Vision

Nurturing your child's potential through
Guiding **T**eaching **L**oving and **C**aring

your child's unique qualities in an environment full of fun, laughter and learning
"…it really is a happy place …"

Mission

Dedicated to provide quality childcare by recognizing, respecting and celebrating

growing tykes

play • learn • grow

Nurturing your child's potential through
Guiding **T**eaching **L**oving and **C**aring

Family Handbook

Updated: July 2026

Growing Tykes Learning Centre's are located in the City of Toronto. Our centre's reside in buildings uniquely customized and professionally designed to provide a safe learning environment for each child.

Like in all well established institutions, planning is essential; Growing Tykes Learning Centre continues to grow and plan for a strong and successful future. The enhancement of curricula and facilities are indispensable in the developmental growth of children, and for preparing them for the challenges of their future education.

Quality child care and programming excellence has always been a source of pride and innovation at Growing Tykes. We are committed to uphold this reputation.

Growing Tykes Learning Centre is a non-profit organization run by a Board of Directors. GTLC is a government licensed facility serving children between ages infant to 13 years of age.



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Program Statement

Growing Tykes Learning Centre (GTLC) is dedicated to nurturing your child's potential through **G**uiding **T**eaching **L**oving and **C**aring. We are dedicated to provide quality childcare by recognizing, respecting and celebrating all of our children's unique qualities in an environment full of fun, laughter and learning.

GTLC uses the document "How Does Learning Happen" (Ontario's Pedagogy for the Early Years), as a resource guide to inspire our educators and administrators. By incorporating the knowledge from this method and practice of teaching, educators have a shared understanding of the roles necessary to provide our children with an environment that promotes learning, development, health and well-being.

Children are competent, capable, curious and rich in potential. We recognize this at GTLC and our curriculum allows children to develop their creative skills, a sense of belonging, well-being, engagement and expression. Through play-based learning in a wide range of areas, the Early Learning Framework (ELF) Program at GTLC will give your child the foundation necessary to excel socially, emotionally, physically, cognitively and academically while preparing them to enter into full-day kindergarten. All of these skills and many others will be practiced all while creating a positive attitude towards learning. Play is how children make sense of the world and is an effective method of learning for young children.

Our centre promotes the health, nutrition, safety and well-being of each child in our care. Together, our registered dietician along with our in house chefs develop seasonal menu plans prepared on site that meet and even surpass the requirements in the Canada Food Guide. The children's well-being is of utmost importance and keeping our children safe is our number one priority. Doing what is in the best interest of the child is the foundation that we base each day around.

At GTLC, the children will develop a sense of belonging as they connect with others and contribute to their child care environment. Our positive learning classroom environments are arranged in order to foster children's exploration and encourage entry into play where each child's development and learning will be supported. This allows children to inquire, develop a sense of self, health and well-being all while learning social skills and language development. Our educators understand the importance of play and also the importance of giving children choices in order to build self-esteem. Our weekly program plans will

Program Statement (continued)

be based on observations of the children's interests in order to foster their exploration, play and inquiries. The daily program plan will reflect activities that will help the children expand their learning, all while focusing on the children's individual needs and interests. The children will engage and learn to explore their world with mind, body and senses. As our observations progress, the staff will extend learning to month-long projects with the children that will involve both family and our community. The children will learn communication skills and express themselves in many ways. This ensures that the play activities are child initiated with the teachers supporting the children's experiences. Each day consists of indoor play with active gross motor play, rest and quiet time balanced with outdoor play when the weather permits. The individual needs of each child are met and taken into consideration with each aspect of our day.

Developing the ability to self-regulate through positive communication and interaction is practiced on a daily basis with all children in the centre. Educators identify each child's emotions and allow each child to express themselves and learn to self-regulate through expressing their feelings and helping others. As the children develop self-regulation, at the same time they learn skills such as empathy and perspective taking while observing their peers and recognizing others' feelings as well as their own.

At GTLC, we recognize the importance of the bond between the childcare, our educators, the child's family as well as their community and strive to strengthen this bond to increase our children's learning potential. We support positive interactions between all children, parents, staff and the child care environment. By involving local partners from our community to support our children and their families, GTLC ensures that staff are always supportive of each child's individual needs. Ongoing communication with families about their children and the program will also help to strengthen the bond between the childcare setting and the families. With daily information charts for infant and toddler children, parents are made aware of their child's interactions and learning experiences on a day to day basis. Families are encouraged to join their child at any time within the classroom setting and participate in our program in order to further ignite their child's interest in learning. In addition, parents are welcome to call and check-in on how their child is doing on a daily basis. Each child's development will be reviewed with the family based on the required ages of Looksee (developmental screening), a resource tool to help identify and assist with development stages. In addition, formal interviews are available at the family's request to review their child's development in further detail.

Program Statement (continued)

GTLC has an on-going commitment to continuous professional growth and learning for their educators. All staff have been trained to understand the Early Learning Framework (ELF), through a series of in-house workshops and through daily classrooms checks by the centre supervisors. GTLC educators participate in personal development courses provided by GTLC during workshops in our centres from various members of our community as well as engaging in workshops outside of the centres. On-going training for all educators is a goal within our organization and is an important aspect of keeping the educators engaged and focused within the classroom setting. As educators engage in continuous learning, exploring new ideas and adjusting practices, they achieve the best outcomes for children, families and themselves.

General Information

Our Website

GTLC has a website www.gtlc.ca that parents can refer to for any updates such as: Menu's, our Program Statement, Centre Newsletters, Storm/Weather Closures (i.e. power outages/floods/snow storms), our Family Handbook, Special Centre Activities and much more! When the policies in the parent manual are updated, you will see the new policies posted on our Parent & Family Board in our lobby.

School Hours

Growing Tykes is open Monday to Friday from 7am to 6pm. We operate 12 months of the year and will be closed for the following holidays:

New Years Day	Civic Holiday
Good Friday	Labour Day
Family Day	Thanksgiving Day
Victoria Day	Christmas Day
Canada Day	Boxing Day

Teacher/Child Ratio

Our ratios are set out by the Child Care & Early Years Act. They differ for each age group:

0 – 18 months	1 teacher to 3 infants
18 – 30 months	1 teacher to 5 children
2 ½ - 4 years	1 teacher to 8 children
4 - 5 years	1 teacher to 13 children
6 – 13 years	1 teacher to 15 children

Ratios are higher during: Receiving Time – 7:00 am – 8:30 am
Pick-Up Time – 5:00 pm – 6:00 pm

GTLC POLICIES AND REGULATIONS

Administration

Admission Policy and Procedure

It is the Policy of GTLC that all new families will have access to an information package on our website (www.gtlc.ca) which includes the following:
- Program Statement
- Access and Equity Policy
- CAS reporting policy/requirements
- Withdrawal procedure
- Health Policies
-Fees and Payment procedures
-Hours of operation and closure days
-Safe arrival and Dismissal Policy
-Parent Issues and Concerns Policy
- Parent Involvement Policy
- Other information regarding the program

Procedure:
- prior to admissions, parents/guardians will be asked to come in with their child for a tour of the centre.
-If space is available and the family accepts the placement, the child's admission will proceed once the centre's admission requirements have been met.
- For families who have applied for a childcare fee subsidy, the child's subsidized space cannot be confirmed until Children's Services has approved the subsidy application, and the assigned case worker has confirmed the placement. Once confirmation is received, the child's admission day will be finalized. Families may choose to accept the available space and pay the full parent fee until subsidy approval is confirmed. Fees must be paid according to our centre's fee policy.
- an information package will be reviewed with the parent by a supervisor
- all documents regarding admissions must be filled out by parent and submitted to the daycare prior to the child's admission date

Wait List Policy and Procedure

At family's request, the supervisor will place your child's name and age group request on a GTLC wait list, free of charge.

