



TODDLER AND PRESCHOOL PROGRAMS PARENT HANDBOOK

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TODDLER AND PRESCHOOL PROGRAMS

PARENT HANDBOOK

WELCOME

Welcome to Hawthorn School Day Care!

This handbook includes information regarding the Toddler and Preschool programs. It is very important that you read this handbook and keep it handy as long as your child is enrolled in the program. It will answer many of the questions you have about the daycare.

HOURS OF OPERATION

The daycare is open Monday to Friday from 7:30am to 6:00pm.

Hawthorn School Day Care will be closed for two weeks during Christmas Break, one week in March Break, one week in August, Mid-Term Fall Break in November (1 day), Winter Break in February (1 day) and all Statutory Days.

At the time of enrollment, you will receive a calendar that indicates the daycare closure dates.

PROGRAM STATEMENT

Hawthorn School Day Care provides a nurturing, loving and caring environment where children are able to grow in all areas of development, social, emotional, cognitive, language and physical. The main goal of our programs is to ensure that each child who is enrolled in our centre is recognized as a unique individual who is able to be competent, capable, curious and rich in potential. This objective follows the guidelines of The Minister's policy statement *How Does Learning Happen? Ontario's Pedagogy for the Early Years* (HDLH) which is the document that provides support on programming and pedagogy in licensed child care programs.

Hawthorn School Day Care promotes the health, safety, nutrition and well-being of each child. Some of our policies such as Health Policy and Playground Policy set procedures to be followed daily, weekly and/or monthly to provide a healthy and safe environment to the children as well as the staff. In addition, the catering company that provides the snacks and lunches develop the menus to meet the dietary and nutritional needs of the children following the Canada's Food Guide and the recommendations of a Registered Dietitian.

One of our main goals as a centre is to build positive and responsive interactions among the children, parents, and staff. The Early Childhood Educators (ECE) and Early Childhood Assistants (ECA) through different strategies promote good relationships with the children. Some examples of these actions are listening to them, making eye contact, using calm and nice voices when talking to the children, and identifying and responding to the children's needs or signs of distress. Furthermore, the staff members are always available to talk to the parents about their child's development, and look for opportunities to do so.

Children are also encouraged to interact and communicate in a positive way as well as being able to develop the ability to self-regulate. The staff members help the children, based on their developmental stage, recognize their emotions, deal with stress and stay calm. When children develop self-calming skills for example, they will be able to engage and actively participate in more learning activities and experiences and improve their social skills.

Our setting has been designed to encourage children's curiosity and exploration. The areas in which each room has been divided such as dramatic area, fine motor and manipulative area, blocks and construction area, and language area provide a variety of choices and opportunities which enriches the learning process helping each child to enhance, practice and master her skills in all areas of development. Rotation of toys, science experiments, and sensory experiences also offer possibilities where children can learn through their senses and explore the world they live in.

The competent and responsive Early Childhood Educators plan for and create positive learning environments and experiences in which each child's learning and development is supported. Program plans are designed based on the children's interests and needs which ensure that each child is encouraged to achieve their maximum potential.

Our daily program plans include indoor and outdoor play, quiet and active play, self-oriented and structured activities as well as individual and group experiences. During the day, the children spend two hours outside daily, one in the morning and one in the afternoon. The rest time is approximately two hours long after lunch and children are encouraged to sleep, however, if a child does not want to do so, a quiet activity is offered.

Besides the responsibilities, the staff members have with the children in the classroom, working with parents and creating positive relationships with them is also important. Parents are the primary educators of their children and Hawthorn School Day Care was founded precisely to serve parents in this role; therefore, it makes perfect sense that parents hold the first place at Hawthorn. Furthermore, since the staff members collaborate with parents in this fundamental educational responsibility, they hold the second place. Working together, the primary focus of their efforts remains the well-being and education of the children.

Parents are encouraged to participate and be involved in the activities that the daycare and school organize throughout the year. Being part of the daycare daily life keeps lines of communication open between parents and daycare and helps to maintain positive relations between them.

