Lee Wiggins Childcare Centre
Parent/Guardian Handbook

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Canada-Wide Early Learning & Childcare information will be provided in the coming months.

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Lee Wiggins Childcare Centre – Parent/Guardian Handbook

WELCOME

We would like to welcome you to the Lee Wiggins Childcare Centre at York University (LWCC or the “Centre”). As a member of LWCC, we would like you to become acquainted with all aspects of our Centre. This Parent/Guardian Handbook was designed to inform you of all areas pertaining to you, as a member.

The LWCC at York University has qualified, caring staff who offer you and your child a fun, supportive, and stable environment. We are here to provide you with any information you may need, so feel free to ask us any questions you may have. Since we are often busy with the children, we are happy to make arrangements to meet with you at a mutually convenient time, when we can focus exclusively on your issues and concerns.

We hope this Parent/Guardian Handbook will address many of your questions and be a valuable source of information. Welcome to the LWCC. We look forward to seeing you.

Acknowledgements

The LWCC at York University wishes to take this opportunity to acknowledge the contributions of the York University Student Centre Corporation, CUPE 3903 and the Centre’s Board of Directors, especially long standing board member Rob Castle, and committee members. Finally, we offer special thanks to all parents and supporters who have donated items, time and assistance to the Centre.

HISTORY

The LWCC at York University was formally the York University Student Centre Childcare Committee (SCCC). The Centre began meeting in August, 1987 as an initiative of various student groups interested in securing part-time, flexible childcare for York students and part-time workers, as well as providing some form of support and resources for parents and children. Early support came from the Student Centre Committee itself with a commitment of a 1000 sq. ft. contribution to the childcare facility in the soon-to-be-constructed Student Centre. CUEW/SCTTE Local 3903 (now CUPE 3903) also agreed to use the upcoming collective bargaining process for 1987-89 to help obtain space and financing for the SCCC project. On November 2, 1987 these negotiations with the York University administration resulted in a contribution for research costs and for first year start-up costs. Later negotiations resulted in financial support for capital costs for 800 square feet of space in the soon-to-be-built York University Student Centre.

Research indicated that the 1000 square feet plus the possible addition of 800 square feet was insufficient, so SCCC returned to negotiations with both the administration and the Student Centre in hopes of obtaining the additional space. As a result of this negotiations process, the Student Centre generously added 500 square feet to their initial pledge of space. (Note: all space committed to the SCCC by the Student Centre is rent free and inclusive of occupancy costs). As a result, the project went ahead with a total space commitment of approximately 2,300 sq. ft. Discussions with the Ministry of Community and Social Services in 1989 culminated in a commitment of Minor Capital Costs for construction costs as well.

The SCCC continued to meet on a regular basis, developing a Constitution and Bylaws, assisting in designing the facility, liaising with Ministry fieldworkers, and developing initial drafts of programs and budgets.

The Committee applied for incorporation and received Letters Patent on December 13, 1988 under the name The York University Student Centre Childcare. Development of a Constitution and Bylaws began soon after the Committee’s inception, and was approved on February 9, 1990.

During the summer of 1989, the SCCC again worked with CUEW/SCTTE to prepare a follow-up proposal for the upcoming round of contract negotiations with the University administration. At the conclusion of the negotiations, CUEW on behalf of the SCCC received a onetime total of $30,000 for start-up costs, as well as a $30,000 annual operating grant contribution and a yearly contribution for subsidies for members of CUEW/SCTTE (Collective Agreement 1989-91). This operating grant and subsidy allotment funding has been ongoing thanks to CUPE 3903.

The SCCC offered a small-scale drop-in program in the summer of 1991 in an apartment in one of the Assiniboine Residences, since the Student Centre building itself was not yet complete. The Centre itself started operation in September 1991 as a licensed program. An official opening ceremony was held on October 30, 1991.
Name Change
In the fall of 1999, our former Chair of the Board of Directors, Lee Wiggins, left the Centre to pursue her teaching career. Lee was instrumental in the creation of the Centre and followed through for 5 years until the dream became a reality in 1991. As if that was not enough, Lee continued to sit as Chair of the Board of Directors for over 8 years. Over the years, Lee contributed her time, expertise, and commitment to parents, staff, and children alike. Due to this on-going dedication, the Centre decided to acknowledge Lee by renaming the Centre in her honour: “The Lee Wiggins Childcare Centre at York University.”

MANDATE AND OBJECTIVE

The LWCC at York University is sponsored by two main bodies: York University students (via the York University Student Centre Student Levy) and CUPE Local 3903, through financing provided via contract negotiations with York University.

The Centre is designed to provide a positive childcare option that is directly responsive to the specific needs of students and educational workers. This works to supplement and complement the existing childcare facilities on campus - in other words, to provide licensed part-time childcare.

The main objectives that guide development and operation of the Centre are as follows:

- Determine and address the particular needs of the student and educational worker members at York University;
- Act as liaison with parties interested in childcare;
- Develop and maintain a flexible licensed childcare and a resource service;
- Oversee daily management including attending to long-term planning and the establishment of objectives;
- Oversee the security, financial operations and policies of the Lee Wiggins Childcare Centre at York University;
- Encourage involvement of representatives, particularly parent representatives, in the administration of the Centre.

The LWCC at York University provides innovative childcare to the York University community, with a particular focus on the needs of students. Operated by the York University Student Centre Childcare, the Centre is a not-for-profit organization, offering a holistic approach to early childhood development in a safe, positive, and inclusive environment.

NON-PROFIT CORPORATION

Operation of the Corporation

LWCC is a non-profit Corporation that consists of the general membership, represented through the Board of Directors, which subdivides into an Executive Committee and other working committees. The business of the Corporation is taken care of through regular Board meetings. At these meetings the Directors are presented with information by the Coordinator of the Centre and the Executive Committee members and have the opportunity to vote on the matters that are put forward. The Executive and other committees meet more frequently and are in direct consultation with staff and external members of the community while taking care of the daily management of the Centre.

Members at large may attend Board meetings, although they may not vote. As well, members may put forward items for discussion and consideration at Board meetings by speaking to a member of the Board or by writing, usually to the Chair.

The General Membership meets semi-annually or when special circumstances dictate the necessity. All members are eligible and are encouraged to attend and participate. The main duties of The Lee Wiggins Childcare Centre members are twofold. First, members are expected to attend annual meetings in order to review and approve the audit of the previous year and the budget for the upcoming fiscal term. Second, they must be cognizant of and conduct themselves in accordance with the regulations and policies of the Corporation.

If you would like more detailed information about the LWCC Corporation, please see the Constitution and Bylaws of the Corporation, as well as the Board of Directors Handbook. These are available from the Centre’s Coordinator.

Board of Directors

Members of the LWCC are encouraged to stand for election to become a Board member, which is the Centre’s highest decision-making body. Having member representation is critical to the sustainability and success of the Centre.
Annual General Meeting (AGM)
This is the major financial meeting of the membership, and is normally held in October. At this time, members are presented with the previous year’s Audit for discussion and approval. Auditors for the current year must also be approved. The Centre’s Operating Budget is presented, along with any other information and business such as upcoming fundraising. If the Board of Directors decides that there is need for additional meetings of the membership, a special or general meeting can be called. At any time, the membership itself has the means to request that a general meeting be called by presenting a written requisition to the Board supported by at least one-third of the membership body. In this requisition a rationale for the meeting and any motion(s) that will be raised must be stipulated. The Board is then responsible for ensuring that such a meeting is held within forty-five days from the time that the request is received. The membership will be notified of this upcoming general meeting through public postings in and around the facility.

Quorum
At each meeting of the members, be it annual or general, quorum must be obtained. Quorum refers to the minimum number of officers and members that must necessarily be present for the valid transaction of Corporation business. It is thus important that members try to attend such meetings, or if that is not possible, to find a member who is attending and send their proxy vote. Each member of the Corporation has the right to one vote which can be exercised in person or in absentia, by proxy. To vote by proxy the absentee member must submit in writing to the Secretary of the Corporation or of the meeting authorization for the appointment of a proxy voter. This proxy voter must be a member of the Corporation and may not hold more than one proxy at a time.

OVERVIEW OF THE CENTRE

The LWCC is housed on the second floor of the First Student Centre Building along the west wall, in Room 201. Access to the Centre is via the central circular staircase or by the elevator that opens directly into the Centre space.

The Centre is licensed for the provision of part-time/full-time care to twenty-five children, ages eighteen months to five years, at any one time, during the hours of 7:30 a.m. to 6:00 p.m.

Childcare is booked by parents/guardians on a semester basis. The semesters are September to December, January to April and May to August. Extra care is also available providing that there are spaces available and that the staffing compliment is sufficient.

The Centre also has a modest toy and book-lending library and can provide parents/guardians with childcare information and advice. The Centre is divided into a quiet room, a resource Centre/staff room, office, kitchen, storytelling area, washroom facilities, storage room, and outdoor playground terrace, in addition to the main play space.

The LWCC follows the Accessibility for Ontarians with Disabilities Act (AODA). LWCC’s Accessibility for Ontarians with Disabilities Act (AODA) Policy is available on our website.

- The LWCC staff will assist in making the Centre more accessible by:
- Offering a variety of communication methods to parents/guardians;
- Accept feedback both positive and negative from parents/guardians;
- Identify and try to remove barriers that prevent people with disabilities from fully participating in the program;
- Take the time to understand the needs of each individual child and parent/guardians;
- Work in co-operation with people with disabilities to find the best solution.

Anti-Discrimination and Anti-Harassment in the Workplace
The LWCC is committed to fostering a work environment that is free from discrimination and harassment based on race, creed, colour, national origin, political or religious affiliation, sex, sexual orientation, age, marital status, family relationship, and disability. The Centre recognizes that a harassment and discrimination free workplace allows all employees, parents and children to develop to their full potential. This practice prohibits discrimination and harassment on the above grounds and that the Centre will work to ensure that all employees work in an environment free from harassment and discrimination.

LWCC’s Anti-Discrimination and Anti-Harassment Policy is available on our website or you may request a hardcopy.
Smoke-Free Environment
The Centre is a smoke-free environment. It is unacceptable for staff, volunteers, and parents/guardians to smoke on the premises or in the presence of the children, e.g. during walks or outings. Contravention of the policy will result in discipline up to and including termination for staff members and volunteers. No smoking is permitted on the playground area even if there are no children present.

Anti-Gossip Policy
The Lee Wiggins Childcare Centre (LWCC) takes professionalism seriously. Our conduct in connecting with parents/guardians and members of the community, as well as our relationships with children and our colleagues, must be exemplary for us to maintain the high standard with which we have been entrusted.

Malicious gossip and/or spreading rumours are strictly prohibited at LWCC. Gossip is sharing some else’s business to others without their permission. Gossip is a very destructive behaviour and is not allowed.

Malicious gossip, petty gossip, negative attitudes, damaging complaints, and failure to support each other are considered cause for withdrawal, when they persist after warning.

Avoiding gossip demonstrates fairness, sensitivity, and helps establish trust. Members of LWCC must refrain from spreading rumours about the program, staff, administrators, parents/guardians, children, etc.

We protect each staff member and family confidentiality. We encourage the concerned individual to approach the Coordinator or a staff member personally. If a person is not willing to communicate, they are encouraged to bring their concerns to the Coordinator’s attention as soon as possible.

Breach of confidentiality may result in termination or withdrawal. See LWCC’s Confidentiality and Non-Disclosure Agreement for more information.

Confidentiality and Non-Disclosure Agreement
It is the policy of LWCC that board members, staff, volunteers and families of LWCC may not disclose, divulge, or make accessible confidential information belonging to, or obtained through their affiliation with the organization to any person. This includes: relatives, friends, business and professional associates; other than to persons who have a legitimate need for such information and to whom LWCC has authorized disclosure.

This policy is not intended to prevent disclosure where disclosure is required by law (i.e., emergency, fire, police, children’s aid, etc).

Conversations in public places, such as restaurants, elevators, public transportation and on cell phones in public places should be limited to matters that do not pertain to information of a sensitive or confidential nature.

