are consistently late for pickup at 12pm, it disrupts the full day program as we have toddler children who naps at the time.

We may ask to have a meeting with you in regards to your need for a full day program and if it becomes consistent, Buds and Blossoms have the right to charge you for extra fees or terminate the contract if no resolution is resolved. A late fee of \$2.00 every minute can be charged.

If late pick up becomes consistent, parents will have to discuss with the director on whether the program fits their needs. A late fee form will be filled out and signed by the staff on duty and by the parent or caregiver picking up the child.

In the event that a parent, caregiver or emergency has not been contacted or not arrived by 6pm, the City of Toronto's Children's Aid Society may be contacted.

**Admissions:**

Children are admitted on base availability. To enroll, a parent/guardian must fill out an enrollment form and pay a one-time \$50 non-refundable registration fee. CWELCC registration fee is also reduced by 52.75% to the amount of \$23.63 A deposit of \$200 that will go towards the last month of tuition. This \$200 can be refundable only if you provide a proper 30 notice prior to the start of your first day.

An up-to-dated immunization is also required to be submitted prior to the start of the first day.

Your spot is only secured if you have paid for the registration fee and the deposit. Only secured spots will be asked for a registration fee and deposit.

Your spot is reserved for your initial start day, and if you need to postpone or make changes, your spot is only held for 60 days from your initial start day. If you require additional days for your spot to be held it will be subjected to availability and additional registration fee. If you forfeit your spot and do not provide more than 30 days' notice to the start of your first day, your deposit will be forfeited and the spot will be given to the next child on the waitlist.

## Waitlist Policy

### Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

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

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

### General

- Buds & Blossoms will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

### Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via email, phone call or in-person meet & greet.
2. Each family who wishes to be placed on the waitlist must fill out Buds & Blossoms' Online Enrollment Form to be placed in the waitlist formally. No registration or deposit will be taken until a spot is available.

### Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Each family who wishes to be placed on the waitlist must fill out Buds & Blossoms' online Enrollment Form.
3. Once a child has been placed on the waiting list, the licensee or designate will update the list as spots become available. Parents are asked to contact us if they would like to withdraw from the list or if they have any questions.

## Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to increase number of days enrolled. Priority will also be given to siblings of children currently enrolled if there is a space available at the time the current sibling is enrolled. Spots will be offered to these children who have priority before offering to the next available child.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

## Offering an Available Space

1. Parents of children on the waiting list will be notified via email and or phone call.
2. Parents will be provided a timeframe of **five (5) business days** which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

## Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The Supervisor or designate will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

The Supervisor or designate will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Please keep in mind that a waitlist is a way to maintain families who are interested in a spot at Buds and Blossoms. The position of your child on the waitlist is one way to determine the likelihood of the spot and due to other factors\* such as sibling priority and current enrolled, those factors come into play as well.

## Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

## Canada Wide Early Learning & Child Care System (CWELCC)

Buds and Blossoms- Cabbagetown has opt-in to the program. Fees were reduced 25% from April 1-December 30, 2022 and a further reduction of 37% starting December 31, 2022 for the year of 2023. Aftercare fees are reduced only in 2022 of 25% and have been reduced to \$12/day. The registration fee of \$50 is also reduced by 52.75% to \$23.63.

### Program Fees (Regular fees without reduction)

Preschool	Mornings 8:30-12pm	Extended 8:30-2:30
3 days	\$560/month	\$1100/month
5 days	\$850/month	\$1500/month

Toddler	Mornings 8:30-12pm	Extended 8:30-2:30
2 days	\$450/month	\$820/month
3 days	\$850/month	\$1250/month
5 days	\$1150/month	\$1650/month

### After Care- Children over 6 fees

1 day a week	\$149/month
2 day a week	\$249/month
3 day a week	\$369/month
4 day a week	\$449/month
5 day a week	\$539/month
Additional day	\$37.25

**CWELCC Preschool                      Mornings 8:30-12pm                      Extended 8:30-2:30**

3 days	\$264.60/month	\$519.75/month
5 days	\$401.62/month	\$708.75/month
Extra add on day	\$20.08	\$35.44