GTLC will give priority to admission in the following order or where a spot is available to allow moves:
a) internal moves first
b) siblings
c) home schools/neighbouring schools
d) community inquiry on a first come, first serve basis

The order of a child's position on the GTLC wait list will be kept in the GTLC office in order to protect the privacy and confidentiality of the children listed on it, but the position of the child on the list may be ascertained by the affected persons or families. GTLC will put the child(ren) on the wait list in order by date that they called/e-mailed to be placed.

Registration

Upon registration, all parents must sign the Growing Tykes Learning Centre Parent/Guardian Agreement.

This contract states that parents must abide by the policies and procedures set out by Growing Tykes Learning Centre. All registration, medical, and permission forms must be completed and placed in a file before your child's first day. The Infant Tylenol form must be completed, signed and stamped by a doctor. Immunizations must be up-to-date before a child will be accepted into the centre. This is a requirement from the Ministry of Health.
Please update your child's immunizations with the supervisor every time your child receives a booster shot. Infant's records should be up to date therefore please notifying us of every immunization. Immunization schedules are available in the office.

Orientation Requirements

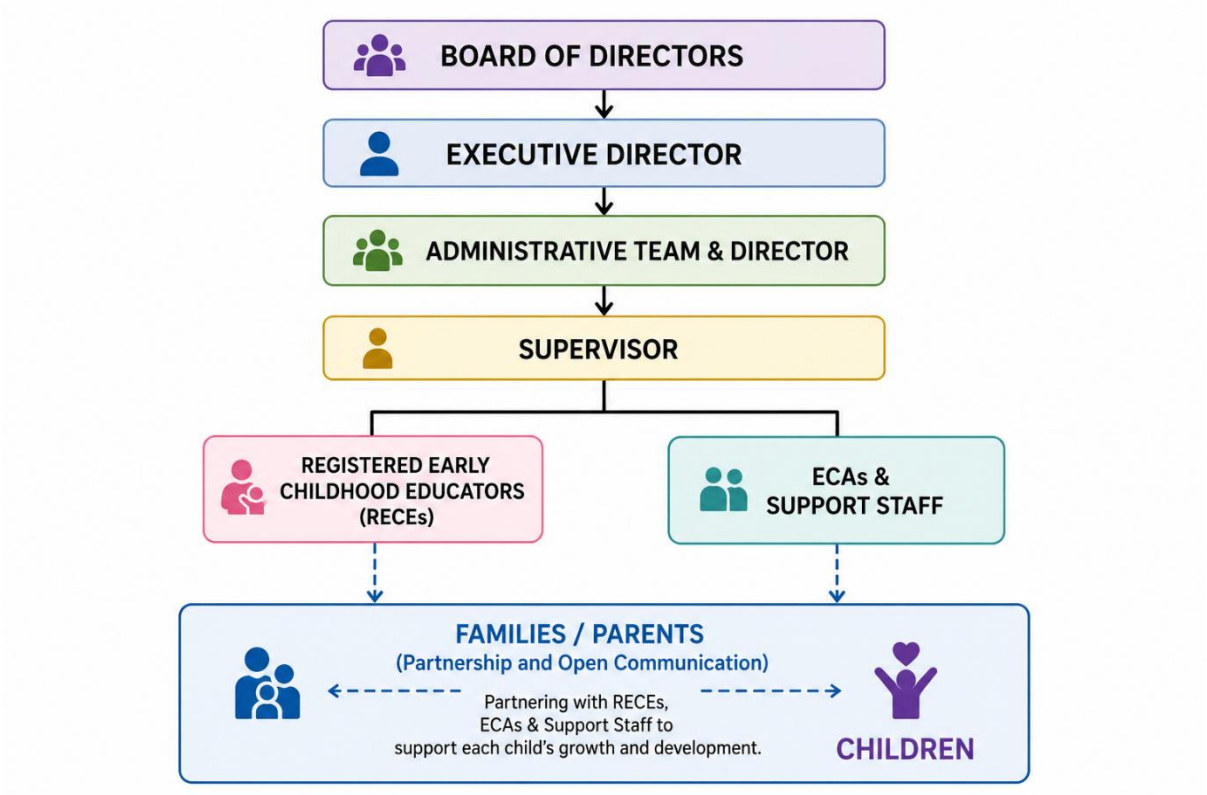
On your child's first day at the learning centre, please bring a blanket for naptime (the blanket will be washed weekly at the centre). GTLC does not allow stuffed toys or pillows for safety reasons. We prefer that parents enrolling in the centre bring their child for several visits prior to the first day. This will help the transition from your home into the childcare centre and will be easier on your child. Make

sure all items from home are clearly labeled with your child's name. Every child in the centre is required to have a seasonal change of clothing kept in their cubby, this includes: underwear, socks, pants, shirts (and an extra pair of mittens during winter months). Soiled clothing will be sent home to be washed. Please send your child in play clothes that are comfortable and can be soiled. If your child is sent home with daycare clothing, please return them to the center the following day.

***All clothing and articles belonging to your child must be clearly labelled**
***Children are not permitted to wear jewelry at GTLC.**
***All forms must be completed before admission to the centre.**

Organizational Structure

Growing Tykes has a clear organizational structure that supports effective communication, quality care, and accountability. The chart below outlines our organizational structure and highlights the partnership between families and our educators in supporting each child's learning, development, and well-being.



Roles and Responsibilities

Families/Parents:
Parents and families are important partners in their child's learning and development. They share information with us, support their child's well-being, communicates openly, and follow the centre's policies and procedures.

Registered Early Childhood Educators (RECEs):
RECEs work directly with children every day and serve as the primary point of contact for families. They plan engaging, play-based learning experiences that support children's growth and development. By collaborating closely with families, RECEs help meet each child's individual needs and foster a safe, inclusive, and nurturing learning environment.

Early Childhood Assistants (ECAs) and Support Staff:
ECAs and Support Staff work with RECEs to provide a safe and caring environment. They help with daily routines, classroom activities, supervision, and children's learning while building positive relationships with children and families.

Supervisor:
The Supervisor manages the day-to-day operation of the childcare centre, including staff supervision, program quality, licensing compliance, enrollment, family communication, record keeping and administrative responsibilities. They support staff in maintaining a safe, inclusive, and high-quality learning environment.

Administrative Team and Director:
The Administrative Team and Director provide operational leadership by supporting centre administration, human resources, financial processes, staffing, policy implementation, and regulatory compliance. They work closely with the Supervisor to ensure the efficient operation of the centre and the delivery of high-quality programs.