Privacy Policy
LWCC respects its children’s, parents/guardians, and employees’ rights to privacy, and the expectation that the information collected by LWCC will be protected. As such, LWCC has developed the following Privacy policy to which all staff, volunteers, board members, parents/guardians and subcontractors must adhere.

This Privacy policy describes our practices regarding how we handle personal information, and to assure our continuing commitment to protect all personal information in our custody and/or control. “Personal information”, as referred to in this policy, means information about an identifiable individual, but does not include an individual’s business contact information.
Identified Purposes

LWCC collects, uses, and discloses personal information for purposes limited to those which are related to the provision of childcare services. LWCC also collects, uses, transfers, and discloses personal information of its employees for reasons related to administration of the employment relationship. Purposes include the following:

a. To manage the childcare services activities of LWCC;
b. To assess and implement LWCC policies, practices and programs;
c. To establish, administer, and maintain the relation between the LWCC, child and parent/guardian;
d. To provide the LWCC’s personnel, and third parties (where applicable) with necessary medical information (e.g., dietary restrictions, allergies);
e. To process enrolment fees, CUPE 3903 subsidy and tax receipts;
f. To administer the LWCC’s policies and procedures, including investigations related to alleged breaches of such policies and/or procedures; and
g. To meet legislative, regulatory and licensing requirements.

LWCC limits the amount and type of personal information collected to that which is necessary for our identified purposes and will only collect personal information by fair and lawful means. If we plan to use any personal information, we have collected for a purpose not previously identified, we will communicate and document this purpose, and take steps to obtain any required consent before such use.

LWCC does not lease, sell, trade, barter or exchange personal information obtained in the course of fulfilling purposes related to our childcare services activity as identified above.

Retention

Records containing personal information collected by LWCC may be retained indefinitely unless otherwise requested. In the event that you no longer wish the LWCC to store your personal information, you may contact us and we will ensure that the records are destroyed; subject to retention periods required by law.

Safeguards

LWCC will protect your personal information by using security safeguards appropriate to the sensitivity of the information to protect against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. Safeguards will vary depending on the sensitivity, format, location, and storage of the personal information.

Access and Accuracy

Individuals have the right to access their personal information that is held by LWCC. All access requests must be made in writing. We will respond to written requests within a reasonable time (generally within 30 days). There are certain circumstances where LWCC may lawfully refuse the requested information. In such circumstances, LWCC will provide the individual with a written explanation.

We will use our best efforts to ensure that personal information that is used on an ongoing basis is accurate, complete, and up-to-date. We will amend inaccurate or incomplete information as advised by employees and parents/guardians in writing.

Transfers and Disclosures of Personal Information

While fulfilling the purposes described above, LWCC may transfer or disclose your personal information to:

a. Service providers, including an organization or individual retained by LWCC to perform functions on its behalf, such as catering, administrative, and financial services;
b. An organization or individual engaged by LWCC to evaluate creditworthiness or to collect outstanding debts;
c. The school administration which provides services and resources to LWCC; and
d. Any third party or parties, including government agencies, where LWCC has received consent for such disclosure or where disclosure is required or permitted by law.
When personal information is transferred by LWCC to third parties, we will use means to ensure that the information is handled confidentially and in accordance with this policy and applicable privacy legislation.

Changes to the Privacy Policy

LWCC reserves the right to modify or supplement this Privacy Policy at any time. If we make a change to this policy, we will notify you of a revision and make the revised policy available upon request.

Consent

By submitting personal information to LWCC, you agree that we may collect, use, and disclose such personal information in accordance with the Privacy policy and/or as required by law. Subject to legal or contractual requirements and reasonable notice, you may refuse or withdraw your consent to our use of your personal information for certain purposes at any time. However, if you refuse to consent or withdraw consent previously given, we may be limited or unable to provide some or all of our services or information.

The way in which we seek consent, including whether it is expressed or implied, may vary depending upon the sensitivity of the information. In certain circumstances as permitted or required by law, we may collect, use or disclose personal information without the knowledge or consent of the individual. These circumstances include: personal information which is subject to solicitor-client privilege or is publicly available; where collection or use is clearly in the interests of the individual and consent cannot be obtained in a timely way; to investigate a breach security of an individual; for debt collection; or to comply with a subpoena, warrant or court order.

STAFF, STUDENTS AND VOLUNTEERS

All existing Early Childhood Educator (ECE) employees must hold a current certificate of registration issued under the Early Childhood Educators Act, 2007, and be a member in good standing of the College of Early Childhood Educators. Being a member in good standing means that the applicant is not in default of payment of required membership fees and his or her certificate of registration is not suspended or revoked. The Coordinator of the Centre is responsible for reviewing applications and coordinating interviews for the hiring of all staff. Hiring decisions shall be based on appropriate educational qualifications, legislation/regulation requirements, experience and personal suitability.

The Centre is an equal opportunity employer which aims to select the best individual for each position regardless of race, creed, colour, national origin, political or religious affiliation, age, sex, or sexual orientation, marital status, family relationship, or disability.

All staffing is overseen by the Coordinator of the Centre, who is an RECE teacher with extensive administrative as well as teaching experience.

A Registered Early Childhood Educator (RECE) teacher is on duty at all times, with additional teachers and assistant teachers as needed to meet ratios. The Centre has also been fortunate to participate in the University-organized Work/Study Program, and normally hires a few students for the fall/winter term.

As well, the Centre has a volunteer program with York University students participating as on-floor assistants. The Centre occasionally accepts fieldwork students from the ECE program at various colleges.

Upon hiring, staff, volunteers, and students will read and sign off on all policies and procedures.

Each new staff or volunteer is assigned a mentor. They will be trained for several weeks by a seasoned staff member to ensure they understand the daily operations of the Centre.

Staff and Volunteer names and bios are posted in the Centre.
Child Supervision
All children upon arrival or departure must be signed in/out in our daily attendance sheet by staff indicating the time of arrival and departure. This will include a family healthy check of each child upon arrival. Staff will initial, indicating that they have completed a daily health check. This will include checking them off in our block attendance as well.

Attendance clipboards are to be kept with each group of children at all times.

Daily attendance sheets must also record all children that are absent, on vacation, or absent due to illness. A daily record indicating arrivals, departures, and absences helps to establish a rapid and accurate account of all children in the event of an emergency. Maintaining attendance records in conjunction with constant supervision skills is critical in ensuring the safety and well-being of the children in our care.

Please note that volunteer and students will:
- Never be left alone with a group of children;
- Will not be considered as part of the ratios;
- Will not communicate children’s progress with parents/guardians;
- Will not be in charge of field trips or walk participations.

A newly hired staff will not be left unsupervised with the children until the Centre will receive and assess the Police Record Check results.

For more information, please ask the Coordinator to see our Criminal Reference Check Policy.

Staff Training and Development
Staff will be sent for training to enhance their professional development throughout the year. Workshops may be held onsite during staff meetings or staff may be attend meetings or workshops in the evenings or weekends. The Coordinator will annually review to ensure that each staff have met the requirements as per our policy.

The LWCC strives to have our staff up to date and current with child development and to continue enhancing their education within the childcare field.

Staff will continue to be kept abreast of changes within the Early Years Act as well as new legislation and the Care Assessment for Quality Improvement documents.

Freelancing
Employees may not in any way provide childcare services to children who are enrolled at the Centre, either after working hours or on weekends. Such an arrangement would be considered a conflict of interest as outlined in the Conflict-of-Interest Policy contained in the Centre’s Staff Handbook.

Social Functions
Employees will maintain a professional relationship with currently enrolled children and parents at all times. LWCC staff will not attend social functions, such as birthday parties, outside of the Centre as demands on staff time are high and staff at the Centre do not want to precipitate hurt feelings or the perception of biased treatment of children.

WAIT LIST POLICY
Section 75.1 (1) of Ontario Regulation 137/15 – General

Waiting List
75.1 (1) No licensee shall charge or collect a fee or deposit for the placement of a child on a waiting list for admission to a child care centre or home child care agency. O. Reg. 274/16, s. 4 (1).

(2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,
   (a) explain how the licensee determines the order in which children on the waiting list are offered admission; and
(b) provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families. O. Reg. 274/16, s. 4 (2).

As of September 1, 2016, under the authority of Ontario Regulation 137/15, licensed child care centres may no longer charge parents fees to have their child placed on a wait list.

A wait list fee is any fee or deposit paid by a parent for an unsecured spot in a child care centre. Regardless of whether or not the fee is refundable, child care licensees may no longer accept payment to place a child’s name on a wait list that may or may not lead to the child being offered child care.

Child care centres may charge fees related to the administration of enrolling new children. However, these fees may only be charged once a child has been offered and accepted entrance into the child care centre.

The Ministry of Education recognizes that maintaining a wait list is not a straightforward endeavour and that a first-come/first-served approach may not be viable. Licensed centres need the flexibility to manage their admissions fairly, effectively and transparently.

To support transparency, new requirements in section 75.1 of the Ontario Regulation 137/15 requires child care licensees to have a wait list policy that explains how licensees manage wait lists and to include this policy in its parent handbook. Licensed child care centres must also provide parents with a best approximation of their child’s status on a wait list, when asked. These new requirements came into effect on January 1, 2017.

A digital wait list form is found on our website under the admission tap. A hardcopy of the waiting list is accessible to families in the office upon request. On both a toddler and preschool list, their position will be organized by the date the application was received. Next to this would be the birthdate of the child and the requested care (i.e., full time, part time hours). The initials of the parents/guardians are used to maintain privacy. Finally, the list indicates the date the child was registered to the Centre. Every effort will be made to enrol families, but will be based on age, availability, day and times required. Priority is listed below.

As such, the LWCC prioritizes siblings to help ensure that siblings can be cared for in one location and to support the continued workforce participation of parents/guardians.

LWCC waiting list priority is:

- Families with siblings of children already enrolled in the Centre
- A child already enrolled in the program will have priority over others when moving from one age group into another (applicable when accepting toddlers in the program)
- Students of York University
- CUPE 3903 members
- York University staff and faculty
- Members of the wider community

In each category, the following factor will also be considered when prioritizing families:

- Waitlist application submission dates and availability

Based on the above, if space is available for both toddler and preschool age groups, priority is then given on a first-come/first-served approach if viable. If either age groups are full within a given day, once space becomes available, whether full-time or part-time space, the LWCC will revisit the waitlist. The LWCC will prioritize the first family, based on the above list, who may fill the space.

based on their requested hours of care and the child’s age group.

Families may ask about their status on the waiting list in person, through email or by phone call.
MEMBERSHIP AND REGISTRATION

Membership

In order to schedule care at the LWCC, families must first become members of the Centre. Membership in the Centre is $150.00 per year. The annual membership will be prorated, starting in May.

Example: $150 ÷ 12 = $12.50 x 4 months (May, June, July, August) = $50.

Membership is renewed every September for those returning. For new members, please note that the registration fee of $50.00 is required upon booking your registration appointment with the Centre and is non-refundable.

As a member, you are encouraged to attend an Annual General Meeting (AGM) and are allowed to use the toy and book lending library, and attend parent/guardian workshops and special events sponsored by the Centre.

Registration

Returning Members
The main registration for the Centre occurs in August, beginning with current members who are required to renew their membership, update their information, and submit their care requests for the upcoming semester by August 1st.

New Members
Registration for new members occurs during the second last week in August. The Centre does not operate a childcare program during this week but holds registration and information sessions for new member families. The $150 membership fee is collected on your first invoice.

Each new member is provided with a registration package.

There is a $50 registration fee that must be sent upon booking your registration. Fees can be paid via e-transfer to yorkuchildcare@gmail.com

New members will be accepted throughout the year, as space and staffing permit.

Please Note: All registration, immunization record and information forms must be completed in full and submitted to the Coordinator of the Centre before any childcare can be provided. Childcare will not be provided until all these items are on hand.

Acknowledgment of Agreement
Parents registering their children at the LWCC are required to sign that they have read and agreed to the terms and policies outlined in the registration form.