**CWELCC Toddler                      Mornings 8:30-12pm                      Extended 8:30-2:30**

2 days	\$212.62/month	\$387.45/month
3 days	\$401.62/month	\$590.62/month
5 days	\$543.37/month	\$779.62/month
Extra add on day	\$27.17	\$38.98

**Aftercare- Children Under 6 years of age**

\$12/day calculated based on the days you attend

Full payment of fees for days contracted are required whether the child is part-time or full time. Fees are charged for all days that a child is enrolled, including vacation, sick days, and statutory holidays, professional development days and withdrawal without proper notice or for any other reason. No refund or credits is given for absenteeism or statutory holidays when the Centre is closed and for inclement weather. Switch days are not permitted as fees are paid based on available spots.

Centre is closed for two weeks for winter break (following TDSB winter closure schedule) one week in Summer- fees are not prorated during closure time.

Aftercare program is closed during PA Days and March Break - no programs or day camps are run during those days.

Payments are paid Buds and Blossoms via email transfer to [info@budsandblossoms.ca](mailto:info@budsandblossoms.ca) on the first of every month or as agreed upon payment schedule. Payment can also be made using direct deposit or credit card. You are required to download an app for bank and credit card payments and set up the account.

In instances where a cheque or bank draft is returned, a \$20 administration charge plus the applicable NSF charge by the bank will be added to your fees and payment for that month will be payable by certified cheque, bank draft or email transfer.

A late or non-payment of fees will be deemed a breach of the centre agreement and at the centre's discretion, may arise in the withdrawal of the child.

A receipt, for income tax purposes, will be issued by February for the previous fiscal year. The tax receipt is generated automatically through our App Lillio and is available to you by the end of February.

### **The Centre will be closed on all statutory holidays:**

New Year's Day, Family Day  
Good Friday, Easter Monday  
Victoria Day, Canada Day  
Civic Holiday, Labour Day  
Thanksgiving Day, Christmas  
day, Boxing Day

**Note:** During the Winter break, the centre will close its programs for two weeks according to the Toronto District School Board. March Break week, toddler and preschool programs are open but no Aftercare programs run. A week in July/August will be closed for summer holidays determined every year. Scheduled PA days outside of the TDSB schedule will be informed a minimum of 30 days prior. **Tuition fees are not prorated during these times unless the closure is more than 20 days in a calendar year.**

### **Inclement weather:**

In the event of extreme weather conditions all programs will be closed and parents will be notified by 6:30am via email/message app. The Centre will follow the **Toronto District School Board** closures for inclement weather and an email will follow to confirm the closure. If the centre needs to be closed earlier due to inclement weather, parents will be notified and asked to come as soon as possible or make arrangements for earlier pickup.

Fees will be unaffected by any closures due to extreme weather or other emergency circumstances.

### **Drop off and pick up:**

Preschool/Toddler:

We welcome parents to drop off their child inside the centre. Please ring the intercom and a staff will buzz you in. Children are to be dropped off between 8:30-9:30am and if you are going to be late, please send us a message and let us know what time your child will arrive. When you drop off, please ensure to help your child undress and wash/sanitize their hands and bring them to the classroom.

Parents are encouraged to do a health screen before dropping the child off to help maintain the health and safety of everyone. If your child has fever, the child must stay off for a minimum

of 24 hours and is fever free. With symptoms such as cough, runny/congested nose, the child needs to stay off for 24 hours and is better to return to the centre. A child with stomach issues such as vomit/diarrhea must stay off for 48 hours and is symptoms free.

If you wish to pick up your child earlier for appointments, etc., please give us a call at 416-655-0695 or send us a message through our messaging app.

### **Pickup:**

Parents are to come inside the centre during pick up times 12/2:29pm to pick up their child.

Children are released to guardian/caregivers stated on the enrollment forms. A child will not be released to any person who is not on the pickup list unless the centre is notified and staff will ask for proper government issued identification. The pickup must also be over 18 years of age. In the event that someone has arrived to pick up a child and the above criteria have not been met, the staff will not release the child.

