



Boulton Avenue Child Care

131 Broadview Avenue

Toronto, Ontario M4M 2E9

Welcome to Boulton Avenue Child Care Centre

Thank you for choosing to place your child in the care of Boulton Avenue Child Care Centre.

This handbook is designed to provide you with the information you may require while your child is in our care. However, we strongly recommend regular communication with your child's teachers and the Centre Director.

Who We Are

In operation since the early 1980's, Boulton Avenue Child Care Centre gets its name from its original location on Boulton Avenue. Since 2003, we have operated the Centre in the Royal Canadian Curling Club Building, on Broadview Avenue.

Boulton Avenue Child Care Centre is licensed by the Ministry of Education under the Child Care and Early Years Act and holds a service contract with Toronto Children's Services to provide families with subsidized childcare. Boulton Avenue Child Care centre is enrolled in the Canada-Wide Early Learning and Child Care (**CWELCC**) System to provide more affordable childcare across the province of Ontario. Both the Ministry and Toronto Children's Services have standards that must be met regarding our facility, staff, nutrition, health, sanitation, fire procedures and record keeping.

The Centre is governed by a Board of Directors that is made up of parents and community representatives who are interested in being actively involved in childcare. These members are elected at the Annual General Meeting. Accountable to the Board of Directors, the Director is responsible for the day-to-day operations of the Centre. We encourage parents to be active and join the Board of Directors and attend monthly meetings.

The goals of the Centre are simple: to operate a safe, nurturing and welcoming place where children have every opportunity to learn and grow. As a not-

for-profit organization, we strive to provide affordable daycare to families in the Riverdale community.

Hours of Operation

Our standard hours of operation are 7:30 a.m. to 6:00 p.m. Monday to Friday. There are some exceptions so be sure to check the holiday closure list.

Fees

Here at Boulton our base fees have been frozen to be in accordance with the CWELCC system. We charge a daily fee multiplied by the number of chargeable days in a month.

Daily rate

Infants	\$38.27
Toddlers	\$30.71
Preschool	\$24.10

These fees are subject to change, depending on the funding provided by the government.

Our Non-base fees consist of services that are optional outside of the standard fees. These services can vary in cost and all parents will be notified subject to change. Examples Late fee, NSF fines, Field Trips, Optional transportation, Diapers, Sunscreen, etc

Our Commitment to Families and Children

Boulton Avenue Child Care Centre believes in the development of healthy, confident children. We are committed to treating children with respect and dignity and helping them grow and develop to their full potential in a safe and nurturing learning environment.

In keeping with our commitment to diversity and social inclusion, we believe that all children and

families should have an inclusive and respectful experience in our programs.

- Our programs are designed to assist children to develop in spirit, mind and body. Every child is unique and adds value to our program.
- Parents and families are involved, consulted and informed partners with our staff and volunteers (where appropriate).
- Our staff and volunteers strive to ensure the environment and programs are adapted to meet the needs of all children.

Our staff seeks out community partners to enhance our ability to support children with special needs through training and consultation.

For more information, please see the Centre's Director.



Staff

All Boulton staff must adhere to a number of policies and procedures, as well as Ministry, health and fire regulations. Annual reviews of these policies and procedures ensure our staff are knowledgeable and prepared to handle any situation. All Boulton Child Care staff holds current certification in standard First

Aid and CPR. All Staff at Boulton have or will receive a criminal reference check prior to employment.

Boulton Child Care staff attend professional development training throughout the year to enhance and further develop their skills and understanding of early and middle childhood and our curriculum.

Volunteers and Students

Boulton's programs are enhanced by the involvement of volunteers and placement students. Volunteers and students in our child care programs must adhere to a number of policies and procedures as well as Ministry, fire and health regulations. Volunteers and students are not responsible for children and are never left alone with them. Volunteers are always under the supervision of a paid Boulton Staff member.

The Role of the Family

Parents/guardians are encouraged to participate at the Centre whenever possible. Parents enhance the program by volunteering on field trips, sharing expertise and experiences, as well as volunteering within the classroom.

Family Partnership

Boulton has a responsibility to provide parents and guardians with information about their child's program and progress through daily communication. Boulton is committed to children and their families, providing environments that are welcoming, safe, secure and developmentally appropriate. Parents and guardians share these goals, creating a common ground for partnerships between families and Boulton.

Communication and relationships are built and developed through the following ways:

- Procedures manuals
- face-to-face communication
- written communication
- family socials and events
- family partnership bulletin boards

Program and Curriculum

Our programs are built around social interaction, cognitive learning, emotional regulation, and physical activity.

There are 5 programs:

Infant (Birth to 18 months) - 10 children capacity

The Infant program includes a variety of activities and experiences planned with the individual child's needs, strengths and interests in mind. Your child will learn, grow and develop through activities that foster his/her social, emotional, physical and cognitive development. Examples of activities include finger painting, playing with texture boards, and taking walks. Each infant has their own schedule for eating, sleeping and playing.