Your signature on these forms indicates that you have read, understood and agreed to follow the practices and procedures that accompany each policy. Refusal to sign and agree to the policies will result in your inability to register.

All policies are included in Parent Handbook, on our website or you may request a hardcopy for your convenience.

HOURS OF OPERATION AND CLOSURES

Hours of Operation
The Centre is open Monday to Friday from 7:30 a.m. until 6:00 p.m. Please give us a heads up if you will be late.

Centre Closure

- All statutory holidays, including Civic holiday.
- Registration Week – the second last week of August each year.
Statutory holidays are payable days. However, fees are not incurred during the two closures.

Emergency Closure Policy
In instances when the York University officially closes due to weather conditions or another emergency, the Centre will also close. Such information is made available via the University switchboard at (416) 736-5600.

There may be instances where York University is open but the Centre is closed. In instances where severe or inclement weather prevents the staff from getting to the Centre, the Centre will post the closure on its website and send a message to all families via HiMama. Please check with the Centre on severe weather days before you leave your home. The Centre’s telephone number is (416) 736-5959.

Notice of Disruption
a. **Closure due to job action or strike:** In the event of job action or strike involving York University or Seneca College personnel, every effort will be made to keep the childcare Centre open and operating at full capacity. A job action or strike may cause restrictions to the hours of operation and/or programs offered.

b. **Closure due to Health and Safety or other circumstances:** Due to unforeseen circumstances, the Centre may be required to close for health or safety reasons (i.e. illness outbreak, fire, flood, etc.).

c. **Closure due to weather conditions:** If York University determines that the school must close early due to severe weather conditions, the Centre will advise parents/guardians to make arrangements to pick-up their children earlier than usual. There may be an occasion that York University does remain open but the Childcare may need to close due to weather, if staff are unable to get to work.

Under any of the circumstances listed in a) or b) above, if closure of the LWCC is expected to exceed 5 working days, every effort will be made to move the Centre to an alternate suitable location, based on the Ministry of Community, Family and Children’s Services approval.

All decisions regarding LWCC closures will be made at the discretion of the Board of Directors and the Coordinator taking into consideration the safety and health of the children and will be communicated to parents/guardians with as much notice as possible.

**Fees Will Not Be Refunded Due to Centre Closures**
All clients will be notified of any closures and all required information via HiMama, e-mail and through updated messages on the childcare voice mail system. If possible, there will be notifications posted on the front door. This information will be provided as soon as it is available.

Any Families with a disability should notify the Coordinator if they require another form of communication regarding receiving information.

COMMUNICATING INFORMATION

**Centre to Parent/Guardian**

**Email, Letter, Communication Board**
Announcements, reminders, and general inquiries is mostly communicated via email and/or hardcopy letter. Please check postings on the communication board and/or divider in the foyer frequently.

**Facebook**
Please “Like” us on Facebook, "The Lee Wiggins Childcare Centre at York University", to view and follow us on events, programming, explorations, and announcements. Photography of children is not posted on our Facebook page.

**Newsletter**
The LWCC has a newsletter which is produced approximately every two months. The newsletter will be emailed to you directly along with any other notices or bulletins.
HiMama
HiMama is an application that can be accessed via Smartphone Application or internet browser. This is our main communication tool with parents/guardians for specific updates/messages regarding their child(ren). We will add entries of the children’s days (i.e., activities, meal intake, toileting routine, sleep routine, photos/videos). At the end of each day, you will receive a full report of your child’s day. You can add family and friends to your personal account, to view your child’s report as well. Please refer to the HiMama Participation Agreement.

Instagram
Please follow us on Instagram @leewiggins_cc, to view and follow us on events, programming explorations and announcements. Photography of children is not posted on our Instagram page.

LWCC Member Board
Bimonthly, staff provide and display information on our LWCC member board located in the elevator room (i.e., sun safety, bicycle safety, sibling rivalry, toilet training tips, allergies, summer fun ideas in the city, etc.)

Show and Share Calendar
The LWCC have specific days that the children are able to bring in items from home and share in a group teacher-facilitated setting. The Show and Share calendar schedules are sent in an email to the parents/guardians and are displayed in the foyer of the LWCC. The items are to be kept in the show and bin located on the divider to minimize loss.

Parent/Guardian to Centre

Absences
If your child will not be attending on a day when you have time booked, please let us know in advance. If your child is ill, please call or email the Centre before 9:00 a.m. to let us know. Regardless of the reason for the absence, parents/guardians will be charged for all time booked.

Sick Days
LWCC offers families two (2) sick days per year.

Class Schedules
All students must update their class schedules each term as classes and room numbers change. A staff member may be required to find you in a classroom in the event of an emergency.

Custody and Visitations
If parents/guardians have a custody order in place, both parties must abide to the custody order and the terms and conditions outlined in the order (i.e. percentage or payment for each party) and must abide by the court order specifying each party’s custodial days.

Parents/guardians will not be allowed to drop in at the Centre on unscheduled days or times as outlined in the court order.

Information Changes
If your phone number, address, class schedule, work schedule, or any other information changes, please inform the Coordinator. It is extremely important that we know how to contact you at any given time. Also, information about your child(ren) is essential – so if there are any changes in allergies, medical history, and so on, we do need to know. As well, any changes in your life (a move, a new child in the family, etc.) are important for staff to know as they may affect your child’s behaviour at the Centre.

Open Door Practice
The office door is generally always “open”; however, it is sometimes easier to either book an appointment, call the Centre (416) 736-5959 or leave an email at yorkuchildcare@gmail.com.

We strive to create a link where childcare is a partnership between the staff and the parents/guardians. A very important way in which parents/guardians can be involved to strengthen this link is through clear and consistent communication with the staff about their child.
It helps the staff if parents/guardians contact them in the beginning of the day to let them know of any special or unusual events have occurred that might have an impact on their child and the way in which he/she will approach the program. We want to hear from you regarding any questions, concerns, suggestions and/or feedback.

If you would like to discuss your child’s progress or program, please call us to set up an appointment.

We are happy to provide feedback and recognize the importance (and at times) the urgency of our response, however, this discussion must take place in an appropriate and private location where confidentialities can be adhered to and the classroom will not be disturbed.

We avoid having discussions regarding a child in front of the children or child. These discussions must take place in a private location (without the child) where there are no distractions.

Consider:

- Staff are on program to supervise and facilitate the children (for programming and safety reasons) and should not be distracted by lengthy discussions with parents/guardians.
- All confidentialities must be adhered to.
- Too many adults in the room can cause distractions and disruptions within the program.
- Some children are upset by a change in routine caused by an unexpected parent/guardian visit.

Parent/Guardian Participation

Fundraising
From time-to-time other fundraising events will be held in the Centre. Please check the newsletter and/or the bulletin boards for further information. We are always looking for helpers! If you would like to participate in our upcoming fundraiser or create a committee, please speak with the Coordinator.

Fundraising helps keep fees low. Please support our fundraising efforts!

Guest Speakers and Parent/Guardian Workshops
As a member of the LWCC, your input in this area is appreciated. We will implement your suggestions of discussion topics from ongoing communication. We hope to offer this service on a regular basis.

Parent/Guardians involvement is welcomed, so if you have any skills, abilities and interests related to childcare, please let us know. We are particularly interested in multicultural events, storytelling, music, and sessions on strategies for childrearing.

RESOURCES

Book and Toy Lending Library
The resource books are available for borrowing for a two-week period. One book per adult and two books per child may be borrowed, due to the size of the library we offer. Pamphlets are available and need not be returned. The toy lending library offers a wide variety of toys ranging in ages from infancy to school-age children. The toys can be borrowed for a one-week period and on a one-toy-per-child basis. (Two puzzles per child.) These borrowing periods are strict to ensure accessibility to all members.

Toy and Book Replacement Fee
If a book or toy is lost or misused the fee will be the full replacement cost. All fees collected will be put into a fund for the purchase of new resource materials.

It is important to clarify with your child that this book or toy needs to be returned. We encourage you to include your child in the borrowing procedure if possible.
Resource Consultant

At the LWCC we work with Toronto Children’s Services to promote positive and healthy environments that include all children.

Children’s Services offers services for children who need extra support to participate in our child care program through the Every Child Belongs service model.

The purpose of this teacher is to support the Centre, the child, the parents/guardians, and teachers and to observe and assess any difficulties the child may be having. Examples: speech and language or behavioural issues.

The Centre staff may approach a parent/guardians if they observe any difficulties with behaviour or language, etc. and ask the parent/guardian for permission to contact the Resource consultant to assist with an observation to further assess the child.

Every licensed childcare program in the City of Toronto has access to a Resource Consultant.

You may see our Resource Consultant in the program working along with our staff to build the quality of our program for all children and for the children that need extra support. Our Resource Consultant works closely with families so that children are able to receive the services and supports they need.

You can find more information about the supports that are offered through Every Child Belongs on the City of Toronto on their [website](https://www.toronto.ca).

Speak to the Coordinator if you would like to find out more about the service or to schedule a meeting to with the our Resource Consultant

Parents/guardians must sign permission forms to allow this process to take place.

PRELIMINARY VISITS AND TRANSITIONS

Introductions and Preliminary Visits
It is important that you visit the Centre with your child/ren before they attend the Centre on their own. This is so your child will become familiar with the environment and the staff and will then feel much more comfortable and secure when left with Centre staff. We strongly suggest two or three one-hour visits where you remain with your child or leave for a short period and return.

There will be no charge for these preliminary visits; however, these visits must be scheduled in advance with the Coordinator of the Centre.

Transition Policy
Transitioning into a childcare setting can often be stressful for parents/guardians and children. At the Centre, we strive to create and maintain a stable, nurturing environment for each child.

When a child enters the LWCC, staff members are introduced to the parent(s)/guardian(s) and child(ren). The staff then introduces children to the new arrivals in hopes that they will feel accepted and comfortable. Experience has shown us that transition time is appropriate for most children.

A schedule has been developed to ease children’s transition into the new environment. It is a guideline for parents/guardians and staff to follow, however, we realize the necessity for being flexible as each child has different needs and parents/guardians have other commitments.

The following method helps your child to gain the trust that you will come back. Your child may cry and we understand that it is difficult to leave under these circumstances. Our experience shows us that it is best to be consistent and to follow through. If you say you are going to leave, it is best to wait until you are ready to go, and then follow through. It can be confusing for a child to hear a parent/guardian say that they are going to leave and then they never do.

Staff will always be available to assist you and your child with your transition times.
Transition Schedule

Day 1
Parent/guardian/child arrives and stays at the Centre for one-hour maximum. The parent/guardian is encouraged to participate with their child and the group. After 45 minutes, the parent/guardian is encouraged to say goodbye to the child. A staff member will help with this transition, so it is important to tell staff when you are ready. The parent/guardian may leave for 10 to 15 minutes.

Day 2
Parent/guardian/child arrives at the Centre and stays for approximately one hour. The parent/guardian is encouraged to participate with their child and the group. The parent/guardian is encouraged to say goodbye to the child. A staff member will help with this transition, so it is important to tell staff when you are ready. The parent/guardian may leave for 30 minutes.

Day 3
Parent/guardian and child stay for approximately one hour and the parent is encouraged to participate with their child and the group. After 5 – 10 minutes, the parent/guardian is encouraged to say goodbye to their child. A staff member will help with this transition, so it is important to tell staff when you are ready. They may leave for 50 – 55 minutes.

Unscheduled Visits and Drop-Ins

Unscheduled visits and drop-ins can be confusing to your child as they think it will be time to go home. We prefer to keep these drop-ins to a minimum; therefore, your child(ren) does not have many transitions several times in one day. Be assured, if your child is having difficulty the staff will contact you to come and collect or calm your child down.

DAILY OPERATIONS

Parking Passes
The Centre offers parking passes for the York Lanes Parking Lot which allow parents/guardians to park for a maximum of 20 minutes to drop off and pick up their child. Parents/guardians must provide their vehicle information during registration. The Coordinator will then forward your information to parking services. Please ensure that you park in the general area and not the reserved section. If your stay in the lot has exceeded 20 minutes, you are required to pay for the extra time on the spot.