## **Safe Arrival Policy**

### **General**

- Buds and Blossoms will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Buds and Blossoms will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

### **Buds and Blossoms Safe Arrival Policy Statements**

Children may only be released to adults 18 years of age or older with the permission from the legal guardian/parent. Guardians/Parents must send a message or phone call to the centre with the name(s) of pickup. The person picking up must bring Photo Identification before the centre will release the child. Parents are to inform the centre by marking the child absent on the communication app, email, verbal and or written communication if the child will not attend care and or will be late.

## Procedures

### Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - Parents must physically bring the child into the classroom and ensure that the staff in the room acknowledges the child and mark the child in the attendance.
  - Parent/guardian must inform the staff that the child will be picked up by alternative person. This person is either on the pickup list on the enrollment form and if this person is not on the list of pickup, parents must provide written authorization by writing a note, email or message on the communication app and or verbal communication to staff and then documented in our communication book. The pickup person must bring proper government photo identification (i.e. driver's license) in order to pickup if pickup has never picked up prior.
  - document the change in pick-up procedure in the daily written communication book.
  - sign the child in on the classroom attendance record and or communication app, ie. Lillio.

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

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up) and parents can mark the child absence on the program app (Lillio) or ask the staff to mark the child absent, the staff in the classroom must:
  - inform the supervisor or designated person e.g., extra staff or support staff etc. and they must commence contacting the child's parent/guardian no later than 9:30am Staff shall first contact the parent/guardian through message through the communication app or email. If no response by the parents/guardian, the centre's designate shall call the parent/guardian by 10am and if no response, centre will leave a message. The centre will try to call again after 30 minutes of no response. Emergency contacts will be called if no response by the parents/guardian after 1 hour of time.
  - For Aftercare program: Parent should inform the supervisor or designated staff that the child will be away via email, message, marking the child absent on communication app, Lillio or call the centre phone. Children should be marked absent by 2:30pm on the day of care. By 3:30pm (pickup time), the designate staff will start contacting the parent/guardian if child is not marked absent. If no response by 4pm, staff will start calling the parent/guardian and if no response, centre will leave a message. The centre will try to call again after 30 minutes of no response. Emergency contacts will be called if no response by the parents/guardian after 1 hour of initial contact.
  - If staff have tried all ways to reach parents/guardians and emergency contacts, staff will inform the licensee to contact the police.



2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record and on the communication app, Lillio.

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

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization and or verbal communication.

### **Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up when the centre closes at 6pm, for preschool and toddlers' programs end at 12:00pm/2:29pm and no previous communication has been made, the staff at closing shall contact the parent/guardian by phone or message on communication app and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must call again in 15 minute intervals and leave a message until the parent is reached. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact the emergency contact at closing.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:30pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact them by phone and or message on communication app.
3. If the staff is unable to reach the parent/guardian or authorized individual who was

responsible for picking up the child, the staff shall start contacting authorized individuals listed on the child's file.

4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30pm the staff shall proceed with contacting the local Children's Aid Society (CAS) Toronto Children's Aid Society 416-924-4646. Staff shall follow the CAS's direction with respect to next steps.

### **Additional Policy:**

When a child is persistently not marked absent and or communicated the child's whereabouts, the centre will send out communication letters and discuss further actions to help implement a suitable plan for this family. If family cannot cooperate, the centre has the right to take further action that can include termination of care.

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

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

### **Discharge Policy:**

A written notice must be given to the centre 30 days prior to withdrawal. Without proper notice, a charge of fees may apply. Spaces cannot be guaranteed for families who wish to take the child out of the program for a period of time.

Withdrawal due to special circumstances:

In the event that an individual's behaviour is causing disruption to the program, harm to others or harm to property of the program a family may be withdrawn from the program. This extreme measure would only take place after consultation with the child's family. All decisions that are made are made considering the best interest of all of the children enrolled in the programs.

