

St. Andrew's Co-op PLAYSCHOOL



Parent Handbook

Updated August 15, 2026

St. Andrew's Co-op Playschool strives to deliver positive and stimulating learning experiences in a safe environment that enhances a child's social, intellectual, physical, and emotional development. This enhancement happens throughout a child's daily routine which encompasses a balance of indoor and outdoor play, as well as active play, rest, quiet time, lunch and snack times.

Play is the cornerstone of our curriculum – understood to be essential to the healthy social and cognitive development of children. Through play experiences and guidance by specially trained staff, the children are exposed to situations that will stimulate:

- communication and social skills through child-child and adult-child interactions.
- fine motor development.
- gross motor development through physical activity and outdoor play.
- self-esteem and decision-making capabilities.
- curiosity.
- initiative; and
- independence

When this approach to learning takes place along with the staff's understanding of child development, each child's learning and individual development is supported and as a result, the child's competence, capacity and potential are maximized. We know that children flourish in all areas of development when they are in supportive, caring and responsive relationships with adults whose focus is on the health, safety, nutrition and well-being of all children. This is the foundation of our quality childcare.

Children are encouraged, but not forced, to participate in all activities. We strive to provide a program that offers services to children, their families and the community, that encompasses the research and legislation in Ontario's three major early learning documents: How Does Learning Happen?, The Early Learning for Every Child Today (ELECT) and Think, Feel, Act Lessons from Research about Young Children.

The Playschool is a centre of inclusion. We believe that every child deserves to be treated with dignity, respect and equality. We honour and respect all children's beliefs, culture, language and experiences acquired from their family and community.

The centre also must ensure that any child with special needs is allowed to excel and flourish physically, socially, mentally and emotionally.

The Playschool is open to all support services and aids in the community to train our staff, contribute to individual program plans or work in the program as additional support in the classroom. Our staff will work cooperatively in a professional partnership with all services in place for the well-being of the child. Service coordination meetings are required to successfully set goals and discuss the best interests of the child and their family.

It is important to the success of our program to have positive and responsive interactions among the children, parents and staff. We encourage engagement and open communication with parents about our program and their children at daily drop-off and pick-up times, as well as with daily/weekly written children reports, monthly newsletters and calendars, parent/teacher meetings and yearly surveys.

Weekly program plans are also posted in the Centre and on the Digital childcare portal. This plan offers more details about events and activities in the child's room. Parents can use this tool for involvement by bringing in resources, such as books, pictures, costumes or music, which are relevant to the programming in the room at that time.

The Playschool believes capturing and documenting our practice is a form of reinforcement of the learning process for educators, families and children.

Strategy:

Our strategies to achieve our program statement are guided by the work done on Ontario's Pedagogy for the Early Years ("How Does Learning Happen").

We understand that learning and development happen within the context of relationships among children, families, educators, and their environments.

We understand that for children to grow and flourish, the four following foundational conditions need to exist: Belonging, Well-Being, Engagement, and Expression.

These foundations are a vision for the future potential of all children and a view of what they should experience every day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. They are aligned with the Kindergarten program. They are conditions that children naturally seek for themselves.

<i>FOUNDATIONS</i>	<i>GOALS FOR CHILDREN</i>	<i>EXPECTATIONS FOR PROGRAMS</i>
Belonging	Every child has a sense of belonging when he or she is connected to others and contributes to their world	Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them
Well-being	Every child is developing a sense of self, health, and well-being	Early childhood programs nurture a child's healthy development and support their growing sense of self, as well as self-regulation skills
Engagement	Every child is an active and engaged learner who explores the world with body, mind and senses	Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration and play to develop skills such as problem-solving, creative thinking and innovating
Expression or communication	Every child is a capable communicator who expresses himself or herself in many ways	Early childhood programs foster communication and expression in all forms including creativity, problem-solving, mathematical behaviours and language development

The Playschool will adopt the following eleven (11) strategies to create these conditions:

- Promote an environment which is healthy, safe, and supports general well-being
- Promote an environment which ensures good nutrition and safe food preparation
- Support positive and responsive interactions
- Encourage the children to interact and communicate
- Foster exploration, play and inquiry
- Provide child-initiated and adult-supported experiences
- Plan for and create positive learning environments and experiences
- Incorporate indoor and outdoor play, active play and quiet time
- Foster the engagement of and communications with parents
- Involve local community partners
- Support staff and others about continuous professional learning

The Playschool ensures that all new staff, students and volunteers review this program statement before interacting with the children; and, that all staff, students and volunteers review this program statement at any time that it is modified or at least annually

Implementation

- Staff will communicate daily with parents and understand the needs of each child as an individual.
- Staff will interact with children being respectful of their individuality by using their names and introducing new children to others.
- Staff will engage in discussions about similarities and differences and identify the gifts and contributions of another child.
- Staff will acknowledge feelings and use books and resources that represent diversity and model empathy for others.
- Staff will facilitate the environment and experiences that help children express themselves, problem-solve, be creative, reflect and engage in positive expressions.
- Staff will familiarize themselves with all information for each child concerning any medical conditions, exceptionalities, allergies, healthy meals and snacks, food restrictions, medication requirements and parent preference with respect concerning and rest time. Daily journals will be used to document the health, safety and well-being of the children.

- We will ensure that all activities meet regulations set out by Municipal, Provincial and Federal Acts about all building, health and safety aspects that could affect licensed childcare.
- Staff will ensure that the environment is welcoming and comfortable and meets the needs of the children in their care.
- We will provide learning environments based on the children's interests and provide a variety of choices for the children. They will facilitate learning through play environments that are enjoyable, spontaneous, and active and respond to the children's curiosity. By being knowledgeable about child development, staff will continue to foster and explore creative ways in which children can learn what is meaningful and relevant in their lives.
- Staff will ensure activities and materials used reflect sensory, science and nature to encourage children to explore through cause-and-effect experimentation and observation.

Special Needs Programming

The Playschool will accommodate the current and updated individualized support plan of each child with special needs that will be developed by staff, parents and outside support agencies. The plan will include instructions on the child's use of supports or aids or if necessary, the child's use of or interaction with the adapted or modified environment and is inclusive of all children. The plan includes a description of supports or aids adaptations or other modifications to the physical, social and learning environment.

The plan also includes a description of how the centre will support the child to function and participate in a meaningful and purposeful manner and will be updated as required with the involvement of the parent and/or support agency.

The plan will be kept in the child's file, Digital Childcare and, if in the classroom, in a manner that maintains confidentiality.

Implementation

- We will ensure strong, positive relationships with parents to develop a clear understanding of the family in which a child grows and flourishes. Communication with parents is regular and can be verbal, written or electronic.
- Staff will deliver stimulating learning experiences in an interactive environment that enhances children's social, intellectual, physical and emotional development with peers, staff, parents and community partners. Through listening and expression, a collaborative culture of trust and appropriate risk-taking is created.
- Through networking with parents and community partners, we will maximize resources to ensure the best opportunities for all.

Monitoring

The implementation of the Program Statement will be monitored by the Supervisor. A written record of the review will be completed by the Supervisor and signed by each staff member and will be kept for 3 years. When a staff member changes rooms or leaves the room on a permanent basis for any reason the Supervisor will make a note in the file. The Supervisor is monitored by the Board.

School Contact Information

St. Andrew's Co-op Playschool Inc.
32 Main Street North
Markham, On
L3P 1X5
(905) 472-1996

Website: standrewscoopplayschool.com
E-mail: standrewscoopplayschool@gmail.com
Facebook: www.facebook.com/StAndrewsPlayschool

Canada-Wide Early Learning and Child System (CWELCC)

St. Andrew's Co-op Playschool is an approved participant in the Canada-Wide Early Learning and Child Care (CWELCC) system. This initiative is part of a national effort to make childcare more affordable and accessible for families across Canada.

As a result, our families now benefit from reduced tuition fees in accordance with provincial guidelines and funding parameters. These rates are subject to ongoing review and adjustment by the Ministry of Education and our Board of Directors.

For full details, refer to Appendix B: Fee Schedule.

CALENDAR

The school session runs from September to June. We follow the same holiday schedule as the York Region District School Board, except for Professional Activity days. **Please refer to Appendix A for the current year's calendar.**

HOURS

Classes run Monday through Friday.

Toddler class hours are 8:30 am to 11:45 a.m.

Preschool class hours are 8:30 am to 12:00 p.m.

Preschool extended day: 12:00-2:20

CLASSES AND AGE REQUIREMENTS

- **Toddler**

The Toddler class accepts a maximum of 10 students per day. Children will be eligible for enrollment in the Toddler class if they are between 18 and 30 months old and are completely walking, space permitting.

- **Preschool**

The Preschool class accepts a maximum of 16 children per day. Children between 30 months and 5 years old are eligible for enrollment in the Preschool class, space permitting.

Waitlist Policy

If the desired program is full, parents who are interested in enrollment can be added to a waitlist at no charge. When a spot becomes available the Registrar or Supervisor will contact the first family on the list and offer them the spot. A response will be required within 72 hours of contact. If declined/no response, we will move on down the list.

The waitlist will be managed by the Registrar and Supervisor.

The following information will be collected for the waitlist:

- Program desired
- Parent(s) first and last name
- E-mail address and phone #
- Expected start date
- Child's name

FEES

Please refer to Appendix B for the current fee schedule. Upon request, a receipt for payment will be issued to the individual who makes payment to the Playschool free of charge and in accordance with the regulations.

Tuition Fee

Tuition fees shall be determined each year by York Region as part of the CWELCC program.

NSF Fees

Members will be charged an NSF fee for each NSF cheque issued to St Andrew's Co-op Playschool. A member will have a period of three (3) days after being given written or verbal notice that a cheque was NSF to remit the outstanding amount via a replacement cheque. If a second NSF cheque is received from a family, the Board may require that the member pay all subsequent fees by certified cheque, money order, or cash by no later than the last school day prior to the first day of the month for which the payment is due.

INCOME TAX RECEIPTS

A record of the previous year's tuition fees paid to the Centre will be provided to each current family by the Treasurer via e-mail. Tax receipts are not mailed unless requested.

WITHDRAWAL

A parent who has reserved a spot for the upcoming school year may withdraw that child's registration at any time before August 1 and receive a full refund of all fees. A parent who withdraws his/her child between August 1 and the start of school in September will additionally forfeit one month's fee, as the school requires a 30-day notice.

Once school has started, a parent wishing to withdraw his/her child from the school, must submit a completed Change Request Form (see Appendix C) to the Registrar 30 days prior to the withdrawal date, otherwise one month's fees will be forfeited.

If a child is withdrawn **at the recommendation of the child's teacher or the Board** following an unsuccessful adjustment period of at least four weeks or after a 6–8-week Pre-Withdrawal Procedure period then the 30 day notification requirement will be waived.

REFUNDS

If 30 days withdrawal notice is received, all remaining whole month's cheques will be returned to the family plus a refund of the Last Month's fee. If less than 30 days notice is given, the Last Month's fee is forfeited. No refunds will be given for partial months.

As an example of how the refund policy works without 30 days notice, if a family notifies the school on October 15 that they will be withdrawing at the end of October, then the family's post-dated cheques for the months from November until May will be returned, and no refund will be given for the Last Month's fees. If a family notifies the school on October 15 that they will be withdrawing on November 14, then the family's post-dated cheques for the months of December to May will be returned and they will also be refunded their Last Month's fees.

It is not uncommon for children to be withdrawn part-way through the school year either with or without 30 days notice. The refund policy is in place to encourage families to provide as much notice to the Board as possible to allow the Board to plan for the loss of revenue and its impact on the budget. We adhere very strictly to the refund policy and do not make exceptions regardless of the withdrawal circumstances.

No refunds will be given if the school is temporarily closed due to emergency conditions (snowstorms, loss of heat, etc.) or in the event of a special school trip. There will also be no refunds given if a student is unable to attend school for an extended period due to illness or vacations.

The Board reserves the right to determine enrollment, termination and payment/refund of monies for any reason including health, conduct, or any unusual circumstances.

As a CWELCC-approved provider, St. Andrew's Co-op Playschool is required to comply with Ministry-mandated policies regarding notice periods and refund eligibility. Refunds will not be provided retroactively for absences or reductions unless required by law.

REGULAR ATTENDANCE

Parents must drop their children off in a timely manner on the child's registered days. Every effort should be made to have the child at school and ready to enter the classroom at the program start time.

It is also important to bring the child to school on each of their registered days. Regular and timely attendance will ensure that your child is getting the most benefit out of their preschool experience. If the teaching staff observes that a registered child's consistently irregular or tardy attendance is preventing the child from adjusting to the class, or is disrupting the other children, the supervisor will:

1. Advise the parents of the specific issues during a verbal discussion. Of course, the school will make allowances if there are serious extenuating circumstances involved. Otherwise, the parents will be given a one-month period to improve the attendance situation. The supervisor will place a note in the child's file regarding the date and outcome of this discussion.
2. If after this period, the child's attendance issue has not improved to a level satisfactory to the staff, the family will receive a written notice allowing them an additional 30 days to bring their child's attendance to a level that the staff feels is satisfactory.
3. If the attendance does not improve to a satisfactory level within this month, the family will be asked to withdraw the child.

