

EARLY YEARS EDUCATION SYSTEM (EYES)



PARENT HANDBOOK

EYES Child Care Number:
EYES Child Care Email:
EYES Child Care Supervisor:
EYES Child Care Director:
EYES Child Care Director's Number:
EYES Child Care Director's Email:
EYES Child Care Centre Address:



EYES Childcare

INTRODUCTION

Welcome to Early Years Education System, EYES Childcare Centre

We would like to take this opportunity to welcome you and your child to EYES Childcare. EYES Childcare providing quality licensed childcare since last 20 years. We are currently licensed to care for children ranging from 6 weeks to 13 years of age.

This handbook has been designed to create awareness of the requirements and policies of the EYES as well as the requirements of you, the parents/guardians. Please read this handbook carefully and feel free to discuss with us any questions you may have.

Our Mission

Our mission is to provide a program that is stimulating, creative and adaptable to meet the individual needs of the children from many different backgrounds. We strive to make your child's time here the best experience it can be for them as well as for you, the parents.

Our Vision

EYES vision is to nurture, develop and build an exceptional foundation of skills and abilities in our children to become outstanding citizen of the future.

Program Statement

We are at EYES to provide a safe, nutritious and healthy environment for each child enrolled in our program. Our primary goals are to provide a high quality, supportive, family centered program in a warm, safe and responsive environment.

Promote their physical, social, emotional, and cognitive development, as well as to encourage co-operation, responsibility and consideration of others

. EYES encompasses the research and legislation in Ontarians major learning documents:

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

We know that children learn best by pursuing their personal interest and goals, children make their own choices about materials and activities during program time. EYES recognizes each child is a unique individual who brings his or her own abilities to the centre. We provide an environment that fosters curiosity and allows children to explore, grow and reach their maximum potential.

Ministry of education pedagogy includes the following:

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

Ontario pedagogy that is to be used in the program will have principals deriving from the "Active Learning" education approach. The approach involves children in direct, hand-on experiences with

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people, objects and events.

We support positive and responsive interactions among children, parents and our educators. We encourage children to children in a positive way and support their ability to self-regulate. It is our role to foster the children's exploration, play and inquiry.

EYES plans for and creates positive learning environment's and experiences in which each children's learning and development will be supported. We include outdoor and indoor play as well as active play, rest and quiet times for each child in our programs.

EYES supports staff to constantly educate themselves through professional learning.

EYES Philosophy

Reggio Emilio

Reggio Emilia and It's Approach

Reggio Emilia is a pedagogy described as student-centered and constructivist that utilizes self-directed, experiential learning in relationship-driven environments. The program is based on the principles of respect, responsibility, and community through exploration and discovery through a self-guided curriculum. At its core is an assumption that children form their own personality during early years of development and are endowed with "a hundred languages", through which they can express their ideas. The aim of the Reggio approach is to teach how to use these symbolic languages in everyday life. It was developed after World War II by psychologist Loris Malaguzzi and parents in the villages around Reggio Emilia, Italy, and derives its name from the city.

Reggio Emilia Approach - The Hundred Languages of Children

"Children use their "hundred languages" to work through experiences and projects. These languages are symbolic and include drawing, sculpting, dramatic play, writing, and painting etc. They are used to represent children's thinking and theories around a topic or an encounter with a learning experience. While children work through problems and ideas, they are encouraged to illustrate their understanding using many different languages.

It is well documented that child play provides the foundations for language and literacy, mathematics, science and technology as well as the arts.

Our curriculum is consistent in approach with "How Does Learning Happen", Ontario's pedagogy for the early years and our programming guidelines mirror the Early Learning for Every Child Today (ELECT).

Our planning process - **recording observation, determining interest and planning** play opportunities in all developmental areas

Our programs focus on active play-based learning as the way that children naturally learn best. It is their nature response to the environment around them. When children are manipulating objects, acting out roles, or experimenting with different materials, they are engaged in learning through play. Play allows them to actively construct challenges and expand their own understandings through making connections to prior experiences; thereby opening the door to new learning.

Intentional play-based learning enables children to investigate, ask questions, solve problems, and engage in critical thinking. Play is responsive to each child's unique learning style and capitalizes on his or her innate curiosity and creativity.

Our program also supports children's self-regulation, their ability to deal with stress and remain *calm*, *alert* and *ready* to learn. When children are calmly focused and alert, they are best able to modulate their emotions, pay attention, ignore distractions, inhibit their impulses and understand the consequences of their actions.

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We are continually learning about how to create learning environments and programming that helps support children's self-regulation – to help children remain or return to a state of calm.

Health, Safety, Nutrition and Well-being of Children

We know that the early year's foundation for children health and well-being, the brain architecture is shaped by the child's interaction and relationships with parents and other significant people in their lives. Every brain development is stimulated through experiences and interactions with responsive adults.

We understand that the first step in establishing and nurturing health, safety and well-being for children in our programs is through the connections they make with the program staff, volunteer and students on placement. Here are some other specific ways we promote well-being in our program:

Health and Safety: EYES as a licensed childcare operator meets and exceeds all health and safety requirements of the Ministry of Education and local government bylaws.

Nutrition: EYES collaborates with a registered children nutritionist to develop standard menus for our program that are both nutritious and appealing for children. Our menus follow Canada's Food Guide and culturally sensitive. You can view the menu on our Parent Communication board and on our website.

We accommodate dietary or religious food requirements for children in our programs. By providing children with healthy eating choices, we are mentoring life-long skills to notoriously feed and nourish their bodies for optimal health and development.

Four weeks rotational menus are posted outside the kitchen. If there are any changes regarding the menu for the day, the changes will be posted on the menu board. Please notify the supervisors at the time of enrollment if your child has a food allergy, medical intolerance or religious convictions. The allergy and restrictions will be posted in the kitchen as well as in each classroom where it can be assured that it will be adhered to and alternatives to be prepared.

We make sure drinking water is always available to children

·No outside food is allowed into the childcare centre unless approved by the supervisor, as there may be staff, children or parents with life-threatening allergies.

Relationship among children, families, staff and community partners

It is one of our core values at EYES to foster collaborative and co-operative relationships among all of our partners. EYES strives to promote a sense of belonging for children and their families in our programs by creating positive interactions and collaborations of families. We understand that relationships of trust are the basis for learning and co-operations.