*We reserve the right to withdraw services for the following reasons:*

1. A child's behaviour is consistently causing excessive disruption to the program; harm to other children or harm to property.
2. A parent's refusal or inability to abide by the policies and procedures as set out in the Policy Manual
3. A parent's conduct being harassing, belligerent, abusive or in any other manner inappropriate.
4. Outstanding fees- either regular weekly fees or any other fees such as fees due from a late pick up.
5. or any circumstances that the centre feels a misfit for the family.

## Inclusion Policy:

At B&B, we believe that all children have equal opportunities to foster their social, physical, language and cognitive abilities. Children at all levels of physical and cognitive development will have the same opportunities in the program. The program is designed universally so that all children can participate and that families feel welcome and respected. B&B partners with Every Child Belongs and have access to resource consultants.

### Parent involvement:

Parents are a special part of our community as you are the primary caregivers for our children. We believe that parent engagement is a very important part of our community and we appreciate constant feedback from our parents.

Parents are encouraged to provide any feedback or concerns to Buds and Blossoms by email/messaging app/phone call or in person.

### Field Excursions:

At B&B, there may be times where we extend our learning outside of our centre. Parents will be informed and asked to sign permission forms. If parents do not want their child to participate in the field trip, parents must make alternative arrangements for your child that day and fees will not be refunded for being absent. Parent volunteers are welcome if you have obtained a valid police reference check. Additional fees may apply.

### Program Staff

Our staff at Buds and Blossoms are dedicated educators that are here to promote a safe learning environment. Registered Early Childhood Educators are part of The College of Early Childhood Educators who is a regulatory body that governs RECEs continuous education.

For each classroom, there is one registered early childhood educator and an early childhood assistant. The educators work together to create a safe and fun learning environment for the children. All staff have up-to-date CPR & First Aid training and have a cleared vulnerable sector check.

### Supporting staff in continuous professional learning:

The Centre is committed to hiring knowledgeable staff, who are educated and experienced in the early childhood field. They are knowledgeable in child development and have experience working with children. Registered early childhood educators are always learning and up keeping current standard practices in the field. Staff are to attend workshops related to early childhood education on a continuous basis.

Through training and professional development staff are encouraged to,

- engage with children as co-learners as they explore their environments, foster and inclusive learning environment,
- use a positive and supportive approach, and

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- make a commitment to build self-awareness and to engage in new learning experiences.
- view the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment.

### **Volunteers and students:**

At B&B, we may have volunteers or students who are currently studying Early Childhood Education doing their practicums. All volunteers and students must obtain their Vulnerable Sector Check, be First-Aid trained and have up-to-date immunization. They are to be supervised by the centre staff at all times and never left alone with the children.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

## **General Centre Policies/Guidelines**

### **Health and Wellness**

It's our goal to create a healthy environment for the children and parents can help us achieve this goal by:

- Keeping your child at home if he/she has a temperature or signs of ill health. ● If your child is sent home with diarrhea, fever or vomiting he/she needs to be symptom free for at least 48 hours before returning back to the centre.
- If your child develops a contagious disease, he/she will not be allowed to attend the Centre. Toronto Public Health will be informed about the disease. You will need to provide a Doctor's note when your child returns.
- If your child develops a fever above 37.8 C / 100.4F we will contact you, and ask you to pick up your child.
- If your child becomes ill during the course of the day, we will contact you and advise you of the situation. Your child will be isolated from the group and may be asked to wear a mask if the child can tolerate a mask.
- Parents are expected to pick up their child within 2 hours after being notified. If we cannot reach either parent, we will contact the emergency person and ask them to pick up the child.

### **Clothing and Toys:**

- Parents/caregivers are asked to provide extra clothes in the child's cubby or backpack. Staff will remind parents when extra clothes are needed. We also ask parents to bring weather appropriate clothing- Examples: Summer: sun hats, shorts, Winter: winter hats, neck warmers, mittens
- From time to time, our program goes outside for planned activities. Children are asked to bring/dress accordingly to the weather. For example: winter hat, mitts, snow pants, or

summer hat, sunscreen, etc.