Executive Director:
The Executive Director provides overall leadership and strategic direction for Growing Tykes. They oversee organizational planning, financial management, staffing, policy development, and compliance with applicable legislation and funding requirements while supporting the organization's mission and long-term success.

Board of Directors:
Growing Tykes is a non-profit childcare centre governed by a Board of Directors. The Board oversees the organization's finances, ensures it meets legal, licensing, and CWELCC requirements, and supports the overall quality and long-term success of the program.

The Board is not involved in the day-to-day operation of the centre. If you have questions or concerns about your child or the program, please speak with your child's educators, the Centre Supervisor, or the Director.

Fee Schedule

We are proud to be enrolled in the Canada-Wide Early Learning and Childcare System (CWELCC). This system is designed to support Ontario's children, families, employers and the childcare sector to make licensed childcare programs more affordable, accessible, inclusive and of higher quality.
Our Fee Schedule is posted on the Parent Information Board in the centre lobby as well as on our website. All fees may be paid on Monday for the week, or monthly payments can also be made on the 1st business day of the month by **Debit Card**. Unfortunately, we do not accept credit cards. No refunds are provided when the Learning Centre is closed due to inclement weather or for statutory holidays. No credit is given for vacation, or sick days.

Your child's final week's fees must be paid on the Monday with a Debit Card.

A receipt will be issued to you for your payment.
GTLC reserves the right to terminate your child's space immediately if fees have not been paid for a period of two (2) weeks. This will serve as 2 weeks notice.

If you experience difficulties in fee payment at any point, please discuss this with the Supervisor.

Refunds or Credits

In the case of over payment and your child is leaving or has left the childcare centre, please allow 15 business days for processing a refund in the form of a cheque. Cheques can be picked up from your child's centre or mailed to you. If overpayment happens and your child remains enrolled at the centre with a daily fee, the amount will be held as a credit and put towards the next months fees.

Late Fees – Non- Base Fee

It is the policy of GTLC that we do not accept late child pick-ups. In the event of an emergency, late fees of **$2.00 per minute** will be charged. These fees will be paid directly to Growing Tykes. Non-payment or repetitive lateness can result in termination of your child's space.

Service Charges – Non- Base Fee

A $15 fee will be charged to parents for any letters or documentation required from GTLC. $0.50 will be charged for photocopies.

2026 Base Fees & CWELCC Base Fees

910 Markham Road – Base Fees

Infant – $22.00

Toddler - $22.00

Preschool- $22.00

Before & After FDK – $19.79 (See Summer Camp rate below. Higher fee charged for March Break, Christmas Break and P.D. Days)

Summer Camp FDK - $22.00

B&A School Age – $46.00

Summer Camp School Age – $66.00 (See Summer Camp rate below. Higher fee charged for March Break, Christmas Break and P.D. Days)

4105 Lawrence Avenue - Base Fees

Infant – $22.00

Toddler - $22.00

Preschool- $22.00

Before & After FDK - $19.02 (See Summer Camp rate below. Higher fee charged for March Break, Christmas Break and P.D. Days)

Summer Camp Full Day Kindergarten - $22.00

5150 Dundas St. West - Base Fees

Infant – $22.00

Toddler - $22.00

Preschool- $22.00

112 Sedgemount Drive – Tredway Woodsworth Public School - Base Fees

Before & After FDK (4yrs – 6yrs) – $17.55

(See Summer Camp rate below. Higher fee charged for March Break, Christmas Break and P.D. Days)

Summer Camp FDK - $22.00

Before & After School Age - $31.00

(See Summer Camp rate below. Higher fee charged for March Break, Christmas Break and P.D. Days)

Summer Camp School Age – $ 47.25

1307 Bayview Avenue – Base Fees

Toddler - $22.00

Preschool- $22.00

Parent Communication and Participation

GTLC Parent Issues & Concerns Policy

Policy:

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

All issues and concerns raised by parents/guardians are taken seriously by Growing Tykes Learning Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 10 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

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

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

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit http://www.children.gov.on.ca

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Growing Tykes in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the supervisor or licensee.	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 5 business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 10 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the supervisor or licensee.	
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to - the individual directly or - the supervisor or licensee. All issues or concerns about the conduct of staff, duty parents, etc. that puts	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Growing Tykes in responding to issue/concern:
	a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. - All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the director.

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

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

Contacts: **Please refer to your centres Parent Information Board**

Code of Behaviour

Adults, children and visitors are expected at all times to:

1. Be courteous to others, demonstrate respect and care for one's self and others.
2. Use acceptable language and tone of voice. Profane, inappropriate language and behaviour **will not be tolerated.**
3. Conduct themselves in a manner which allows each child and staff member to feel safe from verbal and physical abuse.
4. Respect the building and equipment as well as the personal property of staff and others.
5. Show respect for all individuals through their behaviour and words.
6. Staff are to be treated on a professional level at all times. Staff are providing quality care for your child(ren) and will not accept treatment that is not respectable. Please deal with discrepancies in private (away from children and other adults) as they create a negative atmosphere in the classroom.
7. Resolve conflict in a peaceful manner. In the event that we cannot come to an agreement, the authorities will be notified.
8. **NO CAMERAS or VIDEO CAMERAS** are to be used in the drop-off/pick-up area outside the front door in order to maintain privacy for all families and children.

Withdrawal Policy

Policy:
It is the policy of GTLC that the following procedures are followed in regards to a child's withdrawal.

<u>Parent Chooses to Withdraw Their Child</u>
- if a parent chooses to withdraw a child, two weeks notice in writing is required
- if a parent withdraws a child immediately, a fee of two weeks is due immediately
- a request for transfer requires two week's notice and all outstanding fees must be paid in full before the transfer may be granted
- withdrawal form is completed by parent and supervisor

Centre Chooses to Withdraw a Child

Growing Tykes Learning Centre will make every effort to serve each child in their program. We strive to assure that the program is appropriate for each and every child. If a child is having difficulties, the teacher will meet with the supervisor and discuss the problems and possible ways to better meet the child's needs. Meetings will be held with the parents.

GTLC will also consult with a referral agency in regards to assistance in better meeting the needs of the child. All meetings with parents and referral agencies will be documented. GTLC may decide that in the best interest of the child that he/she be placed in a different environment. If withdrawal of the child is in his/her best interest as decided by GTLC, GTLC will notify the Board of Directors and Toronto Children's Services. A Notice of Withdrawal will be given to the parent/guardian. Termination of the space may occur immediately if it is determined that the child's safety, other children's safety and the safety of the staff is in jeopardy. Together with the parent, GTLC will make every effort to assist the parent in finding care that is most suitable for him/her.

