

The program provides the children with a variety of activities and materials, which encourage both independent choices and group collaboration. Children will be exposed to both recreational and skill building activities in a cooperative and non-threatening environment, where the ultimate choice to participate is the child's.

Outdoor Play

The Child Care and Early Years Act requires that children attending care in a licensed centre must participate in at least 30 minutes of outdoor play for school age children attending an after school program, weather permitting. Our Centre recognizes the value the learning experiences, developmental opportunities and health benefits that participating in outdoor play year round provides. Outdoor play time is used as an opportunity to expand on children's learning and encourage physical activity to support optimal success in the future. Both spontaneous and planned learning experiences are implemented during this time.

It is important that children be dressed for the various types of weather to ensure they can actively participate in the outdoor program. Please ensure that adequate and suitable clothing and footwear is provided year round for your child.

At times, due to the weather children's outdoor time may be extended or shortened to ensure that children are active, engaged and comfortable. Staff monitor the children's comfort and activity level in the varying weather conditions to determine the length of time children will remain outside. We strive to provide outdoor environments that provide children with various levels of activity to suit the time of year and weather. Extra drinking water, water activities and additional quiet experiences in the shade are implemented during the summer and more physically active, high energy experiences are implemented during the colder winter months.

Our Centre implements sun safety practices and encourages parents to provide child safe sunscreen and protective clothing such as a wide-brimmed hat for outdoor times. The staff will assist children to apply sunscreen to the exposed skin areas prior to going outside.

Snacks

The program includes two nutritious snacks, one during before school and another after school. Menus are posted and are changed weekly. Our snacks follow Canada's food guide allowing for all food groups and adequate portions of each. Our Centre is nut and peanut free and we ask parents to carefully check ingredients when bringing in treats. If your child has food restrictions, please make our staff aware.

Illness

Is defined by children who are running a fever, diarrhea, vomiting, undiagnosed skin rashes or infections, head lice or any infectious illness and will not be admitted to school. If your child becomes ill during the program hours, the parent will be contacted and must make arrangements to pick up their child as soon as possible. If a parent cannot be reached, an emergency contact person will be contacted. A sick child will be removed from the other children and rest in another supervised area until they leave the centre.

Reporting illness to the centre

Parents must report all illness' with a description of symptoms the child is presenting by email to rosethornccc@gmail.com or by calling the centre's phone number at 416-239-4682

Medication

If your child requires medication, the centre staff will administer prescription medication only. Prescription medication must be provided in the original bottle/packaging, clearly labeled with your child's name and instructions for administering. Parents must complete and sign the appropriate medication administration form before the medication can be administered by our staff.

Non-prescription or over the counter medication must be accompanied by a written prescription by a medical practitioner.

Children's Accidents and Injury While in Care

While at the centre, the children are supervised at all times. Despite close supervision, some accidents may occur as your child explores and develops new skills and abilities. If your child is injured at the centre, the staff will provide immediate first aid, as needed. If the situation requires attention beyond basic first aid, we will contact you or the emergency contact person(s) on file. If required, we will call 911 or transport your child to the nearest hospital or medical facility by taxi.

The staff will provide an accident report documenting the accident or injury. A parent or guardian's signature is required at the bottom of the form to verify that you were informed of the accident/injury. A copy of the signed report will be provided to you.

If your child has an accident or injury at home, please inform the staff when you drop your child of the following day so we are aware of the incident.

Emergency Evacuation

Our Emergency policy and evacuation facilities have been established in concert with Rosethorn Junior School. In the event of an emergency and we must evacuate the building the first location for evacuation is St. Gregory's Catholic School located on Rathburn just one building west of our facility. The second location is Humber Valley United Church on Anglesey Boulevard. Parents will be contacted by telephone if an emergency occurs.

Off Premise Activities

Our centres are an integral part of the local community and strive to implement a variety of learning experiences for children to explore and participate in their community through walks to local sites. Parents will be notified of planned local walks on the individual room Program Plans. We encourage parents to share suggestions and resources within the community that the children may enjoy exploring.

Occasionally children may participate in planned off-site excursions by school bus or TTC. Parents will be consulted and notified in advance of all off-site excursions and will be provided with a consent form to complete prior to their child's participation.

Child Management

Re-direction, Talking/Explaining and Time of Reflection are methods of management used when situations occur. We encourage the children to problem solve whenever possible as this helps to build their self-esteem. However; if a child is in danger of injury or damage to the surrounding area is apparent, then staff will intervene.

Redirection is a method of solving difficult situations. With the help of a staff member, a child is encouraged to leave the problem area and find a new interest. The child will be given two or three alternative choices. When all resources are exhausted, then a time of reflection will be used.

In a situation where a child is aggressive towards other children or staff, the staff member may remove them from the area, in order to prevent injury. However, the staff member will remain with that child until they have calmed down.

Prohibited Practices

All employees, students and volunteers are to use behaviour guidance strategies that support children to develop appropriate social and emotional skills and comply with the centres Program Statement. Kindergarten Care At Rosethorn and The Child Care and Early Years Act prohibits the following practices:

1. a) corporal punishment of the child;
2. b) physical restraint of the child, such as confining the child to a high chair, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
3. c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
4. d) 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. e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. f) inflicting any bodily harm on children including making children eat or drink against their will.