Use of Lobby
When in the foyer area at the front of the Centre, please remember to follow the Centre's policies and practices (no running or climbing, use of inside voices, etc.) and please place all waste in the garbage.

Doors/Gate
Please do not allow your child to open the gates between the foyer and large room. They are there for the security of the children.

Please note that between the hours of 10:00 a.m. – 12:00 p.m. and 4:00 p.m. – 5:45 p.m., staff may not be available to open the door, because they will be on the playground. You may be required to come to the emergency exit on the west side of Treats coffee shop. You are also available to message on HiMama, as staff have the iPads outside (but may not always be connected to WiFi).

Please do not allow other children to come in or out when you pick up your child(ren) from the playground. Also, please do not stand in between the playground door with the door ajar. Doors must be always closed. Safety is our priority, and we want to ensure that children are not injured by the door.

Arrival/Departure
Parents/guardians are required to make it aware to staff that you have arrived and leaving. If anyone other than yourself will be picking up your child, please let staff know during drop-off, along with an HiMama message with a photo attached.

Please Note: No one under the age of 18 years may pick up a child. Children will only be released to persons who are specified on the registration forms unless the parent/guardian has provided the Centre with written authorization to release the child to another individual. Photo identification is required before a child will be released to any person until that person is known by the Centre staff.
Parents/guardians must use hand sanitizer before entering the Centre. Children must wash their hands with soap and water upon entry.

Please take your child to the washroom and fill up his/her diaper pocket (if applicable) before you leave the Centre.

**Strollers**
Strollers may be stored in the elevator room. Strollers are to be folded neatly and placed against the wall or hung on the ballet bar. This allows for clear access for lunch delivery and people with disabilities. Umbrella strollers are highly recommended to provide space and easier storage. Please label your stroller with your name.

**Cubbies**
We have cubbies available for children to put their belongings. Full-time children have a permanent cubby, whereas part-time children do not. Part-time children can find their name tag in the alphabet pockets on the north wall of the foyer. You can find an empty cubby and use it for the day. A reminder if you are part-time, please remove your belongings by the end of the day, as we have many part-time children.

**Clothing**
We encourage all children to participate in a wide variety of activities, both indoors and outdoors. Please send your child dressed in clothes appropriate for active and messy play, and for the season. Hats and non-slip shoes (runners instead of sandals) are strongly recommended for summer months and warm clothing and boots for winter.

When buying clothing for your child, allow for freedom of movement, simplicity, and practicality. Children should feel comfortable, able to dress/toilet themselves (we encourage independence), while not worrying about getting their outfits dirty.

Your child’s name should be marked clearly **(please use labels)** on all clothing that he/she may remove (i.e. coats, sweaters, hats, shoes, underwear, etc.) In addition, please ensure that you pack a clearly marked bag containing a complete spare set of labeled clothing with your child’s belongings. Please be sure to bring items that your child might need during the day and store them in their cubby (e.g., diapers, extra set of clothes, running shoes, etc.).

While staff will be diligent in looking after each child’s personal property, we are not responsible for the loss or damage of items left at the LWCC.

Please ensure that your child has warm outdoor clothing and boots for cold weather. Mittens must be attached to coats with clips. Please do not send in your child with thick gloves, as we’ve noticed young children play better with mittens. Health Canada strongly recommends that parents/guardians avoid dressing their children in scarves and clothing with drawstrings as they are a choking hazard. The staff will not dress your child in their scarf if it is sent to the LWCC. Neck tubes are acceptable.

Boots must be placed neatly under your child’s cubby. Do not put boots in your child’s knapsack/bag.

Please **avoid** dressing your preschool child in the following clothing:

- Belts
- Buttons on pants
- Suspenders
- Bodysuits
- Overalls
- One-Piece Undershirts “Onesies”

These articles of clothing do not promote independence and usually require an adult’s help. This can be very frustrating for both the child and staff during the busy washroom and dressing routines.

Clothing that we highly recommend:

- Footwear (soft-soled shoes) that is easy for the child to slip on and off (i.e., Velcro).
- Sweat suits are fantastic for promoting independence and are very comfortable. Children can easily dress and toilet themselves without the aggravation of buttons, snaps and zippers.
Lost and Found
In case of missing items, please check your child’s cubby or the Lost and Found box located in the foyer. A reminder to always label items. LWCC is not responsible for lost items.

Diapers and Wipes
If your child uses diapers, please bring in a regular supply and fill up the appropriate pocket/bin located in the diaper changing area. If your child is in pull-ups, please ensure you bring the pull-ups that open on the sides. We do not accept ones that we have to remove clothing to put on, as they are more time-consuming for the staff to change. If you have additional diapers, they can be left in your child’s cubby. The Centre does not provide diapers except in emergencies.

We are asking all families to bring their own diaper wipes. If your child is in underwear, please still provide one pack of wipes for bowel movements.

Artwork
The children are encouraged to express themselves through different artistic mediums. This not only promotes child development but also allows children to take pride in their creative process and to build their self-esteem. Staff will organize the artwork and place it in the appropriate cubby. Please take it home, as sometimes there is a lot of artwork and it can take up a good amount of space.

Bottles and Soothers
For Health & Safety reasons the Centre does not accept children with bottles and soothers as these can become choking hazards. The Centre prefers that you bring in a sippy cup labelled with your child’s name on it from home.

Toys from Home
Childcare is a place where children are encouraged to share and cooperate with each other. We explain to each child that the toys in the Centre are for everyone to use, so sharing is necessary. We ask that you not bring toys from home, since they cause unnecessary conflict and hurt feelings. It is easier for children to understand and learn about sharing when they are using toys that are not their personal property. A comforting toy that is needed for support during the day will be the only exception.

Please do not send your child with toys, candy, gum, necklaces, money, keys, or violent toys.

Home items are only acceptable during show and share days.

No Children Areas
We ask that there be no children in the staff room, kitchen, or office without parents/guardians. This is for safety reasons and for the privacy of staff who may be using the Resource Room.

Telephone
Parents/guardians can give us a call to communicate during the day. Please keep in mind that our main priority is caring for the children. Sometimes staff may be busy and unable to answer the phone. You can send a message via HiMama or e-mail us. We discourage parents/guardians from calling the Centre and asking to speak with their children.

If the phone call is in an emergency, please try calling us again after a few moments have passed.

Walk Participation
From time to time, the children will leave the Centre to participate in walks in and or around the York University campus when the weather is not suitable for outdoor play or for special events. For example, nature walks, feeding the ducks, construction observations, dance parties, visiting a dance/music class, etc.

Please note that the children also leave the Centre once a month to participate in practice fire drills.

During a practice fire drill, the children will evacuate to the Behavioural Science Building (BSB) located west of the LWCC. If this is not a drill and the BSB is deemed unsafe, the child(ren) will go to the secondary evacuation site, located in the Lassonde Building. This is located on the northwest side of the Student Centre Building. If this secondary evacuation site is deemed unfit, the children will be evacuated to Black Creek Pioneer Village (1000 Murray Ross Parkway) by York University transportation or TTC.
Parents/guardians will be notified of any emergency via HiMama/e-mail and the York University LCD Emergency Alert System.

During registration, each parent/guardian will be informed of our emergency procedure including but not limited to playground safety and evacuation procedures.

**DAILY SCHEDULE**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity 1</th>
<th>Activity 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 a.m. – 9:30 a.m.</td>
<td>Arrival and Indoor Exploration</td>
<td>Hand Wash/Snack</td>
</tr>
<tr>
<td>9:30 a.m. – 10:00 a.m.</td>
<td>Washroom Routine</td>
<td>Tidy Up</td>
</tr>
<tr>
<td>10:00 a.m. – 11:00 a.m.</td>
<td>Group #1 Outdoor Exploration</td>
<td>Group #2 Rotation Backroom/Large Room Exploration &amp; Child Focus Activity</td>
</tr>
<tr>
<td></td>
<td>Alternate play space: LWCC indoor playroom, walk around campus, “Bear Pit” in Central Square, Graduate Student Association Meeting Space 4th floor Student Centre Building</td>
<td></td>
</tr>
<tr>
<td>11:00 a.m. – 12:00 p.m.</td>
<td>Group #2 Outdoor Exploration</td>
<td>Group #1 Rotation Backroom/Large Room Exploration &amp; Child Focus Activity</td>
</tr>
<tr>
<td></td>
<td>Alternate play space: LWCC indoor playroom, walk around campus, “Bear Pit” in Central Square, Graduate Student Association Meeting Space 4th floor Student Centre Building</td>
<td></td>
</tr>
<tr>
<td>12:00 p.m. – 12:30 p.m.</td>
<td>Gathering Time (i.e., Show and Share, Roleplay, Music and Movement, Songs, etc.)</td>
<td>Hand Wash</td>
</tr>
<tr>
<td>12:30 p.m. – 1:30 p.m.</td>
<td>Lunch</td>
<td>Washroom Routine</td>
</tr>
<tr>
<td>1:30 p.m. – 3:30 p.m.</td>
<td>Sleep / Rest / Quiet Exploration</td>
<td>Hand Wash/Snack</td>
</tr>
<tr>
<td>3:30 p.m. – 4:00 p.m.</td>
<td>Washroom Routine</td>
<td>Tidy Up</td>
</tr>
<tr>
<td>4:00 p.m. – 5:00 p.m.</td>
<td>Group #1 Outdoor Exploration</td>
<td>Group #2 Outdoor Exploration</td>
</tr>
<tr>
<td></td>
<td>Alternate play space: LWCC indoor playroom or Graduate Student Association Meeting Space 4th floor Student Centre Building</td>
<td></td>
</tr>
<tr>
<td>5:00 p.m. – 6:00 p.m.</td>
<td>Hand Wash/Gathering Time</td>
<td>Pick Up</td>
</tr>
</tbody>
</table>

**NOTE:** Program plan and schedule is flexible to change/adjustment
Outdoor Exploration
Outdoor play is an important part of your child's gross motor development. Your child will be expected to join the group outside. We do not have enough staff to keep one child inside.

Please dress your child according to the weather. The LWCC recognizes and follows the Ministry of Education for extreme hot and extreme cold conditions. Temperature 32 degrees Celsius and above and below -12 degrees Celsius, we will participate in indoor gross motor.

PLEASE NOTE: If your child is too ill to participate in outdoor play, he/she is too ill to attend the LWCC.

Sleep Monitoring, Rest, and Quiet Exploration
The LWCC will ensure that all of the children under the age of 44 months (3.8 years) will have a scheduled nap / quiet time, normally scheduled after lunch, for a maximum of two hours per day.

Any child who is in attendance for longer than 6 hours per day is required by Ministry regulations to have a rest period.

Our experience is that children who are tired are unable to cope with the daily activities at the Centre. We believe that it is very important to be consistent, i.e., not changing their sleep or rest time every day or every few days. This can be confusing for the staff as well as the children.

Our Sleep Practice Is as Follows:
- All children will rest and/or sleep in the large room.
- Sleep music is played throughout the room.
- Older children, who arrive later in the day, will have a 30-minute rest time on mats. These children may have books/quiet toys on their mats.
- Direct visual/physical checks are performed minimally every 30 minutes for children, or more often if deemed necessary (i.e., if a child is or has been ill and requires closer supervision).
- Children resting on mats may fall asleep. In this event the staff will not wake them up unless they are still asleep at 3:30 pm.
- Children who do not fall asleep after 30 minutes will be able to participate in quiet activities.

OCCASIONS

Birthdays and Special Occasions
Although we are pleased that parents/guardians and children wish to include us in their birthday celebrations, we are unable to accommodate everyone in their individual birthday festivities.

Some of the children in our care have severe allergic reactions/dietary restrictions to some food groups, therefore, we do not allow parents/guardians to send birthday or celebration treats for their children to the Centre.

Once a year (close to Canada Day), the LWCC provides a nut-free cake to celebrate Canada and everyone’s birthday together.

In lieu of not bringing birthday treats for the children, if you wish, you are able to provide a loop bag for the children. Please inquire with the Coordinator/designate to see how many children we have enrolled at the Centre.