Every child is entitled to be given the opportunity to develop personal responsibility and social skills, to learn to problem-solve and to learn about diversity and inclusion. The skill of conflict resolution are important to lifelong learning. As competent individuals, children are active participants in resolving conflicts. We encouraged them to come up with ideas and solutions to problems that arise.

EYES is committed to working collaboratively with all of our community partners as we work together on the mutual goal of providing the best possible child care services to families

Positive Self Expression, Communication and Self-Regulation

At EYES, our inclusive programming leads to children's sense of belonging. Positive learning environment's and experiences, focused on active play-based learning, encourage children to communicate, self-regulate and used their self-expression.

We seek to be aware of, foster, support, encourage, respond and document the many ways in which children express themselves, the many *voices* with which they articulate their ideas, the variety of

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“languages” they use to communicate. We also seek to honour and reflect children’s home language and culture in our programs.

In our inclusive learning environments, we welcome children of all abilities. Respect for diversity, equality and inclusion is vital for optimal development and learning. Here are some of the ways in which we create an inclusive environment in our programs:

- a) Recognize each child as having equal rights to participate in program activities, trips and events
- b) Recognize and respect the unique qualities of each child and family, including ancestry, culture, ethnicity race, language, gender, gender identity, sexual orientation, religion, socio-economic status, family environment, and developmental abilities and needs
- c) Create strategies that vulture the culture and first language of the children
- d) Establish programming strategies to foster an inclusive learning environment in which every child can participate
- e) View the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment.

EYES view the children as being competent, capable, curious, and rich in potential Parent engagement and communication

EYES aims to foster outreach, engagement, and communication with families about our program and their children’s learning experiences. We believe that families are experts on their children. Sharing knowledge is integral to the success of your child.

EYES aims to ensure that families have support of available, affordable, safe, reliable, high quality licensed child care for their children, which ensures parents peace of mind while their children are in the EYES programs. Respect, care, empathy, trust and integrity are core values in all our interactions with families.

We know that our partnership with our families help our program to best meet the needs of the children:

- Families form the foundations for children’s early development. Families know their children’s best, and are the first and most powerful influences on learning and development
- The needs of each child are considered in the context of their family’s composition, value, culture and language. This approach enriches relationship between early childhood setting, families and their communities.
- We involve partners and other important adults in various events and activities at our programs. This connects them to their children’s early development and enhances the child’s learning.

EYES has an open door policy and families are welcomed to come at any time. We welcome the opportunity to include your family traditions, customs, and experiences in the program. In addition to daily interactions with program staff, we offer many opportunities for parent’s feedback and involvement

– such as surveys and focus groups, through field trips, and on-going written and face – to face communications. We use parent’s input to improve our programs and services.

Community Partners

EYES is committed to involving local community partners and to engaging those partners in supporting EYES children, families and staff.

We provide learning opportunities and practical work experiences, in the areas of programming and administration to members of the community through recruitment, placement training and recognition of volunteers and students on placements. Volunteers and students on placement augment the high-quality care and individual attention given to the children in the programs.

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We also have community partners – we collaborate with these partners and continue to create more opportunities to expand these relationships on behalf of our children and families. We view the community as a valuable resource and our educators plan learning opportunity to share our knowledge and to learn from others in the community.

Supporting Staff in Continuous Professional Learning

EYES is committed to hiring, training and compensating staff. We hire staff who have positive and sensitive attitude towards children. Our non-discriminatory hiring practices provide individuals of all backgrounds the opportunity for employment. We believe that everyone has worth and value and all staff are entitled to be respected, supported and treated fairly.

EYES fosters children inquiry and creativity. Staff plan daily based on the observations that they make on children's interests. In this way, learning is extended, leading to deeper investigations with materials and the environment. Staff plan for and create positive learning environment's and experiences in which each child's learning and development will be supported.

Through positive adult-child interactions, EYES staff work closely with children to extend their learning by encouraging children to build upon their existing knowledge. EYES staff develop an intentionally planned program that supports early learning.

At EYES we believe that knowledgeable and responsive early educators:

- Recognizes that responding to unique abilities, needs and characteristics of each child, family and community is central to supporting learning and development.
- Engage with children as co-learners as they explore their environment's
- Provoke children's thinking, create meaningful programs that guides interactions with children's and their families
- Use a warm and positive approach to support children's developing abilities to express emotions and take other perspectives
- Know when to stand back and observe and when to enter children's play to stimulate thinking
- Make a commitment to build self-awareness, regularly reflect on practices and engage in new learning experiences, both individually and with colleagues
- Formal professional learning is vital, but we also know that the most central professional growth happens day-to-day, as our staff co-learn with children and each other as self-reflective professionals

Educators connect with children by being available, sensitive, responsive and caring. Cultivating a climate of trust is key in helping children feel safe, secure and have a strong sense of belonging in their learning communities. Once trust is established, children feel free to discover, take risks, grow and learn.

EYES ECE staff have completed studies in the field early childhood and are registered with the College of Early Childhood Educators. All other program staff complete a specific training program designed by EYES and approved by the Ministry of Educator. All program staff attend mandatory bi-monthly professional learning meetings and receive training on an ongoing basis.

Documenting and Reviewing the Impact of EYES Learning Programs

At EYES we understand that pedagogical documentation is a way for our program staff to learn about how children think and learn. Our staff make daily observations of the children in the program and use this information to inform their future planning. Our intention is to move beyond reporting of children's behaviour, in order to find meaning in what children do and experience.

The purpose of our documentation is also:

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- a) A good way to value children's experiences and help them reflect on those experiences and what they have been learning
- b) An opportunity to make children's learning and understanding of the world visible – to themselves, to other children, to their parents and other families, to the program staff.
- c) A way to reflect on developmental growth over a period
- d) A process for program staff to co-plan with children about learning
- e) A dialogue with families about children experiences and an invitation for parents to add their own documentation about their children learning
- f) Self-reflection opportunity for program staff as they participate in continuous professional learning
- g) Establish a supportive social environment that cares for autonomy and self-esteem.
- h) Establish positive relationships, friendships and conflict resolution skills
- i) Be an involved pay partner
- j) Foster, observe and document significant behaviour / developmental milestones

Prohibited Practices

The following is a list of practices prohibited by our centre:

- The corporal punishment of a child
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
- Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- Inflicting any bodily harm on children including making children eat or drink against their will.