Hawthorn School Day Care believes that involving local community partners in our programs support children, their families and staff. It allows us to have an interdisciplinary and holistic perspective that reinforces our mission to serve and help our children to grow in all areas of development.

In order to support the children and their families, in case of need, the staff members will offer some other resources or community partners outside of the daycare such as speech and language therapists, occupational therapists, family doctors, and counselors.

At Hawthorn School Day Care, our staff is supported in their professional development and learning. Knowledgeable and responsive Early Childhood Educators and Early Childhood Assistants who are able to integrate what they have learned to their daily experiences with the children, other staff and families create a constructive learning environment which supports positive relationships, promotes the well-being of the children and enhances the quality of the program.

Through our Program Statement Implementation Policy, we assure that staff, volunteers and students implement, in daily experiences working with the children and their families, the approaches communicated in the program statement. The Supervisor will monitor that this is happening at different moments through the year.

Staff, students and volunteers have to review the Program Statement prior to interacting with the children and whenever it has been modified.

SERVICES OFFERED AND PROGRAM DEVELOPMENT

Hawthorn School Day Care offers full-time and part-time programs for toddlers, children aged 18 months to 30 months and for preschoolers, children aged 31 months to 5 years old.

<u>Child Care Program</u>	<u>Age</u>	<u>Staff ratio</u>
Toddler Room	18 months to 30 months	1 Staff to 5 children
Preschool Room	31 months to 5 years old	1 Staff to 8 children

Daily activities include indoor and outdoor play, quiet and active play, child-initiated and teacher supported activities as well as individual and group experiences. The learning

opportunities are designed in order to enhance and master different skills in all areas of development.

During the day the children spend two hours outside daily. The rest time is approximately two hours long after lunch. Children are encouraged to sleep, however, if a child does not want to do so, a quiet activity is offered.

ADMISSIONS AND WITHDRAWAL POLICY

Admissions policy

Every child applying to Hawthorn School Day Care has to contact the Admissions Department and go through the application process. As part of the admission process, an application form and fee has to be submitted to the Admissions Department. The child visits the class, followed by a parent interview with the Admissions Committee..

Children cannot commence classes in September until postdated cheques or Pre-authorized debit forms have been provided. No student may be considered for re-enrollment unless all previous charges have been settled in full and the required capital loan payments have been made. Please note that suspension of student privileges is automatic as of December 1 of the year if any tuition fees or capital loan payments are still outstanding, unless a formal arrangement, satisfactory to the Board of Directors, has been made. **No tuition reduction or/and make up days will be made for a student's absence due to illness, vacation or Statutory Holidays.**

Withdrawal Policy

In case of voluntary withdrawal at any time, Hawthorn School requires **2 months written notice** of termination from the parent/guardian for the student to be withdrawn from the daycare. In the case of severe illness or family relocation resulting in voluntary withdrawal, a written appeal may be made to the Board of Directors.

Hawthorn School Day Care strives to meet the needs of all children, however, the supervisor and the School Head reserve the right to withdraw services in circumstances where it is determined that it is in the best interest of the program, its staff and the children. Hawthorn School Day Care reserves the right to withdraw a child by giving two weeks written notice.

Without limiting the generality of the above, services may be withdrawn for the following reasons:

1. If a child displays a pattern of behavior that our staff are not trained to address. If that behavior appears to pose a hazard to the children or staff of our Day Care and we are unable to obtain outside agencies' assistance (this includes if parents are unwilling to assist).

2. a. If a parent is consistently abusive to child care staff, or children, or other parents in the Day Care, or exhibits behavior that degrades others (i.e. disciplining or passing judgment on a child).
- b. Willful destruction of School/Program property;
- c. The consistent use of profane or improper language;
- d. Conduct which is injurious to the moral tone of the School/Program or the physical or mental well-being of others in the School/Program.
- e. If a parent continuously arrives late to drop off (after 10:00a.m.) or pick up (after 6:00p.m.) her child.
- f. If a parent becomes more than \$200.00 behind in child care fees with no explanation or fails to meet the terms of a payment schedule developed by the Admissions Department.