Toddler (18 months to 2.5 years) - 15 children capacity

Activities and experiences are planned to cater to individual children's needs, strengths and interests. Children will learn, grow and develop through activities that foster his/her social, emotional, physical and cognitive development. Each day has a special focus, such as dancing, baking, kicking a ball or counting. Our program is a reflection of our diverse community. Parents are encouraged to be active participants in their child's daycare experience!

The toddler room participates in outdoor recreation activities in our secure roof top play yard daily in both the morning and afternoon, weather permitting.

Preschool (2.5 to 4.7 years) - 2 groups 16 children capacity each room

The Preschool program is designed to encourage your child to laugh, learn, and explore. Children in the program work to develop: self-help skills; basic numbers, colours and alphabet; potty training; fine and gross motor skills; and manners (with a strong focus on sharing with friends). Daily activities for your child include story time, singing, outdoor activities and play. Boulton Avenue's Preschool is a warm and exciting place for your child to grow.

The Preschool room participates in outdoor recreation activities in our secure roof top play yard

daily in both the morning and afternoon, weather permitting.

As of March 2020 when Covid hit, our school age program was dissolved. As a result, we saw the need to open an additional preschool room. This preschool room currently is licensed for 15 children.

Our license has been amended to allow Boulton the option of alternate grouping, meaning if the need arises then we can return to having a school age program which caters to children 6-10 years of age.



PROGRAM INFORMATION

Hours

Boulton's hours of operations are from 7:30 a.m. to 6:00 p.m. To minimize the disruption to the other children in the class, we ask parents to try to drop their children off before 9:30 a.m. and pickup after 4:00 p.m. We understand that this is not always possible and ask you to inform Boulton staff if this is going to be the case.

Late Pickup

If you are late picking up your child (after 6:00p.m.) **you will be charged \$1.00 per minute.** Payment must be made within 24 hours to the staff on duty at the time of pickup. Late fee payments not received will result in a letter issued by the Board of Directors and your child may be asked to leave the Centre.

If you are 10 minutes late and have not contacted Boulton then we will try calling you. If staff are not able to reach you then, your emergency contacts will be called. If you are more than an hour late and there has been no contact with Boulton from you or from your emergency contacts, then we must call the Children's Aid Society.

Alternate Pick-up Person

Staff cannot allow a child to leave Boulton with a person other than the persons listed on the emergency cards. Please phone the Centre if someone other than the persons listed will be picking up your child. Note that the staff will ask for photo ID. This alternate pick-up person must be 16 years or older.

Custody and Visitation

We ask parents to disclose any custody or visitation arrangements and we require written documentation of these arrangements. We will adhere strictly to the instructions provided. **It is your responsibility to disclose to Boulton any custody arrangements, as well as any changes in custody arrangements.**

Absence

Please notify the staff of your intention to take holidays, including all the dates that your child will be away.

There will be no discount or refund for missed days, statutory holidays, sick days, vacations or snow closures as operating costs are based on number of children enrolled.

If your child is ill, please contact the Centre. Speaking either with your child's teacher or the Centre Director, please tell us a bit about the illness,

particularly if it is contagious, so that we know what precautions we need to take with the other children.

Please note: Toronto Children's Services allows for 35 days absence per year for subsidized children. If additional time is taken, you will have to pay the full cost of care.

Holidays

The Centre is closed for the following holidays each year:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- August Civic Holiday
- Labour Day
- Thanksgiving
- December 24th (early closure)
- Christmas Day
- Boxing Day

Emergency/Evacuation Plan

In case of an emergency that would require an evacuation, children will be evacuated through the nearest fire exit. If the main door is blocked, exit using the east end of the building via the preschool room and down through the Curling Club. The attendance forms and list of phone numbers for parents and emergency contacts will be taken along to ensure that all children are accounted for and all families notified. Children will be assembled at First Nation Child Care FDK program centre located at 935 Dundas Street East, Phone number 416-659-0801. All other parties will be notified accordingly, Ministry of Education, Board Members, Serious Occurrence, Police and Fire.

Boulton does monthly fire drills. The fire alarm systems are checked yearly by an independent operator.

Parking

Two complimentary 15 minute parking spots are available for child pick-up and drop-off on Broadview Avenue directly outside of Boulton Avenue Child Care. Additional complimentary 15 minute spots are available at the Green P at 111 Broadview Avenue. Please see the Director in the main office for a *Green P* parking pass.