If, at anytime a staff member or placement student were to implement any of these practices the appropriate children's protection agency would be notified and disciplinary actions would be taken, including notification to the College of Early Childhood Educators as required. Incidents of this nature would be reported to the Ministry of Education as a Serious Occurrence.

All staff, students and volunteers are guided by the Program Statement, which they review and sign annually.

Serious Occurrences

All serious occurrences that occur at our center will be reported to the Ministry of Education and posted for parents to view within 24hrs of the occurrence.

Duty To Report

Every person in Ontario is required under the Child and Family Services Act to report his/her belief that a child may be in need of 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 suspicions of child abuse. If in the course of their professional duties, the supervisor and/or staff of the centre have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to a Children's Aid Society. A professional who works with children can be charged and fined for failing to report. It is the responsibility

of the child protection agency to investigate and follow-up on the situation, as necessary.

Inclusiveness

Rosethorn Before and After School Program is committed to eliminate negative attitudes and behavior directed at an individual or group based on race, ancestry, place of origin, color, ethnic background, religious belief, or non-belief, creed, gender, sexual orientation, age, physical and cognitive challenges, education and marital, economic or family status.

Staff will take proactive approach to racial and discriminatory incidents by teaching and modeling positive interactions, and conflict resolution skills, such as peace making and logical consequences.

Smoke & Vape Free

The Smoke Free Ontario Act prohibits persons from smoking or vaping in enclosed and public places, to protect workers and the public from the hazards of second hand smoke. Smoking, handling of a cigarette or use of an e-cigarette is prohibited in the centre and playground, near entrances and playground areas whether children are present or not.

Admission Procedures

Once your child's admission and start date have been confirmed, the Centre Supervisor will schedule a meeting with the parent(s)/guardian prior to admission to the centre.

During this meeting the Centre Supervisor will review the Child Admission Package and gather information such as parent contact information, your child's doctor's contact information, health related information, etc. The Centre Supervisor will provide an overview of the early learning & child care program and the centre's policies and procedures.

This meeting is also an opportunity for you to share information about your child and family and to ask questions. We encourage you to share as much information about your child and family with us as you feel comfortable to help us provide the best care and services for you and your child.

Parent feed back, Issues and Complaints

Rosethorn Before and After School Program is committed to ensuring that all customer service complaints are addressed and responded to in a courteous, fair and timely manner and will take appropriate action as required. We adhere to the following principles when dealing with a customer service contact.

Everyone has the right to request service or complain about public services. All customers need to know that their requests are heard, understood and respected. We support participation for persons with disabilities, considering their needs and expectation of equity, dignity, integration and independence.

Customers are expected to provide their requests and complaints in a respectful manner. Verbal abuse, verbal threats, racist statements, etc. will not be tolerated.

We track both Customer Service Complaints and Customer Service Compliments.

What is a Complaint?

A complaint is an expression of dissatisfaction related to the service or staff member in the child care Centre or it's staff has not provided a service experience to your satisfaction at the point of service delivery.

What is a Compliment?

A compliment is an expression of approval or appreciation for a service, staff member, program or process from you.

How can I make a compliment or complaint?

If you have a concern or complaint concerning the child care, we encourage you to speak or email the Centre Supervisor.

What can you expect when you make a complaint?

Complaints are reviewed promptly and every effort is made to resolve them as quickly as possible. We monitor complaints and use them to assess and improve the quality of service we are able to provide to you.

- Each complaint is considered on its own merit.
- Complaints will be treated confidentially and steps will be taken to help protect a complainant's privacy.
- Complaint investigations are fair, impartial and respectful to parties involved. You will be kept informed about what is happening and why it is happening.
- You will be contacted when your complaint is escalated.
- You will be advised of your option to escalate your complaint if you are dissatisfied with treatment or outcome.
- You will be informed when a decision is made and provided with an explanation for the decision.

- Complaints involving staff conduct will be investigated and you will be informed when it is resolved, however no disciplinary information can be shared.
- All written complaints will be responded to in writing.
While there are certain steps that need to be taken to ensure fairness for all concerned, there can be unavoidable delays, however we will treat each case in a prompt and thorough manner.
- If you are making a verbal complaint, you may be asked to put your complaint in writing, especially if it involves a serious or complex matter.
- If you feel that the Supervisor of the centre has not addressed the complaint to your satisfaction, then a request can be made to speak to the Board of Directors.

If you feel that your complaint has not been resolved to your satisfaction after speaking with the directors, you may contact the Centre's City Consultant or Ministry of Education Program Advisor who's names are posted on our Parent Board in each classroom.

Our Commitment

Our Child Care staff are committed to serving our families with professionalism and integrity. Feedback is an important step in our endeavor to continually improve our service delivery to you.

Municipal Freedom of Information & Protection of Privacy Act

The personal information requested in connection with the admission of your child, as well as his/her child care records established with the child care centre, are collected under the legal authority of the City of Toronto Act, S.O. 2006, Chapter 11. Schedule A, s. 136(c) and the Child Care and Early Years Act, S.O. 2014, Chapter 11. The information will be used for the purpose of ensuring the delivery of high quality early learning and child care services under the Acts and Toronto Quality Assessment for Improvement. Questions about this collection can be directed to the Director, Toronto Early Learning & Child Care Services, Children's Services, Metro Hall, 55 John Street, 10th Floor, Toronto, Ontario M5V 3C6 or by telephone at 416-392-3317.