We are prepared to facilitate the following steps to assist in finding a reasonable solution to identified problems.

1. On-going verbal communication with parents and staff.
2. Documentation on the behavior and concern of the child.
3. Parent/ Staff/ Supervisor meeting to discuss the situation/behavior.
4. Permission from parents to pursue outside assistance.
5. Consultation with Head of School.

FEES

The fees for the school year are as follows:

FULL PAYMENT BY JUNE 2	BASIC TUITION	ACTIVITY FEE	LUNCH	TOTAL	APPLICABLE RATE IF ON MONTHLY BASIS (lunch and snacks included)
5 full days	11,350	150	1,300	12,800	1,310
4 full days	9,450	150	1,040	10,640	1,085
3 full days	7,250	150	780	8,180	835

AFTER JUNE 2					
5 full days	11,550	150	1,300	13,000	1,330
4 full days	9,615	150	1,040	10,805	1,100
3 full days	7,380	150	780	8,310	850

Note: Installment payment extending before December 2018 shall be subject to Premium of \$300 on Basic Tuition

Extended care	4:00pm - 6:00pm	\$250/ month (\$185 in December 2018) \$7.50/half hour
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Summer Day Care (July and August 2018) includes lunch and snacks		
July	7:30am -4:00pm	\$1,350/month
	7:30am - 6:00pm	\$1,600/month
August (school is closed for one week)	7:30am -4:00pm	\$1,020/month
	7:30am - 6:00pm	\$1,210/month

The activity fee covers the cost of field trips and enhancement of the athletic and academic programs for the school year.

For payment options, please contact Admissions.

GENERAL ABSENCE

Parents must call the office before 9:00 a.m. the morning of any day a child will be absent. In the case of some lengthy absences due to illness, a note from the doctor may be required before the child may return to the program.

- Direct phone contact or voice mail: 416-444-3054
- E-mail: administration@hawthornschool.com
- Fax: 416-449-2891

ABSENCE DUE TO PLANNED VACATIONS

If a child will be away from the daycare for a planned absence, **written notice** from the parents must be provided at least **two weeks** in advance of the absence.

SCHOOL CLOSURE

The school may declare School Closure due to inclement weather or other circumstance. If management deems it necessary to close the school, a notice will be

made to the parents between 6:00 to 6:30 a.m. on the day of school closure through the following modes of communication:

- E-mail to parents
- Hawthorn website: www.hawthornschool.com
- Social Media: Facebook and Twitter
- Radio News stations: 680 News www.680news.com and NewsTalk 1010 www.newstalk1010.com
- School telephone message: By dialing 416-444-3054, the recording will prompt you to press 250 for School Closure information

ACTIVITIES OFF THE PREMISES

The daycare plans activities off the premises that support the in class curriculum. Some examples of activities are visiting parks, and walks in the neighborhood.

Notice of the activities with all relevant trip information including destination, date, time, and reason for trip will be sent home to the parents prior to the event. This notice will also include a permission slip to be filled out, signed, and returned to the teacher prior to the date of the trip.

PHOTOGRAPH, VIDEO AND QUOTATION RELEASE FORM

In the beginning of the year all families have been given this release form to complete through the Hawthorn Parent Portal. Please ensure that it has been submitted to notify the school of your authorization.

NUTRITION

The children will receive by a foodservice company a daily catered hot lunch and two healthy snacks which are based on the Canada's Food Guide, and follow the recommendations of a Registered Dietitian.

If your child is not permitted to have any types of foods due to allergies or special dietary restrictions, the catering company will offer a different menu to your child.

Drinking water is available at all times.

CLOTHING AND SUPPLIES

The following are items that you are asked to bring on your child's first day at our centre:

Toddler Room

- Diapers, wipes and creams
- Two sets of extra indoor clothing in case of accidents
- 1 blanket
- 3 bibs
- Indoor shoes
- A sleep toy (if desired)
- Appropriate outdoor clothing depending on the weather

Preschool Room

- 1 box of baby wipes
- Two sets of extra indoor clothing in case of accidents
- 1 blanket
- A sleep toy (if desired)
- Indoor shoes
- Appropriate outdoor clothing depending on the weather

Parents are asked to label their child's belongings. The daycare is not responsible for the loss or damage of any personal items brought to the daycare.