Movie, Show and Short Film
On occasion, the LWCC may play a short educational and interactive 20-minute video. It may be used for exercise or during unseasonable weather.

Staff must inform parents/guardians prior to playing a short educational and interactive video. Staff will document the duration and film name and post it on our program board.
Field Trips
Typically, the LWCC does not participate in field trips off campus. This is due to the nature of our Centre offering part-time care.

If we choose to plan a field trip off campus, parents/guardians will sign a permission form outlining the nature of the trip, time, location, specifics, and any other pertinent information.

Please note that the child supervision policy applies to volunteers and students who participate in a field trip.

E-SAFETY, PHOTOGRAPHY AND VIDEO POLICY

Staff regularly record and post images of children in the Childcare programs as part of our emergent curriculum. These recorded images display the children’s interests, talents, skills and learning through activities and play. Such media vividly portray what is happening in Childcare and are an important part of documenting our programs and the children’s progress, growth and development.

The recorded images will be used for activities, portfolios or displays in our Centre. Images will not be used for any other reason, without parent/guardian permission.

If you do not wish to have your child’s photo taken, please inform the Childcare Coordinator of your wishes in writing and tell your child so they are also aware. We will ask Childcare photographers and staff to honour individual requests not to be photographed.

In the event that LWCC ever wishes to use a photo or video of a child to promote the Childcare or an event, this will only be done if we have express written permission from the parents/guardians.

Staff, students and volunteers will only use Childcare cameras or recording devices for documentation purposes. Staff will ensure the safety and confidentiality of the children by not posting images on social networking sites. Images will only be used for educational purposes. Images will be downloaded to the Centre’s computer for printing, sent electronically to be printed or brought to a photo shop on a Childcare USB stick to be printed.

No private cameras, cellphones or other devices shall be used to photograph any children on the premise of the Centre.

HiMama Photography and Video

LWCC staff will be taking photos and videos throughout the day of your child(ren) to post on the HiMama application for you to view. As we do a lot of group activities, children may be in photos/videos with other children. If this is the case, the group photo/video would get sent to all families. If you do not wish to have your child’s photo/video sent to other families, please ensure you let the Coordinator/Assistant Coordinator during your registration.

MEALS

Food and Allergy Notice

All food brought from home must be nut free and be in a sealed container with all the ingredients listed. The child’s name must also be on the container. Without the ingredients and the child’s name, LWCC will be unable to provide the food to the child. Home-baked goods of any kind are not allowed at the Centre.

If your child has an allergy and/or is anaphylaxis, please inform the Coordinator/Designate. They will provide you with our Allergy and Anaphylaxis form along with the policy and procedures.

Snacks

LWCC provides healthy snacks which are posted monthly on HiMama Calendars and our menu board, located on the right side of the kitchen door. All snacks follow the Canadian Food Guide.

A morning snack will be served from approximately 8:45 a.m. – 9:30 a.m. and an afternoon snack at approximately 2:30 p.m. – 3:30 p.m. If coming after this time, to assure that your child receives a snack you must call to request for a snack to be set aside for your child. This maintains consistency in routines for both the children and the staff.
Our Centre believes strongly in the importance of nutrition and its valuable role in your child’s development. We ask that you do not send your child to the Centre with candy or gum. Any food that is brought from the child’s home or bought en route to the Centre for snack must be consumed outside of the Centre. You are able to view the snack menu for AM and PM on HiMama.

**NO NUTS.** Please do not bring any foods with nuts into the Centre. In case some children may have allergies to nuts, which can be life-threatening.

Filtered water is available to all the children at all times of the day should the children require or request it. This also includes when the children are outside on the playground.

**Lunch**
Any child who is in attendance during the 12:30 p.m. – 1:30 p.m. lunch hour block will receive a hot or packed lunch.

Menus are posted on the HiMama calendar and the menu board, located on the right side of the kitchen door.

Lunches are catered by Wholesome Kids Catering. They can accommodate some food allergies and food restrictions. Vegetarian, Halal, No Dairy, and Gluten-free meals are also available. Wholesome Kids Catering works on a 4-week rotating menu and has a different menu in the Fall/Winter and the Spring/Summer seasons. Wholesome Kids Catering serves a hot or packed lunch with fresh fruit for dessert. Their menu reflects a multi-cultural flavor and is nut free. You are able to view the menu for lunch on HiMama.

LWCC serves filtered water and 2% milk only. No juice is served.

**PLEASE NOTE:** Milk is offered to the children during snacks and lunchtime only. We do not provide milk for the travel home for children in the Centre. This would be extremely costly to the Centre.

**Safe Drinking Water**
LWCC’s filtered water get examined for lead and tested annually. Policies and procedures are available upon request.

**ALLERGY AND ANAPHYLAXIS POLICY AND PROCEDURE**

**Definition of Anaphylaxis**
Anaphylaxis is a severe allergic reaction that can be fatal, resulting in circulatory collapse or shock. The allergy may be related to food, insect stings, medicine, latex, etc.

**Overview**
The LWCC will follow policies and procedures as described in the Child Care and Early Years Act.

In our childcare, there may be children who are at risk for potentially life-threatening allergies. Most of these children are allergic to food and some children may be at risk for an insect sting allergy. Anaphylaxis (pronounced anna-fill-axis) is a severe allergy reaction that can be caused by foods, stings, medications, latex or other substances. While anaphylaxis can lead to death if untreated, anaphylactic reactions and fatalities can be avoided. Education and awareness are key to keeping students with potentially life threatening allergies safe. Common allergens include peanuts, strawberries, fish, shellfish, wheat, dairy, soy, latex, and bee stings.

Our Centre’s anaphylaxis plan is designed to ensure that children at risk are identified, strategies are in place to minimize the potential for accidental exposure, and staff, student teachers and key volunteers are trained prior to employment and annually to respond in an emergency situation.

LWCC does not claim to be, free of foods and nonfood items that may lead to a severe allergic or anaphylactic reaction.

LWCC will take reasonable efforts to reduce the risk to children with severe allergies or anaphylaxis. Creating an environment which reduces the risks to severely allergic or anaphylactic children will require the cooperation and understanding of all members of LWCC, including staff, volunteers, children and parents/guardians.
The parents/guardians of a severe allergic or anaphylactic child are required to discuss their child’s condition and any concerns they have with the childcare’s policies and procedures at any time with the LWCC staff and coordinator.

**Allergy Notice**

We will not allow any outside food products into the Centre that is pre-prepared.

All foods must have labels outlining the food ingredients.

Foods with nut warnings will not be served (i.e. “May contain traces of peanut/nut”, or “Manufactured in a facility that processes peanuts/nuts”).

LWCC’s Allergy and Anaphylaxis Policy and Procedure is available on our website or you may request a hardcopy.

**HEALTH AND WELLNESS PROCEDURE**

The health policy contains guidelines that ensure smooth operation of the Centre and the well-being of the children and the staff. The main objective of the policy is to minimize the spread of illness.

All staff at the Centre is trained in First Aid and CPR.

**PLEASE NOTE:** It is not the responsibility of the Centre to care for sick children. Parents/guardians are expected to cooperate fully with the health policy as this policy is in place for the protection of the children in the Centre and the Centre’s staff.

Prior to leaving your child in the care of the LWCC staff, parents/guardians and the Centre must fulfill the following responsibilities related to health and wellness:

**Immunization/Allergies**

**Parent/Guardian Responsibilities**

- Provide a current photocopy of your child’s immunization record, completed by the child’s physician if a parent/guardian objects to immunization for their child for matters of religion, conscience, or health, the parent/guardian must ensure that the Centre receives a letter in writing to outline their reason not to immunize their child for our records.”
- Inform the Coordinator of the Centre about any known allergies (food, medicine, or animals).

**Centre Responsibilities**

- Maintain accurate immunization and allergy record for each child (based on parent/guardian’s submissions).
- Inform Centre staff about all known allergies.
- Post all known allergies in the Centre.

**Illness**

When a child takes ill at the Centre, or is ill at home, each party is expected to complete their responsibilities as outlined below:

**Parent/Guardian Responsibilities**

- Phone the Centre prior to 9 a.m. to inform the staff that the child will be absent and the reason for the absence.
- Keep your child at home as long as she or he is still suffering from a fever, vomiting, diarrhea, complicated cold or flu symptoms (green mucus, heavily phlegm-congested coughing, excessive discomfort or lethargy).
- Return your child to the Centre only when she or he is fever-free and symptom-free without the aid of fever-reducers or other medications for one full day, and is able to fully participate in all Centre activities including outdoor play. Must be fever free for 24 hours and vomiting/diarrhea free for 48 hours)
- Allow the Centre’s staff to ascertain the health of your child prior to re-admission to the Centre.
- If notified that your child has become ill during the course of the day, it is the parent/guardian’s responsibility to remove the child from the Centre within one hour from the time of the call.
- Notify the Centre if your child has a contagious disease (i.e., measles, mumps, chicken pox, hepatitis, head lice, etc.).
Centre Responsibilities

- To assure the health of all the children and staff of the Centre,
- One of the key ways to reduce the spread of infectious diseases is to confirm that a child returns to the Centre only when she or he is symptom-free. Staff are required to take a child’s temperature.
- Upon return to the Centre after an illness-related absence and have the right to refuse re-admission until the child is deemed to be symptom-free by the staff (and notwithstanding authorization from a medical professional).
- To notify parents/guardians as soon as a child is exhibiting symptoms of illness and/or illness-related discomfort while in the care of the Centre (i.e., fever, extreme lethargy, rash, etc.).
- To notify the designated emergency contact of the child if the parent/guardian does not return the emergency call after one hour. The emergency contact is then expected to pick up the child immediately upon receiving the call.
- To remove the child from interactions with other children until the child is picked up by a parent/guardian or emergency contact
- To post a notice of any contagious disease.

Prescription Medications

Over-the-counter medication cannot be administered by Centre staff, nor should it be brought to the Centre. At no time should medicine of any kind be brought to the Centre in bottles or sippy-cups as another child may ingest this medication by accident. Parents/guardians must complete an Administration of Drugs and Medication Form for the staff to administer the medication. Please speak with the Coordinator/Designate.

Parent/Guardian Responsibilities

- Do not leave medication of any kind in a child’s cubby.
- Whenever possible, administer all medications at home.
- All medication brought to the Centre must be signed-in with the Centre staff.

Medication brought to the Centre must be in its original packaging and have the following:

- Child’s name
- Date of prescription and name of prescribing physician
- Dosage
- How it is to be administered (by mouth, before/after meal)
- Duration of prescription
- Instructions for storage

Please do not send your child to school with vitamins

Complete an Administration of Drugs and Medication form (located in the registration package, or request one)

Centre Responsibilities

Staff will ascertain that only properly labelled and approved prescription medications will be administered at the Centre. Staff will ensure that the prescribed medication will be administered to the child in accordance with the prescription information and only by an RECE staff member.

Staff will follow Centre guidelines confirming that the medication was given in accordance with the prescription information.

Accident and Incident Reports

In the event of a minor or major accident/incident staff will fill out the appropriate forms for the children involved. This is for parents/guardians to acknowledge that their child has been hurt or their child has hurt another child in the Centre.

When medical attention is sought out, a Serious Occurrence Report will be completed and filed with the Ministry of Education, as per Ministry requirements.
Accident/Injury
In instances when a child has an accident or is injured when at the Centre, staff will first assess the injury. One staff person will remain with the child, while another gets any first aid items that might be needed. If medical attention is required, this staff person will find the child's file and take this with the child. If EMS is required, staff will call the child’s parents/emergency contact as well as York Security to arrange for transport, or call 911 as appropriate. The Coordinator of the Centre or designate will accompany the child to the hospital or doctor’s office and will remain with the child until the parent/guardian/emergency contact arrives. When the Coordinator of the Centre or Assistant Coordinator returns to the Centre they will fill out a Serious Occurrence Form in conjunction with the attending staff.