ADJUSTMENT PERIOD

Many children require some time to adjust to the preschool experience. The teaching staff is there to help parents and children cope successfully with the transition to the school routine. The staff will be able to provide suggestions to ease separation. Although it's hard for parents to leave a crying child, this is often the recommended solution. It is strongly recommended that parents trust the judgment of the teachers during this period and follow their direction. Although some children may take longer than others to get used to the program, most children do eventually settle into the school routine.

There are cases however when a child may not be emotionally ready for school. Generally, within the first four weeks of school, the teaching staff will be able to determine if the child is benefiting from the program and also whether the child will eventually be able to adjust to the program.

If, within this time, the Supervisor and teaching staff feel that the child is not able to adjust to the program, they will discuss the issue with the parents and may recommend withdrawing the child from the program to start again later.

INDIVIDUALIZED PLANS FOR MEDICAL NEEDS

If your child has a medical need, we will develop and implement an individualized plan for care during their time at school. In consultation with you and any regulated health professional involved in the child's health care that you may wish to be included, we will ensure that required steps are taken to reduce the risk of any medical emergency. Please refer to Appendix E, Individualized Plan for a child with medical needs which must include:

- Steps to be followed to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency.
- A description of any medical devices used by the child and any instructions related to its use.
- A description of the procedures to be followed in the event of an allergic reaction or other medical emergency.
- A description of the supports that will be made available to the child in the childcare centre or premises where the licensee oversees the provision of home childcare or in-home services; and
- Any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip. O. Reg. 126/16, s. 27.

Membership Responsibilities

A co-operative organization is one that is run by its members, who come together and volunteer their time and effort to make the business work. By joining our co-operative, your family has made the decision to be active participants in your child's preschool experience. As such, you are now considered members of our organization.

Our families play a vital role in the school's operations and on-going success. In fact, we are entirely dependent on the efforts and contributions of all parents with children enrolled in the school. The volunteer commitment required of St. Andrew's Co-op Playschool families creates a unique, nurturing and enriched learning environment for the parents, caregivers, staff and children.

OUR STRUCTURE

An elected Board of Directors, composed of volunteers, governs the school. The Board oversees all committees and collectively makes all decisions concerning the current and future direction of the school in addition to taking care of its day-to-day operations. The Board is elected by the membership of St. Andrew's Co-op Playschool. The Supervisor is an ex-officio member of the Board. All teachers and assistants report to the Supervisor.

There are also several committees and membership positions that provide integral support to the school. There is a broad range of opportunities requiring various levels of time commitment.

WHAT DOES THIS MEAN TO ME?

As a member of our co-op community, at least one parent from each enrolled family is required to fill a membership position that contributes to the daily management and operation of the school and its activities.

Parents are asked to rank their preferences for the available committee. Every effort will be made to delegate positions according to the ranking that each family indicates. Please realize however, that it is not always possible to accommodate everyone's first choices. If you have a particular skill, talent or contact that could benefit the school, please let us know by filling out the appropriate section of the committee form.

Each member is also asked to sign and date the Membership Agreement included in your registration package. This document outlines our expectations of our members so please review it carefully before signing. Members failing to fulfil their responsibilities can have their memberships terminated as outlined in the school's Membership Termination Policy, found in this Handbook.

WHAT ARE THE BENEFITS OF VOLUNTEERING?

Being involved in your child's education is a truly rewarding experience, and there are several benefits to be gained from your volunteer efforts. First, our children are our number one priority, and they are the beneficiaries of everything we do. As small as they are, they feel a sense of pride when they realize that their parents/caregivers are involved.

Secondly, active participants will experience a unique 'behind the scenes' look at the school, getting to know the teaching staff and how things work. Lastly, committee work allows us the opportunity to form friendships with other families at St. Andrew's. It's also important to remember that experience with a co-operative organization looks great on a resume!

MEMBERSHIP TERMINATION POLICY

Each family that joins St. Andrew's Co-op Playschool joins with the full understanding that all commitments under the school membership agreement will be fulfilled.

If a family is finding it difficult to fulfill their commitments due to a serious illness, recent birth of a child, or other extenuating circumstance, they are asked to inform a member of the Board. The Board will provide a hiatus period as required.

Otherwise, if a family does not fulfill their responsibilities, we will adopt the following procedure:

1. The Board of Directors will inform the family in writing of their failure to meet the specific terms of the membership agreement. The family will be asked to acknowledge receipt of this letter by signing it and returning it to the Board to be kept on file.
2. If the family does not improve in the areas outlined in the letter within 30 days, the Board reserves the right to withdraw the family from the school without further consultation and or notice.
3. Refunds will be issued as per the school's refund policy.

ALLERGIES

It is important that parents let staff and the Supervisor know of all allergies their child may have and what reactions to expect. Although we cannot change the entire environment of the school because of allergies, every effort possible will be made to minimize contact with offending substances.

We provide a nut-free environment and do not permit any nut, peanut or tree nut products into the school. In accordance with health regulations, the school does not permit food to be brought in by parents to be shared with other schoolmates.

If your child has any dietary restrictions, please discuss these with the Supervisor. If you need to send in food with your child because of dietary restrictions, it must be arranged in writing.

If your child is eating in the car on the way to school, please make sure he/she finishes before entering the building.

Please refer to our Anaphylaxis Policy in this Handbook for our policies and procedures for children whose allergies require that an Epi-pen be kept at the school.

We may occasionally have animal visitors to the school. If your child has any pet allergies, please be sure to let the school know at the beginning of the year.

COMMUNICATION

St. Andrew's Co-Op Playschool values a strong partnership with students' families, which is key to our nurturing and empathetic learning environment. As a participant in the CWELCC program, St. Andrew's is proud to offer families significantly reduced tuition fees while maintaining a high standard of care.

We facilitate communication through the following methods:

Email: One of our primary communication tools is email, with several updates sent to families each week. To protect members' personal information and ensure accuracy, all school-related group emails must be approved by the Secretary of the Board of Directors before being sent. Please check your email frequently to stay informed.

Website: The St. Andrew's Co-Op Playschool website serves as a central hub for all important information, including updates on events, student and school achievements, curriculum details, and Board news. The website is regularly maintained by staff and parent volunteers to ensure accuracy and up-to-date content. Families are encouraged to visit the website frequently to stay informed about the latest happenings at the school.

Lillio (formerly HiMama): We will be sending additional communications through our new tool, Lillio, to share important updates and information, including events, student and school achievements, curriculum details, and Board news. This digital tool will be regularly updated by staff to ensure accurate and timely information. Families are encouraged to check the tool frequently to stay informed about the latest happenings at the school.

Newsletter & Yearbook: A newsletter is sent at the beginning of each month, providing families with updates on upcoming events, student and school achievements, curriculum details, and Board news. The newsletter is created by staff and Board members. Additionally, parents can purchase a St. Andrew's Co-Op Playschool yearbook at the end of the school year, featuring photos and highlights.

Observations: Individual observations are made by teachers throughout the year. Parent-teacher meetings will be scheduled as requested or needed to discuss your child's skills. Please be assured that if at any time, we have a concern about your child, we will speak with you immediately.

Board Minutes & Policies: Approved Board meeting minutes, along with regulations, policies, and St. Andrew's Co-Op Playschool by-laws, are available in clearly marked files in the School office.

BOARD OF DIRECTORS MEETINGS

The St. Andrew's Co-op Playschool Board of Directors meets approximately once a month. There is a formal agenda and parents are always welcome to attend and/or raise an issue for discussion by contacting the President. Board minutes are filed in the school office for any member of the school to read. Some Board discussions that contain personal and private information regarding Co-Op members, children or staff members may not be available for viewing. In addition, the President, or any Board member, is always available to discuss concerns and issues.

GENERAL MEETINGS

Families with children currently registered in St. Andrew's Co-Op Playschool are voting members (one vote per family) of the Co-Op and, therefore, have a say in the direction of the school. **All members** are required to attend the Annual General Meeting, which is held in the winter and an Orientation Meeting before school starts. During the meeting, we review our accomplishments, review and approve last year's financial statements, elect the new Board of Directors, and address any other issues that require a vote of the membership i.e. by-law changes (According to Article V of the by-laws, 5% of the membership constitutes quorum and a majority vote prevails).

DRESS CODE & WHAT TO BRING TO SCHOOL

- Children should wear comfortable, well-fitting clothes that allow them to fully participate in all activities. For those using or learning to use the toilet, please choose clothing they can manage independently.
- Our activities often involve "messy play," so while smocks are provided, accidents may occur. Please dress your child accordingly.
- Each child has a designated hook for personal items. Daily, bring a backpack with an extra set of labeled clothes, including socks, underwear or diapers, and wipes. Update these items as needed with seasonal and size changes. Families are responsible for providing and replenishing diapers, wipes, and creams.

LAUNDRY AND CLEAN-UP NIGHTS

The school laundry is sent home with member families on a rotating basis. A laundry schedule will be e-mailed during the first few weeks of school and will be updated periodically. Families may have to do laundry one to two times in a school year. **If you are unable to take the laundry home on your assigned day, it is your responsibility to find someone to take it for you.**

Clean-Up Nights are held once a month to coincide with the monthly Board of Directors meetings. Each member family will be assigned to one night during the year. It is your responsibility to check the schedule for your assigned date, but you will be reminded via e-mail or phone prior to your assigned night. Each family will need to bring their own bucket and cleaning gloves on their assigned night.

FUNDRAISING

Our annual fundraising goal represents an amount of money that has been built into our budget. Failure to meet this goal will impact our ability to meet our financial obligations and purchase the goods and services that enhance our program. Fundraising events and campaigns are planned throughout the year; parent participation is mandatory. Each family will be expected to actively participate in fundraising efforts at the school by the membership responsibilities.

FIELD TRIPS

Both toddler and preschool students will have the opportunity to attend 1 walking trip (e.g. public library) and 1 bus trip in the spring. **One parent/care-giver for each child in the Toddler class is required to attend each field trip.** Parents of children in the Preschool class do not need to attend the outings unless requested by the teachers. All parents who accompany us will be expected to assist the teachers with all the children.

Parents will be given advance notice of the trip and will be required to pay any additional fees and provide their permission by completing the appropriate field trip form.

ABSENCE FROM SCHOOL

If your child will be absent, please notify your child's teacher by calling 905-472-1996 before 9:00 a.m. If your child will be absent from school for one week or more, please provide the teachers with a written note (in advance) which will be kept in your child's file for future reference.

LATE PICK-UP

The School is open until 2:25. Given the serious inconvenience to staff members caused by late pick-ups, the following procedure has been adopted by the Board of Directors:

If a child is not picked up by 11:55 a.m. (Toddler) or 12:10 p.m. (Preschool) the parent will be called. If there is no answer, by 12:05 p.m. (Toddler) or 12:20 p.m. (Preschool) all emergency numbers supplied by the parent will be called. All parents must supply a minimum of two local emergency contacts on the registration form provided. These may include neighbours, relatives or family friends.

Parents are required to provide at least two local emergency contacts on the registration form. These contacts may include neighbours, relatives, or family friends. **If the parent or emergency caregiver has not been contacted by 12:30 p.m. the police and children's aid will be called.**

If a toddler is not picked up by 11:50 a.m. or a preschool child by 12:05 p.m. (or 2:20 p.m. for extended day), the parent will be called. There is a 5-minute grace period. If no response is received by 11:55 a.m. (Toddler) or 12:10 p.m./2:30 p.m. (Preschool), all emergency contacts provided by the parent will be called.

After the grace period, a \$1.00 per minute fee will be charged. Parents will receive a same-day invoice, which must be paid in cash at the next morning's drop-off. Failure to pay will result in the child being unable to attend school.

Staff will track late pick-ups, and repeat occurrences will be addressed with parents, supervisors, and the Board of Directors. Repeated late pick-ups may lead to the termination of the child's registration at St. Andrew's Playschool.

LATE DROP-OFF POLICY

Preschool staff receive children in the morning between 8:30 and 9:15. Staff and the BOD expect parents to call if they will be late. Staff need to maintain a safe child-to-staff ratio in the centre and may not be able to receive your child outside of the pickup times. Given the serious inconvenience to staff members and children caused by late drop-offs, the following procedure has been adopted by the Board of Directors:

Where a parent or guardian is repeatedly late to drop off his/her child/children, he/she will receive a written acknowledgement form that said parent/guardian is required to sign and submit back to St. Andrews Co-op Playschool. Said form will indicate that upon continuous late drop off of child/children to school in the morning, said child/children may be excluded from the school day. This is due to safety concerns, drop off after the designated drop off time cannot be accommodated.