Structure

Licensing

- EYES is licensed by the Ontario Ministry of Education. The *Child Care and Early Years Act (CCEYA), 2014* and its accompanying regulations form the basis for the licensing procedure.
- Upon successful completion of the annual licensing inspection, a renewal license is issued by the Ministry of Education and is posted at the entrance of the centre.
- EYES is licensed for children from 6 weeks to 13 years of age.

Administration

- EYES was established based upon the philosophy that the opinions of all involved in all its programs must be encouraged and respected.
- The Directors oversee the functioning of the centre.
- The Directors work with the Supervisor to ensure that high quality programming is maintained across the centre.
- Monthly meetings are held by the Management. All concerns of the organization are discussed at these meetings to ensure maximum participation in the decision-making process.

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Supervision

- Each child in attendance at the EYES is ensured safety and well-being.
- Children are supervised during indoors, outdoors and washroom routines.
- Children are not left alone under any circumstances at any point of time.
- EYES may have volunteers and/or Early Childhood Education students working within the organization along with the staff throughout the year. Volunteers and placements students will always be under the direction and supervision of the EYES staff. The EYES staff will ensure that no volunteer or student is left alone with a child at any time.
- It is the supervisor's responsibility to orient the volunteer with their responsibilities. Volunteers and placement students are never counted in staffing ratios and are required to adhere to all the policies and procedures laid down by EYES and act in a professional manner.
- No child will be supervised by any person younger than 18 years of age and who is not an employee of EYES.

Staff

- It is the Centre's policy to hire Early Childhood Educators (ECEs) who are registered with the College of Early Childhood Educators of Ontario.
- The teaching staff is led by a Supervisor who is a member in good standing of the College of Early Childhood Educators with adequate experience and who can plan and deliver play-based learning and care programs. (*Early Childhood Educators Act, 2007*)
- EYES ensure that all the teaching staff should be a member in good standing of the College of Early Childhood Educators with adequate experience.
- A committee comprising of the Directors and the Supervisor conducts all permanent hiring.
- EYES ensure that all the staff has a valid Vulnerable Sector Police Check, a valid First Aid (including Infant and Child CPR) certificate and are adequately vaccinated.
- The staff-child ratio is in line with the *Child Care and Early Years Act (CCEYA), 2014*.

Classroom

Staff: Children

Infants (Up to 18 months) **1:3**

Preschoolers (30 months to 6 years) **1:8**

Toddlers (18 months to 30 months) **1:5**

Primary/Junior School age (68 months to 13 years) **1:13**

Reduced Ratio

Name of age category

Number of Children

Number of Staff Required

Infants

Licensed infant groups must always maintain full staff-child ratios as required by Schedule 1 (3:10).

Toddler

1-8

1

9-15

2

Preschool

1-12

1

13-24

2

Kindergarten

1-20

1

21-26

2

Primary/Junior School age

1-23

1

24-30

2



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Reduced ratios apply during the first hour and a half the centre is open, and the last hour before closure. For Before and After School Programs the reduced ratios apply to the first and last 30 minutes after the opening or before closing.

Ratios can also be reduced during rest time, where the children are not engaged in active play (e.g., sleeping, resting or engaged in quiet, inactive play).

PROGRAM

EYES Infants (6 weeks to 18 months)

EYES experienced and compassionate staff offers a stimulating and nurturing environment for infants in safe and secure environment that has been designed for infants.

Infants in group care have opportunities for early socialization and stimulation. We believe that every experience is a learning experience, and infants are cared for in a way that optimizes their opportunities for learning and social interaction throughout the day.

Our loving and friendly staff works collaboratively with parents to make sure the child is comfortable and following the same daily schedule as at home, this includes feeding times, nap times and play times.

EYES infant program is observed by management on a regular basis to ensure the highest quality of care and that we are providing activities that encourage and foster child's development.

Infant care services and cost include morning/afternoon snack and a hot lunch. Our menu follows the Canada Food Guide and exceeds nutrition standards.

Parents are responsible for providing diapers, wipes, creams, blankets, indoor shoes all of which must be labelled with the child's name. Any formula and/or baby food must include the date, name and be in the original container.

*Research has shown time and time again that infants who receive the high-quality child care and early education programs do better in school, have more developed social skills, and display fewer behavior problems. **Judy Biggert***

EYES Toddlers (18 months to 30 months)

EYES Toddlers are guided through this phase of their development in a warm and stimulating atmosphere.

Here at EYES Childcare, we believe that children learn through play. We provide consistency in routines and daily experiences that encourage toddlers to feel secure while exploring their surroundings.

EYES Toddlers play has a serious purpose and our trained and qualified staff allow the indoor and outdoor play to be driven by the child's interests. The toddler program incorporates both environments, indoor and outdoor and strives to be one of the best toddler programs. Children in the toddler room are encouraged to cooperate and act independently while developing cognitive, problem-solving skills, language development, communication and social skills. The Toddler room is set up in a way that encourages children to develop a wide range of child's skill, such as role play, gross motor, problem solving, discovering, imagining, communicating and so on.

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In EYES Toddler room the staff also helps children to be more independent in feeding himself, telling his needs and requirements, potty training etc. so that the child is gradually ready to be transitioned in the preschool room.

Note: Parents are responsible for providing diapers, wipes, creams, blanket, indoor shoes and extra clothes all of which must be labelled with the child's name

EYES Curriculum for toddler is based on:

- Me & the World
- Personal & Social Development
- Early Numeracy & Literacy
- Physical & Health Learning
- Music and Art & Craft

EYES Childcare routine include:

- Physical Development
- Fine Motor Skills
- Language Development

Pre-School (30 months to 6 years)

Our qualified and caring staff guide pre-school children in an inspiring environment. The central focus for our preschool program is play-based, active learning. Children interact with well-planned settings for enhanced learning through play. Group and individual activities encourage creative, cognitive, physical, emotional and social development.

EYES preschool program is designed to help prepare children for kindergarten. The preschool program allows children to explore different activities within the classroom while becoming acquainted with the daily routine that resembles the school system.

Our preschool program complements the ELECT framework. We intertwine our preschool program with the Reggio Emilio approach by using real life experiences as teaching guides. We believe that every child is different, and we encourage them to be responsible, independent and interactive at their own pace.