In all cases of injury, a Child Accident Report is completed which must be signed by the attending staff, the Coordinator or the Assistant Coordinator. This form is then shown to parents/guardians, who are asked to sign to indicate their notification of the accident.

In all cases of serious accident or injury the parent/guardians is responsible for responding immediately to a call from the Centre and to meet the child and Centre staff at a designated location if off-site care is required.

Serious Occurrences
No licensee shall permit, with respect to a child receiving child care at a child care centre it operates,

a) corporal punishment of the child (O. Reg. 137/15, ss. 48(a))

b) 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; (O. Reg. 137/15, ss. 48(b))

c) 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; (O. Reg. 137/15, ss. 48(c))

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; (O. Reg. 137/15, ss. 48(d))

e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; (O. Reg. 137/15, ss. 48(e))

f) inflicting any bodily harm on children including making children eat or drink against their will. (O. Reg. 137/15, ss. 48(f))

Identifying a Serious Occurrence
A serious occurrence is defined under the Childcare and Early Years Act, 2014 (CCEYA) as:

- The death of a child who receives childcare at the childcare centre;
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving care at the childcare centre;
- A life-threatening injury to or a life-threatening illness of a child who received care at the childcare centre;
- An incident where a child who is receiving childcare goes missing or is temporarily unsupervised; or
- An unplanned disruption of the normal operations of a childcare centre that poses a risk of health, safety or wellbeing of children receiving care at the childcare centre.

In all cases of a serious accident or injury, the parent/guardian is responsible for responding immediately to a call from the Centre and meeting the child and Centre staff at a designated location if off-site care is required.

The Ministry of Education will be notified within twenty-four hours of the serious occurrence (in the case of accidents or injury) or as soon as the complaint is brought to the attention of the Board. The Coordinator of the Centre and the Board of Directors of the Centre are also informed, and this information must be kept on file at the Centre. More detailed Guidelines for Documenting Serious Occurrences are available upon request.

A serious occurrence report will take place when:

- Police, fire, and/or ambulance are used;
- In response to a significant incident involving the Ministry of Education;
- The occurrence will likely result in significant public or media attention.

Serious occurrence that occur within the Centre are posted in a visible area for 10 days.
FEES

LWCC will not charge or accept fees or deposits to add families to a priority list for preferred access to space. In addition, the Centre will not charge fees to parents/guardians if they do not have access to space or decide not to accept a space.

Only electronic funds transfers (ETF) payments via pre-authorized debit (PAD) are accepted. No cash, cheques or e-transfers. EFT pays your monthly tuition automatically by electronically transferring money from your bank account to the Centre. Please see LWCC’s Error! Reference source not found. .

For new members, please note that the registration fee of $50.00 is required upon booking your registration appointment with the Centre, and is non-refundable.

Term “refund” deposits are added to your child’s/children’s first month of enrollment tuition. The amount is based on one full month’s tuition. The deposit is held to assure the commitment to a one-semester term at LWCC (September – December, January – April, May – August).

If you need to withdraw your child’s/children’s enrollment, refund deposits are only to be used towards the last month of a term (December, April, August) with one calendar month’s written (via email) notice in advance to the Coordinator. Otherwise, you will continue to be charged your monthly tuition and your refund deposit will be held towards the following term. No reimbursement of tuition will be granted under any circumstances. Refund deposits are forfeited if a child’s enrollment is terminated before the last month of a semester. Please see LWCC’s Withdraw Policy.

There is an annual membership fee of $150 applied to September’s tuition. The membership fee is prorated if enrolling during the summer term (May – August). As a member, you are encouraged to attend the Centre’s Annual General Meeting (AGM) which traditionally occurs in the fall.

Discount for a second and subsequent child will be a 15% discount for parents/guardians who have more than one child enrolled at the Centre, providing that they are using more than 15 hours of licensed care per week and are not using CUPE 3903 subsidy. If you are using the CUPE 3903 subsidy, the 15% is not included in your tuition plan.

Tuition is due before or on the 5th of every month, depending on what day the 5th falls in the week. If a payment is one week late, a $20.00 per week late fee will be added towards next month’s tuition.

Late fee during program hours: You will be charged for the next time block of care if it is past 10 minutes late from the scheduled pick-up time.

Late fee at the end of the program hours: $15.00 charge per child for the first fifteen minutes elapsed after your scheduled pick-up time. $1 will be charged for every minute afterwards.

Extra care is available to part-time families but is not guaranteed. Families are asked to connect with the Coordinator/Assistant Coordinator at least two days before the requested extra care date to confirm if there is space for care and if staffing will meet the required staff/child ratios.

All tuition is due regardless of sickness, behavioural/disciplinary removal, vacations, weather-related closings or holidays (including Family Day, Good Friday, Victoria Day, Civic’s Day, Thanksgiving, Christmas, snow days, and reading weeks).

Non-sufficient funds (NSF) of $45.00 will be charge from your bank you if you do not have the correct funds in your account. Please ensure you have the current funds in your account by the 5th of every month to avoid this fee.

If LWCC is mandated by local government to close down, due to reasons like a pandemic, fees will be refunded for the duration the Centre is closed.
CUPE 3903 union and LWCC have a subsidy agreement that provides members a certain percentage off their childcare fees. Members must provide a photocopy of a current teaching contract or proof of current CUPE membership via email or mail. CUPE subsidy amounts are subject to fluctuation, but typically range from 20% to 50% of monthly childcare costs. The number of CUPE users at LWCC and the amount of care they use will affect the amount of subsidy available. The CUPE subsidy will remain in effect as long as the CUPE subsidy funds are available.

Vacation (No Charge)
Vacation will be granted after a full-time or part-time child has been enrolled at LWCC for 2 consecutive terms/8 full months.
   a. Full time – A vacation week MUST be taken in five consecutive days if enrolled with LWCC for 2 consecutive terms. Two vacation weeks will be granted if enrolled for 3 consecutive terms/one full year. This can be taken as 2 one week consecutive or 2 weeks consecutive.
   b. Part time – A vacation week is equivalent to the number of days scheduled in a week based off your semester care.
      Example #1: attends once a week = 1 day of vacation
      Example #2: attends 3 times a week = 3 days of vacation
      Example #3: attends 2 times a week = 2 days of vacation granted after 2 consecutive terms. If with LWCC for a third consecutive term, the family is granted another 2 days of vacation after the term is completed.
   c. Vacation cannot be carried over to another year based on the child’s enrollment date.
   d. A vacation week will not be granted if tuition is not current and not paid on a consistent basis.
   e. The Coordinator requires a 2-week written notice (via e-mail) prior to the month requested from the parent(s)/guardian(s) who want to use their vacation week(s).

Tax receipts are distributed in mid-February via email. Hard copies are available upon request. There is a replacement fee of $10.00.

**SCHEDULE OF FEES AND CHARGES**

<table>
<thead>
<tr>
<th>Block of Time</th>
<th>Number of Hours</th>
<th>Price (Toddler/Preschool)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Full Time Rate</td>
<td>4 consecutive month enrollment (September – December, January – April, May – August)</td>
<td>$1,440 per month (Toddler) $1,375 per month (Preschool)</td>
</tr>
<tr>
<td>7:30 a.m. – 6:00 p.m.</td>
<td>9 hours</td>
<td>$95.00/$90.00 per day</td>
</tr>
<tr>
<td>8:30 a.m. – 12:30 p.m.</td>
<td>4 hours</td>
<td>$40.00/$38.00 per day</td>
</tr>
<tr>
<td>10:30 a.m. – 3:30 p.m.</td>
<td>5 hours</td>
<td>$60.00/$55.00 per day</td>
</tr>
<tr>
<td>12:30 p.m. – 5:30 p.m.</td>
<td>5 hours</td>
<td>$60.00/$55.00 per day</td>
</tr>
</tbody>
</table>

**Other charges and fees**

| CUPE Discount            | 50% off
| **CUPE subsidy amounts are subject to fluctuation, but typically range from 20% to 50%** |
| Discount for second child | 15% minimum 15 hours per week of care
| Cannot combine with CUPE discount |
| Late Payment             | $20 per week to a maximum of $80.00, if four weeks late. |
| Late Pick Up             | $15.00 for the first 10 minutes, then $1.00 per minute thereafter |
| Membership fee           | $150 Renewable each September |
| Registration fee         | $50.00 non-refundable Due upon booking your appointment |
| Tax Receipt              | $10.00 for replacement |
| Term “Refund” Deposit    | Equal to your first full month fee
| *If semester schedule is changed, there will be a top-up towards your Term “Refund” Deposit.* |
Semester Survey
Members are required to complete a semester survey that will be sent out to them by the Coordinator/Assistant Coordinator near the last month of each semester (April, August and December).

Door Security
The front door and the elevator door will be always locked and may only be accessed by cardholders. If you are a York University student, please submit your university ID card (front and back) during registration. Please do not open the door for anyone, even if you know the parent/guardian. Let a staff member know and they will answer the door.

If no one is answering the door or phone, this means that we are on the playground. Please message us via HiMama that you are here for pick-up, or you are able to come up the emergency exit stairs by Treats.

WITHDRAW POLICY

Parents/Guardians to Withdraw their Children from Lee Wiggins Childcare (LWCC)
In the event that a parent/guardian wishes to permanently withdraw their child from the LWCC, the procedure set out below must be followed.

Written Notice
- Written notice of permanent withdrawal of your child must be given 1 calendar month in advance
- The last month “Term Deposit” is only applied to the 4th month of the term. It is non-refundable under any other circumstances.
- A permanent space cannot be guaranteed if you wish to temporarily withdraw your child.
- If you withdraw your child, you must follow the application process if you wish to re-enroll.
- It is important for your child to be given the opportunity to say goodbye and have a sense of closure when leaving the Centre. Please let your child and our staffs know in advance of his/her last day, so that transition can be a positive experience for your child, their childcare friends and teachers, and your family.

Removal or Suspension of Services at the Lee Wiggins Childcare
- There may be instances when the LWCC cannot accommodate the ongoing future needs of a currently enrolled or wait-listed child.
- These matters will be brought to the attention of the LWCC Board of Directors.
- In the event, it is determined that the program at LWCC does not meet the needs of the child, LWCC reserves the right to require the removal of the child from the program wait-list.

For a child to be discharged from LWCC
- All relevant information must be documented
- The Board of Directors must approve the discharge and
- Four weeks’ written notice will be provided (except as outlined below)

Discharge Due to Breaches of the LWCC Policies
- Upon admission to the LWCC, all families are in good standing.
- However, breaching any of the policies outlined in the Parent Handbook places the family at risk of being found NOT in good standing with the LWCC.

In extreme cases due to special needs and/or behaviour management problems which cannot successfully be addressed by the Centre, it is within the discretion of the Centre to terminate that child’s enrolment at the Centre. The Centre is responsible for providing a safe, caring, and positive environment for children enrolled in our program and must act accordingly in recognizing that we may not be able to provide such an environment to all children. However, we must also stress that this discretion relates to extreme cases only and does not pertain to the “normal” childhood relations and interpersonal conflict that occur as a matter of course when more than one child is present.

Before such a discharge, the following steps will first occur:
Step 1
Instances of problematic and/or unmanageable behaviour or instances where a child’s special needs cannot be met by the Centre will be documented by staff and reported to the Coordinator. Child guidance tactics and strategies used by the Centre will be explained to the parent(s)/guardian(s) and the situation discussed. The Centre will endeavour to work with the parents/guardians and with the child to develop positive behaviour and eliminate the problems.

Step 2
If the child guidance strategies employed at the Centre plus any initiatives used by the parents/guardians at home fail to resolve the problem, or if the Centre cannot manage to meet the special needs of the child in question, the Coordinator will meet with the child’s parents/guardians to determine a mutually agreed upon course of action. This may include counselling from an outside agency and consultation with the Ministry of Education to determine other available, practical approaches.

Step 3
If the problems have not been resolved by the steps detailed above, and the Coordinator in consultation with other staff determines that a safe and positive environment for other children enrolled at the Centre cannot be maintained as a result of the child in question, the Coordinator of the Centre will meet with the Executive Board and provide a written report of the history of the case as well as a recommendation of action.