SIGN-IN/ OUT PROCEDURES

Staff members are responsible for signing in children upon arrival and signing them out at departure each day. When dropping off your child in the morning, please acknowledge the staff to ensure we are aware of your child's arrival. Do not simply open the door and leave your child.

Children will only be released to parents or individuals authorized by parents. If someone other than a parent will be picking up your child, please notify the staff in advance with written or verbal instructions. If the person is not known to the staff, they must present photo identification before your child can be released to them.

If an unauthorized person arrives to pick up your child, they will be asked to wait until a parent or guardian can be contacted. Your child will not be released until permission is granted by a parent or guardian.

No child shall be allowed to come to or leave the School without an accompanying adult or sibling 18 years of age or older.

Also, don't forget to tell your child that someone else will be picking them up when a child is waiting for mom and another person arrives, they are often reluctant to leave with the other person.

If you are going to be late, please call the school office at 905-472-1996.

LUNCH AND SNACKS

Nutritious and healthy foods are served daily and provided through a school safe company; *Wholesome Kids Catering*; <https://wholesomekids.ca>

Accommodations will be made for children with allergies, food sensitivities and dietary restrictions and/or for cultural and religious beliefs. *Wholesome Kids Catering* and St. Andrew's Co-op Playschool will work closely together to ensure that the needs of each child is met and that they will receive a well balanced meal that is developed by a registered nutritionist and in accordance with the Canadian Food Guide.

If you wish to opt out of the provided plan you are required to submit a written letter stating that you will provide your child(ren) with a snack and a school approved lunch for your child that follows our Allergy Policy to keep our children safe.

TOYS FROM HOME

Many children like to bring a toy with them as a transitional or comfort article. Please make sure these items have your child's name on them. The teachers cannot be responsible for lost or misplaced articles.

Toys that promote violence, such as guns, swords, and other weapons, are strictly prohibited on School grounds. If any child brings these types of toys onto the premises, staff will ask for them to be removed immediately.

Parent Issues and Concerns Policy

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

All issues and concerns raised by parents/guardians are taken seriously by all staff and Board members 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.

An initial response to an issue or concern will be provided to parents/guardians within 1-2 business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Board in responding to issue/concern:
Program Room-Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the Supervisor	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 1-2 business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; and

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Board in responding to issue/concern:
General, Centre- or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the supervisor or a Board member	- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding the next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter.
Staff-, Duty parent-, Supervisor-, and/or Board member	Raise the issue or concern to - the individual directly or - the supervisor or a member of the Board All issues or concerns about the conduct of staff, duty parents, etc. that put 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.	Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the supervisor and/or Board. - 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 parents/guardians become aware of the situation.	

Confidentiality

All issues and concerns will be handled confidentially, with privacy protected for parents/guardians, children, staff, students, and volunteers. Disclosure of information will only occur when legally required, such as to the Ministry of Education, College of Early Childhood Educators, law enforcement, or Children's Aid Society.

Conduct

Our center upholds high standards for positive interaction, communication, and role-modeling. Harassment and discrimination are not tolerated.

If a parent/guardian, provider, or staff member feels uncomfortable, threatened, abused, or belittled at any time, they should immediately end the conversation and report the incident to a supervisor or Board member.

Concerns about the Suspected Abuse or Neglect of a child

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

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

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*. For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the President of St. Andrew's Co-op Playschool.

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, College of Social Workers etc.) where appropriate.

Contacts:

Kirsten Bell , Supervisor (905) 472-1996

Refer to Appendix B for current Board member's contact information

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.

Emergency Management Policy and Procedures

Name of Child Care Centre: St. Andrew's Co-op Playschool

Date Policy and Procedures Established: September 1, 2017

Date Policy and Procedures Updated: September 9, 2017

Purpose

The purpose of this policy is to provide clear direction for staff and members 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.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions

All-Clear: A notification from an authority that a threat and/or disaster no longer poses a danger and it is deemed safe to return to the childcare premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the School).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole childcare centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g., law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the childcare centre.

Licensee: St. Andrew's Co-operative Playschool

Meeting Place: the designated safe place near the childcare centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

Staff: Individual employed by the School (e.g. program staff, supervisor).

Unsafe to Return: A notification from an authority that a threat and/or disaster continues to pose a danger and it is unsafe to return to the childcare premises.

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response.
2. Next Steps during an Emergency; and
3. Recovery.

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

For situations that require evacuation of the childcare centre, the **meeting place** to gather immediately will be located at: **St. Thomas Apartments, outside the front entrance**

If it is deemed 'unsafe to return' to the childcare centre, the **evacuation site** to proceed to is located at: **Markham Village Community Centre Library**

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency happens that is not described in this document, the Supervisor will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

All emergency situations will be treated as a serious occurrence and applicable policy and procedures will be followed, including documentation in the daily written record.

Procedures

Phase 1: Immediate Emergency Response

Emergency	Roles and Responsibilities
Lockdown When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.	1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location. 3) Staff inside the child care centre must: • remain calm; • gather all children and move them away from doors and windows. • take children's attendance to confirm all children are accounted for; • take shelter in closets and/or under furniture with the children, if appropriate; • keep children calm; • ensure children remain in the sheltered space. • turn off/mute all cellular phones; and • wait for further instructions. 4) If possible, staff inside the program room(s) should also: • close all window coverings and doors; • barricade the room door; • gather emergency medication; and • join the rest of the group for shelter. 5) The Supervisor will immediately: • close and lock all child care centre entrance/exit doors, if possible; and • take shelter. Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.
Hold & Secure When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.	1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: • remain calm. • take children's attendance to confirm all children are accounted for. • close all window coverings and windows in the program room. • continue normal operations of the program; and • wait for further instructions. 4) The Supervisor must immediately: • close and lock all entrances/exits of the childcare centre; • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the childcare centre. Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.
Bomb Threat A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call, bomb threat, receipt of a suspicious package.	1) The staff member who becomes aware of the threat or is advised of the threat must: • remain calm. • call 911 if emergency services is not yet aware of the situation; • follow the directions of emergency services personnel; and • take children's attendance to confirm all children are accounted for. A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line if possible while another individual calls 911 and communicates with emergency services personnel. B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.

Disaster Requiring Evacuation A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.	1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures. 2) Staff must immediately: • remain calm; • gather all children, the attendance record, children's emergency contact information any emergency medication; • exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions; • escort children to the meeting place; and • take children's attendance to confirm all children are accounted for; • keep children calm; and • wait for further instructions. 3) If possible, staff should also: • take a first aid kit; and • gather all non-emergency medications. 4) Designated staff will: • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and • In doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the church office and ensure their required medication is accessible, if applicable; and • wait for further instructions. 5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.
Disaster – External Environmental Threat An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.	1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises. If remaining on site: 1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately. 2) Staff must immediately: • remain calm; • take children's attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. 3) The Supervisor must: • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the "Disaster Requiring Evacuation" section of this policy.

Natural Disaster: Tornado / Tornado Warning	1) <i>The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</i> 2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately. 3) <i>Staff must immediately:</i> • remain calm; • <i>gather all children;</i> • <i>go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;</i> • take children's attendance to confirm all children are accounted for; • <i>remain and keep children away from windows, doors and exterior walls;</i> • keep children calm; • conduct ongoing visual checks of the children; and • wait for further instructions.
Natural Disaster: Major Earthquake	1) Staff in the program room must immediately: • remain calm; • instruct children to find shelter under a sturdy desk or table and away from unstable structures; • ensure that everyone is away from windows and outer walls; • help children who require assistance to find shelter; • for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; • find safe shelter for themselves; • visually assess the safety of all children.; and • wait for the shaking to stop. 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 3) Once the shaking stops, staff must: • gather the children, their emergency cards and emergency medication; and • exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building. 4) If possible, prior to exiting the building, staff should also: • take a first aid kit; and • gather all non-emergency medications. 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Designated staff will: • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and • In doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the church office and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.

Phase 2: Next Steps during the Emergency

- 1) Where emergency services personnel are not already aware of the situation, The Supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the childcare centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency and the current status, once it is possible and safe to do so.
- 4) Where any staff, students and/or volunteers are not on site, the Supervisor must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them to return to the child care centre.

The Supervisor must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.

- 5) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.
- 6) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

List of Emergency Contact Persons:

Local Police department:911

Ambulance: 911

Local Fire Services: 911

Site Supervisor: Kirsten Bell 647-388-8455

School Contact(s): Alison 647-746-4251

Child Care Centre Site Designate: Kirsten Bell

Procedures to Follow When “All-Clear” Notification is Given

Procedures	1. The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre. 2. Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre. 3. Staff must: • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors.
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	The Supervisor, in conjunction with the Board will determine if operations will resume and communicate this decision to staff.
Communication with parents/guardians	1) As soon as possible, the Supervisor, with the help of the Board must notify parents/guardians of the emergency situation and that the all-clear has been given. 2) Where disasters have occurred that did not require evacuation of the child care centre, the Secretary/Board member must provide a notice of the incident to parents/guardians by email/newsletter. 3) If normal operations do not resume the same day that an emergency situation has taken place, the Secretary/Board member must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.
Procedures to Follow When "Unsafe to Return" Notification is Given	
Procedures	1) The individual who receives the 'unsafe to return' notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4) The Supervisor, in conjunction with the Board will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so. 5) Upon arrival at the evacuation site, staff must: • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible; • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	1) Upon arrival at the emergency evacuation site, the Supervisor, in conjunction with the Board, will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, the Supervisor will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

Phase 3: Recovery (After an Emergency Situation has ended)

Procedures for Resuming Normal Operations E.g. where applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.	The Board, in conjunction with the Supervisor will approve the reopening of the School ensuring that the Program Advisor is kept informed on all stages of the Emergency. If the Emergency results from a Serious Occurrence, communication will be through CCLS. Board members will be responsible for communicating with the media and responding to general community inquiries. In addition, when required, the Board will be responsible for contacting the Insurance Company and arranging for temporary relocation.
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Procedures for Providing Support to Children and Staff who Experience Distress	The Supervisor will work with parents/guardians and staff to determine the level of distress being experienced by children and staff. If outside support is needed, the Supervisor will contact Public Health for direction.
Procedures for Debriefing Staff, Children and Parents/Guardians Include, where, applicable, details about when and how the debrief(s) will take place, etc.	Parents/Guardians and staff will be debriefed in on site meetings by the Supervisor as opportunities arise within the first week of resuming normal activities. With respect to debriefing children, the Supervisor will rely on the feedback from the parents/guardians to guide any discussion.

HEALTH POLICY

We realize that health is a complex issue in a childcare centre and in formulating our health policy we have been cognizant of the following factors:

- The inability of a child who is ill to cope with the day's program;
- The need to protect our children from contagious disease;
- The need of parents for guidelines to assist them in deciding whether to bring a child who is "not quite well" to school.

ILLNESS

Our basic guideline is that a child should not be in the Centre if s/he has any of the following:

- A temperature of 100°F or more. If a child has been away from the Centre (or sent home) with a fever, s/he may not return until his/her temperature has been normal for 24 hours.
- Serious diarrhea. If a child has serious, unexplained diarrhea (i.e., foul smelling, unusual coloration, mucous-like liquid or burning), the child should not be in the Centre, and if the child has two or more such movements during the day, the parents will be asked to take him/her home.
- Serious, unexplained vomiting.
- Extensive and unexplained rashes.
- Paleness, flushed face or constant crying.
- Yellow discharge from the eyes, crustiness around the eyes, puffy or red eyes.

These signs and symptoms are obvious and indicate that the child is ill. Unfortunately, there are other times that it is difficult to determine if the child should be at school. A slight cold or the end of an illness are two examples. In such instances, please use reasonable judgment.

There are other times when a child is not showing signs of a definite illness yet is not able to handle the stress of the day. In these instances, it will be the decision of the supervisor and the staff as to whether the child should be taken home.

NO child who has had a temperature, vomiting or diarrhea within the last 24-hour period may come to school. THIS INCLUDES a 24-hour period with NO USE OF MEDICATION to help aid or alleviate any of the above symptoms. In other words, NO Temptra, Tylenol, Advil, Motrin (ASA) etc.

CONTAGIOUS DISEASE

According to the Toronto Department of Public Health, if a child has any form of contagious disease, such as pink eye, measles, or strep throat, the parent must notify the teacher and not send the child to school. When in doubt, the Health Department has prepared a list of "contagious diseases" that require children to stay at home. The teachers will refer to the list and advise the parents whether a child must stay at home, and for how long.

If a child is suspected of having any contagious disease, the child must not be in the school and if symptoms develop during the day, the parents will be asked to take the child home immediately.