Parking is NOT permitted in the driveway; those spots are strictly reserved for the Curling Club



Nutrition

Our Centre offers hot lunches catered by Healthy Kids Catering. To ensure your child receives a well-balanced meal, our menus follow Canada's Food Guide. The caterers and staff are mindful of allergies and dietary restrictions specific to your child's needs, and are incorporated into the menu. Nutritious snacks and fresh fruits are available to children. Weekly menus are posted for your information.

Infants are fed according to their individual needs. If your infant is on expressed breast milk or formula, you will need to provide the prepared bottles.

Boulton Avenue Child Care Centre does not supply lunches to Full Day Learning Kindergarten and Schoolage children; however snacks are provided before and after school.

We are sensitive to the needs of children with allergies and food restrictions and therefore strongly recommend that families do not bring in outside food

for distribution. Please speak to the Director for clarification or exemptions.

Outdoor Play

Outdoor play is a daily part of our program. We strive to make outdoor play a safe, adventurous, and fun experience for all children for two hours a day. Boulton Avenue Child Care centre has a rooftop playground and upon receiving a tour you will receive a orientation of safety evacuation from our rooftop playground. In keeping children safe and healthy while playing outside, and in accordance with Health Canada, Boulton requires you to supply sun screen with an SPF of 15 or more, as well as a sun hat. Staff will apply the sun screen to exposed skin 15-30 minutes prior to going outside.

We feel that it is important to take the children out into the community to explore all it has to offer. At various times throughout the year, community trips may involve going to community parks, the fire hall, the police station, and the library. When your child is enrolled, we ask you to sign a local trip consent form. Thereafter, we ask you to sign individual permission forms for any trips that are planned.



Extreme Weather

Children will not go outside during extreme weather alerts, including smog and windchill advisories. There is a Centre-specific alternate plan to the children's outdoor routine.

Clothing

At least one complete change of clothing is recommended for all children. Please be sure your child's name is labelled on all items. *If children are in diapers please make sure that you have enough at all times.* Your child's teacher will notify you when diaper supply is low.

Rest Time

Rest time is offered in infant, toddler and preschool programs. In order for your child to have the energy he or she needs to learn and grow, we provide a two-hour period each day for resting or sleeping. Children are welcome to bring in a stuffed toy, blanket and pillow to make this time more comfortable.

Illness and Medical Conditions

We care about the health of every child. When your child shows signs of sickness at home* we ask you to keep him/her home from the Centre that day. This is an important step in preventing the spread of infectious diseases to other children and staff. It will aid in your child's comfort and speedy recovery.

* [a temperature of 38 degrees Celsius (100 degrees Fahrenheit), contagious skin or eye infection, diarrhea 3 times, vomiting, undiagnosed rash, head lice or any communicable disease]

When your child develops symptoms of illness or develops a temperature of 38 degrees Celsius (100 degrees Fahrenheit), while at the Child Care Centre, your child's teacher will contact you to request the pick-up of your child. We will do our best to keep your child comfortable until your arrival.

Your child must be symptom-free for a period of 24 hours prior to returning to the Centre. It is advisable to seek medical consultation to ensure your child is fit for group care.

Medication

Medication in prescription form, in the original container, will be administered during your child's day by the ECE in the class. Over-the-counter medication will only be administered when accompanied by a written letter from your child's doctor stating times, amount, duration and the reason for administering.

In both cases, you will be required to complete a Boulton Medication Consent Form.

Anaphylaxis Procedure

The law requires that all staff and volunteers be trained in the implementation of an anaphylaxis emergency plan that is individual to each allergic child. Prior to the child's first day in the Centre, parents are responsible for providing detailed training to all Centre staff on how to administer an EPI pen for their child in times of emergency. It is the parents'/guardians' responsibility to inform Centre staff of a child's allergy as well as full medical history at the time of registration. In addition, parents must provide updates when changes in health occur.

Accidents

We will do our best to keep your child safe and unharmed, but we know that sometimes children have accidents. If your child gets injured at the Centre, the staff will administer immediate First Aid. If the child needs medical attention, we will make every effort to contact you or the emergency contact person(s) on file. If the child requires emergency medical care, then we will take your child to the hospital unless otherwise directed by parents/guardians. We ask parents to sign an authorization for emergency treatment when you first enrol your child so we will already have all the information and waivers needed. In the event that your child receives an injury while attending the Centre, the staff will prepare an accident form for your signature. All parents will be given a copy of their child's accident report. If your child has an accident or injury at home, please inform staff when the child comes into care the following day.