- In the event that your child requires changing during the day and does not have appropriate clothing, a parent may be called and asked to either bring a set of clothing or pick up the child. Please label all articles of clothing brought to the program to prevent loss.
- Clothing that becomes soiled during the day will be placed in a plastic bag in your child's cubby. Parents are to ensure that it is taken home each evening.
- Please do not send scarves or any article of clothing that has strings, which could pose a safety risk. Staff may remove strings from clothing if they feel it is a hazard. Please only bring toys to a program on the day that your child participates in "Toy Day or show and tell." These toys should be non-violent and safe in nature. The organization cannot be responsible for any loss or damage to personal belongings. Toys that are brought in to the centre will stay at the child's cubby until pick up time.

### **Rest Time:**

- Our program is licensed for no more than 6 hours. Children that attend the program are not required to nap for 2 hours.
- Naps/quiet time may be offered to children who required rest time.
- Preschool program can only offer quiet time as program does not allow for nap time.
- Children who required to nap will have individual cots provided to them, labeled with their names on the cots.
- Each child will supply their own blanket. Linen and blankets are laundered weekly and as needed.
- Cot sheets are provided by the centre and washed on a weekly basis.
- Blankets are sent home to wash at the end of the week.
- Children under 18 months will sleep on individual cots.
- The centre cleans and disinfects surfaces with a bleach solution. Soiled areas are cleaned and disinfected following Toronto Public Health guidelines.
- At Rest time, staff to child ratio is reduced only during sleep time.

### **Meals, Snacks, and other Food:**

- Buds and Blossoms provides a hot lunch & AM/PM snack for our preschool/toddler and snacks for our after-care programs.
- All meals are catered by Wholesome Kids Catering company and reviewed by registered dieticians and follow the Canada Food Guide.
- All Menus are posted and copies sent to parent and attached on our app.
- Our Centre is a nut free environment.
- If your child has specific dietary restrictions, please inform us and will try to provide alternatives.
- Staff onsite have Food handler's certificate.

## Medication

- If your child requires medication during his/her stay at the Centre, the medication must be brought IN ITS **ORIGINAL CONTAINER**, clearly labeled with the child's name, name of drug, dosage and times to be given, date of the prescription and the expiry date.
- Parents are required to sign the appropriate form for the administration of the medicine.
- A doctor's note must be provided for all medication. Instructions include: Full Name, dosage and times to be given. Medicine is kept in a locked medicine cabinet safe at the centre, out of reach of children. Medicine will be returned to the parent at the end of the day.

## Immunization

- Parents are responsible for providing the Centre with a copy of the Child's immunization record and updating this record as needed. Centre staff are also required to provide up-to-date immunization records to the centre.
- Exemption: Under the [\*Immunization of School Pupils Act\*](#), your child can be exempted from immunization for medical reasons or due to conscience or religious belief.
- If you do not wish to have your child vaccinated, please provide a **Statement of Medical Exemption form** (Forms can be found on Government of Ontario's website or ask B&B for a copy)
- The Centre also requires a list of any communicable disease that your child may have had. **Injury**
- If your child has a minor injury (small cut scrape etc) the staff will apply the necessary first aid and complete an injury report when you pick up your child the staff will give you the injury report to sign.
- If your child has a major incident at the Centre the staff will apply all immediate first-aid (including calling 911). The staff will notify the parents and or emergency contacts on file.

## Management of medical devices

- When a child is suspected with a fever, the staff will use a thermometer to check his or her temperature. The device is cleaned and disinfected each time after use following manufacturer's instructions.

## Infection control

- At B&B, the staff are supplied with disposable gloves, hand sanitizers to protect from occupationally acquired infections.
- Proper hand washing techniques are followed before each meal/snack, after washing routines and when the child's hands are soiled.

### **Toy Cleaning and Disinfection:**

Toys are important to a child's growth and development. However, they can provide a route for spreading common childhood infections, such as gastroenteritis, pink eye, hand foot and mouth disease, ring worm, chicken pox, and even the common cold. One of the most important steps for reducing illness and the spread of disease is regular cleaning and disinfection of surfaces.