In case that daycare clothing is loaned, parents are asked to launder and return clothes promptly.

PROHIBITED PRACTICES

As legislated by the **Child Care and Early Years Act, 2014**, no licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- a. corporal punishment of the child;
- b. physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c. locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is

required as part of the licensee's emergency management policies and procedures;

- 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; or
- f. inflicting any bodily harm on children including making children eat or drink against their will.

No employee or volunteer of the daycare, or student who is on an educational placement with the centre shall engage in any of the prohibited practices set out above with respect to a child receiving child care.

In addition, Hawthorn School Day Care does not use food as a means to control and/or reward behaviour.

ANAPHYLACTIC POLICY

This policy is designed to ensure that children at risk of anaphylactic reactions are identified and that plans are prepared and ready to minimize the exposure of the anaphylactic causative agents and ensure all staff, students and volunteers are trained to respond to in an emergency situation.

Strategies for reducing the risk of anaphylactic causative agents

- a) Children and staff must wash their hands before and after eating
- b) Staff must wash their hands before and after serving food.
- c) Children will be encouraged not to share food, utensils or containers.
- d) Table surfaces where children will be eating meals and snacks will be properly disinfected before and after use.

Communication plan

- a) A copy of the Anaphylactic Policy will be included in the Parent Handbook which is given to all families upon registration.
- b) All parents must identify their child's allergies on the registration form.
- c) If there is a written diagnosis and an auto injector has been prescribed for the child from a physician, an individual anaphylaxis emergency plan, Individualized Plan, will be developed.
- d) Allergy lists and individualized emergency plans will be posted in conspicuous places in the daycare.
- e) A copy of each Individualized Plan will be attached to the child's emergency information binder.

- f) All staff, students and volunteers will be made aware of the Individualized Plan of the child and the location of auto injectors.

Development and communication of individualized plans

Parents with anaphylactic children must complete an Individualized Plan for Emergency Procedure* for their child.

The Individualized Plan must be provided to Hawthorn School Day Care before the child is enrolled at the centre providing an allergy safe environment.

The individualized plan shall,

- a. be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation; and
- b. include a description of the procedures to be followed in the event of an allergic reaction or other medical emergency.

The Individualized Plan will contain the following information:

- a. the child's photo and allergy information
- b. signs and symptoms
- c. a brief action plan including detailed, step-by-step procedures to be followed in the event of an anaphylactic reaction.
- d. emergency contact information
- e. contain the signature of the child's physician and parent/guardian

In addition to the Individualized Plan, parents/caregivers with anaphylactic children must provide a prescription of an auto-injector for their child that remains at the child care centre at all times. This injector will be taken on every outing with the children.

Auto injectors must be provided to Hawthorn School Day Care staff in a clearly labeled zip- lock bag with the child's name on the outside and the date of the medication's expiration.

The individualized plan for a child with anaphylaxis and the emergency procedures will be reviewed by all staff before they begin their employment and where there are substantive changes.

EXCLUSION POLICY

Hawthorn School Day Care provides a clean and healthy environment. However, we realize that children become ill from time to time. If this is your child's first group care experience, it is possible that she may experience more frequent illnesses at the beginning before her immune system becomes more active. We observe all children as

they enter the program to quickly assess their general health. We ask you not bring a sick child to the center as they will probably be sent home as soon as you arrive at the daycare.

A child with any of the following symptoms will be immediately isolated and parents will be contacted to pick up the child as soon as possible.

- Temperature of 100.4 degrees F- (38.0 degrees C)
- Diarrhea (more than two abnormally loose stool within a 24 hour period)
- Vomiting
- Severe coughing (causing the child to become red in the face or to make a whooping sound)
- An earache
- Any discharge from eyes or ears
- Unexplained rash or skin eruption

If the child cannot participate in all aspects of the program including outdoor activities, parents will be notified to pick up the child. Anytime a child is isolated, she will be kept within sight and hearing of a staff member.