Step 4
After consultation at the Executive level and failing any successful resolution, the matter will be referred to the Board of Directors. The parents/guardians will be informed of this and may make written submissions and/or may make an oral presentation at the Board meeting itself. After consideration of the parents’/guardians submission and the report of the Coordinator of the Centre and the Board of Directors will make their ruling, to be determined by a majority vote.

If the Board’s decision is to terminate the child’s enrolment at the Centre, the parents/guardians will be given immediate written notice of the discharge of their child. Any monies for care not yet used as well as the parent/guardian’s original deposit will be returned.

Exceptional Cases
In very exceptional cases, when the child in question is deemed by the Coordinator of the Centre and staff to either be endangering themselves or others in the Centre (children and/or staff), and the Centre is not able to manage this behaviour in order to reasonably ensure the safety of all concerned, the Centre may decide that the child be temporarily withdrawn until the case has been fully assessed and an appropriate course of action determined. In such instances, Steps 2 and 3 as outlined above will be bypassed, and instead the matter will be referred to the Executive and the Board immediately.

The Board of Directors reserves the right in its sole discretion to discharge any child for breaches of any of the LWCC’S policies, by the child or the parents/guardians, including but not limited to breach of any policy that is agreed upon at registration.

EMERGENCY MANAGEMENT POLICY

Purpose
At the Lee Wiggins Childcare Centre (LWCC), our primary concern and area of focus is the safety and well-being of our children and staff.

Regardless of the nature of the “emergency”, we take all issues seriously and ensure there are plans in place for everyone involved in the process.

The purpose of this policy is to provide clear direction for staff and licensees to follow and deal with emergency situations. These procedures outline steps that staff should follow for everyone on site.

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

Authority: A person responsible for providing direction (i.e. York security services) during an emergency situation (i.e., emergency services personnel, the licensee).

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

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of everyone attendance. These include situations that may not directly affect the whole child care and where 911 is called.

Emergency Services Personnel: Persons responsible for ensuring public safety and mitigating activities in an emergency (i.e., police, fire departments, paramedics).

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 child care Centre.

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care Centre that it operates (i.e. the operator).

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

Staff: Individual employed by the licensee (i.e., program staff, coordinator).

Unsafe to Return: A notification from an authority (i.e. police) that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.
Fire Emergency Plans
All Emergency First Procedures and Evacuation Procedures are posted beside every emergency pull station, parent board, main hallway and room.

Fire Procedure

**Staff A:** Stephanie  
**Staff B:** Rita  
**Staff C:** Cindy, Sayera  
**Coordinator:** Michelle

- In the event we see or smell fire, we pull the fire alarm before calling 911. Security will then be called at 33333. If evacuation is needed, 911 is also called first before 33333.
- In the event that the entire Childcare needs to evacuate the building for fire or other emergency, the fire alarm will sound (REAL FIRE).
- In the event that the entire Childcare needs to evacuate the building for a fire drill or emergency practice drill, the Assistant Coordinator or Designate will sound a practice bell (PRACTICE DRILL). Fire drills will be conducted each month.
- When the fire alarm sounds, all activities shall cease, children should remain quiet/calm and line up at the closest emergency exit. Do not dress the children (coats, boots, etc.).
- **Staff A or B** takes attendance and emergency bag. If A is unavailable B will do this duty.
- **Staff A** will leave the building last. They will close all doors and turn the lights off (If **staff A** unavailable, **staff B** will do this duty). If time allows, a note will be posted on both front door entrances.
- **Staff B, C, D**, as well as students and volunteers, will quickly assist children to the nearest fire exit. If inside, exit down the inner stairway.
- **ALL** staff are responsible for lending support or hands-on assistance to the classrooms during the fire alarm. In an emergency medical situation, this may mean providing extra support or hands-on assistance for individuals that require emergency medical air or minding/monitoring children in a group.
- Teachers should position themselves at the front and back of the line and lead the children out of the building in an orderly manner.
- **Fire drill practice** - Once the children are out of the building, gather them along the benches on the west side of the Student Centre (winter or rain enter the Behavioural Science Building).

**Real fire or evacuation**

1. **Lassonde Building** will be the primary evacuation site. Northwest side.
2. secondary evacuation assembly location (Accolade West Colonnade)
3. **ALL** staff will count children and check attendance. If there are any missing or additional children, a teacher shall report this to the Coordinator/designate, giving the name(s) and any other additional information that may be relevant.
- The Coordinator/designate is responsible for going back inside the childcare to ensure all children and staff are out (only if it is safe to do so) and acts as a liaison with emergency personnel if required. The Evacuation Luggage will be taken by the Coordinator/designate and they will escort all children and staff to the designated Emergency Shelter/Evacuation site if required. If extra attention or emergency medical aid is needed for any particular child or staff, the Coordinator will control the situation (i.e., calling 911 or isolating the person) or delegate responsibilities to the other staff accordingly.
- **Staff**, the Coordinator will control the situation (i.e., calling 911 or isolating the person) or delegate responsibilities to the other staff accordingly.
- **All staff and children** will remain in the designated area until the Coordinator or emergency personnel deems it safe to re-enter the building.
- If the emergency warrants it, parents/guardians will be contacted to pick up their children by the LWCC emergency cell phone.
- If there is a campus-wide alert and an evacuation needs to take place, the children will be relocated by York Transportation Services to Black Creek Pioneer Village.
Evacuation Procedure

Follow the fire drill instructions and wait for further instructions.

In case of evacuation, there will be an immediate meeting with emergency personnel (i.e., Police, York University Security, Fire Department, Emergency Response Team, etc.). Once they decide, the Centre will immediately be notified by the security of the safest place of shelter. The emergency shelter will be different according to the emergency.

Unless emergency personnel specify otherwise, if there is a campus-wide alert and an evacuation needs to take place, the children will be relocated by York Transportation Services to Black Creek Pioneer Village.

Emergency Evacuation Route

1. Head west on York Blvd toward Campus Walk
2. Turn right onto Campus Walk. Continue Campus Walk
3. Slight right toward Thompson Rd
4. Turn left toward Thompson Rd
5. Turn right toward Thompson Rd. Take the stairs. Turn left
6. Turn right onto Murray Ross Pkwy
7. Black Creek Pioneer Village is at 1000 Murray Ross Pkwy, North York, ON M3J 2P3

Emergency Response Team

Toronto Police Services _____________________________________________ 911
York University Security Services ____________________________________ 33333
Student Centre Building Executive Director (Jason Goulart) ____________ 20299 or 416 – 886 – 6909
Student Centre Building Controller (Louis Chan) ______________________ 20443 or 416-845-8277

CPR Training and First Aid Kits and Supplies

All LWCC staff members are trained/certified in Standard First Aid & CPR. Recertification of the full course occurs every three years. Staff complete an annual CPR/First aid refresher course. First Aid Kits are kept on-site in individual classrooms and replenishing supplies are kept on-site and available when needed. The staff must always carry the First Aid Kit when they are with the children.

Emergency Plan for Parents/Guardians

When safe and appropriate, parents/guardians will be contacted via email or phone call and provided all information relevant to the emergency. They will be required to pick up their child or arrange for a guardian to pick up their children from the Emergency Shelter location immediately. Parents/guardians will be given the following information.

- Location address and/or name of the building of the Emergency Shelter in case of an evacuation.
- Location inside of the Emergency Shelter where the children are being kept safe (i.e., the lobby of Black Creek Pioneer Village)
- If their child has been transported to a hospital, the parents/guardians will receive all vital information including name and address of hospital, name, and cell phone number of accompanying staff so communication between the parents/guardians and responsible accompanying staff can continue until the parents are able to be with their child.

Staff Emergency Information

Personal information and necessary contacts for each staff member will be included and located with the children’s emergency information sheets located in two emergency bags and the playground bag. If a staff member needs to be transported to a hospital, they will most likely travel alone in an ambulance while the Coordinator contacts the designated friends or family members. The first priority in ensuring all children are monitored by the highest number of staff members available. However, if the staff member needs an additional escort in the ambulance, the Coordinator will arrange it.
Evacuation Luggage
During an emergency, staff will follow the emergency procedure based on the nature of the emergency. The emergency suitcase provides:

<table>
<thead>
<tr>
<th>Child and staff emergency information</th>
<th>Goggles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diapers</td>
<td>Incident/accident reports</td>
</tr>
<tr>
<td>Emergency medication</td>
<td>Mouth guard</td>
</tr>
<tr>
<td>First aid kit</td>
<td>Non-perishable snacks</td>
</tr>
<tr>
<td>Flashlights</td>
<td>Paper</td>
</tr>
<tr>
<td>Florescent vests and hats</td>
<td>Pencil crayons/crayons</td>
</tr>
<tr>
<td>Foil Blankets</td>
<td>Petty cash</td>
</tr>
<tr>
<td>Gloves</td>
<td>Wipes</td>
</tr>
</tbody>
</table>

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
3. Recovery

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

For situations that require the evacuation of the child care centre, the meeting place assembly area will be located at Vari Hall Rotunda.

If the meeting place is deemed unsafe, an alternate meeting place will be located in front of Accolade West Colonnade.

If it is deemed ‘unsafe to return’ to the childcare centre, the evacuation site to proceed to is the Northwest side of the Lassonde Building.

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

1. For any emergencies involving a child with an individualized plan in place, the procedures in the child’s individualized plan will be followed.

2. If any emergency situations arise is that is not described in this document, York University Security Services and Wardens/Captain will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

3. The LWCC offsite evacuation is located at Black Creek Pioneer Village (1000 Murray Ross Pkwy, North York, ON M3J 2P3). Staff and children will be escorted to this location by TTC and/or York University Transportation vehicles.

4. If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

5. All emergency situations will be documented in detail by the Coordinator in the daily written recorded.
Procedures
Staff will follow the emergency response procedures outlined in this document by following these three phases:
4. Immediate Emergency Response
5. Next Steps during an Emergency
6. Recovery

Phase 1: Immediate Emergency Response

<table>
<thead>
<tr>
<th>Emergency Situation</th>
<th>Roles and Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lockdown</strong></td>
<td>See the LWCC Lockdown Procedure for more details</td>
</tr>
<tr>
<td>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.</td>
<td>1. The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.</td>
</tr>
<tr>
<td></td>
<td>2. Staff members who are outdoors must ensure everyone who is outdoors proceeds to the indoor small back playroom.</td>
</tr>
<tr>
<td></td>
<td>3. Staff inside the child care centre must:</td>
</tr>
<tr>
<td></td>
<td>• remain calm/keep children calm;</td>
</tr>
<tr>
<td></td>
<td>• take an emergency bag with attendance;</td>
</tr>
<tr>
<td></td>
<td>• gather all children and head to the back playroom;</td>
</tr>
<tr>
<td></td>
<td>• staff and children are to sit in the furthest corner of the room move that is away from doors and windows;</td>
</tr>
<tr>
<td></td>
<td>• close all drapes and lock the door;</td>
</tr>
<tr>
<td></td>
<td>• take children’s attendance to confirm all children are accounted for;</td>
</tr>
<tr>
<td></td>
<td>• take shelter under furniture with the children, if appropriate;</td>
</tr>
<tr>
<td></td>
<td>• ensure children remain in the sheltered space;</td>
</tr>
<tr>
<td></td>
<td>• turn off/mute all cellular phones; and</td>
</tr>
<tr>
<td></td>
<td>• wait for further instructions from the Coordinator/designate or emergency personnel.</td>
</tr>
<tr>
<td></td>
<td>4. If possible, staff inside the program room(s) should also:</td>
</tr>
<tr>
<td></td>
<td>• close all window coverings and doors;</td>
</tr>
<tr>
<td></td>
<td>• barricade the room door;</td>
</tr>
<tr>
<td></td>
<td>• gather emergency medication; and</td>
</tr>
<tr>
<td></td>
<td>• join the rest of the group for shelter.</td>
</tr>
<tr>
<td></td>
<td>5. Staff and Student Centre Building Warden’s/Captain will immediately:</td>
</tr>
<tr>
<td></td>
<td>• close and lock all child care centre entrance/exit doors, if possible; and</td>
</tr>
<tr>
<td></td>
<td>• take shelter.</td>
</tr>
<tr>
<td>Note: only emergency service personnel are allowed to enter/exit the Centre during lockdown.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Hold &amp; Secure</strong></th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>2. Staff members who are outdoors must ensure everyone goes inside.</td>
<td></td>
</tr>
<tr>
<td>3. Staff in the program room must immediately:</td>
<td></td>
</tr>
<tr>
<td>• remain calm;</td>
<td></td>
</tr>
<tr>
<td>• take children’s attendance to confirm all children are accounted for;</td>
<td></td>
</tr>
<tr>
<td>• close all window coverings in the program room;</td>
<td></td>
</tr>
<tr>
<td>• continue normal operations of the program; and</td>
<td></td>
</tr>
<tr>
<td>• wait for further instructions.</td>
<td></td>
</tr>
<tr>
<td>4. Staff and Student Centre Building Warden’s/Captain must immediately:</td>
<td></td>
</tr>
<tr>
<td>• close and lock all entrances/exits of the Centre;</td>
<td></td>
</tr>
<tr>
<td>• place a note on the external doors with instructions that no one may enter or exit the Centre.</td>
<td></td>
</tr>
<tr>
<td>Note: only emergency services personnel are allowed to enter/exit the Centre during a hold and secure.</td>
<td></td>
</tr>
<tr>
<td><strong>Bomb Threat</strong></td>
<td><strong>Disaster Requiring Evacuation</strong></td>
</tr>
<tr>
<td>-----------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>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.</td>
<td>A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</td>
</tr>
</tbody>
</table>