Toys that are frequently handled or mouthed are those most likely to be contaminated. Regular cleaning and disinfection are mandatory on a weekly basis. During an outbreak, toys must be cleaned and disinfected daily.

Toys, equipment and the environment are cleaned and disinfected using soap, water and bleach.

1. Only toys that can be cleaned and disinfected are permitted for use.
2. Inspect all toys to ensure there are no loose, small parts, or broken jagged edges that can pose a safety hazard.
3. Minimize the sharing and mouthing of toys between children. Once a child has mouthed a toy, it must be cleaned and disinfected.
4. Toys must be cleaned by scrubbing with soap and water. A brush must be used for cleaning toys that have small crevices.
5. Rinse toys in clean water.
6. Soak toys in a disinfectant solution, for a minimum of 10 minutes or follow manufacturer's recommendations.
7. Air dry toys or dry with a clean paper towel and store in a clean area.
8. Large toys must be cleaned by spraying with a soap and water solution, rinsing and then spraying with a disinfectant solution. Allow a ten-minute contact time or follow manufacturer's recommendations. Wipe with a clean paper towel or air dry.
9. Only washable stuffed or cloth toys are permitted for use. These toys are to be laundered weekly or when visibly soiled.

### **Methods of Positive Practices:**

Children are encouraged to learn in a positive and safe environment. Methods of positive practices used are as follows in line with the best interest of the child:

1. Resolve/Reason: in a controlled voice, explain in simple language the inappropriateness of the behaviour displayed.
2. Redirect: If the behaviour continues, the staff shall redirect the child to an alternate activity.
3. Natural Consequences: Follow through with natural consequences, e.g. if a child refuses to put on a hat when going outdoors, he will have a natural consequence and experience being cold.

Children learn from their daily interactions even when conflicts are involved. Children learn to inquire, communicate, problem solve and build resilience. Staff are here to support the children as a facilitator, helping them to solve their own problems.



**Prohibited Practices:**

The following practices are never permitted at the Centre:

- 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.
- 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
- 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
- inflicting any bodily harm on children including making children eat or drink against their will

**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 to the Ministry of Education at 1877-510-5333.

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers) where appropriate.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Classroom Related Concerns may include the following: schedule, sleep arrangements,	Raise the issue or concern to - the classroom staff directly or, - the licensee.	→ Address the issue/concern at the time it is raised or → Arrange for a meeting with the parent/guardian within two business days. → Document the issues/concerns in



indoor/outdoor program activities		<p>detail.</p> <p>→ Documentation should include:</p> <ul style="list-style-type: none"> <li>◆ the date and time the issue/concern was received;</li> <li>◆ the name of the person who received the issue/concern;</li> <li>◆ the name of the person who reporting the issue/concern;</li> <li>◆ the details of the issue/concern; and</li> <li>◆ any steps taken to resolve the issue/concern and/or</li> <li>◆ information given to the parent/guardian regarding next steps or referral.</li> </ul> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
General, Centre- or Operations-Related Concerns may include the following: hours of operation, menus	Raise the issue or concern to - the supervisor or licensee.	
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	<p>Raise the issue or concern to the individual directly or the supervisor or licensee.</p> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	
Student/Volunteer Related	<p>Raise the issue or concern to the staff responsible for supervising the volunteer or student or the licensee.</p> <p>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 supervisor as soon as possible parents/guardians become aware of the situation.</p>	

**Monitoring:**

As part of the CCEYA, the Centre is required to have a written record of the monitoring of Positive and Prohibited practices as well as program implementation and this written record is kept for 3 years. These monitoring records will be completed by the director and are to be completed on every staff member every year.

**Emergency Management policy:**

As part of the CCEYA, the Centre is required to have an emergency management policy in place. The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved, resulting in the safest outcomes possible.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

In the event of an emergency, the Centre's supervisor will notify parents/guardians of the emergency situation as soon as possible. Staff will notify parents through telephone/email/message app with the contacts available in the children's files.