Children will be readmitted to the centre after at least 24 hours of being free of the symptoms. A doctor's note will be required if the child has shown signs of a contagious disease such as chicken pox, measles, etc. in order to return to the centre.

MEDICATION ADMINISTRATION POLICY

If a child needs to take any prescription medication during the day, the parents or caregivers must fill out a form that authorizes staff to dispense the medication. The medication can be administered to a child only from the original container or package which is labelled with:

- the child's name
- the name of the drug or medication
- the dosage of the drug or medication
- the date of purchase
- instructions for storage and administration

Medication must be administered in accordance with procedures established by a physician or a registered nurse. Staff members are not permitted to give over-the-counter medication to children.

Medication brought by parents for their child must be kept in a locked container in the room and inaccessible to children at all times.

If refrigeration is required, medication must be kept in a locked box in a refrigerator which is located at the daycare kitchen.

One person must be in charge of all medications. Medications are dealt by that person or her designate who has to fill in the date given, time given, amount given, staff name and signature, and observations/ comments in the Drug Administration Record.

SLEEP SUPERVISION POLICY

The purpose of the Sleep Supervision Policy is to provide a safe sleep environment for the children who regularly sleep at the centre.

Hawthorn School Day Care, according to the Child Care and Early Years Act, 2014 shall ensure that,

1. a staff member will periodically perform a direct visual check of each sleeping child by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviours
2. sleeping **TODDLER** children will be visually checked daily, every 30 minutes from a distance of 3 feet up from their cots by the staff member who will be in the room during sleep time. The information will be recorded on the Sleep Supervision Policy Chart. (Attached)
3. sleeping **PRESCHOOL** children will be visually checked daily, every hour from a distance of 3 feet up from their cots by the staff member who will be in the room during sleep time. The information will be recorded on the Sleep Supervision Policy Chart.
4. a cot will be assigned to each child
5. children's heads will not be covered with blankets
6. the temperature in the room will be maintained at a level of at least 20 degrees Celsius.
7. there is sufficient light in the sleeping area to conduct direct visual checks
8. parents will be consulted respecting their child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request
9. any significant changes in a child's sleeping patterns or behaviors during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep.

This policy will be reviewed by all staff, students and volunteers before they begin their employment and where there are substantive changes.

SUPERVISION POLICY FOR STUDENTS AND VOLUNTEERS

Hawthorn School Day Care is very involved in the development of students from different educational institutions. During the year, the school approves the placement of students in the programs. Depending on each institution the time of placement could be from one month to six months.

As the students are involved in the centre learning and supporting the program, as well as involved in the children's life, it is important to emphasize that the names of the children and their personal information cannot appear anywhere on the students' files or academic documents. In addition, it is strongly recommended that the staff supervises the students at all times and ensure that the students cannot be alone with the children under any circumstance.

Volunteers may be in the school helping in different programs, or may accompany a group on field trips. For the children's safety, the staff supervises the volunteers at all times, in all areas of the daily program.

Supervisors should ensure:

- At no time will students or volunteers be alone with the children.
- Volunteers and students are not counted in the staffing ratios in the centre.
- Students and volunteers will meet with the Supervisor or Human Resources Manager to be informed of the program statement, and the daycare's policies and procedures
- The Supervisor will assign a staff teacher who will be responsible to oversee the volunteer or student
- All volunteers and students will receive feedback from the designated staff during the time helping in the centre.
- Students and volunteers will provide a Criminal Reference Check, not longer than six months. Students doing placements in the daycare through an educational institution will be required to supply a copy of the Criminal Reference Check completed by the educational institution.
- This policy will be reviewed with staff, volunteers and students before they begin providing any care at the centre and where there are substantive changes.

WAITING LIST POLICY

Hawthorn School Day Care offers 15 spaces in the Toddler Program and 16 spaces in the Preschool Program.