EYES Preschool Curriculum

Early Literacy –

Reading/Listening, writing, and Oral communication.

- Learn about sounds and make rhymes
- Listen to stories and retell
- Ask and answer questions
- Learn to print their own names
- A to Z letter recognition

Early Numeracy –

Number sense, Patterning, Spatial, Sense/Geometry, Measurement and Data Management/Probability

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- Count objects up to 10
- Show a given number using pictures or objects
- Sort objects by shape, color, or size
- Recognize and make patterns
- Compare objects on length, weight or volume

Environment and Community Awareness

- Use their five senses to explore the world around them
- Explore the use of blocks, wood, clay, water and sand
- Learn about shapes, colours, signs, and patterns in their world
- Find out about places and activities in the community

Citizenship and Identity

- Learn how to be good citizens
- Learn what makes them unique
- Learn how to share and show respect
- Learn about their world and how they belong

Personal and Social Development- Self awareness & Self Reliability, Social Relationships

- Learn to work in a group
- Learn how to make friends
- Learn about feelings
- Learn to follow directions and be responsible

Physical Skills and Health Learning

- Learn to make good choices in their life
- Learn how to live a healthy life
- Learn how live a safe life
- Learn about exercise

Creative Expression

- Children express feelings and ideas through music, drama and art
- They explore paints, clay, crayons and learn about colours, shapes, lines and patterns
- Learn to use their imagination to tell stories using role-playing.
- Learn to join in action songs.

School-Age (68 months to 13 years)

Our goal for our EYES school-age children is to have a safe and enjoyable time in a club-type of atmosphere. Daily basis children exposed to a variety of fun, age-appropriate activities which include cognitive games and puzzles, sensory and creative activities, reading, math, science, music, indoor and outdoor play and special events. We strive to encourage each child to develop growth of independence, self-confidence, a sense of responsibility and respect for others and the environment.

EYES Kindergarten Curriculum

1. Alphabet and Numbers
2. Colors
3. Shapes

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4. Opposites
5. Days of the Week
6. Months of the Year
7. Body Parts

Language

- Recognize and write – Uppercase and Lowercase
- Recognize letter sounds
- Identify characters, setting and problem/solution in stories
- Story re-tell
- Read and write small words
- Write their names
- Verbal Communication

Math

- Count objects
- Print and Identify numbers
- Counting 1-100
- Count by 5s and 10s
- Read a graph
- Pattern
- Reverse Counting
- Sorting
- Missing Numerals
- Sequencing
- Before and after numbers
- Ascending and Descending orders
- Addition
- Subtraction
- Measuring
- Time

Building leadership and self esteem

- Me and the world
- Awareness of surroundings
- Connection with the world, Family and Community

Science and Technology

- Exploration
- Experimentation
- Use of Technology

Hours of Operation

The centre opens Monday through Friday, 7:00 a.m. to 6:00 p.m.

We do have extended program option, (6:00 pm – 10:00 pm) if received enough enrollment

Statutory Holidays

The centre will be closed on regular statutory holidays.

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Family Day	Good Friday	Victoria Day	Canada Day	Civic Day
Labor Day	Thanksgiving Day	Christmas Day	Boxing Day	New Year's Day

**The centre will close early on Christmas Eve and New Year's Eve.*

TUITION, ASSOCIATED FEES & PAYMENT TERMS

Registration: Upon availability of a space for your child, a non-refundable deposit of \$500.00 for full time children or \$250 for part-time children, and a non-refundable administration fee of \$50.00 are required to secure your child's enrollment. The deposit will be applied to your last month's fees.

Payment of Fees: Full payment of child care fees are due on or before the first day of your child attending.

Late Payment: Late Fee of \$25 if payment is delivered late after 5th of the month.

Vacations/Illness: Full monthly fees are required irrespective of days missed for vacations, illness, PD Day or statutory holidays. The monthly fee covers both actual care and the guaranteed space. Credit will not be given for any missed days.

Toronto Fee Structure - 2019

EYES Toronto Fee Structure		Monthly	Daily
Infant (6 weeks – 18 months)	Full Day	\$1450.00	\$75.00
	Half Day	\$800.00	
Toddlers (18 months to 30 months)	Full Day	\$1350.00	\$70.00
	Half Day	\$750.00	
Preschoolers (30 months to 4 years)	Full Day	\$1250.00	\$65.00
	Half Day	\$700.00	
School Age (6 years to 13 years)	Before school	\$350.00	\$20.00
	After school	\$450.00	\$25.00
	Before & After school	\$750.00	\$40.00
	Alternate Day		\$55.00
Summer Program (4years – 12 years)	Full Day	\$1050.00	\$55.00
	Half Day	\$850.00(10am-4pm)	
Extended Program (6 pm – 10 pm)		\$550.00	\$30.00
Extended Program (6 pm – 8 pm)		\$350.00	\$20.00

Drop in Program

At least **15 days** Credit required based on per day rate of the program before or on the first day

*** Fees are subject to change with a minimum of two months' notice.

All Full fees and payments are due on or before the child's first day in the centre. Each month after, fees are due by the 1st of the month by Pre-Authorized Debit. A Pre-Authorized Debit "PAD" form will be provided at your time of enrollment and is to be completed and provided to the Centre with a void cheque. Should your payment be returned for whatever reason, a \$25.00 NSF Fee will be added to your account and the full balance must be paid within the same month returned by interact, certified cheque or PAD to avoid childcare suspension or termination.' When your child

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ages up to the next age group, fees will change on the 1st of the following month after the age up occurs.

***Fees are applied to all days that EYES is open as well as statutory holidays and sick days.

Modes of Payment

- Payments can be made by postdated cheque, or direct deposit
- Your payment should be placed in an envelope with the child's name and handed over to the supervisor, make sure you receive a receipt at that time.
- A receipt will be issued for tax purposes at the end of the calendar year.

Late Fees

- EYES closes 6:00 pm and a late fee of \$1.00 per minute will be charged after that.
- Parents will be asked to sign a late fee memo and the money is to be paid directly to the staff.
- (Note: If you want to enroll your child in the extended program please check the availability and fill the extended program form)

Drop-in Program- Parents can get the credit of 15 days to utilize anytime within 12 months. Drop-in care is not guaranteed and is based on enough staff to maintain ratios and licensed space availability. Drop-in fees vary by Centre and must be paid on day of drop in by debit at the Centre.