The child will not be accepted back into the Centre until there is a note from the doctor saying that the child's condition is no longer contagious.

In the event there is an outbreak of a contagious disease (when three or more children and adults at the school have the same symptoms i.e. stomach flu, diarrhea), parents are informed about the disease, as well as the incubation period, symptoms and treatments.

When there is an outbreak of a contagious disease, the school will practice the following:

- Isolate a child or send a staff member home until they are symptom-free.
- Notify the parent or emergency contact to pick up the sick child.
- Record symptoms, date, time in the school's incident logbook.
- Report outbreak to the Toronto Department of Public Health Regional Office or the Communicable Diseases Surveillance Unit.
- Sanitize classroom toys and increase frequency of cleaning.
- Suspend water play.
- Reinforce frequent and careful hand washing.

Revised Jan.30,2018

MEDICATION POLICY

Children with health problems have equal opportunity for education. It is the responsibility of the parents to administer medication to their children. Treatment regimes should, where possible, be adjusted to avoid administration of medication during school hours. When this is not possible, parents may request the assistance of the teacher in administering the medication.

However, before a teacher can administer any medication, the parent must provide written details, authorize consent with a signature, and release medication only to the teacher. The medication must be in the original bottle and labeled with the student's name. For the safety of the child, antibiotics will not be administered unless the child has been on medication for at least 48 hours. The supervisor and the Head ECE are the only staff members that are allowed to administer medication to a child. All Medications will be kept in a lock box either in the office or in the kitchen in the fridge depending on the instruction on each medication and what the requirements are indicated by the parents on the form. All medication will be administered according to the label on the container and what is indicated by the parents. All Epi-pens will be kept in the green backpack that is carried with the class room teachers.

If a child has or develops an allergy, the parents should notify the teacher immediately. All allergies must be listed on the student's enrollment forms. In cases where a student has a life-threatening allergy (Anaphylaxis), the parent is required to provide the school with an EPIPEN for the child. If the student has an anaphylactic reaction, the teacher will administer the Epi-pen (with the assurance that they will not be held responsible for any adverse reactions resulting from such administration).

All medications and consent forms will be kept at the school for 3 years in the child's file as requested by the Ministry of Education.

Medication Procedure:

- Step 1: Designated staff member (Supervisor or ECE) will get the medication from the lock box in the kitchen fridge or from the off on top of the filing cabinet and child and assist the child to the kitchen.
- Step 2: Designated Staff member (Supervisor or ECE) will measure out the correct amount of medication that is indicated on the medication form.
- Step 3: Designated staff member (Supervisor or ECE) will administer medication at time indicated by the parents on the medication form.
- Step 4: Designated staff member (supervisor or ECE) will record the amount and time that the medication was given to the child on the medication form and sign off that they gave the medication .

- Step 5: Designated staff member (Supervisor or ECE) will return the child to the program and put the medication back in the lock box and put the lock box back either in the fridge or in the office on top of the filing cabinet. Staff members will also return the medication binder back to the office.

Medication Form and Parent consent

I _____ give _____ (teacher) permission to administer _____ (medication name) to my child _____ (child's name) when these symptoms present themselves _____ (time) in the amount of _____ ml.

Parent's Signature: _____

Child's Name	Date	Time administered	Amount administered	Staff members name and signature

HEAD LICE

Please alert the Supervisor or your child's teacher immediately if your child contracts head lice. The school will notify the other parents immediately. If at school, a child with head lice is separated until an adult can pick them up. The child can return from school once appropriate treatment is completed.

FIRST AID KIT

The first aid kit and manual are to be accessible to all staff and should be kept on top of the refrigerator in the downstairs kitchen during class times.

STAFF HEALTH

When ill, staff are required to call the member of the Human Resources Committee in charge of the Supply Pool and ask to be replaced.

INSURANCE & LIABILITIES

The school shall carry insurance through the group plan provided by the PCPC Toronto Council or any such plan, as the Executive may deem appropriate. A form must be signed so a child may participate in field trips. Parents will be notified of impending trips should they not wish the child to attend.

The Co-operators Insurance Company recommends that members have one million dollars in liability insurance on their automobile if they wish to carpool.

SECURITY POLICY

It is the parent or guardian's responsibility to sign in their child and to ensure the staff has acknowledged the child's arrival to the class. At all times, staff and volunteers are responsible for the whereabouts of all

children registered in the school that have been signed in and taken to the appropriate class location. It is the classroom teacher's ultimate responsibility to know the whereabouts of every child in her/his care. It is the supervisor's responsibility to ensure security procedures are followed.

Doorways to the cubby area, front entrance, rear entrance, and Friendship Room hallway should be kept closed. All parents and staff are asked to ensure this happens. Although difficult to insist on in a shared use facility such as ours, please close these doors when you notice they have been left open by others.

Classroom teachers or their staff are responsible for marking the attendance charts immediately upon arrival or departure of a child. Head counts must be taken before and after transitions and regularly throughout the morning especially if the door has been open for any reason.

SUPERVISION POLICY

Every child who receives child care at St. Andrew's Co-operative Playschool must be supervised by an adult at all times, whether the child is on or off the premises. In addition, the guidelines outlined in *Schedule 1* of the **Child Care and Early Years Act** to determine the number of staff required must be adhered to. Specifically:

Toddler Room (Children 18 - 29 months)

- Ratio of employees to children = 1 to 5
- Maximum # of children in a group = 15

Preschool Room (Children 30 months or older and younger than 6 years)

- Ratio of employees to children = 1 to 8
- Maximum # of children in a group = 16

A Director may approve mixed age grouping provided that:

- When more than 20 per cent of children are from the younger age group, the ratio of employees to children and the group size required for the youngest child is used.
- Mixed age grouping is only used in one group in each age category.

During periods of arrival, departure and rest, the staff/child ratio may be reduced to 2/3 of the required ratio.

The Supervisor is responsible to ensure ratios are always met. When necessary, parent volunteers will be called upon to assist. If ratios cannot be met, the school will be closed.

Volunteers & Placement Students

In respect to volunteers and placement students, St. Andrew's Co-Op will comply with *O. Reg. 262 under the Child Care and Early Years Act* placement students and volunteers will always be supervised by an employee and are not permitted to be alone with a child at any time. Placement students may not be counted in the staffing ratios at St. Andrew's. Volunteers may not be counted in the staffing ratios.

In addition, behaviour management policies and procedures are reviewed with volunteers or students who will be providing care or guidance at the School before they begin providing that care or guidance at St. Andrew's. The Medical, Emergency or Anaphylaxis Plan will be reviewed by volunteers and students who will be providing care or guidance before they begin volunteering/placement duties and at least annually afterwards. Criminal reference checks are required for all volunteers having direct contact with children at St. Andrew's. The ministry criminal reference check policy does not apply to students placed in the child care program by an educational institution; however criminal reference checks are routinely required by community colleges and universities prior to students beginning a placement in child care.

Transitions

Head counts are conducted at every transition and throughout the morning at random by the classroom teacher or Assistant. Headcounts will be recorded in the Communication Log book. Typical half-day schedule is as follows:

8:30-9:00	Early drop off in toddler room	
9:00-9:15	Preschool arrival in preschool	
9:15-9:25	Toddler Arrival	
9:30-10:10	Big Hall	Arts & Craft activities Sensory Activities Water/Sand play Dramatic play
10:15-10:35	Hand washing and washroom Snack	
10:35-11:15	Class Room	Cognitive Play Language activities Math activities Circle time: calendar and story Hand washing and washroom
11:15	Gym/Physical play	
11:45	Toddler Dismissal	
12:00	Preschool Dismissal/Extended Preschool Lunch	
2:20	Extended Preschool Dismissal	

Toilet & Diapering

Only staff or volunteers with a current criminal reference check on file are permitted to take a child to the toilet or change a child's diaper. Staff are required to remain outside the stall while toilet trained children use the washroom.

- Follow the posted procedure for changing a diaper.
- After taking a child to the toilet, please make sure the toilet and surrounding area are clean and ready for the next child. Please wash and disinfect any "accident" areas.
- Any personal articles such as combs and brushes are to be labeled with the child's name and left in each child's bag.
- Kissing, nail biting and thumb sucking should be discouraged. Children are to be discouraged from eating sensory materials.

Toileting and diaper changes are only permitted by adults (18 and over) with current criminal reference checks on file.

Security

At all times, staff are responsible for the whereabouts of all children registered in the School that have been signed in and taken to the appropriate class location. It is the classroom teacher's ultimate responsibility to know the whereabouts of every child in her/his care. It is the Supervisor's responsibility to ensure security procedures are followed.

Doorways to the cubbie area, front entrance, rear entrance, and Friendship Room hallway should be kept closed. All staff are asked to ensure this happens.

Classroom teachers or their assistants are responsible for marking the attendance charts immediately upon arrival or departure of a child. Head counts must be taken before and after transitions and regularly throughout the morning especially if the door has been open for any reason.

Outings

During outings, all children must wear a red St. Andrew's Co-op Playschool t-shirt provided by the school, which will display the school's name and cell phone number. Appropriate adult supervision is required at all times. The classroom teacher and/or Supervisor are responsible for ensuring the children's safety and whereabouts throughout the outing.

Visitors

All visitors must show appropriate identification to enter the school areas. Anyone who fails to produce identification will be asked to leave immediately. An incident report will be completed by the persons involved.

Child Care Centre

Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: St. Andrew's Cooperative Playschool

Date Policy and Procedures Established: December 10, 2023

Date Policy and Procedures Updated: August 28 2024

Purpose

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

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

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

Policy

General St. Andrew's Co-op Playschool 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 to the child care centre may release the child to.

St. Andrew's Co-op Playschool 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.

- A parent/guardian may request that a child who is 18 years old or older be released from child care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the child care is no longer responsible for that child upon their dismissal.

- 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.

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:
 - o greet the parent/guardian and child.
 - o ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's registration form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - o document the change in pick-up procedure in the daily written record.
 - o sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - o inform the supervisor and they must commence contacting the child's parent/guardian no later than 10:00 am Staff shall call the parents of the child to check in and see if they are coming to school.
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.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual to whom the parent/guardian has provided written authorization that the child care centre may release the child to leave the centre. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - o confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - o 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.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by 11:55 (toddler) 12:05 (preschool) or 2:20 (extended-day preschool), the supervisor shall contact the parent/guardian by a phone call and advise that the child is still in care and has not been picked up.

- o Where the staff is unable to reach the parent/guardian, staff must call to ensure that both parents have been called. If both parents have been called then the child's authorized pickup person will be called. 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.
- o 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 emergency contact, wait until the program closes and then refer to procedures under "where a child has not been picked up and the program is closed" call the child's emergency contacts.

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 12:00 pm (toddler) 12:15 pm (preschool) or 2:35 pm (extended-day preschool), 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 to call the parent/guardian to advise that the child is still in care and inquire about their pick-up time. If the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
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 contact 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 12:00 pm (toddler) 12:15 (preschool) or 2:45 (extended-day preschool) the staff shall proceed with contacting the local Children's Aid Society (CAS) York Region CAS 905-895-2318. Staff shall follow the CAS's direction for the next steps.

Dismissing a child from care without supervision procedures

1. 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.

Glossary

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

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

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

Anaphylaxis Policy

St. Andrew's Co-Operative Playschool recognizes the potentially serious consequences of children with allergies. These allergies may include a condition known as anaphylaxis. Anaphylaxis is a severe, potentially life-threatening allergic reaction brought about by exposure to certain foods or other substances. Peanuts and peanut by-products, such as peanut oil and peanut butter, are the most common allergens to trigger an anaphylactic reaction. Other foods such as strawberries, fish, shellfish, wheat and soy, as well as non-food items such as latex and bee stings can also bring about a life-threatening reaction.

The School does not purport to be, nor can it be deemed to be free of foods and non-food items that may lead to a severe allergic or anaphylactic reaction. The School will make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis in accordance with this policy.

Prevention Steps

- All food items purchased for daily in-school consumption or consumption at in-school events must be checked for content and must not contain a nut/peanut warning.
- Parents are not permitted to bring food items into the School, with the exception of a child who is bringing in a snack or lunch for health-related reasons. The parent must inform the School in writing that this is required.
- Children are instructed not to share food brought from home.
- During off-sight events when parents may be asked to bring food items to contribute to the event, we will request nut/peanut free items be brought but we cannot guarantee that items will be made in a nut/peanut free environment.
- Parents are informed that we endeavour to provide a nut/peanut free environment.

Identification of Anaphylactic Children

It is the responsibility of the parent to inform the School that his or her child has allergies or is anaphylactic or potentially anaphylactic.

- All staff shall be aware of these children. A list of all children with allergies is posted in each classroom, the School office and attached to the fridge,
- An allergy alert form must be completed by the parent and be updated annually.
- On the child's admission to the School, the Supervisor and the relevant teaching staff will discuss the child's allergies with the parent.