1. The staff member who becomes aware of the threat or Student Centre Building Warden/Captain must:
   - remain calm;
   - call 911 if emergency services are 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.

2. 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 call 911, 33333 (York University Security) and communicates with emergency services personnel.

3. 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.

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 closest stairwell if deemed safe and ensure their required medication is accessible, if applicable; and
   - wait for further instructions

5. If possible, the Coordinator must conduct a walk-through of the 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** | 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. |
| **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.** | **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. **Staff and Student Centre Building Warden’s/Captain 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 Centre until further notice

| **If emergency services personnel otherwise direct the Centre to evacuate,** follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy. |

| **Natural Disaster: Tornado / Tornado Warning** | 1. **The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.**
2. **Staff members who are outdoors with children must ensure everyone goes inside.**
3. **Staff must immediately:**
   - remain calm/keep children calm;
   - gather all children;
   - take shelter in small interior ground floor rooms such as washrooms, hallways, or the elevator room;
   - take children’s attendance to confirm all children are accounted for;
   - remain and keep children away from windows, doors and exterior walls;
   - conduct ongoing visual checks of the children; and
   - wait for further instructions. |
<table>
<thead>
<tr>
<th>Natural Disaster: Major Earthquake</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Staff in the program room must immediately:</td>
</tr>
<tr>
<td>• remain calm;</td>
</tr>
<tr>
<td>• instruct children to find shelter under a sturdy desk or table and away from unstable structures;</td>
</tr>
<tr>
<td>• ensure that everyone is away from windows and outer walls;</td>
</tr>
<tr>
<td>• help children who require assistance to find shelter;</td>
</tr>
<tr>
<td>• 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;</td>
</tr>
<tr>
<td>• find safe shelter for themselves;</td>
</tr>
<tr>
<td>• visually assess the safety of all children.; and</td>
</tr>
<tr>
<td>• wait for the shaking to stop.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>3. Once the shaking stops, staff must:</td>
</tr>
<tr>
<td>• gather the children, their emergency contacts and medication; and</td>
</tr>
<tr>
<td>• exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.</td>
</tr>
<tr>
<td>4. If possible, prior to exiting the building, staff should also:</td>
</tr>
<tr>
<td>• take a first aid kit; and</td>
</tr>
<tr>
<td>• gather all non-emergency medications.</td>
</tr>
<tr>
<td>5. Individuals who have exited the building must gather at the meeting place and wait for further instructions.</td>
</tr>
<tr>
<td>6. Designated staff will:</td>
</tr>
<tr>
<td>• 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</td>
</tr>
<tr>
<td>• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.</td>
</tr>
<tr>
<td>• If individuals cannot be safely assisted to exit the building, the Coordinator and/or Student Centre Building Warden’s/Captain will assist them to nearest stairwell if deemed safe and ensure their required medication is accessible, if applicable; and</td>
</tr>
<tr>
<td>• wait for further instructions.</td>
</tr>
</tbody>
</table>

The Coordinator must conduct a walkthrough of the 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, Staff and/or Student Centre Building Warden’s/Captain must notify emergency services personnel (911) and York University Security (33333) of the emergency as soon as possible.

2. Where the Childcare 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 Coordinator must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

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**Emergency Contacts**

- Toronto Police Services (31 Division): 416 808 3100
- Local Fire Services (141): 416 338 9050
- Chair, Board of Directors (Mike Cado Cell): 416 873 1651
- Board of Directors (Rob Castle Cell): 416 882 4017
- Coordinator’s Cell Phone (Michelle Pham): 416 887 9719
- Assistant Coordinator’s Cell Phone (Stephanie Pappas): 647 609 2151

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4. Where any staff, students and/or volunteers are not on site, Coordinator or designate 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 return to the Centre.

5. Coordinator, designate, Student Centre Building Warden or Captain 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

<table>
<thead>
<tr>
<th>Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Emergency personnel must inform the Coordinator/designate given that it is safe to return to the Centre.</td>
</tr>
<tr>
<td>2. Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany them with returning to the Centre.</td>
</tr>
</tbody>
</table>
| 3. Staff must:  
  - take attendance upon returning to the Centre to ensure all children are accounted for;  
  - re-open closed/sealed drapes, windows and doors. |
| 4. Coordinator, designate, Student Centre Building Warden, Captain or York University Security will determine if operations will resume and communicate this decision to staff. |

### Communication with parents/guardians

1. As soon as possible, Coordinator or designate 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 Centre, Coordinator or designate must provide a notice of the incident to parents/guardians by email.

3. If normal operations do not resume the same day that an emergency situation has taken place, Coordinator, designate or Student Centre Building Executive Director 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

<table>
<thead>
<tr>
<th>Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Staff 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.</td>
</tr>
<tr>
<td>2. Staff must take attendance to confirm that all children are accounted for.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>4. Coordinator, designate, Student Centre Building Warden, Captain or York University Security will post a note for parents/guardians on the Centre entrance with information on the evacuation site, where it is possible and safe to do so.</td>
</tr>
</tbody>
</table>
| 5. Upon arrival at the evacuation site, staff must:  
  - remain calm/ help keep children calm;  
  - take attendance to ensure all children are accounted for;  
  - engage children in activities, where possible;  
  - conduct ongoing visual checks and head counts of children;  
  - maintain constant supervision of the children;  
  - remain at the evacuation site until all children have been picked up. |
Lee Wiggins Childcare Centre – Parent/Guardian Handbook

**Communication with parents/guardians**

1. Upon arrival at the emergency evacuation site, the Coordinator will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.

2. Where possible, Coordinator will update the Centre’s voicemail box as soon as possible to inform parents/guardians that the Centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

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**Phase 3: Recovery (After an Emergency Situation Has Ended)**

<table>
<thead>
<tr>
<th>Procedures for Resuming Normal Operations</th>
<th>The Centre will be informed and guided by York University Emergency and Security department around resuming normal operations when deemed safe. The Centre will contact the Ministry Education Program Advisor, Insurance Company and Caterer if there needs to be a temporary location.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procedures for Providing Support to Children and Staff Who Experience Distress</td>
<td>Children, parent and staff who experience stress after an emergency situation will seek the assistance offered by York University Emergency Preparedness team.</td>
</tr>
</tbody>
</table>
| Procedures for Debriefing Staff, Children and Parents/ Guardians | York University appointed professional must debrief staff, children and parents/guardians after the emergency. Regardless of the nature of the emergency, all staff and parents/guardians involved will be debriefed on the situation at hand. As soon as information about the emergency is available for release, parents/guardians will be informed. Topics that potentially can be discussed are as follows:  
  - The nature of the emergency  
  - The speed and efficiency of the evacuation  
  - The effectiveness of the communication to parents/guardians  
  - How the emergency will affect the childcare going forward (temporary shelter, closures, etc.)  
  - Allow staff and parents/guardians to voice any issues (areas of strength and areas of weakness)  
  - Offer phone numbers or information about online support groups for people who need additional support or care in the days following the emergency. |

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**Emergency Plan for Parents/Guardians**

When safe and appropriate, parents/guardians will be contact via email or phone call and provided all information relevant to the emergency. They will be required to pick up their child or arrange for a guardian to pick up their children from the Emergency Shelter location immediately. Parents/Guardians will be given the following information.

- Location address and/or name of the building of the Emergency Shelter in case of an evacuation.
- Location inside of the Emergency Shelter where the children are being kept safe (i.e., lobby of Black Creek Pioneer Village)
- If their child has been transported to a hospital, the parents/guardians will receive all vital information including name and address of hospital, name and cell phone number of accompany staff so communication between the parents/guardians and responsible accompanying staff can continue until the parents/guardians are able to be with their child.
1) **Staff Emergency Information**
Personal information and necessary contacts for each staff member will be included and located with the children’s emergency information sheets located in two emergency bags and the playground bag. If a staff member needs to be transported to a hospital, they will most likely travel alone in an ambulance while the Coordinator contacts the designated friends or family members. The first priority in ensuring all children are monitored by the highest number of staff members available. However, if the staff member needs an additional escort in the ambulance, the Coordinator will arrange it.

**Please See Other Policies Required Under Regulation**
- *Fire Policy and Procedure*
- *Serious Occurrence*
OTHER POLICIES AND PROCEDURES

The following policies and procedures are available upon request with the Coordinator and are found on our website (www.yorkuchildcare.ca):

- Accessibility for Ontarians with Disabilities Act (AODA)
- Allergy and Anaphylactic
- Anti-Discrimination and Anti-Harassment
- Biting
- Child Accident Report
- Child Incident Report
- Communicable Disease Reporting List
- Daily Medical Procedure
- Daily Visual Playground Inspection
- Diapering and Toileting
- Electronic and Social Media Use
- Emergency Contact
- Emergency Management
- Employment Acknowledgement
- Environmental Cleaning and Disinfecting
- Exclusion of Sick Children and Management of Communicable Disease
- Expressed Breast Milk
- Fire Safety and Evacuation Procedures
- Gardening
- Hand Hygiene and Respiratory Practices
- Individualized Plan
- Individualized Plan for Allergy and Anaphylactic
- Individualized Plan for Children with Medical Needs
- Individualized Support Plan Accommodations
- Laundry
- Letter to Parents/Guardians Child Health Care Plan
- Medical Health Care Information
- Notice of Disruption
- Nutrition Policy
- Outdoor Space and Playground Safety
- Outdoor Space Playground Repair Log
- Parent/Guardian Issues and Concerns
- Pest Control
- Provincial Wage Enhancement (PWE)
- Safe Drinking Water
- Sleep Policy
- Smoke-Free Ontario
- Staff Training and Development
- Supervision of Volunteers and Students
- Toy Cleaning and Disinfecting and Sensory Play
- Training and Consent – Individualized Plan and Emergency Procedure for a Child with Anaphylactic Allergy or Medical Condition
- Visiting and Resident Animals
- Waiting List

Forms:
- Allergy and Anaphylaxis (if applicable)
- Child’s Emergency Contact
- Dietary Restrictions
- Medical Conditions
- Permission For Virtual Resource Consultation Services
- HiMama Participation Agreement
- PAYOR’S Pre- Authorized Debit Agreement
- Administration of Drugs and Medication Permission
- Hand Sanitizing Permission
NOTES

Should you require further clarification on any of the information contained in this Handbook, please feel free to use this page to make notes and/or enquiries to be submitted to the Coordinator of the LWCC.