EYES Extra Curricular Programs (Where Available) EYES Centre's offer extra curricular activities. These options range from dance, yoga, gymnastics to karate and multi-sports classes, Chess, board games classes as well as Math, English, Science classes.

POLICIES & PROCEDURES

Enrollment Policy

Admission Policy

- We do require that the parents/guardian and their child(ren) visit the centre prior to enrolment. This process allows your child(ren) to become familiar with our staff and the facility.
- If you feel it necessary, we can arrange for your child(ren) to be left in our care for two hours, free of charge as a trial before leaving them for a full day.
- An interview will be arranged to familiarize new families with the surroundings and to answer questions.
- On being offered a spot at the EYES, parents are required to complete forms as legislated by the *Child Care and Early Years Act (CCEYA), 2014*, prior to the child attending the centre. These forms will be kept in the child's record.
- It is important that parents keep us informed of any changes to phone, address, emergency contacts, immunization and the child's state of health.

List of forms you will be required to read and complete.

- Registration Form
- Health & Medical Form
- Consent Form
- Parent Handbook and Fee Agreement
- List of documents required for enrolment.
- Immunization Record

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A non-refundable registration fee of \$50 per child. This fee will be charged once, at the time of registration and will be charged again if a family has been withdrawn from our program for more than 2 years.

EYES First Day: What to Bring

- Indoor shoes (these are required to stay at the Centre)
- Rest time bedding: A blanket– that will be taken home every Friday for washing
- Diapers, wipes and diaper cream if applicable (ensure they are clearly labeled)
- Spare clothing
- Weather appropriate clothing
- Milk (if special type required) – please ensure this is labeled correctly with child's full name
- Hat and sunscreen in the spring, summer and fall
- Family picture

Medication form (if required)

Do NOT Bring

- Toys from home
- Cell Phones and Electronic Devices
- Outside food

Please make sure your child's belongings are labelled to prevent loss.

EYES will not be responsible for lost items.

Note: Please note that EYES reserves the right to deny admittance to our programs where the parents have breached our Parental Code of Conduct (i.e. being verbally abusive, threatening, swearing, etc.)

Enrollment Forms:

Documents for enrollment must be filled out and returned to the Centre on or before your child's first day. The information you provide to us is extremely important and will always remain confidential.

Attendance Days:

The Centre will do its best to accommodate all enrollment applications.

Part-time care is subject to Centre schedule/availability and is not available at all Centres.

Withdrawal Notice

- A written four weeks/ 20 business days' notice must be given to the Program Supervisor prior to permanent withdrawal from the program.
- If such notice is not provided, the parent agrees to provide EYES with payment in lieu of notice for the same period.

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Termination of Care

EYES has the right to terminate the service of child care without notice, should you, or your child threaten the safety or welfare of others at the Centre which may include another child or personnel. All families must abide by the Operational policies of the EYES Centre and all policies set forth; failure to do so may result in termination of child care services.

Waitlist Policy

EYES, we try to accommodate all children. However, there may be times when we do not have spot available for your child. In such a situation, the child will be placed on the EYES waitlist.

There are no fees for placing your child's name on the EYES waitlist and there is no obligation to register for the spot, should one be offered by the centre.

How are vacancies determined?

- if another child is moved up to a different classroom (infant – toddler)
- if a child changes day that they are enrolled on.
- if a child withdraws from the centre.
- if your child's age changes from the original age group, in which case he/she will be in a different age bracket and there is a spot available in the other classroom; provided there is not a waitlist for that class.

Waiting list priority order

- current students and who were enrolled in the centre during the previous year.
- children currently enrolled and needing to graduate to the next age group
- applicants who are siblings of students currently enrolled
- applicants who are extended family members of currently enrolled students.
- applicants who have been on our waiting list.
- applicants from the general public.

**Special consideration will be given to families on the waitlist who risk losing their newly granted fee subsidy if they do not secure a childcare spot within a specific time frame. (If the centre has fee subsidy)*

** Returning families will be included on the waitlist and must provide a waitlist registration form to the Supervisor. The time span between the withdrawal of a family and their new waitlist registration must not exceed two years.*

- Every effort will be made to contact the family regarding an available spot for the child. We will attempt to contact the family a total of three times. If the family fails to return a third call within one week, or refuses the offer for the third time, they will be withdrawn from the EYES waiting list.
- Once withdrawn from the waitlist, the family must forward a new registration form to the Supervisor to be placed on the waitlist again.
- A record of the wait list will be kept in the office. Parents who wish to know their position on the wait list are to call the office where the supervisor or designate will inform the family verbally of their number
- in line. Additionally, families who wish to visit the centre to know their current position on the wait list will be informed verbally by the supervisor or designate what their current position is.
- The waitlist will be managed in a manner that maintains the privacy and confidentiality of the children listed on it.
- Should you have any queries about your child's position on the waitlist, do not hesitate to contact the Program Supervisor.

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Rest Policy

- Every child in our toddler or preschool group for six hours or more in a day will have a rest period of two hours.
- Children enrolled in our preschool or kindergarten programs are permitted to sleep, rest or engage in quiet activities for two hours based on their needs.

Field Trips

- Field trips and walks are a regular and carefully supervised part of our program.
- Walks in the neighborhood are often taken without previous planning.
- Field trips beyond the immediate neighborhood will be notified in advance.

Parent Issues and Concerns Policy

- It is the goal of EYES to provide services of the highest quality.
- To achieve this, we welcome ongoing feedback from families. Hearing compliments and concerns helps us to build on and improve our services.
- We will respond to all concerns that families may have.

Compliments

- If a parent/guardian would like to compliment an employee of the organization, they are encouraged to tell the employee.
- If the family would like the employee to be recognized within the organization, they can inform the Supervisor either verbally or in writing. The Supervisor will ensure that the Director is informed of compliments that are received both verbally and those received in writing.