Availability and Location of Epi-pens

Parents of anaphylactic children must provide at least one Epi-pen to be left at the School. It is strongly recommended that two be provided. These must be promptly replaced when the expiry date is reached. The location of the Epi-pen must be clearly labelled and easily accessible. All staff are made aware of its location, and the location is recorded on the allergy alert form.

- Staff are trained and ready at all times to administer the Epi-pen
- Children who are no longer allergic, or no longer require an Epi-pen, must present a letter of explanation from their doctor or allergist.
- The Epi-pens will be checked monthly to ensure they have not reached their expiry date.

Treatment Protocol

An individual treatment protocol needs to be established by the child's allergist and outlined on the allergy alert form by the parent. The School cannot assume responsibility for treatment in the absence of such a protocol. Parents must sign a consent form for the administration of the Epi-pen.

All staff is trained, as follows, in the management of an anaphylactic emergency:

1. The Epi-pen is administered at the first sign of a reaction, however slight (e.g. itching or swelling of the lips/mouth in food allergic children). There are no contraindications to the use of epinephrine for a potentially life-threatening allergic reaction. Time of administration is noted.
2. One person stays with the affected child.
3. One person goes for help- 911 is called.

4. The parent is contacted.
5. A second Epi-pen is administered after 15 to 20 minutes if there is no improvement in the child's symptoms.
6. Regardless of the degree of reaction or response to epinephrine, the child is taken to an emergency room by ambulance (If the child is not taken by the ambulance they must be taken by a staff member in a taxi.) Symptoms may recur up to eight hours after exposure to the allergen. One person will stay with the child until the parent arrives.
7. The incident is recorded and treated as a serious occurrence.

Epi Pen administration form and Parent consent

I _____ give _____ (teacher) permission to administer _____ (medication name) to my child _____ (child's name) when these symptoms are present _____ (time) in the amount of _____ ml.
 Parent's Signature: _____

Child's Name	Date	Time administered	Amount administered	Staff members name and signature

The policy and procedures will be reviewed annually by staff, and all staff must receive a demonstration on the use of the Epi-pen annually.

Sanitary Policy

PERSONAL

Hand washing

Staff and children must follow the posted procedure of hand washing.

All staff (paid or volunteers) must wash hands:

- Upon arrival at the playschool
- Before preparing or serving snacks
- After assisting a child with using the toilet
- Diapering
- Wiping a child's nose

Children are to wash hands:

- Before eating
- After using the toilet or having a diaper changed
- Wiping their nose
- As necessary (nose picking, thumb sucking, sneezing, messy crafts, etc.)

EQUIPMENT & FURNISHINGS

Eating surfaces (tables covered with plastic tablecloths) are to be washed using hot soapy water and then disinfected with a sanitizing solution before each snack and washed after each snack. Any chairs with food or drinks on them are to be washed.

Tablecloths used for the sensory and art tables are to be washed using hot soapy water and then disinfected after each use. Laundry is to be sent home weekly. Large equipment (tables, chairs and gross motor/ gym equipment) is to be washed and disinfected as needed but at least once a month.

All dishes used for snack preparations, serving, eating and baking must be washed in the commercial dishwasher. All toys must be washed weekly in the commercial dishwasher. If because of size or construction this is not possible, then the toys must be washed with soapy water and sanitized using the sanitizing solution.

All sensory toys used including Play dough toys, and wet and dry sensory toys from the stacking bins, and any toys that have been put in the mouth (pay careful attention to the play food in the home areas) **MUST BE WASHED DAILY** in the commercial dishwasher. Sensory bins are to be emptied, washed and disinfected after every use. Materials (sand, cornmeal, cereal) that have been spilled or dumped from the sensory bins are to be swept up and thrown out. Do not put materials off the floor back in the bin. The only exception would be puzzle pieces. Play dough is to be thrown out if it is on the floor. Any sensory materials that have been tasted are to be thrown out immediately or removed and washed and disinfected before returning them to the bins.

All counters in the kitchen must be washed and sanitized before and after preparing food. Garbage cans must be metal and have lids. **Sanitizing solutions must be kept out of reach of children.**

BEHAVIOUR MANAGEMENT POLICIES

No employee or volunteer or parent shall permit the corporal punishment of a child or any deliberate, harsh or degrading measures to be used on a child that would humiliate the child or undermine the child's self-respect. Violations will be dealt with in the following manner.

For all occurrences, a verbal warning will be given to the person and a serious occurrence preliminary inquiry report will be given to the President. Board Members will then decide if it is a Minor or a Major occurrence.

	Minor	Major
Employee	First Occurrence – warning Second Occurrence – suspension Third Occurrence – terminated	Terminated
Volunteer/ Parent	First Occurrence – warning Second Occurrence – asked to leave	Asked to leave

The employees, volunteers and parents must review and sign this policy and the related procedures annually and the records retained for two (2) years.

CONTRAVENTION OF BEHAVIOUR MANAGEMENT POLICIES

Failure on behalf of the staff to comply with the school's discipline policy and the regulations set out in the Child Care and Early Years Act will be handled in the following manner:

- The supervisor and/ or Executive Board will issue a verbal warning initially indicating the nature of the contravention. Alternative actions that may be used will be suggested and will be put into practice and monitored.
- Upon repeat of the act, a written warning shall be given.
- A third offence will result in dismissal.

NOTE: If there is a witness to corporal punishment, instant dismissal is permitted under the Labour Code.

All stages of non-compliance will be documented in the Supervisor's Logbook.

Various factors will be taken into consideration when behaviour management policies are under review:

- Is there actual or potential risk or harm to the child, emotional, physical or psychological?
- Has this occurred before? Has the Supervisor and/ or Executive Board had to remind staff of appropriate reactions? Has previous disciplinary action been taken? Can this be a learning situation for the staff? Can the employee's strengths be emphasized?
- How serious is the offence?

The staff will review the behaviour management policy (discipline) and the contravention policy annually. Amendments will be made if necessary. All staff must sign the current policies annually.

PROHIBITED PRACTICES

The following policy applies to children enrolled in a program at the playschool. Children that are not presently enrolled in the program are not able to participate in the program. While any child that is not enrolled is present, they are the responsibility of the parent or adult that they are with. We believe that positive practices are an integral part of our program as it complements our goals and philosophy. It ensures the smooth running of our program and teaches children to learn to respect others, themselves and property. The policies have been compiled according to the CCEYA, 2014. Written policies and procedures are posted and must be adhered to by all staff.

Upon employment each staff member will examine and understand this policy. On agreement the staff will sign with the Supervisor confirming understanding and compliance with the policy. Each staff member will sign and review the policy once a year as stated in the CCEYA.

Role modeling is seen as the best process to prepare children to conduct themselves in an appropriate manner, which is achieved through encouraging the use of verbal communication in an open, honest manner. We believe that a quality program will work as a preventative measure in regard to prohibited practices. Ensuring that children are active, stimulated, challenged and have opportunity for success while consistently seeing adults conduct themselves appropriately will foster happy developing children as outlined in HDLH. Staff will engage in professional development opportunities that will inspire them to support these practices. The programs shall NOT permit:

1. Corporal punishment of a child by any employee or by another child or group of children.
2. Physical restraint of a child, such as confining the child to a highchair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
3. Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an

emergency and is required as part of the licensee's emergency management policies and procedures

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

Permitted methods of positive practices

Methods of positive practices used at the playschool are as follows with the best interest of the child and their individuality always in focus:

Resolve/Reason

In a controlled voice, explain in simple language the inappropriateness of the behaviour displayed.

Redirect

If the behaviour continues, the staff shall redirect the child to an alternate activity.

Remove

If the behaviour continues, the child shall be removed from the situation for a limited supervised period. Staff should always consider the exact purpose for using this method and what is intended to accomplish.

Natural Consequences

Follow through with natural consequences

Staff must attempt to anticipate and resolve situations that could become difficult. As children also learn from conflicts, staff must use their judgment in deciding when to permit the children to solve their own problems. Staff must never use threats, humiliation or labeling (e.g. "bad boy"). Children must always be safe and healthy. The rights of all must be protected. Sometimes children will feel angry in response to restrictions or interference. A child has a right to their feelings. Staff will facilitate and guide children to explore and self regulate in their groups. The consequences of an action will be made understandable to the child by the staff.

Contravention of Prohibited Practices

The following steps will be taken for any staff member who fails to comply with these policies:

1. Discussion with the Supervisor or Board member, notes of the discussion will be kept on file.
2. Trial period whereby the staff must demonstrate improvement under the observation of the Supervisor
3. If no improvement is shown within a set time frame and if the teacher shows no sign of trying or clearly disagrees with the above, then termination will be required.

If a serious incident occurs where a staff member blatantly violates the playschool's policies or the rights of a child, they will be immediately suspended from duties. An investigation will follow, and the Board of Directors will decide on termination if necessary. Allegations of abuse will be handled according to the child abuse policy.

Privacy Policy

At St. Andrew's Co-Op Playschool, we prioritize the privacy of personal information. We are committed to collecting, using, and disclosing personal information responsibly, only as necessary for our services. We are transparent about our practices and never sell information to third parties. This document outlines our privacy policies.

Personal information includes details about an identifiable individual, such as personal characteristics (e.g., gender, age, address, ethnicity, family status), health information (e.g., medical history, conditions, services received), and personal activities and views (e.g., religion).

St. Andrew's Co-Op Playschool is a non-profit organization providing quality nursery school experiences for children aged 18 months to 5 years. It is governed by a volunteer parent Board of Directors, which hires a Supervisor to oversee the school's operations.

CHILDREN AND MEMBER FAMILY INFORMATION

As licensed child care providers, we collect, use, and disclose personal information to serve our members effectively. This information is essential for us to provide high-quality care that meets the needs of children and their families.

Personal details such as your name, address, phone number, and email may be shared with other Co-Op members to fulfill their membership responsibilities. If you prefer not to have your information shared within the school community, please submit a written request to the Board Secretary/Privacy Officer.

It is the School's policy that no staff person or member family may use the school distribution list or contact information for personal activities, including communications tangentially related to the school, or business purposes without the permission of the Board of Directors. If a member wishes to mail or contact the school membership for the above reasons they may submit their communication to the Board Secretary. Under no circumstances shall a member mail or contact the other members or staff using the official distribution list.

The Board encourages members to collaborate and form their own networks of parents to enhance the social aspects of the school. We encourage informed exchange of email and telephone information amongst such groups and classes; however, for privacy reasons we are unable to provide the contact information to form these networks.

A second purpose is to meet the legislative requirements of the Child Care and Early Years Act and other applicable statutes. Examples of involved government bodies include the Ministry of Community, Family and Children's Services (to ensure compliance with Child Care and Early Years Act), the Public Health Department and York Region (which in the course of its duties has limited access to personal information regarding subsidized clients).

A third purpose is to collaborate with support agencies, such as resource consultants and special needs support staff, to provide the best possible care for children.

A fourth purpose is to contact the appropriate people in the event of an emergency.

Generally the purposes for which we collect information also are the purposes for which we use and disclose such information.

It would be rare for us to collect any personal information without the member's consent. A consent form is provided to parents. We may collect information if it is clearly in the interests of the individual and consent cannot be obtained in a timely way (i.e. a child's well being is at risk and the parent or guardian is unavailable)

We may, without the knowledge or consent of the individual, use personal information, if it is necessary to do so in the course of an emergency that threatens the life, health or security of the individual.

During school hours and related activities, pictures and/or videos of your child and family may be taken by Co-Op members, staff, or contracted individuals. These images may be used for school purposes such as yearbooks, newsletters, and internal communications, as well as on social media, advertising, marketing, and other channels.

Parents/guardians provide written approval for their child's images to be used for these purposes at the time of registration. If you do not want your child's image used in any of these ways, please submit a written request to the Supervisor and/or Board Secretary.

Employees, volunteers and our Board members are required to sign a Confidentiality and Non-Disclosure Agreement.

PROTECTING PERSONAL INFORMATION

We understand the importance of protecting personal information. For that reason we have taken the following measures:

- Paper information is either under supervision or secured in a locked or restricted area.
- Electronic hardware is either under supervision or secured in a locked or restricted area.
- Staff is trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with our privacy policy.
- We need to have access to the children's emergency files at all times, this information is kept unlocked in the School office for easy access should an emergency occur.

In the case of government organizations, we restrict their access to personal information we hold based on legal requirements.