Growing Tykes will also terminate your child's space if:

- Parents do not co-operate with the staff at Growing Tykes and Referral agencies.
- Parents continuously pick up their child after 6:00pm. Continuously means more than 4 times in one month or on a reoccurring, regular basis (i.e. every Monday, every Friday etc.). If repetitive late pick ups occur, the Centre Supervisor will meet with the parent to discuss and determine whether the centre hours meet the family's needs. If continued lateness is expected or continues, the Centre Supervisor will support the family to explore alternate child care arrangements. A notice of withdrawal from care may be issued for unresolved patterns of lateness.
- Parents have physically or verbally abused the staff at Growing Tykes or a client of Growing Tykes. See Parent's "Code of Behaviour."
- Parents whom have an outstanding fee of $200.00 or more and/or are not following the fee policy procedure.
- Parents who continually fail to follow GTLC's Policies and Procedures as outlined in this manual.
- The Learning Centre program is not appropriate for both the child and the parents.
- If there is no space available for your child to move to the next age group, or in their current age group. Priority will be given to infant and toddlers so a preschooler (reaching age of 4) may be asked to give up his/her space. Supervisor will discuss this with families well in advance, giving 1-month notice in writing.

School Age & Before and After FDK Program Children

 Children suspended from the public school system will not be allowed to attend the centre until suspension is completed. During this period of time, parent fees will still be applied.

Placement Students and Volunteers

On a regular basis, we will be supervising students from Community Colleges and schools who are gaining experience in their field before they graduate.
It is the policy of GTLC that there will be no direct unsupervised access for persons that are not employees of GTLC. Placement Students and Volunteers are not to be counted in the staffing ratios.
It is the policy of GTLC that all Placement Student and Volunteers in the centre must meet all requirements of GTLC staff.

Cubbies

Classroom Staff are responsible for keeping all of the children's cubbies tidy. Snow-pants/boots etc. will be sent home during summer months.

Transportation

Parents are responsible and liable for out sourcing any outside transportation this includes School Bus, Wheel trans, TTC, Taxi and others if applicable.

Buzzer System, Child Drop Off & Pick-Up Policy

For the safety and security of all children, all Growing Tykes locations use a buzzer entry system. Parents and authorized individuals must press the buzzer and wait for a staff member to unlock the door. Please do not hold the door open or allow others to enter behind you.
It is the policy of GTLC that an adult accompanies a child directly to their classroom or to the playground if their class is outside. The adult MUST wait for the designated staff to receive the child and sign them in before leaving. Please do not allow your children to roam or play in the parking lot. If your child is not attending for the day or going to be late, please call the centre before 10:00am and notify the supervisor.

Safe Arrival & Dismissal Policy

- Growing Tykes supports the safe arrival and dismissal of children receiving care. Growing Tykes will ensure that any child receiving care is only released to the child's parent/guardian or an individual that the parent/guardian has listed as an Emergency Contact on the child's registration form.

- Growing Tykes will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Accepting a child into care in the morning:

1. When accepting a child into care at the time of drop-off, program staff in the room must:
    - Greet the parent/guardian and child.
    - Child must be awake upon arrival to the centre, we do not accept sleeping children
    - Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's registration form. If the adult is not listed, ask the parent/guardian to go to the office and provide authorization for pick-up in writing to the centre supervisor (One time pick-up form).
    - Document the change in pick-up procedure in the daily written record.
    - Sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected as part of their regular routine

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
    - Inform the Supervisor and they must commence contacting the child's parent/guardian no later than 10am (unless a different drop off time has been discussed). Supervisor shall call both parents/guardians listed on the child's registration form. If they cannot be reached, Supervisor will call Emergency contacts.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
    - Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
    - Where the above is not possible, ask the parent/guardian/authorized individual to go to the office and speak to a supervisor. The supervisor will ask for photo

identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization. The ID will be photocopied and put into the child's file.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up staff shall notify the supervisor. The supervisor will contact the parent/guardian by phone and advise that the child is still in care and has not been picked up.
    - Where the supervisor is unable to reach the parent/guardian, they must leave a message and wait for the Parent/guardian to call back. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
    - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall continue to call the parent/guardian and wait for them to return the call.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up. The staff will also ensure the child's diaper is clean or take the child to the washroom before they are picked up.
2. One staff shall stay with the child in the child's classroom, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall call that person and find out what time they plan on arriving at the centre. Late fees are $2 per minute after 6pm.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall begin calling emergency contacts listed on the registration form.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:15pm the supervisor will notify a director. Following this, at 6:30pm, the supervisor shall proceed with contacting the local Children's Aid Society (CAS) at 416-924-4646. Staff shall follow the CAS's direction with respect to next steps.

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

Child Pick-up Policy

It is the policy of GTLC that any child in the care of **GTLC will only be released to the persons listed on the child's registration form**. If the person is on the form, but is not familiar to the centre, the Supervisor will ask for identification as well as contact the parent for confirmation. Parent or guardian must follow proper procedures in order to secure the safety and wellness of their child.

Non-Pick-up Emergency Policy

Every child at GTLC is assured safety and security. If a child is not picked up by 6:00pm, the child will remain in the care of the GTLC Supervisor and 1 Staff. At this time, staff member will begin to call all family numbers, then emergency contact numbers. At 6:15 pm, the director will be notified. At 6:30pm, if we cannot contact anyone on the child's enrollment form, we have a legal obligation to notify the Children's Aid Society.

Vacation Policy

Please notify the staff if you intend to take holidays and the particular dates that your child will be away. Payment is required during holiday time to maintain your child's space. If you receive a fee subsidy, Children's Services allows your child to be absent for up to 50 days each calendar year (or up to 18 days if admitted after July 1st). **This includes vacation, absent and sick days**. You are responsible for paying the assessed fee when your child is absent. If your child is absent more than the allowable number of absent days or if an absence is more than 20 consecutive days, you will be responsible for paying the full fee.

Personal Information

Privacy

When you enroll your child at GTLC, we will obtain personal information about you and your child, which will be kept on file in accordance with industry practices as well as the requirements of any child welfare agencies or other governmental authorities. Only authorized individuals, including teachers, Ministry of Education Specialists and City of Toronto consultants will have access to this information. The information that we collect allows us to identify you and your child; to protect you and your child against possible fraud or injury and to assist GTLC in attending to the needs of your child, and to comply with legal and regulatory requirements.
GTLC may collect, use and disclose personal information relating to your child such as, but not limited to, date of birth, residence address, medical card number, medical history, medication requirements, food allergies, dietary restrictions, name of family physician and emergency contact information.

GTLC may from time to time disclose your personal information to external sources such as child welfare agencies, other governmental authorities and other parties who provide services to GTLC.
Your consent is required before we may provide information relating to you or your child to any third parties. The consent that you provide to GTLC with regards to the collection, use and disclosure of personal information relating to you or your child may be cancelled at any time by providing written notice to GTLC.
GTLC does not require your consent to the collection, use and disclosure of personal information relating to you or your child where:
 Such collection, use and disclosure is reasonably required in the normal course of providing child care services to your child;

 To a law enforcement agency, child welfare agency or other governmental authority;

 To legal counsel; for the purpose of obtaining advice

 To a licensed medical practitioner, hospital or other health care professional who may be providing medical services to your child.