Our Emergency evacuation site is the side of No Frills located on the corner of 449 Parliament and Spruce Street.

**Parent Code of Conduct**

We all have the right to be safe and feel safe in our school community. These standards apply whether they are on Centre property or at organization sponsored events and activities.

All members of the organization's community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code.

All adult members have the responsibility to model good behaviour:

- Foul language (swearing, name-calling, shouting) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately. Inappropriate behaviour or harassment of any kind towards a student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes, but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.
- No weapons are allowed on the Centre's property or at any function. The consequences for failure to comply will include, but is not limited to the family's expulsion from the organization.
- The Centre observes Privacy and Confidentiality rules and regulations
- Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the hallways, the parking lot or via electronic mediums such as Facebook, personal blog sites or other forms of electronic information sharing.

**Conflict Resolution policy:**

- As part of the CCEYA, requirement to have a conflict resolution policy in place to support open discussions between the centre and parents through a fair and transparent process. The centre ensures issues and concerns are addressed in a timely and transparent manner. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor and/or Executive Director.
- All issues and concerns are addressed promptly with the intent to ensure the child's safety, health and development.
- Any initial parent issues or concerns will be responded within 2 business days.

**Parent Issues and Concerns policy:**

- As part of the CCEYA, the Centre is required to have a parent issues and concerns policy in place. The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.
- Parents who have concerns can contact the centre by: in person communication, written emails, communication app, phone call or any type of communication method that may be suitable. Parents are always welcome to share their opinions and concerns with the staff or the licensee.

**Definitions:**

- *Licensee*: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).
- *Staff*: Individual employed by the licensee (e.g. program room staff).
- Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, and staff, fostering positive on-going engagement. 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 our Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.
- Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.
- Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

**Confidentiality:**

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

**Conduct:**

- Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

**Concerns about Suspected Abuse or Neglect of a child:**

- Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.
- If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.
- Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “**Duty to Report**” requirement under the *Child and Family Services Act*. For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/indexex.aspx>

**Smoke Free Ontario Act:**

- All programs are smoke free environments. Smoking or handling a cigarette is prohibited in and around the building at all times whether or not children are present.
- All staff, parents, and volunteers will be made aware of this policy by way of parent manual or policies and procedures manual.

**Privacy Policy:**

- The Centre will ensure that all personal information gathered about our parents, guardians and children is kept confidential. Should it be necessary to disclose such personal information, we will seek your consent to do so. Our key principles are:
- Collecting and Using Information: When personal information is collected, we will explain how it will be used and will obtain your consent to collect, use and disclose your personal information. We will only collect information that is required to provide our service to families and/or for licensing or legal purposes.
- Limiting Use and Disclosure of Information: The Centre will only use your information for the purposes for which we have obtained your consent. We will only provide your information to other parties:
- When we have your consent and when we are required or permitted to do so by law
- Protecting Information: Personal and or confidential information are shredded.

- Providing Information Access and Accuracy: We will provide our clients with access to personal information that we keep about them. We will do our best to keep personal information accurate and up-to-date. Clients will also have the opportunity to change the accuracy of our information.

**Respecting and Responding to Privacy Concerns:**

Concerns regarding privacy issues should be addressed to the Centre's Director.

**Media consent:**

The Centre takes photos of the children enrolled in the centre to document their daily activities. A Media consent form is provided and if you do not wish to have your child's pictures taken, you may indicate it on the form. Buds and Blossoms also have social media accounts; a separate media consent form is provided.

**Future Revisions:**

Please be aware that our policies and procedures as outlined in this handbook are subject to change based on operational needs, direction from the Ministry of Education, or PublicHealth. Upon any updates or revisions to the stated policies and procedures current families will be notified immediately.

**Conclusion:**

Our goal is to provide each child and family with care and support to make every interaction at any of our programs a great experience. Focused on being child and family centered ensures that each decision and interaction conducted is responsive to the needs and demands of children and families in the community.

**Contacts:**

Licensee: Sarah Feng 416-655-0695; [info@budsandblossoms.ca](mailto:info@budsandblossoms.ca)

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