Where the information is provided to private individuals or organizations that are providing services to the School, we advise them of our privacy policy and ask them to abide by its terms. We limit the use of the personal information to the purposes specified to fulfill the contract and limit the disclosure of the information to what is authorized by us or required by law. We ask the organization to return or dispose of the information by shredding or destroying electronic information by deleting it, and when the hardware is discarded, we ensure that the hard drive is formatted to erase any information contained within

RETENTION AND DESTRUCTION OF PERSONAL INFORMATION

We need to retain personal information for some time to ensure that we can answer any questions you might have about the services provided and for our own accountability to external regulatory and legislative bodies. However, we do not want to keep personal information too long in order to protect your privacy.

We keep our client files for two years after the client withdraws from our School. Financial records are kept for seven years. Employee files are kept for 5 years after termination of employment.

ACCESSING INFORMATION

Individuals have the right to access their personal information upon request. We will provide their records and may ask that the request be made in writing. If access cannot be provided, we will notify the individual within 30 days and explain why.

If an individual believes their information is incorrect, they can request a correction. This applies to factual information, not professional opinions. We may ask for documentation to support the correction. If we agree there is an error, we will correct it and notify anyone who received the incorrect information. If we do not agree there is an error, we will include a brief statement from the individual in the file.

CONCERNS

The Privacy Officer is the Board Secretary. A formal complaint about the School's privacy practices may be made in writing to the Privacy Officer. She/he will acknowledge receipt of the complaint and follow the complaint procedure to ensure that it is investigated promptly.

This policy is made under the Personal Information Protection and Electronic Documents Act. It is a complex Act and provides some additional exceptions to the privacy principles that are too detailed to set out here. There are some rare exceptions to the commitments set out above.

For more general inquiries, the Information and Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector. The Commissioner also acts as a kind of ombudsman for privacy disputes. The Information and Privacy Commissioner can be reached at:

112 Kent Street Ottawa, ON K1A1H3 Phone: (613) 995-8210 Toll Free: 1-800-282-1376 Fax: (613) 947-6850 www.privcom.ca

Appendix A: 2025-26 School Calendar

Event	Dates
First Day of School	September 10th & 11th
Thanksgiving	Monday October 12th, 2026
December Break	Monday December 21st 2026 to Friday January 21st, 2027
Family Day	Monday February 15th, 2027
Mid-Winter Break	Monday March 15th to Friday March 19th, 2027
Good Friday	Friday March 26th, 2027
Easter Monday	Monday March 29th, 2027
Victoria Day	Monday May 24th, 2027
Last Day of School	Thursday June 25th 2027

Appendix B: 2025-26 School Fees

BASE FEE SCHEDULE Effective September 1, 2025

Toddler program is for ages 18 - 30 months and class time is 8:30am – 11:45am

Preschool program is for ages 2 ½ - 5 years and class time is 8:30am – 2:20pm

We offer Set Days: T/Th or M/W/F or all 5 days for Preschool and Toddler programs

Monthly Fee Schedule - Toddler

Program Days	Monthly Payments	Semester Payments			Yearly Payments	
		Fall (4 Months)	Winter (3 Months)	Spring (3 Months)	10 Months	
<i>Tuesday/Thursday</i>	\$ 104.40	\$ 417.60	\$ 313.20	\$ 313.20	\$ 1,044.00	
<i>Monday/Wednesday/Friday</i>	\$ 156.60	\$ 626.40	\$ 469.80	\$ 469.80	\$ 1,566.00	
<i>Monday - Friday</i>	\$ 261.00	\$ 1,044.00	\$ 783.00	\$ 783.00	\$ 2,610.00	

Monthly fee schedule - Preschool

Program Days	Monthly Payments	Semester Payments			Yearly Payments	
		Fall (4 Months)	Winter (3 Months)	Spring (3 Months)	10 Months	
<i>Tuesday/Thursday</i>	\$ 118.15	\$ 472.58	\$ 354.44	\$ 354.44	\$ 1,181.46	
<i>Monday/Wednesday/Friday</i>	\$ 177.22	\$ 708.88	\$ 531.66	\$ 531.66	\$ 1,772.19	
<i>Monday - Friday</i>	\$ 295.37	\$ 1,181.46	\$ 886.10	\$ 886.10	\$ 2,953.65	

NON-BASE FEE SCHEDULE Effective December 5, 2025

- **Late Payment/NSF Fee:** A fee of \$30 will be applied to any late tuition payment or any payment returned as NSF.
- **Late Pickup Fee:** A fee of \$1.00 per minute will be charged for any pick-up occurring more than 5 minutes past the scheduled closing time. Late pick-up fees are calculated based on the time the child is signed out.
- **Field Trip Fees:** Field trip fees are not included in base tuition. Costs vary depending on the destination, transportation, and activity. Families will receive advance written notice of any planned trip, including the date, destination, and specific fee for that event. Participation in field trips is optional, and children may only attend with prior written parent/guardian consent.

Due at Time of Registration:

Tuition Payment (choose one of the following):

- **Option A:** 10 post-dated cheques for monthly fees (September–June), dated **August 1 to May 1**.
Please note: St. Andrew's Co-op cannot enroll your child until these cheques are received.
- **Option B:** An **EFT payment** for your first month's fees.

Completed registration forms submitted through **Lillio**.

Required documents:

- Immunization Record
- Health Card Number
- A.E.R.P. or Medical Care Plan Form (if applicable)

Extra Fees:

Field Trip Gear Fee: A one time fee of \$25.00 will be charged per family that will include St. Andrew's Co-op Playschool BAG, HAT and T-SHIRT.

Appendix C: Change Request Form

Student Name: _____

Currently: attending level: _____ attending days (*circle one*): M/W/F T/Th 5 days

Requesting:

☐ Withdrawal – effective _____ (day/ month/ year)
REMINDER: THE SCHOOL REQUIRES AT LEAST **30** DAYS NOTICE.

☐ Add/ decrease days to

Level (*choose one*): ☐ L1 - Toddler 18-24m ☐ L2 - Pre-school 2 ½ - 5 yrs

Days (*choose one*): ☐ M/W/F ☐ T/Th ☐ 5 days

☐ Change in profile information(s), i.e. Personal address, Doctor's contact information, pick-up authorization, – please provide details:

☐ Other – please specify

Parent Signature: _____ Date: _____

Contact tel. #: _____

Please return to the lockbox marked ATTENTION: REGISTRAR and a member of the Executive Committee will contact you. Thank you.

FOR OFFICE USE ONLY

Approved by: _____

Received on: _____ (dd/mm/yy)

Informed Treasurer of change: yes no

Effective date: _____ (dd/mm/yy)

Appendix D:

**St. Andrew's Co-Op Playschool
Board of Directors
2026-2027**

President	Alison Van Buskirk	
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- For general questions and concerns regarding the school that do not fall under the purview of other Board members or can not be answered by the teachers.

Vice President and HR Chair	Hope Sheir
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- Any questions or concerns regarding the paid staff and employee policies that cannot be addressed by the teachers.

Appendix E

INDIVIDUALIZED PLAN FOR A CHILD WITH MEDICAL NEEDS

This form must be completed for a child who has one or more acute or chronic** medical conditions such that he or she requires additional support, accommodation or assistance.*

Child's Full Name:

Child's Date of Birth:
(dd/mm/yyyy)

Photo of Child (Recommended)

Date Individualized Plan Completed:

Medical Condition(s):

- ☐ Diabetes ☐ Asthma
☐ Seizure ☐ Other:

Prevention and Supports

STEPS TO REDUCE THE RISK OF CAUSING OR WORSENING THE MEDICAL CONDITION(S):

[Include how to prevent an allergic reaction/other medical emergency; how not to aggravate the medical condition (e.g. Pureeing food to minimize choking)]

LIST OF MEDICAL DEVICES AND HOW TO USE THEM (if applicable): *(e.g. feeding tube, stoma, glucose monitor, etc.; or not applicable (N/A))*

LOCATION OF MEDICATION AND/OR MEDICAL DEVICE(S) (if applicable): *(e.g. glucose monitor is stored on the second shelf in the program room storage closet; or not applicable (N/A))*

SUPPORTS AVAILABLE TO THE CHILD (if applicable): *(e.g. nurse or trained staff to assist with feeding and/or disposing and changing of stoma bag; or not applicable (N/A))*

Symptoms and Emergency Procedures

SIGNS AND SYMPTOMS OF AN ALLERGIC REACTION OR OTHER MEDICAL EMERGENCY:

[include observable physical reactions that indicate the child may need support or assistance (e.g. hives, shortness of breath, bleeding, foaming at the mouth)]

PROCEDURE TO FOLLOW IF CHILD HAS AN ALLERGIC REACTION OR OTHER MEDICAL EMERGENCY:

[Include steps (e.g. Administer 2 puffs of corticosteroids; wait and observe the child's condition; contact emergency services/parent or guardian, parent/guardian/emergency contact information; etc.)]

PROCEDURES TO FOLLOW DURING AN EVACUATION: *(e.g. ice packs for medication and items that require refrigeration; how to assist the child to evacuate)*

PROCEDURES TO FOLLOW DURING FIELD TRIPS: *(e.g. how to plan for off-site excursion; how to assist and care for the child during a field trip)*

Additional Information Related to the Medical Condition (if applicable):

☐ This plan has been created in consultation with the child's parent / guardian.

Parent/Guardian Signature:

Print name:	Relationship to child:
Signature:	Date: (dd/mm/yyyy)

The following individuals participated in the development of this individual plan (optional):

First and Last Name	Position/Role	Signature

Frequency at which this individualized plan will be reviewed with the child's parent/guardian:

-School Policies-

St. Andrew's Co-op Playschool Policy on Conduct

Name of Child Care Centre: St. Andrew's Cooperative Playschool

Date Policy and Procedures Established: October 19, 2024

Date Policy and Procedures Updated:

Purpose

The purpose of this policy is to ensure a safe, respectful, and nurturing environment for all students, staff, and members of St. Andrew's Co-op Playschool. We believe that every individual deserves to be treated with dignity and respect.

Policy Statement

At St. Andrew's Co-op Playschool, rude, aggressive, abusive, or harassing behaviour towards any staff member, student, or Co-op member will not be tolerated. Such behaviours compromise the safety and well-being of our community and undermine the positive environment we strive to maintain.

Definitions

- **Rude Behavior:** Actions or words that are disrespectful or inconsiderate, including but not limited to yelling, using offensive language, or making derogatory comments.
- **Aggressive Behavior:** Physical or verbal actions intended to intimidate or harm, including threats or physical confrontations.
- **Abusive Behavior:** Any action that is intended to harm or control another individual, which may include emotional, verbal, or physical abuse.
- **Harassing Behavior:** Repeated and unwanted communication or actions that create a hostile environment for another individual.

Expectations

All parents, guardians, and visitors to St. Andrew's Co-op Playschool are expected to:

- Treat all staff, students, and other parents with kindness and respect.
- Address concerns or grievances through appropriate channels as outlined in the parent handbook.
- Refrain from using aggressive, abusive, or harassing language or actions in any form of communication.

Consequences

Any parent, guardian, or visitor found engaging in rude, aggressive, abusive, or harassing behaviour may face the following consequences:

1. **Written Warning:** A written warning will be issued outlining the behaviour and potential consequences for further incidents.
2. **Withdrawal from the School:** Continued non-compliance with this policy, or if deemed appropriate by the Board on the first offence, the board may result in the immediate withdrawal of the child from St. Andrew's Co-op Playschool. The decision will be made by the Board, based on the severity and frequency of the behaviour.

Reporting

Any staff member, parent, or guardian who witnesses or experiences rude, aggressive, abusive, or harassing behaviour should report the incident to a staff member or Board member immediately. All reports will be taken seriously and investigated promptly.

Review

This policy will be reviewed annually by the Co-op Board to ensure its effectiveness and relevance.

By signing below, you acknowledge that you have read and understood the Respectful Conduct Policy.

Signature: _____

Date: _____

St. Andrew's Co-operative Playschool Emergency Management Policy

Name of Child Care Centre: St.Andrew's Cooperative Playschool

Date Policy and Procedures Updated: August 24 2024

1. PURPOSE

This policy provides clear guidelines for staff, licensees, and parents on how to manage emergency situations at St. Andrew's Co-operative Playschool. The procedures are designed to ensure the safety and well-being of all children, staff, and visitors during emergencies. Staff will follow the outlined procedures to mitigate risks and respond effectively to emergency situations.

2. DEFINITIONS

- **All-Clear:** Notification from an authority that it is safe to return to the child care premises and/or resume normal operations.
- **Authority:** A person or entity responsible for providing direction during an emergency (e.g., emergency services personnel, the licensee).
- **Emergency:** An urgent situation where immediate action is required to ensure safety. This includes child-specific incidents and situations where 911 is called.
- **Emergency Services Personnel:** Public safety officials (e.g., law enforcement, fire department, EMS).
- **Evacuation Site:** The designated off-site location for shelter during an emergency when it is unsafe to stay at the child care centre.
- **Licensee:** The individual or agency licensed by the Ministry of Education responsible for the operation and management of the child care centre.
- **Meeting Place:** The designated safe place near the child care centre where everyone gathers before moving to the evacuation site or returning to the child care centre.
- **Unsafe to Return:** Notification from an authority that the child care centre remains unsafe due to an ongoing threat or danger.
- **Staff:** Individuals employed by the licensee, including program staff and supervisors.