 GTLC will inform you if your child's file has been accessed
You may review the information you have provided to GTLC and make corrections to it. We may request that you provide corrections in writing. You may address corrections, questions or privacy-related complaints to:
The Chief Compliance Officers - GTLC
5150 Dundas St. W
Toronto, Ontario
M9A 1C3

GTLC may retain personal information relating to you or your child on file after your child ceases to be enrolled at GTLC for as long as GTLC requires such information or as long as is demanded by child welfare agencies, governmental authorities or applicable law.

BY ENROLLING YOUR CHILD AT GTLC, YOU ARE PROVIDING CONSENT TO GTLC TO COLLECT, USE AND DISCLOSE PERSONAL INFORMATION RELATING TO YOU OR YOUR CHILD AS SET OUT IN THIS AGREEMENT.

Change in Phone Numbers and/or Addresses

It is imperative that any change in home, work, cell phone numbers, etc. be given to us immediately.

Guardianship/Custody Rights

It is the policy of GTLC that any parent or guardian, claiming custody rights must submit legal documentation.

Growing Tykes must be promptly informed of any **legal custody changes,** as the centre will not allow any unauthorized persons to access any child. Proper agencies will be notified of any dispute regarding guardianship.

No parent or guardian has the legal right to remove another parent or guardian off of the application form without legal documentation. If proper documentation is not received, GTLC can not withhold a child from anyone on registration that is listed as guardian or parent. Parent must keep child at home if he/she feels the child's safety is in jeopardy until proper documentation is received

Should an unauthorized person ask for access to a child at Growing Tykes, the Supervisor may immediately call the police, and/or the legal parent/guardian.

The child in question will immediately be taken to the Supervisor's office and released only to the authorized parent. In the case of verbal or physical dispute, the child will be released to the Children's Aid Society and/or the Police Department until the situation has been resolved. It must be stressed that when there is a dispute as to the custody rights, the physical and emotional security of the child in question is the only concern of Growing Tykes. This policy will be enforced without prejudice.

Age Groups/Transitioning

Infant Policy

 Parents must complete their child's Daily Information Records each night and return them in the morning. It is important that we know when each child is expected to be dropped off and picked-up, in order to ensure we are at required teacher/child ratio at all times.

 Please remember no one is allowed in the Infant Room without removing their shoes. Shoe covers are available.

 Parents must provide all bottles for their child. All bottles must be cleaned, sanitized and CLEARLY LABELLED with child's name. Only BPA free bottles will be accepted for use in the daycare.

 Please LABEL all your child's belongings.
We are not responsible for lost or misplaced clothing, strollers, car seats etc.

 Growing Tykes will provide milk and blended foods.

 Only prescribed medication in the original bottle will be administrated. Tempera, Tylenol etc. must be accompanied with Our Infant Tylenol Form and be signed and stamped by the doctor.

 Should your child become ill during the day you will be contacted. If we are unable to contact you, we will call the emergency numbers in your file. You or your emergency contact must be prepared to come and pick-up your child IMMEDIATELY. It is very important to keep our files updated with any changes of phone numbers.

 Children with any symptoms of communicable diseases including fever, cough, difficulty breathing, decrease or loss of taste or smell, sore throat or pain swallowing, stuffy or runny nose, nausea, vomiting or diarrhea, headache feeling unwell, muscle aches or extreme tiredness will not be accepted in the daycare

 Your child will have a designated staff member which you will be able to keep close contact with.

Safe Sleep

- GTLC ensures that children under 12 months and all children in cribs or cots are placed for sleep in a manner consistent with the recommendations set out in the Public Health Agency of Canada's Joint Statement of Safe Sleep, unless a child's physician recommends otherwise. This recommendation is "Back to Sleep". Your child will be placed on his/her back to sleep.
  Each child under the age of 18 months will be placed in his or her own labeled crib corresponding to the sleep chart. Toddler and Preschool children will rest on cots which are labelled by number corresponding to the sleep chart. Sleep charts are posted in the classrooms, available for parents.

  If you have any concerns about following the GTLC Safe Sleep policy, please speak to the supervisor before enrolling.

- All infant sleep rooms will be monitored by visual checks every 15 minutes
- Toddler and Preschool children will be monitored by visual checks hourly

Movement to Next Age Group

The Supervisor will organize the movement of a child from one age group to the next in accordance with general age guidelines for each group, and in consultation with both staff and parents concerning the readiness of the child. It must be recognized that the ability to move a child into the next age group is limited by the availability of space in that group. Your child's teacher will complete a Transitional Form when your child moves to the next age group. Please review this form with your child's teacher to ensure a positive learning experience.

It is the policy of GTLC to make every effort to best accommodate each child at the time of movement to the next age group. In the event that we are unable to meet these needs, GTLC will give the parent/guardian **a withdrawal notice**. A minimum of 1 months notice will be given to the parents so that there is sufficient time to find alternate care for their child. Priority placement will be given to infant and toddlers. Prior to the New Year we will notify preschool parents of potential withdrawal of their child, from the preschool program any time between January and June.

Preschool Children - Preparing for Full Day Kindergarten

Starting school is an exciting time for your child. Children turning four during a calendar year will attend Kindergarten in their local neighbourhoods the September of that year. We recommend you register your child early in order to secure your space or spot for a Before and After program if you require. For specific registration dates and times, please contact your local school board. Preschool children who are commencing Full Day Kindergarten in September will receive written notice in the fall or spring for withdrawal anytime up to June. Good planning and getting a head start on finding care for your child early in the year will make this transition a very positive one. GTLC Supervisors will make every effort to assist you in finding care for your child as you leave our centre and move on to this exciting new school experience.

School Age Children

GTLC is licensed up to 13 years of age. Due to limited spaces we will only serve younger school age children. Written notice will be given in early April regarding withdrawal of your child's space ending in June.

Toilet Training

It is not a good idea to rush toilet training. Toilet training is achieved when the child has control over urination and bowel movements. This usually begins around 2 years of age. Even though your child may perform on the toilet it does not necessarily mean that they have control over elimination. One of the keys to toilet training is the child's ability to communicate the need to eliminate.

When the child shows some interest, the staff encourages them to sit on the toilet at routine times. The staff works closely with the parents on the toilet training of the child. The staff will provide you with a list of items that will be helpful in assisting your child's toilet training.

Please bring in plenty of pull-ups and several complete changes of clothing when you feel your child is ready. Be prepared for plenty of laundry for the first few weeks.

It is important that the child receive positive reinforcement when deserved and acceptance when an accident occurs. This process takes time. It is also usual that the child may regress at some point temporarily. We feel that it is important that the toilet training period be a happy time for the child and parent.

TOILET TRAINING

Toilet training is a part of the developmental stage that your child is at. Accidents are common and will happen. Learning to use the toilet takes time. Being consistent and following the same routine at home as at the daycare will help your child get used to using the toilet. Please talk to your child's teachers and keep them updated on the routines you are following at home. For toilet training your child will need the following items here at the daycare:

- 3 changes of clothing in case your child has an accident (remember to take your child's soiled clothing home each night)

-1 package of pull-ups (this will make it easier for your child to go to the bathroom more independently)

It's important to praise your child often and tell him/her you are proud of them even if they don't use the potty. Be patient and cheerful!!

If your child doesn't learn to use the potty after a couple of weeks, he/she is not ready. Stop and try again a few weeks later.