Complaints

- If a parent/guardian has a concern about the care provided, they are encouraged to discuss this with the employee who is working directly with their child. The employee will work with the family to resolve the situation as quickly as possible. If the situation is not resolved, or if a parent/guardian is uncomfortable approaching the employee, they can request assistance from the Supervisor.
- The parent/guardian may file a written complaint with the Supervisor. The following information should be forwarded to the Supervisor:
 - nature of the complaint
 - outline of relevant circumstances
 - steps already taken to resolve the issue
 - action desired
- Within five working days of receiving a written complaint, the Supervisor will work with the family to make a thorough inquiry into the complaint and to prepare a report summarizing the problem, including the discussion with the parent, the Supervisor's recommendations and the actions taken.
- If the family is not satisfied with the action taken by the Supervisor, the parent may file a written complaint with the Director. The Director will have five working days to review, investigate and respond to the parent's complaint.
- Contact information is posted on Parent Information Boards and is available on our website.

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Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within five business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre-or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

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Emergency Management Policy

- EYES is equipped with telephone service that is always accessible to staff and can be used to obtain emergency assistance.
- Duties of each staff member in the event of a fire and a fire exit plan is posted at the entrance of the centre and in each classroom.
- Fire drills are conducted every month in accordance with Ontario Regulation 213/07 (Fire Code) made under the *Fire Protection and Prevention Act, 1997* and a written record maintained for at least 12 months from the date of the drill.
- In the event the centre must be evacuated, the Assembly Point is at the “Island” in the centre of the parking lot.
- The emergency shelter, in case of evacuation would be at Pleasant View Community Centre, 545 Van Horne Avenue, Toronto, ON. M2J 4S8
- In the event of a medical emergency we may need to take your child to the hospital. In some circumstances, emergency help may be called before parents are notified. Every effort will be made to notify parents immediately after emergency help is called.
- On reaching safety, the staff will contact parents by phone to ask them to pick-up children. As soon as reasonably possible during an emergency the supervisor will send an email to all parents informing them of the situation, any applicable instructions and the known next steps.
- EYES has an Emergency Management Policy in place which must be reviewed by all staff, students and volunteers prior to the start of employment/ volunteer position, any time there are revisions and annually thereafter.

Arrival & Departure Policy

- Children are signed in and out by staff members upon their arrival and departure.
- We ask that if your child is not going to attend care as per usual that you inform the centre by 10am. This will help us plan for meals, and activities for the day.
- When your child does not attend daycare, you must call to let us know the reason – if it is a communicable illness, we are required to record this in case of other cases breaking out. If no one answers the phone, please leave a brief message.
- Also, upon arrival and preparing your child for the day please help them or direct them to wash their hands before beginning to play with toys, in order to prevent the spread of germs.
- Only adults designated by the parents on the consent form should pick up the child and this must be informed to the centre supervisor by the parents. Photo identification must be presented by anyone, other than the parents when picking up the child. Children will not be released to unauthorized individuals.
- If someone shows up to pick up your child and staff was not made aware of it, we will have to track you down to confirm that this is in fact permitted, as well as see a picture ID of that individual to confirm their identity.

Immunization, Illness & Medication Policy

Immunization

- Updated immunization record must be provided on enrolment to the EYES and once enrolled the records must be updated on a regular basis.
- If parents object to immunize their child, a “*Statement of Conscience or Religious Beliefs*” or “*Medical Exemption*” form must be provided.

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Illness

- If your child is too sick to attend daycare, please keep him/her at home. The best place for a child to be recuperating from an illness is home.
- If your child experiences any of the following please keep him/her at home until fully recovered, or well enough to participate in normal everyday activities.
 - fever
 - excessive discharge from the mouth, nose, eyes or ears
 - red discoloration of the whites of the eye(s)
 - skin rash
 - abdominal pain, vomiting or diarrhea
 - a deep, hacking cough
 - breathing difficulties
 - yellowish discoloration of the eyes or skin.
 - pus filled or oozing cuts over the skin
 - If your child is sent to the EYES with any of these symptoms or develop them during the day, he/she will be separated from other children and the symptoms of the illness noted in the child's record.
 - The parents will be contacted, and the child will be sent back home. You should arrange for back-up care when your child is sick, and unfortunately there are no refunds or discounts for days that your child does not attend daycare. There are still costs associated with each childcare spot each day that unfortunately cannot be avoided if your child is not in attendance. However, if your child is hospitalized for a long period of time exceptions may be made with presentation of documentation from the hospital.
 - If the parents cannot be contacted or if the parents cannot take the child home or if the child requires immediate medical attention, 911 will be called and the child examined by a legally qualified medical practitioner or a registered nurse.

Medication Administration

- The staff is not permitted to administer any non-prescription medication to your child unless you provide them with a written authorization indicating the dosage and times when the medication is to be given.
- Prescription medication must be provided in the original container with the child's name, name of the medication, dosage, date of purchase and expiration and instructions for administration and storage.
- The medication should be stored in a locked container, out of reach of children.
- A record must be maintained with respect to the administration of drugs and medication
- You will also be asked to complete a Medication Form available at the centre and the Supervisor will be responsible for storage and administration of the medication.

Sleep Policy

- Children younger than 12 months must be placed for sleep in a manner consistent with the recommendations set out in the document "*Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada*" published by Public Health Agency of Canada unless the child's physician recommends in writing otherwise. EYES ensures all children are placed for sleep in a manner consistent with these guidelines.
 - It is recommended that children younger than 12 months be placed on their backs to sleep to lower the chance of Sudden Infant Death Syndrome (SIDS), however; parents may request otherwise with a doctor's written recommendation and this must be documented on the Enrolment Form.
 - Parents will indicate in the Enrollment Form what the child is to use during nap time (ie. light blanket,