3. POLICY

Staff must ensure that children are kept safe, accounted for, and supervised at all times during an emergency. Emergency response procedures will be followed in three phases:

1. **Immediate Emergency Response**
2. **Next Steps during an Emergency**
3. **Recovery**

4. EMERGENCY CONTACT INFORMATION

Parents are required to provide up-to-date contact information, including home address, employment address, phone numbers, and an alternate local contact. If parents are not at their regular place of employment (e.g., at a meeting), they must provide a way to be contacted in case of an emergency.

Staff will keep an emergency contact list and have access to a cell phone at all times to reach parents.

5. MEDICAL EMERGENCIES

In the event that a child requires emergency medical care, they will be transported to the nearest available hospital. Parents will be notified immediately. If parents have special requirements for hospital treatment, they must provide the school with written instructions.

6. EMERGENCY PROCEDURES

In Case of Fire:

- Immediately evacuate fire areas and close doors behind you.
- Activate the fire alarm by pulling the nearest pull station.
- Call the Markham Fire Department (Dial 911) and provide the correct address:
St. Andrew's United Church
32 Main St. N. (West Side), Markham, ON
- Use the nearest exit to leave the building.
Do not use the lift.
- If you encounter smoke in the stairway, use an alternate exit. If evacuation is not possible, stay in the area, close the door, and seal openings to prevent smoke from entering.

All staff are required to participate in regular emergency procedure practices, including fire drills and evacuation exercises. Emergency and fire procedures are posted in the school, and parents are encouraged to review them.

Evacuation Procedures:

- The designated meeting place is:
Thomas Court Apartments
1 Thomas Court, Markham, ON L3P 1M5
- If deemed unsafe to return to the child care centre, proceed to the evacuation site:
Thompson Court Apartments.

Emergency services personnel may direct evacuation to alternative locations, and their instructions must be followed under all circumstances.

7. INDIVIDUALIZED EMERGENCY PLANS: For children with individualized emergency plans, the procedures outlined in their plans will be followed.

8. SERIOUS OCCURRENCES: If an emergency results in a serious occurrence, staff will follow the serious occurrence policy and procedures. All emergency situations will be documented in detail by the supervisor in the daily written record.

9. MONITORING AND COMPLIANCE: This policy will be reviewed with staff annually and after any significant incident. All staff, volunteers, and students must be familiar with and follow the emergency procedures. Failure to comply may result in disciplinary action.

By signing below, I acknowledge that I have read, understood, and agree to adhere to the Emergency Management Policy of St. Andrew's Co-operative Playschool.

Name: _____

Signature: _____ Date: _____ Procedures

Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
Lockdown When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.	1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location. 3) Staff inside the child care centre must: • remain calm; • gather all children and move them away from doors and windows; • take children's attendance to confirm all children are accounted for; • take shelter in closets and/or under furniture with the children, if appropriate; • keep children calm; • ensure children remain in the sheltered space; • turn off/mute all cellular phones; and • wait for further instructions. 4) If possible, staff inside the program room(s) should also: • close all window coverings and doors; • barricade the room door; • gather emergency medication; and • join the rest of the group for shelter. 5) Supervisor will immediately: • close and lock all child care centre entrance/exit doors, if possible; and • take shelter. Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.
Hold & Secure When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.	1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: • remain calm; • take children's attendance to confirm all children are accounted for; • close all window coverings and windows in the program room; • continue normal operations of the program; and • wait for further instructions. 4) must immediately: • close and lock all entrances/exits of the child care centre; • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the child care centre. Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.

Bomb Threat A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call, bomb threat, receipt of a suspicious package.	1) The staff member who becomes aware of the threat or emergency must: • remain calm; • call 911 if emergency services is not yet aware of the situation; • follow the directions of emergency services personnel; and • take children's attendance to confirm all children are accounted for. A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel. B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.
Disaster Requiring Evacuation A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.	1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures. 2) Staff must immediately: • remain calm; • gather all children, the attendance record, children's emergency contact information any emergency medication; • exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions; • escort children to the meeting place; and • take children's attendance to confirm all children are accounted for; • keep children calm; and • wait for further instructions. 3) If possible, staff should also: • take a first aid kit; and • gather all non-emergency medications. 4) Designated staff will: • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and • In doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to a safe place and ensure their required medication is accessible, if applicable; and • wait for further instructions. 5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.

Disaster – External Environmental Threat An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.	1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises. If remaining on site: 1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately. 2) Staff must immediately: • remain calm; • take children’s attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. 3) must: • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.
Natural Disaster: Tornado / Tornado Warning	1) <i>The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</i> 2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately. 3) <i>Staff must immediately:</i> • remain calm; • <i>gather all children;</i> • <i>go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;</i> • take children’s attendance to confirm all children are accounted for; • <i>remain and keep children away from windows, doors and exterior walls;</i> • keep children calm; • conduct ongoing visual checks of the children; and • wait for further instructions.

Natural Disaster: Major Earthquake	1) Staff in the program room must immediately: • remain calm; • instruct children to find shelter under a sturdy desk or table and away from unstable structures; • ensure that everyone is away from windows and outer walls; • help children who require assistance to find shelter; • for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; • find safe shelter for themselves; • visually assess the safety of all children.; and • wait for the shaking to stop. 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 3) Once the shaking stops, staff must: • gather the children, their emergency cards and emergency medication; and • exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building. 4) If possible, prior to exiting the building, staff should also: • take a first aid kit; and • gather all non-emergency medications. 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Designated staff will: • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and • In doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to Click here to enter text. and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
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Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, Tara Davies/Supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons: [insert information (e.g. supervisor, licensee, on-site designate, board of directors, local authority)]

Local Police Department: 911

Ambulance: 911

Local Fire Services: 911

Site Supervisor: Kirsten Bell

Licensee Contact(s):

Child Care Centre Site Designate: Kirsten Bell

- 4) Where any staff, students and/or volunteers are not on site, Tara Davies must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them to return to the child care centre.
- 5) Kirsten Bell must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8a) Procedures to Follow When “All-Clear” Notification is Given	
Procedures	1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre. 2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre. 3) Staff must: • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. 4) will determine if operations will resume and communicate this decision to staff.
Communication with parents/guardians	1) As soon as possible, must notify parents/guardians of the emergency situation and that the all-clear has been given. 2) Where disasters have occurred that did not require evacuation of the child care centre, the Supervisor must provide a notice of the incident to parents/guardians by email and letter home.. 3) If normal operations do not resume the same day that an emergency situation has taken place, The supervisor. must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

8b) Procedures to Follow When “Unsafe to Return” Notification is Given	
Procedures	1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4) will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so. 5) Upon arrival at the evacuation site, staff must: • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible; • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	1) Upon arrival at the emergency evacuation site, Click here to enter text. will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, Tara Davies/Supervisor will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

Phase 3: Recovery (After an Emergency Situation has Ended)

Procedures for Resuming Normal Operations E.g. where applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.	Click here to enter text.
Procedures for Providing Support to Children and Staff who Experience Distress	
Procedures for Debriefing Staff, Children and Parents/ Guardians Include, where applicable, details about when and how the debrief(s) will take place, etc.	must debrief staff, children and parents/guardians after the emergency.

St. Andrew's Co-operative Playschool Sanitary Policy

Name of Child Care Centre: St.Andrew's Cooperative Playschool

Date Policy and Procedures Established:

Date Policy and Procedures Updated: August 2024

1. PURPOSE

The Sanitary Policy outlines the health and hygiene standards for St. Andrew's Co-operative Playschool to ensure a safe and clean environment for children, staff, and visitors. The policy covers personal hygiene practices, proper handling of equipment and furnishings, and sanitary procedures to prevent the spread of illness and maintain cleanliness.

2. PERSONAL HYGIENE

Hand Washing

All staff and children must adhere to the following hand-washing procedures to maintain hygiene:

- **Staff (paid and volunteers) must wash hands:**
 - Upon arrival at the playschool
 - Before preparing or serving snacks
 - After assisting a child with using the toilet
 - After diapering
 - After wiping a child's nose
- **Children must wash hands:**
 - Before eating
 - After using the toilet or having a diaper changed
 - After wiping their nose
 - As necessary (e.g., after nose picking, thumb sucking, sneezing, or messy crafts)

When running water is not easily accessible, the use of hand sanitizer is approved by York Region Public Health, particularly in classrooms.

Toilet and Diapering

- Only staff or volunteers with a current criminal reference check on file are permitted to assist children with toileting or diapering.
- Staff and volunteers must follow the posted procedures for diaper changing.
- After assisting a child with toileting, staff must ensure that the toilet and surrounding area are clean and ready for the next child. Any "accident" areas must be washed and disinfected.
- Personal articles such as combs and brushes must be labeled with the child's name and kept in the child's bag.
- Kissing, nail-biting, and thumb-sucking should be discouraged. Additionally, children should be discouraged from eating sensory materials.

3. EQUIPMENT AND FURNISHINGS

Cleaning and Sanitizing Procedures:

- **Eating Surfaces:**
Tables covered with plastic tablecloths must be cleaned with hot, soapy water and disinfected with sanitizing solution before and after each snack. Any chairs with food or drink residue must also be cleaned.
- **Sensory and Art Tables:**
Tablecloths used for sensory and art activities must be cleaned with hot, soapy water and disinfected after each use. These tablecloths are to be laundered weekly.
- **Large Equipment:**
Large equipment, including tables, chairs, and gross motor/gym equipment, must be washed and disinfected as needed and at least once per month.
- **Dishes:**
All dishes used for snack preparation, serving, eating, and baking must be washed in the commercial dishwasher.
- **Toy Cleaning:**
Toys must be washed weekly in the commercial dishwasher. Toys that cannot be washed in the dishwasher due to size or construction must be cleaned with soapy water and sanitized with a sanitizing solution.
- **Sensory Toys:**
All sensory toys, including playdough toys, wet and dry sensory toys, and any toys that have been placed in the mouth, must be washed daily in the commercial dishwasher. Sensory bins must be emptied, washed, and disinfected after every use. Materials spilled or dumped from the sensory bins must be discarded. Puzzle pieces are the only exception, and playdough must be discarded if it falls on the floor.
- **Counters and Garbage Cans:**
Kitchen counters must be cleaned and sanitized before and after preparing food. Garbage cans must be metal, equipped with lids, and sanitized regularly. Sanitizing solutions must always be stored out of reach of children.

4. MONITORING AND COMPLIANCE

The Supervisor is responsible for ensuring that all sanitary procedures are followed. All staff, volunteers, and students must review this policy before commencing work and at any time the policy is modified. Regular inspections will be conducted to ensure compliance with the sanitary standards outlined in this policy.

By signing below, I acknowledge that I have read, understood, and agree to adhere to the Sanitary Policy of St. Andrew's Co-operative Playschool.

Name: _____

Signature: _____ **Date:** _____

Serious Occurrence Policy

Name of Child Care Centre: St.Andrew's Cooperative Playschool

Date Policy and Procedures Established:

Date Policy and Procedures Updated:

1. Policy Statement

In accordance with the Child Care and Early Years Act, 2014, and other applicable regulations, the Playschool is committed to ensuring the safety and well-being of all children in our care. A serious occurrence is defined as an incident that poses significant risks or harm to a child or the operational integrity of the child care facility. This policy outlines the procedures for managing and reporting serious occurrences to ensure compliance with legal requirements and maintain a safe environment for children.

2. Definition of Serious Occurrence

A serious occurrence is any of the following incidents as defined by the Child Care and Early Years Act, 2014:

- **Death of a Child:** The death of a child receiving child care, whether occurring on or off the premises.
- **Abuse or Neglect:** Abuse, neglect, or an allegation of neglect involving a child receiving child care at the centre.
- **Life-Threatening Injury or Illness:** Life-threatening injury or illness of a child receiving child care at the centre.
- **Missing or Unsupervised Child:** An incident where a child receiving child care goes missing or is temporarily unsupervised.
- **Unplanned Disruption:** An unplanned disruption of normal operations of the child care centre that poses a risk to the health, safety, or well-being of children.

Additional serious occurrence categories include, but are not limited to:

- **Death of a Child**
- **Allegation of Abuse and/or Neglect**
- **Life-Threatening Injury or Illness**
- **Injury**
- **Illness**
- **Missing or Unsupervised Child:** Including cases where the child is found or remains missing
- **Unplanned Disruption of Operations:** Including fire, flood, gas leak, detection of carbon monoxide, outbreak, lockdown, or other emergencies requiring relocation or temporary closure

Refer to Appendix C: Reportable Serious Occurrences CCLM for further details.