Please speak to the supervisor for additional information on potty training.

Medical

Nut Free Centre

GTLC is a nut free centre. Due to allergies, we do not allow parents to bring birthday celebration cakes/cupcakes or food for their child's classroom. In the rare case that a child's allergy cannot be accommodated, the parent will provide the child's meals and snacks from home for the child's safety.

1. A meeting will take place with Supervisor, parents, child's teachers and chef to give the staff direction and clarification regarding the allergy and food that will be brought to the centre to accommodate the allergy.

2. Parent will bring home cooked food in a container labelled with the child's first and last name and labelled with what the food is. Container will be placed in a special bin inside the fridge that is also labelled with the child's first and last name. If there are any leftovers they will be sent home with the child at the end of each day. Parents will bring fresh food each morning.

3. If a parent chooses to bring packaged food for their child, it must be in the original container and have a valid expiration date and ingredients listed.

Illness, Diarrhea, Vomiting and Fever

We do not have the facilities to keep sick children with a communicable disease at our centre. Your child **will not** be accepted into the centre if they have a fever, or any signs of illness. If a child becomes ill while at the centre or has diarrhea, vomiting or fever, they **must be** picked up **immediately.** All ill children will be isolated from their group until the parent/guardian picks up the child**.**
Children must be away for a minimum of **24 hours if unwell**. Children must be away for a minimum of **48 hours with gastro-intestinal symptoms** (2 symptoms or 2 times of one symptom -nausea, vomiting, fever, and/or diarrhea). Children must be symptom free for 24 hours before they return to the centre. If your child is not well enough to participate in our program, they should remain at home until they are able to fully participate. **We will contact parents/guardians when a child has a fever of 100.4 or higher and they must be picked up immediately.**

Reminder: We do not administer Tylenol/Advil to children over the age of 18 months unless your child has a special medical condition and we are provided with a doctor's note.

Administering of Medicine

The staff will administer only **prescription medicine** in the original bottle, with the original label from the pharmacy. All UNUSED and completed medication bottles are returned to parents. A Medication Form **must** be filled out and signed by the parent/guardian. The medicine is administered to the child by a staff member who signs a form. If you wish cough syrup, or any non-prescription medicine to be given to your child, we need a written note signed by your doctor. A separate Medication Form must be filled out for each prescribed medication.

- All infant parents (age 0-18 months) are required to provide fever reducing medication for their child such as Tylenol or Tempra. **This is mandatory** and your child cannot start until the Form is both signed and stamped by a doctor. It must be returned to the supervisor in order for your child to begin attending the centre. The Infant Fever Reducing Medication Form will be in your registration package.

Immunization

It is the policy of GTLC that each child be immunized. GTLC will require proof of your child's immunization record in their file.

Exemptions to the immunization must fall under:
1. Statement of Conscience or Religious Belief (must be completed by a commissioner for taking affidavits and notarized)
2. Statement of Medical Exemption (must be completed by a Doctor or Nurse Practitioner)

These objections must be completed by GTLC and families, their doctors and commissioners.
Please discuss with the supervisor if you have an immunization exemption concern. GTLC will provide you with Ministry of Education approved forms for your completion. All forms must be complete before your child is enrolled.

Anaphylactic Policy

If your child is Anaphylactic, you will receive a package prior to admittance and all rules and regulations and forms must be adhered to and completed before admittance of your child.

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.

Purpose of the Policy and Procedure:

GTLC is committed to taking a protective position regarding the prevention of anaphylaxis. The purpose of the policy is to provide a process for dealing with anaphylaxis in the centre.

Strategy to Reduce Risk of Exposure:

 Children with extreme allergies that the centre cannot accommodate will be asked to bring their own food from home
 Foods with "May Contain Nuts" warnings will not be served
 All labels will be read by staff member prior to serving
 Staff purchasing foods on behalf of the centre must read food ingredient labels every time they purchase a product
 List of allergies will be revised as necessary.
 All children and staff will wash hands before and after handling food
 Children/staff/volunteers will be instructed to not share food
 All surfaces will be cleaned with a cleaning solution (water and germ destroyer approved by Public Health) prior to and after preparing and serving foods
 All cleaning supplies, medicines and any other products that may be of danger and/or commonly produce allergic reactions will be stored out of reach of children
 Extra special supervision of anaphylactic children during eating (i.e. sitting opposite/next to staff)
 Playground areas will be checked and monitored for insects such as wasps. Custodian will be notified immediately and children will be forbidden to play in this area
 Consent by the child's physician is required for any child carrying their own Epi-Pen
Parents are required to train all staff in the centre on administering their child's Epi-pen
 Communication Plan for the Dissemination of Information is in place
 Individual Plan and Emergency Procedures is in place
 Emergency Protocol is in place
 Training of Staff for Administering Medication is in place

Contagious Diseases

We will post a note on the Parent Information Board if a contagious disease occurs at the centre. Parents will be informed of the disease, the incubation period, symptoms to watch for and the usual treatments. The Medical Officer of Health is notified immediately of any reportable communicable disease.
Children with contagious diseases, such as impetigo, ringworm, etc. are not allowed in the centre. Children with any redness and discharge from the eyes will be sent home with advice to see a physician and will be required to bring a Doctor's note upon returning. If the discharge is found to be infectious (pink eye etc.), the child must remain at home for at least 24hrs after the first application of medication has been administered. Children with lice will be isolated until a parent can be contacted. Children will then be sent home; parents will be advised of treatment and asked to use the special shampoo and comb to rid the hair of nits.

Children will not be re-admitted until they have been treated, and must provide a Doctor's note.

Disposable Gloves

At GTLC, disposable gloves are available in all children's washrooms and classrooms. For health and safety of both children and staff, all staff members are required to use disposable gloves when changing a child.

Health and Safety

Nutrition, Health & Allergies - General Information

Good nutrition is essential for healthy growth and development; therefore, it is an important and intrinsic part of our program. Hot lunches and snacks will be provided in accordance with the Child Care & Early Years Act and the Canada Food Guide.
Our Registered Dietician along with our certified chefs helps set menus that surpass the requirement of the Canada Food Guide and make every effort to provide the children with food that is not only nutritious but also a pleasure to see, smell, touch, and taste!
Allergies and special dietary restrictions (not dislikes) will be accommodated and posted in the kitchen, office and classrooms. Children are strongly encouraged to try all foods but are never forced to eat. Extra servings will be available. Food is never used as a bribe or a punishment.
Staff will eat lunch with the children. This promotes a friendly social, home-like environment.
Weekly menus will be posted on the Parent Information Board near the kitchen.
All information regarding allergies and food restrictions are posted in all classrooms, office and kitchen. Notify the centre immediately if your child develops an allergy. At this time, you must complete the necessary paperwork and bring a Doctor's note. This is extremely important for your child's safety.

We are a nut free environment. Please do not bring any food products to the centre, as it may contain nuts. This is for everyone's safety.

If a child is found with any outside food, it will be taken away, and left with the Supervisor.

For each child's safety, please **DO NOT** bring food into the centre. In the rare case that a child's allergy cannot be accommodated, the parent will provide the child's meals and snacks from home for the child's safety.