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- swaddle blanket, sleeping sack, soother) or if the child is to have a reduced, extended or no nap.
- Parents will be consulted respecting their child's sleeping arrangements at the time the child is enrolled at EYES, upon transition to another classroom or upon a parent's request.
 - Infants will be fed following the written instructions provided by the parents; however, it is important to note that bottles should not be given to infants while they are lying down. Bottles should never be propped against something or left in a child's mouth when they are falling asleep or asleep.
 - Infants must sleep in their assigned cribs and at no point in time are infants to be left sleeping in the bouncy chairs, swings or any other place other than the crib. Under no circumstances are pillows, heavy blankets, bottles/sippy cups, stuffed toys and/or crib bumpers to be used in an infant sleep room.
 - Children older than 12 months must be placed for sleep in a manner advised by the parents.
 - A staff is physically present in the sleep room to supervise the children and conduct physical checks.
 - Direct visual and physical sleep checks (checking for breathing, increased/decreased breathing sounds, tossing and turning, etc.) will be completed for all age groups and documented as follows:
 - Infants/Toddlers – direct visual and physical sleep checks every 15 minutes
 - Preschool/ School Age – direct visual and physical sleep checks every 30 minutes
 - Any change in a child's sleep pattern must be documented in the child's daily report to inform parent(s) of this change and may require that the child is monitored more frequently during sleep.
 - Lighting in the sleep room must allow for direct visual monitoring. Lights can be dimmed, but staff must be able to see children clearly.
 - Each child in care will have a crib or a cot labelled with their name with a crib/cot sheet. No child is to be put in a crib or on a cot without a clean bedsheet.
 - Sleep time will not exceed two hours in our toddler, preschool or school age classrooms. Infants may sleep for longer during the day as per the parent(s) request.
 - Arrange children's cots in a head to foot formation with the cot 1.5 feet apart and with an aisle of at least 3 feet to ensure children and staff can safely evacuate in case of an emergency.
 - Make sure you can always see the child's face while sleeping; blankets and sleep toys must never cover a child's face.
 - Staff, students and volunteers will review the Sleep Supervision Policy before the start of their employment/placement/volunteer position, any time there is a revision and annually thereafter to ensure understanding.

Serious Occurrence Policy

- The safety and well-being of our children in licensed childcare centre programs is of highest priority and we work diligently to provide a safe, creative and nurturing environment for the children.
- Despite all the best precautions, serious occurrences can sometimes take place.
- *What is a Serious Occurrence?*
 - death of a child
 - abuse, neglect or an allegation of abuse or neglect of a child while receiving child care
 - a life-threatening injury to or a life-threatening illness of a child who receives child care
 - an incident where child receiving child care goes missing or is temporarily unsupervised
 - an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children
- The Ontario government has introduced a policy that requires licensed child care centres and private home daycare agencies to post information about serious occurrences that happen at a centre or a home daycare location effective November'2011. To support increased transparency and access to information, a *Serious Occurrence Notification Form (SONF)* must be posted at the centre or home daycare location in a visible area for at least ten business days.

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- A report is provided to a program adviser of any serious occurrence within 24 hours
- Annual analysis of all serious occurrences that occurred in the previous year is conducted and records are maintained of the actions taken in response to the analysis.

Child Abuse/ Neglect Policy

Our goal is to provide a safe and happy learning environment for the children enrolled in our day care program. Children must be treated with respect. Self-respect is important in the healthy development of children.

We do not allow or tolerate physical/ verbal abuse:

- of one child to another
- of a child by a member of the staff
- of a child by a parent
- Every person in Ontario is required under the *Child and Family Services Act* to report his/her belief that a child may need protection. "A person who believes, on reasonable grounds, that a child is or may be in need of protection shall forthwith report the belief and information, upon which it is based to a society."
- The legislation specifically requires individuals who perform professional or official duties with respect to children such as the "operator or employee of a day nursery" to report suspicion of child abuse. If in the course of our professional duties, the supervisor &/or the staff of the centre have reasonable grounds to suspect that a child may have been abused, the suspicion, & the information upon which that suspicion is based, is reported immediately to the Child Protection Agency.
- We cannot judge or decide what child abuse is, we must leave that to the agency worker.
- We are not allowed to contact the parents first.
- In the unlikely event an agency worker calls you; we can assure you that utmost confidentiality would be maintained by the staff. Only those individuals directly involved would know of the call and once the agency has investigated and closed the case, the matter would be ended as far as we are concerned.
- We would not refer to it again and we hope it would make no difference in the close, supportive relationship we have with all our parents.

Accident Reporting Policy

- If your child has an accident while in our care, the staff will fill out an accident report form describing the circumstances of injury and any first aid administered.
- The staff will also note the accident in the daily written record.
- You will be requested to read and sign the report when you arrive to pick up the child.
- A copy of the report will be given to you and a copy will be retained at the centre.

Play Policy

- During active indoor play and outdoor play periods, infant, infant/toddler and toddler groups are separated from other children.
- Outdoor play is very important for the children and is a big part of our program. The children will enjoy our lovely, secure play yards.
- Every child in our care for six hours or more in a day will spend time outdoors for at least two hours each day, weather permitting, unless a physician or a parent of the child advises otherwise in writing.
- Children enrolled in the before and after school programs will spend time outdoors for at least 30 minutes each day, weather permitting, unless a physician or a parent of the child advises otherwise in writing.
- Parents are required to ensure that their child is properly dressed for the weather.

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Clothing & Toys

- Please make sure that your child is dressed appropriately according to the weather conditions as the children go outside for two hours every day.
- All children will require a change of clothes and a naptime blanket to remain at the EYES.
- Parents also need to provide a pair of indoor shoes in the winter so that the child can remove the boots; bare feet is not permitted in the centre for safety reasons.
- Please encourage your child to leave their toys and treasured possessions at home so they do not get lost or broken. However, if your child requires a special toy at rest time they may bring it in a bag with their name on it.
- Please make sure your child's belongings are labelled to prevent loss.
- EYES will not be responsible for lost items.

Inclement Weather Policy

- EYES implements an Inclement Weather Policy to ensure safety measures are followed when weather conditions become dangerous.
- Our foremost concern is to ensure the safety of our students, families and staff and to ensure that every possible measure has been taken to prevent injury and to maintain a safe environment, inside and outside our centre.
- In the event of serious inclement weather, every effort will be made to keep the centre operational during regular hours, however, we may be forced to cancel some of our services.
- On severe weather days we ask all our families to please call the centre before leaving home. Parents/guardians need to be aware that families will not be reimbursed for days missed due to severe weather conditions.

Outdoor Policy

All children enrolled at our centres are required to have a minimum of 2 hours of outdoor play every day weather permitting. School age children are required to have a minimum of 30 minutes outdoor play.

Although the following guidelines are in place, the final decision regarding outdoor play will always be at the discretion of the Centre Supervisor or Designate.