3. Procedure for Managing Serious Occurrences

In the event of a serious occurrence, the following steps must be adhered to:

3.1 Immediate Response

1. **Immediate Care:** The staff member present will address the immediate needs of the child, including administering first aid or calling emergency services if necessary.
2. **Reporting:** The incident must be reported to the Supervisor or designated representative immediately.

3.2 Notification and Documentation

1. **Parent Contact:** The Supervisor or designate will contact the child's parents. If the situation involves other authorities, this may be prioritized over contacting parents based on the nature of the occurrence.
2. **Witnesses:** All persons involved or having knowledge of the occurrence must remain on site until excused by the Supervisor or designate.
3. **Board Notification:** The Supervisor or designate will inform the Board of Directors.
4. **Ministry Notification:** The Board or Supervisor must contact the Ministry within 24 hours of becoming aware of the serious occurrence.
5. **Authorities:** The Board will determine if additional authorities, such as Children's Aid Society (CAS) or police, should be notified.

3.3 Reporting and Documentation

1. **CCLS Reporting:** The Supervisor and the staff witnessing the occurrence will file the necessary information through the Child Care Licensing System (CCLS). If the serious occurrence involves physical restraint, the report must include the parent's perspective.
2. **Documentation:** All relevant reports (e.g., from ambulance, police) must be collected and filed. A Serious Occurrence Notification Form will be posted in a conspicuous location within 24 hours of becoming aware of the occurrence or when deemed serious by staff. This form will be updated as necessary and posted for a minimum of 10 business days or until the last update, with no identifying information included.
3. **Retention:** The Serious Occurrence Notification Form will be retained for at least two years from the date of the occurrence and made available to current and prospective parents, licensing authorities, and municipal children's services staff upon request.

3.4 Post-Investigation

1. **Follow-up Posting:** For allegations of abuse or unverified complaints, posting will occur upon completion of investigations by CAS and the Ministry. The form will detail whether CAS verified the allegation and any actions taken or required by the Ministry.

4. Duty to Report

1. **Suspicion of Abuse:** Any staff member suspecting that a child may be in need of protection must report the suspicion to CAS and the Ministry as a serious occurrence. Staff have a professional obligation to report and may be personally liable if they fail to do so.
2. **Reporting Procedure:** Staff should inform a Board member of their intent to contact CAS and may request the Board member's presence during the call. The staff member will document their observations and follow CAS advice. The CAS worker's name will be

recorded on the Serious Occurrence form. Failure to report a child in need of protection may result in legal charges.

5. Allegations Against Staff Members

1. **Reporting Allegations:** If an allegation of abuse is made against a staff member, the individual should be instructed to contact CAS. The Board member will document the allegation and may also contact CAS directly.
2. **Ministry Notification:** The Ministry will be notified, and a Serious Occurrence Report will be completed and filed by the Board member.
3. **Staff Action:** Following an investigation, the staff member may be suspended with or without pay, depending on the findings.

6. Annual Review

An annual analysis of all serious occurrences and the corresponding actions taken will be conducted. A nil report is required to assess and improve the effectiveness of response protocols.

7. Policy Review

This policy will be reviewed periodically to ensure it remains compliant with current regulations and effective in safeguarding children. Revisions will be communicated to all relevant parties.

Approved by:

Date:

Review Date:

Signature:

Supervision Policy

Name of Child Care Centre: St.Andrew's Cooperative Playschool

Date Policy and Procedures Established:

Date Policy and Procedures Updated: August 2024

1. Policy Statement

St. Andrew's Co-operative Playschool is committed to providing a safe and secure environment for all children in our care. To ensure the well-being and safety of each child, it is essential that all children are supervised by an adult at all times, whether on or off the premises. This policy outlines the supervision requirements, including staff-to-child ratios, mixed age grouping, and protocols for volunteers and

placement students, in compliance with the Child Care and Early Years Act (CCEYA) and other relevant regulations.

2. Supervision Requirements

2.1 Staff-to-Child Ratios

In adherence to Schedule 1 of the Child Care and Early Years Act, the following staff-to-child ratios and group size limits apply:

- **Toddler Room (Children aged 18 to 29 months)**
 - **Ratio:** 1 staff member to 5 children
 - **Maximum Group Size:** 15 children
- **Pre-school Room (Children aged 30 months to younger than 6 years)**
 - **Ratio:** 1 staff member to 8 children
 - **Maximum Group Size:** 16 children

2.2 Mixed Age Grouping

- **Approval and Ratios:** A Director may approve mixed age grouping under the condition that when more than 20% of the children are from the younger age group, the staff-to-child ratio and maximum group size requirements for the younger age group are applied.
- **Limitations:** Mixed age grouping is restricted to one group per age category.
- **Arrival, Departure, and Rest Periods:** During these times, the staff-to-child ratio may be reduced to 2/3 of the required ratio.

2.3 Responsibilities and Compliance

- **Supervisor Responsibilities:** The Supervisor is responsible for ensuring that the required ratios are maintained at all times. If necessary, parent volunteers will be enlisted to assist in maintaining these ratios. In cases where ratios cannot be met, the Playschool
 - will be closed.

3. Volunteers and Placement Students

3.1 Regulations and Supervision

- **Direct Unsupervised Access:** Volunteers and placement students are not permitted to have direct unsupervised access to children. Direct unsupervised access is defined as when an adult is alone with a child.
- **Placement Students:** Placement students may not be included in staffing ratios at the Playschool.
- **Volunteers:** Volunteers may be counted in staffing ratios, provided that two participating parents can replace unqualified staff, contingent on approval from the Ministry Director.

3.2 Training and Documentation

- **Behaviour Management:** Behaviour management policies and procedures will be reviewed with all volunteers and placement students before they begin their duties at the Playschool. This review will be repeated at least annually.

- **Medical, Emergency, and Anaphylaxis Plans:** Volunteers and placement students will review the Medical, Emergency, and Anaphylaxis Plan before starting their roles and annually thereafter.

3.3 Criminal Reference Checks

- **Volunteers:** Criminal reference checks are mandatory for all volunteers who have direct contact with children.
- **Placement Students:** Although the Ministry's criminal reference check policy does not apply to students placed by educational institutions, community colleges and universities typically require criminal reference checks before placement begins.

4. Policy Review and Compliance

This policy will be reviewed annually to ensure compliance with relevant regulations and effectiveness in maintaining a safe environment for children. Any updates or amendments will be communicated to all staff, volunteers, and placement students.

Approved by:

Date:

Review Date:

Signature:

[Signature of authorized person]

St.Andrew's Cooperative Plays school Date Policy and Procedures

Established: August 9 2024

Revised Late-Pick Up Policy:

The school operates until 12:00 p.m. for toddlers and until 2:20 p.m. for preschoolers. To address the inconvenience caused by late pick-ups, the following procedure has been implemented:

1. Pick-Up Times and Procedures: ○ For toddlers: Pick-up is expected by 11:50 a.m. ○ For preschoolers: Pick-up is expected by 12:05 p.m. for the regular session and by 2:25 p.m. for the extended day.
2. Grace Period: ○ A 5-minute grace period will be provided. If a child is not picked up within this period, the following actions will be taken: ■ The parent or guardian will be contacted. ■ If there is no response, emergency contact numbers provided by the parent will be called.
3. Late Fees: ○ A fee of \$1.00 per minute will be charged starting after the grace period. ○ A same-day invoice will be issued, and payment is required in cash at the beginning of the next scheduled morning drop-off. ○ Failure to settle the invoice will result in the child being unable to attend school until payment is made.
4. Monitoring and Consequences: ○ Staff will monitor late pick-ups. Repeated instances will be reviewed with the parents, supervisor, and BOD. ○ Consistent late pick-ups may lead to the termination of the child's registration at St. Andrews Playschool.
5. Emergency Contacts: ○ Parents must provide a minimum of two local emergency contacts on the registration form. These contacts can be neighbors, relatives, or family friends. New Late-Drop Off Policy Children are received by staff at the following times: ● Early Drop-Off: 8:30 a.m. ● Preschool Drop-Off: 9:00 a.m. ● Toddler Drop-Off: 9:15 a.m.
6. Late Drop-Off Procedure: ○ Parents or guardians are expected to notify the school if they anticipate being late. ○ Due to safety concerns and the need to maintain appropriate child-to-staff ratios, late arrivals may not be accommodated.
7. Repeated Late Drop-Offs: ○ Persistent late drop-offs will result in a written acknowledgement form that must be signed and returned to St. Andrews Co-op Playschool. ○ Continued tardiness may lead to exclusion from the school day for the child due to safety considerations. Review: This policy will be reviewed annually and updated as necessary to ensure it remains effective and compliant with relevant regulations. Approval: This policy was approved by Hope Shier on August 9 2024

Animal Policy

St. Andrew's Co-operative Playschool

Updated: March 22, 2026

1. Purpose

To ensure the health, safety, and well-being of children and staff when animals are present in or around the playschool.

2. Policy Statement

St. Andrew's Co-operative Playschool recognizes that animals can support learning and engagement; however, strict measures are in place to ensure safety, hygiene, and allergy management.

3. Animals in the Playschool

a) Permitted Animals

- Animals are **not permitted on the premises** unless:
 - They are part of a **planned educational activity**, or
 - They are **service animals** supporting a child, parent, or staff member

b) Prohibited Animals

- Animals that pose a risk to health or safety are strictly prohibited, including:
 - Reptiles (e.g., turtles, snakes, lizards) due to risk of Salmonella
 - Wild, stray, or aggressive animals
-

4. Health and Safety Requirements

When animals are permitted:

- Animals must be:
 - In good health
 - Appropriately vaccinated (where applicable)
 - Supervised at all times
 - Children must be:
 - Supervised during any interaction
 - Instructed on gentle and safe handling
-

5. Hygiene and Sanitation

- Handwashing is required:
 - **Before and after** handling animals
 - Animals are not permitted in:
 - Food preparation or eating areas
 - Any surfaces or materials exposed to animals will be:
 - Cleaned and disinfected immediately
-

6. Allergies and Sensitivities

- The Supervisor will:
 - Maintain awareness of any **animal-related allergies** among children and staff
 - Inform families in advance of any planned animal visits
 - Alternative arrangements will be made to ensure all children's safety and inclusion
-

7. Outdoor Play Areas

- Staff will monitor outdoor areas for:
 - Animal waste or hazards
 - Any contaminated areas will be:
 - Cleaned and sanitized before use
-

8. Communication with Families

- Families will be notified in advance of any planned animal visits or activities
 - This policy will be included in the parent handbook
-

9. Compliance

Failure to follow this policy may result in:

- Cancellation of animal-related activities
 - Removal of the animal from the premises
-

10. Review

This policy will be reviewed annually and updated as required.

Immunization Policy

St. Andrew's Co-operative Playschool

Updated: March 22, 2026

1. Purpose

To protect the health and safety of all children, staff, and families by reducing the risk of vaccine-preventable diseases, in accordance with the **Child Care and Early Years Act, 2014**.

2. Policy Statement

St. Andrew's Co-operative Playschool requires that all children enrolled in the program have up-to-date immunization records on file, or appropriate exemption documentation, prior to attending.

3. Immunization Requirements

At the time of registration, parents/guardians must provide one of the following:

a) Immunization Record

- A copy of the child's immunization record showing vaccines appropriate for their age
- Records must be kept **current and updated as new vaccinations occur**

b) Medical Exemption

- A completed and signed statement from a physician or nurse practitioner indicating:
 - The medical reason the child cannot be immunized
 - Whether the exemption is temporary or permanent

c) Non-Medical Exemption

- A completed affidavit stating a **conscientious or religious belief** opposing immunization
-

4. Record Keeping

- All immunization and exemption records will be:
 - Stored securely in the child's file (physical or via Digital Childcare system)
 - Maintained in accordance with privacy and confidentiality requirements
 - The Supervisor (or designate) will:
 - Review records at enrollment
 - Conduct periodic checks to ensure records remain up to date
-

5. Outbreak and Exposure Management

In the event of a suspected or confirmed case of a vaccine-preventable disease:

- The playschool will follow direction from **York Region Public Health**
 - This may include:
 - Notifying all families and staff
 - Excluding non-immunized children and/or staff for a specified period
 - Implementing additional cleaning and health measures
-

6. Communication with Families

- This policy will be shared:
 - At registration
 - In the parent handbook
 - Families will be notified of:
 - Any immunization-related requirements
 - Any outbreaks or public health directives affecting attendance
-

7. Compliance

Failure to provide required documentation may result in:

- Delayed enrollment, or
 - Temporary exclusion during public health investigations or outbreaks
-

8. Review

This policy will be reviewed annually and updated as needed to remain compliant with Ontario regulations and public health guidance.