Once all the spots in the Toddler or Preschool programs are taken, a waiting list will be open.

We strongly encourage anyone who thinks their child may be in the future need a space in our daycare to put their child's name on the waiting list.

To be added to the waiting list, parents should submit an application form which can be obtained by the Admissions Department at the school or downloaded from Hawthorn School website.

Spaces are offered on a first-come, first-serve basis; however, priority of admission will be given in the following order:

1. Children of staff members
2. Siblings of current students requiring full time
3. Full time children
4. Part-time children

When a space becomes available, the Admissions Department will contact you by phone and e-mail. You have to respond and confirm your acceptance of the space within FIVE- BUSINESS DAY. If you do not answer during this period of time, the space will be given to the next family on the list, and you will need to apply again.

If you accept the space offered, the Admissions Department will ask you to bring and fill in the required documents and forms and pay the correspondent fees to complete the admissions process.

If the parents may find out the position of their child's name in the waiting list, they can directly contact the Admissions Department which will provide the information. The centre will ensure that the confidentiality of the other children and families in the list is kept.

If the family, for any reason, declines the spot then the daycare will offer it to the next family on the list.

Hawthorn School Day Care reserves the right to make any changes, without consulting parents, to the waiting list policy in the best interests of the centre.

This policy will be reviewed by all staff, students and volunteers before they begin their employment and where there are substantive changes.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the licensee and staff to use when parents/guardians bring forward issues/concerns.

General

All issues and concerns raised by parents/guardians are taken seriously by Hawthorn School Day Care 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 and 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 3 to 5 days 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

Hawthorn School Day Care 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/htdocs/English/childremsaid/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and Day Care in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: Indoor/outdoor program activities, daily schedule, sleep arrangements, toilet training, , feeding arrangements, etc.</p>	<p>Raise the issue or concern to the the classroom staff directly or the supervisor.</p>	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - Arrange for a meeting with the parent/guardian within 3 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g: hours of operation, staffing, menus, etc.</p>	<p>Raise the issue or concern to the supervisor</p>	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, admission process, part time, full time registration, waiting lists, etc.</p>	<p>Raise the issue or concern to Admissions</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 to 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and Day Care in responding to issue/concern:
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	<p>Raise the issue or concern to the individual directly and to the supervisor.</p> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
Student- / Volunteer-Related	<p>Raise the issue or concern to the staff responsible for supervising the volunteer or student, and to the supervisor.</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

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 School Head.

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, College of Early Childhood Educators, Ontario) where appropriate.

Contacts:

Day Care Supervisor: 416 4443054 or hawthorndaycare@gmail.com

School Head: 416 4443054 or schoolhead@hawthornschool.com

Admissions: 416 4443054 or admissions@hawthornschool.com

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Toronto Public Health: 416-338-7600 or publichealth@toronto.ca

College of Early Childhood Educators: 416 9618558 or General complaints and discipline inquiries discipline@college-ece.ca

Children's Aid Society: 416 9244646

Extreme Cold Weather Policy

This policy provides staff with a guideline to ensure safe, healthy and meaningful outdoor playtime for children during the winter season.

Children will not be taken outdoors in the winter if the temperature is -14 C with the wind-chill.

The supervisor or in her absence, a daycare staff member will check the current and expected weather conditions at least twice daily (A.M and P.M). If the weather conditions are extremely cold and outdoor play is not permitted, alternative gross motor activities will be provided in the gymnasium. In the event that the gymnasium space is unavailable, gross motor activities will be provided in the program classrooms. Hawthorn daycare staff address winter weather conditions by modeling appropriate dress for the cold weather and ensuring that the children have appropriate outdoor attire to keep warm.

EMERGENCY AND CRISIS MANAGEMENT POLICY

Hawthorn School for Girls has Emergency and Crisis Management policies and procedures in order to provide clear direction for staff and faculty to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Parents will be notified by the Head of School or designated staff by email or phone according to the circumstances.

If you would like to have a copy of this policy, you can contact the Administration Manager.