Winter Weather (including wind chill)

Age Group	Temperature (Celsius)	Duration of each Outdoor Playtime
Infants	-5 degrees or warmer	Full hour
Below -20 degrees Celsius	-6 to -20	Reduced outdoor time No outside time
Toddlers, Preschool, Casa,	-15 degrees or warmer	Full Hour

Access to Child & Premises Policy

EYES will ensure that we do not prohibit a parent from having access to their child at our program or from accessing the premises when their child is in care except:

- on reasonable ground that the parent does not have a legal right of access to the child or
- if a parent could be dangerous to children on the premises or
- if a parent is behaving in a disruptive manner.
- If it is an emergency, call 911 immediately

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Parent Code of Conduct

- We all have the right to be safe and feel safe in our community. EYES's Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our centre community including parents or guardians, volunteers and teachers.
- . These standards apply whether they are on EYES's property or at centre-sponsored events and activities.
- All members of the EYES community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by *Ontario's Human Rights Code*
- All adult members have the responsibility to act as models of good behaviour.
- Foul language (swearing, name-calling, shouting, etc.) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.
- Inappropriate behaviour or harassment of any kind towards a child, student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.
- No weapons are allowed on centre property or at centre functions.
- Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.
- The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us.
- All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor.
- Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via electronic mediums such as Facebook, Myspace, personal blog sites or other forms of electronic information sharing.
- Any pictures taken at the centre or during centre events are for the private use of EYES families only. These pictures cannot be posted in on-line photo albums or social media.

Communication Policy

- We have an open-door policy with parents, as this is one of the key components in developing a child's future.
- We are always open to questions, comments or suggestions for the betterment of the program.
- If you need to contact EYES for any reason, please feel free to call [or email](#). If you get our voice mail, please do leave a message, as often we are out or busy with children and unable to get to the phone at that moment. We do check messages regularly and return phone calls as soon as we get the chance.
- We do not mind calls to check to see how your children are doing during the day. We do please ask to limit them to two per day, as they do disrupt the program to pull a teacher out to speak over the phone. (Centre's number or centre's email)

Smoking Policy

The *Smoke-Free Ontario Act* came into effect on May 31, 2006, prohibiting smoking in enclosed workplaces and public places, to protect workers and the public from second-hand smoke. Smoking is always prohibited in EYES, and as such no lighted tobacco can be brought onto premises of the EYES or on the playground, whether children are present.

The Centre's operator is responsible to:

- ensure that everyone is aware that smoking is prohibited.
- remove ashtrays and any object that serves as one.

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- ensure that no one smokes on the premises.
- ensures that a person who does not comply, does not remain on the premises.
- post No Smoking signs at all entrances, exits, washrooms and other appropriate location.

Volunteers / Students

In cooperation with high schools, community colleges and universities in the area, the child care centre is frequently used as a source of practical experience for students in early childhood education, child care family daycare. These students enhance the staffing and permit individualized care and special activities which might otherwise not be possible. The centre has developed a policy for the supervision of students and volunteers. The staff always supervises the volunteers, in all areas of the daily program. At no time will students and volunteers be alone with the children. These individuals are not counted in the staffing ratios of the centre. No child will be supervised by a person less than 18 years of age. Students and volunteers are required to review and sign off on the following policies and procedures of the centre before they begin their term and annually thereafter:

- Program Statement Implementation Policy
- Individual plan for a child with anaphylaxis and emergency procedures (Anaphylaxis Policy)
- Playground Safety Policy
- Supervision Policy for Students and Volunteers
- Criminal Reference Check Policy
- Parent Handbook

Photography

Photos and movies are sometimes taken for use within the child care centre with the children. Occasionally these, or other pictures, may be used in the media or for educational purposes. Whenever possible, this will be cleared with parents, but this is sometimes difficult or impossible in cases where pictures contain large groups of children or are used several years after they are taken. Names of the children are never used with their photos. (If you do not wish your child's picture to be used for publications or newspaper/television stories about the child care centre or for educational purposes, please notify the office staff at the time of registration.) We will then ensure that your child's picture is not taken.

Children with Allergies

Early Years Education System will enroll children with allergies and to the best of our abilities, create an environment that minimizes the risk of exposure to allergies.

Upon a child's admission to the centre, the parent must supply a doctor's note stating the specifics of an allergy and provide an auto- injector (EpiPen). In conjunction with the parent and physician, the supervisor will develop an individual plan and emergency procedure, which will include a description of the child's allergy, monitoring and avoidance strategies, signs and symptoms of an anaphylactic allergy, and action to be taken by the staff in the event that a child has an anaphylactic reaction. This information, along with the child's photograph, will be posted for staff. All staff including students and volunteers are required to get the training on the individual plan for children with allergies.

The following procedures must be followed BEFORE the child can be admitted into the program:

- The parent will provide an Allergy Information sheet that is signed by the child's physician.
- The parent will complete the allergy form that has been prepared by the centre.

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- The parent will be able to meet and discuss this information with the centre's cook.
- The parent will give written consent to advise other parents in the centre about their child's allergies and to allow us to post the child's Allergy Alert form in the playroom.
 - The parent will provide all necessary medications and epi-pens.
 - The parent will demonstrate the administration of the epi-pen to the program staff.
 - CHILDREN WILL NOT BE ACCEPTED FOR ATTENDANCE WITHOUT THEIR MEDICATION AND AUTO-INJECTOR (hereinafter referred to as EPI-PEN).
 - The supervisor and the parent will prepare a plan that outlines the type of allergies, symptoms, avoidance and actions expected from the staff.
 - The parent and supervisor will review the plan and the child's needs on a regular basis.
 - All staff, students and volunteers will review the individual plans on an annual basis.
 - It is the parent's responsibility to notify the supervisor, staff and cook of any changes to the child's allergy
 - Any changes to the child's allergies must be noted and signed by the child's physician.

To ensure the well-being of children who have anaphylactic reactions it is imperative that an EpiPen is available at the child care centre at all times. If a parent does not provide an EpiPen, or fails to replace an expired EpiPen, admission to the program will be denied. If a parent believes the child no longer requires an EpiPen, a doctor's note confirming this information will be required.

EYES Childcare KEY Contacts

For any questions / concerns regarding the daily operations of the centre, please use the below management hierarchy whenever possible:

EYES Head office # 416 901 5434 or 416 564 0731 Email: connect@eyesdaycare.com

Centre Supervisor → Centre Director → Centre Manager