Precautions our staff will take:

- Frequent washing of hands using soap and warm water
- Covering of cuts and sores on hands
- Cleaning of any open wound with soap and warm water

 Use of inclusive bandages for open wounds
 Cleaning change table, equipment according to Toronto Public Health procedures.
 Cleaning anything contaminated with blood or other body fluids, using disinfectant according to Toronto Public Health procedures

Kitchen Policy

It is the policy of GTLC that parents or staff **are not permitted** in the kitchen as special food preparation requires attentive detail and cleanliness.

Belongings from Home

Toys from home will not be permitted in the centre.
Toys that arrive with the child will be kept in the office and may be claimed at pick-up time.

No Smoking Policy

It is the policy of GTLC that there will be No Smoking or holding lighted tobacco permitted on Growing Tykes Learning Centre premises (indoors or outdoors).

General Sanitation Policy

Every child at GTLC deserves an environment that excels in the area of cleanliness. It is our policy that all toys, furniture/fixtures, doors, walls, washrooms, classrooms, and hallways exceed the criteria for maintenance.
A maintenance/sanitation log is kept in all rooms to track the minimum requirements of cleaning required by GTLC.

Lead Flushing Policy

It is the policy of GTLC in accordance with the Safe Drinking Water Act, 2002, (o.reg.173/03) that Lead Flushing will be done by the Supervisor at the opening of every week.

Fire Drill Policy

It is GTLC policy that a practice fire drill must be done on a monthly basis. All fire drills are recorded and documented as per Fire Safety Code.

Emergency Management Policy

In the event of an extreme emergency and the centre must be evacuated, the children will be taken to the centre's evacuation location listed below:

 910 Markham Road
Centennial Arena
1967 Ellesmere Road
Scarborough, ON
M1H 2W5
416-396-4057

 4105 Lawrence Ave East
Griffin Mack Funeral Home
4150 Lawrence Ave.E
Scarborbough, ON
M1E 2S2
416-281-6800

 5150 Dundas St West
Islington United Church
25 Burnhamthorpe Rd
Etobicoke, ON
M9A 1G9
416-239-1131

 Tredway Woodsworth P.S. 112 Sedgemount Dr
Growing Tykes Learning Centre
910 Markham Rd
Scarborough, ON
M1H 2Y2
416-438-4088

 1307 Bayview Avenue
St.Cuthbert's Church
1399 Bayview Avenue
Toronto, ON
M4G 3A6
416-485-0329

Growing Tykes Learning Centre has Emergency Management Policies & Procedures that outline practices that would occur in the case of any emergency

situation (i.e. power failure, fire, flood, bomb threat, lockdown, hold & secure, natural disasters, etc.). If an emergency situation occurs, the voicemail will be updated as soon as possible to update parents. Signs will be posted on the entrance & exit doors to the centre to inform parents/guardians of the steps being taken. When it is safe to do so, the staff & supervisors will call parents to inform them of the emergency situation.

Prohibited Practices

The following are prohibited disciplinary measures by any staff, student or volunteer at Growing Tykes Learning Centre:

a) Corporal punishment of the child

b) Physical restraint of the child, such as confining the child to a highchair, 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;

Physical restraint is only used in situations where a child is in imminent danger of compromising the safety of themselves, other children or staff in the program. We will notify parents/ guardian immediately if restraint measures are taken. An incident report will be completed; parents/guardian will be required to sign-off on the report.

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 polices and procedures;

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;

e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;

f) Inflicting any bodily harm on children including making children eat or drink against their will

g) Sexual abuse, sexual misconduct and prescribed sexual acts (as defined under the Early Childhood Educators Act, 2007)

*“**sexual abuse**” of a child by a staff member, student or volunteer means,
(a) sexual intercourse or other forms of physical sexual relations between the member and the child,
(b) touching, of a sexual nature, of the child by the member, or
(c) behaviour or remarks of a sexual nature by the member towards the child;

“sexual misconduct**” means inappropriate behaviour or remarks of a sexual nature by the staff member, student or volunteer that is not sexual abuse of a child, where,
(a) one or more children are exposed to the behaviour or remarks, or the member knows or ought to know that one or more children are likely to be exposed to the behaviour or remarks, and
(b) a reasonable person would expect the behaviour or remarks to have the effect of,
(i) causing distress to a child exposed to the behaviour or remarks,
(ii) being detrimental to the physical or mental well-being of a child, or
(iii) creating a negative environment for a child exposed to the behaviour or remarks.

*** “**prescribed sexual act**” means an act of a sexual nature that is prohibited under the *Criminal Code* (Canada)

Child Abuse Policy

All staff and students are well informed of the child abuse regulations. Any inappropriate behaviour towards a child will be reported immediately to CAS. GTLC's protocol will be followed by staff and supervisors in the event of a suspected or alleged abuse.
Children at GTLC have a right to expect an environment which is safe and free from any abuse or neglect. All staff members are aware of procedures used by GTLC to monitor or report any form of abuse or neglect towards a child.
It is a legal obligation to report any signs of child abuse to the Children’s Aid Society.

Serious Occurrence Policy

A serious occurrence is defined under the Child Care & Early Years Act as:

a) The **death of a child** who receives child care at a licensed home premises or child care centre, whether it occurred on or off of the premises;

b) **Abuse, neglect or an allegation of abuse or neglect** of a child while receiving child care at a home premises or child care centre;

c) **A life-threatening injury to or a life-threatening illness** of a child who receives child care at a home premises or child care centre;

Injuries - including but not limited to:
• Injuries to the head, back or neck resulting in unconsciousness or physical paralysis
• Severe eye injury (impalement)
• Injuries to the chest resulting in difficulty breathing (this can be a symptom of a collapsed lung, which is very serious), heart attack or vomiting blood
• Anaphylactic reactions
• Near drowning
• Substantial blood loss
• Drug overdose
• First time seizure, multiple seizures or long-lasting seizures
• Life-threatening suspected fracture with bone deformity and/or bone exposure

Illness - including but not limited to:
• E. Coli
• Flesh Eating Disease

d) An incident where a child who is receiving child care at a home premise or child care centre goes **missing or is temporarily unsupervised** or,

e) An **unplanned disruption of the normal operations** of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a home child care premises or child care centre.

GTLC is responsible for delivering services that promote the health and safety of the children enrolled in the centre. In the event of a Serious Occurrence, the following procedures must be followed: Serious Occurrence's must be reported to Ministry of Education within 24 hours. A ***"Serious Occurrence Notification Form"*** will be posted at the centre in a visible area for 10 business days.

Inclusion Policy

GTLC will make every effort to reflect the multi-cultural aspects of the community. GTLC is an employment equity employer and will endeavour to hire staff that is reflective of the culturally diverse aspects of the community.
GTLC will endeavour to develop programs that are sensitive to culturally and racially diverse groups.
GTLC will not tolerate discriminatory or racist behaviour. These behaviours include expressions of discrimination or bias in any form, because of race, heritage, ethnic origin, religion, sex, sexual orientation, age, disability or physical attributes. Staff members, parents, or children who violate the policy may be disciplined, up to and including dismissal and/or withdrawal from the program.