Serious Occurrence

The Ontario Government has mandated that all licensed child care centre post information about serious occurrence that happen within the centre. A serious can be classified as any of the following; a death of a child, serious injury, alleged abuse, missing participant, disaster, complaint of

operational standards and complaint made by child. A Serious Occurrence Notification Form must be posted at the centre in a visible area for 10 days. The posting will give parents information about the incident and outline follow-up actions taken and the outcomes while respecting the privacy of the individuals involved. Following a submission of the Serious Occurrence Initial Form to the Ministry, within 24 hours of becoming aware of an incident. The Director will complete the Notification Form to communicate information to the parents, but exceptions are made in cases of allegations of abuse or complaints, which will be posted at the completion of follow up /investigation

As of December 2013 the Ministry of Education Child Care Quality Assurance and Licensing and City of Toronto Children's Services has updated their procedures for reporting Serious Occurrences. The protocol outlines the updated process for reporting and monitoring with the launch of the Child care Licensing System. (CCLS) (See full policies and procedures on Serious Occurrences posted in your child's room).

Immunization Policy

Children who attend the Centre must have their immunization record completed upon registration, and updated as further immunizations are received. In cases where parents choose not to have their child immunized, a medical exemption form must be completed by a qualified medical practitioner, which clearly states the medical reasons why your child cannot be immunized. Otherwise, a letter provided in writing objecting to the immunization on the grounds that it conflicts with a parent/guardian's conscience or religious beliefs.

If an outbreak of a communicable disease occurs, any child who is not adequately immunized will not be able to attend the Centre unless the child receives the required vaccine or until the end of the outbreak.



Behaviour

When dealing with issues the staff uses calm, clear messages for the children. We encourage the child if able to use their words. We use redirection as our choice for discipline, where as we give choices for the children to follow. We encourage the parents to communicate any concerns with the staff.

To ensure a child's safety and well-being, and to foster positive social and emotional development, it is necessary to impose limits or set standards of acceptable behaviour. Centre staff are guided by Boulton Avenue Child Care Center's Behaviour Management Guidelines, which they are required to review and sign each year. Copies of the Behaviour Management Guidelines are posted in all classrooms

Boulton Avenue Child Care centre will not permit any of the following prohibited practices.

1. Corporal punishment of the child.
2. Deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect.
3. Depriving the child of basic needs including food, shelter, clothing or bedding.
4. Locking the exits of the child care centre premises for the purpose of confining the child
5. Using a locked room or lockable room or structure to confine the child if he or she has been separated from other children.

Code of Behaviour

To ensure a healthy harmonious working environment where children and adults demonstrate respect for each other:

- We will use acceptable language at all times, this means no name-calling, put downs, swearing, rumours or teasing;
- We do everything we can to make everyone at Boulton feel welcome, happy and safe, regardless of race, religion, gender, sexual orientation, age or disability;
- We will not allow wrestling;
- We show proper care of childcare property, the environment and the property of others.

Abuse

Boulton Avenue Child Care Centre has a legal obligation to report any suspicions of child abuse to Children's Aid Society.

Registration Information

Fees

There is a one-time non-refundable registration fee of \$25.00 per family. The fee covers the waitlist application and the registration process.

Childcare fees are due on the first day of the month and payable by cheque. It is preferred to remit post dated cheques for the fiscal year.

Fees not paid by the 20th of the month are subject to a \$25.00 late payment charge. If payment is not received by the end of the month, your child care space may be terminated at the discretion of the Board of Directors.

The Centre will charge a returned cheque fee of \$25.00 for any NSF cheques.

Boulton review fees annually. Parents will receive at least one month's written notice of any fee adjustment.

Withdrawing your child from care

Should you choose to withdraw your child from the program, you will be required to give two week's

written notice of withdrawal to the Centre Director. Payments will be adjusted upon receipt of the withdrawal letter. Should a child be withdrawn without notice, your account will be charged for the two-week notice period.

Withdrawal of Service

Boulton is an inclusive organization that strives to meet the needs of children and families. In situations where the program is having trouble meeting a child's needs, it may be deemed, in the interest of the child and/or Boulton, to terminate care.

In each situation where it may be necessary to withdraw services, Boulton makes these considerations:

- Reasonable care has been given in assessing the child's needs, including the program's ability to support those needs.
- Special needs resources and other outside agency supports are unavailable or have been exhausted.

Two week's written notice of withdrawal will be given and documentation of meetings and discussions with special needs support staff (if applicable) will be shared with parents. In extreme circumstances, termination of care may be immediate.

The following additional situations may be considered cause for terminating care:

- Non-payment of program fees
- Chronic late pick-up
- Situations that require specialized services that Boulton is unable to provide
- Parents or children who exhibit abusive behaviour towards staff, volunteers, other children and/or families
- Children who are unable to manage in group care settings
- Refusal by parent/guardian to meet with Boulton and/or consent to the use of support services for children

Tax Receipts

We will provide you with an official Child Care Income Tax Receipt on or before February 28 of each year for the prior year's fees.

Thank you for joining us at Boulton Child Care Centre.



Please sign that you have received the Parent Handbook and understands the policies and procedures at Boulton Avenue Child Care Centre.

Parent Signature _____

Director's signature _____

Date _____.