GTLC's policy is that all children have a similar capacity (with assistance if required) and a similar opportunity (with assistance if required), to make use of child care of similar quality regardless of any barriers posed by socio-geographic, ethno cultural, linguistic, gender, socio-economic factor or physical, intellectual, cognitive, emotional or other challenges.

Activities

Daily Routine

Each day will contain:
 A minimum of 2 hours of outdoor activities as per the Child Care & Early Years Act
 Allotted time for developing gross motor and fine motor skills through various activities
 Two very nutritious snacks prepared on the premises
 A hot lunch every day prepared by the on-site cook

Snack and Lunch

Morning Snack is served between 8:00am and 9:00am. Lunch is served between 11am and 11:30am. If your child has not arrived on time for snack or lunch, please assure your child has eaten before coming to the centre.

Nap/Quiet Relaxed Time

All children at the centre will be expected to take a nap or have a quiet time lying down after lunch. This is necessary for your child to regain their energies during a busy day. Provision for quiet activities is made for those children who do not wish to rest.

Celebrations

GTLC loves to celebrate! We attempt to underline the cultural diversity of our centre. Parents are encouraged to help us develop celebrations of festivals representative of their culture. Each class will celebrate birthdays in their own way. Please check with teachers in your child's group to see how you can contribute to your child's celebrations.

Off Premises Activities

We do not take the children off premises for field trips or outings other than neighbourhood walks for Infants, B&A and School Age Children**.** Infants may participate in occasional neighbourhood walks in daycare strollers. In addition, B&A and Schoolage children who are escorted to and from their local schools during the school year also participate in neighborhood walks. Permission forms must be signed by the parent/guardian of each child participating in a neighbourhood walk.

- Each staff will always carry a cell phone for emergency use
- A First Aid kit must accompany the staff
- Emergency numbers must accompany the children

Outdoor Activity

The Child Care & Early Years Act states that all children must have a minimum of two hours per day of outdoor play, weather permitting. If a child is well enough to be at the centre, they are well enough to participate in outdoor play. **The only exception to this policy is if your child suffers from asthma and being**

outdoors on cold windy/hot and humid days would cause an attack. This request must be accompanied by a doctor's note.
Please make sure your child has suitable clothing for the weather outside. It is always better to be prepared for the coldest weather. Please send your child in layered clothing, especially in the spring or fall.

Inclement Weather

It is the policy of GTLC that each Supervisor will keep themselves informed on all or any inclement weather conditions that may prohibit children from outdoor play. This information will be used to determine whether children will be or not be involved in outdoor activity for the day. The staff will follow the procedure for "Inclement Weather", in order to determine if it is safe for outdoor play.

In the case of Severe Winter Storm Conditions, Growing Tykes will follow the lead of TDSB/TCDSB. We advise all parents to watch the news reports on TV and if the Toronto School Boards Close schools and all before and after school programs, Growing Tykes will also close.
If TDSB/TCDSB are CLOSED, Growing Tykes will be CLOSED.
However, if the buses are cancelled but schools remain open, Growing Tykes will also be open. Please note: during times of inclement weather the staff may not be able to accept your child/children due to staff ratios. You may be asked to wait with your child until additional staff arrives.
Inclement weather includes:
- Sun safety
- Smog alert
- Excessive Cold -15°C or lower with wind chill
- Excessive Heat +35°C or higher with humidex
- Excessive wind
- Storm (rain, snow, hail, thunder, lightning)

GTLC has the right to determine whether a child should be held back from attending neighbourhood schools, due to inclement weather.
Information is collected from www.airqualityontario.com
In the event of a power failure and you are unable to communicate with the centre, please call one of our other centre's at:
416-438-4088 910 Markham Rd
416-207-9259 5150 Dundas St West
416-438-5989 4105 Lawrence Ave East

Before & After and School Age Walks and Buses
Parents/Guardians will be notified and are responsible for transporting their children for both pick-up and drop-off in the event of inclement weather. It is the policy of GTLC that if a child is bused to school, and the bus does not come OR your child misses the bus, the parents/guardians are responsible for transporting their child to or from school.

Summer Routines

- Sun-glasses are not allowed in the playground for safety reasons.
- Please make sure water play clothes and a towel are in your child's cubby during summer months.
- Running shoes must be worn in the playground. **Open toe shoes are not permitted**.

Sunscreen Policy

It is the policy of GTLC that (parent provided) sunscreen is applied to each child prior to outdoor activity. A parent consent form must be signed by parent at registration, and left in the child's file. **During the spring and summer, each child must bring and wear a sun hat and sunscreen (SPF 15 is minimum, SPF 25 or greater is recommended).** We ask parents to put sunscreen on all exposed areas during their morning routines, and we will apply it before the children go out in the afternoon.

Playground Policy

GTLC provides a safe and nurturing environment for healthy development of children. Healthy development requires children to interact and play in a safe outdoor environment. Supervisor and staff will follow GTLC Playground Policies and Procedures in order to ensure that safety in the playground is maintained at all times.

GROWING TYKES LEARNING CENTRE
PARENT/GUARDIAN AGREEMENT

I, _____ have read, received and agree to abide by the policies written in this Family Handbook. I understand that contravention of these policies will allow Growing Tykes to give up my child's physical space. I will be given two weeks notice in writing upon termination.
I understand and clearly accept the policies of the organization.

Administration
Admission Policy and Procedure
Wait List Policy and Procedure
Registration

Orientation Requirements
Fee Schedule
Late Fees/Service Charges
Parent Communication and Participation
Parent Issues & Concerns Policy
Code of Behaviour
Withdrawal Policy
Placement Student and Volunteers
Cubbies

Scheduling
Transportation
Child Drop Off & Pick Up Policy
Child Pick Up Policy
Safe Arrival & Dismissal Policy
Non Pick up Emergency Policy
Vacation Policy
Voice Mail Message Policy

Personal Information
Privacy
Change in Phone Numbers and/or Address
Guardianship/Custody Rights

Age Groups/Transitioning
Infant Policy/Safe Sleep
Movement to Next Age Group
School Age Children
Toilet Training

Medical
Nut Free Centre
Illness, Diarrhea, Vomiting and Fever
Administering of Medicine
Immunization
Anaphylactic Policy
Contagious Disease
Disposable Gloves

Health and Safety
Nutrition, Health & Allergies
Kitchen Policy
Belongings from Home
No Smoking Policy
General Sanitation Policy
Lead Flushing Policy
Fire Drill Policy
Emergency Management Policy
Prohibited Practices
Child Abuse Philosophy
Serious Occurrence Policy
Inclusion Policy

Activities
Daily Routine
Snack and Lunch
Nap Time
Celebrations
Off Premises Activities - Neighbourhood Walks
Outdoor Activity
Inclement Weather/B&A School-Age Walks
Summer Routines
Sunscreen Policy
Playground Policy

I understand all the policies outlined in the Family Handbook and agree to abide by them.

_____ _____
Date Parent/Guardian

_____ _____
Date Supervisor

Updated: July 2026

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