

Bessborough Child Care Centre

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211 Bessborough Dr. Toronto, Ontario, M4G 3K2

Phone number: (416) 467-0389, Email address: bessboroughccc@gmail.com

# **Bessborough Child Care Centre**

## **2025/2026 Family Handbook**

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## INTRODUCTION

The Bessborough Child Care Centre (BCCC) is a non-profit organization established in 1992, with the primary objective of providing quality childcare services to the students of Bessborough Drive Elementary & Middle School.

Currently operating within the Bessborough Drive Elementary & Middle School, BCCC shares its space with the school, utilizing two kindergarten rooms and five school-age rooms. The Centre is licensed to accommodate up to 143 children, ranging in age from 3.8 years (children entering Junior Kindergarten) to 12 years. BCCC offers before- and after-school care for both kindergarten and school-aged children.

At BCCC, we are committed to delivering warm, consistent care in a safe and secure environment. Our programs are designed to foster a relaxed, enjoyable, and nurturing atmosphere, ensuring that children feel valued and supported. Equally important, BCCC strives to create an environment where children can have fun while developing. Our programs are thoughtfully planned to encourage and support each child's intellectual, emotional, social, and physical growth. To maintain an inclusive environment, we make necessary adaptations to programs and activities to accommodate the unique needs of each individual child.

The links below will guide you through government legislation and provide you with additional child care information;

### **Child Care and Early Years Act:**

[Provide child care and early years programs | ontario.ca](#)

### **Toronto Children Services:**

[Child Care Services – City of Toronto](#)

### **Canada-Wide Early Learning & Child Care**

[Canada-Wide Early Learning & Child Care – Information for Families – City of Toronto](#)

### **Canada's Food Guide**

[Canada's food guide resources - Canada.ca](#)

### **Communicable disease chart from Public Health**

[Communicable Disease Information for Schools & Child Care Centres – City of Toronto](#)

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## **Program Statement**

Bessborough Child Care Centre believes in a program that is rich in exploration, creativity and independence. Our program focuses on active learning through exploration, play and inquiry in an engaging environment that fosters responsibility, well-being and self-expression. At BCCC, we feel that children are competent, capable of complex thinking, curious and rich in potential. Every child at BCCC should feel a sense of belonging and given every opportunity to succeed. BCCC believes that an optimum child care centre must support positive relations between children, families, educators and must be responsive to the special requirements of the community.

*Pedagogy is “the understanding of how learning takes place and the philosophy and practice that support that understanding of learning”.*

BCCC’s program statement and philosophy on learning, programming and pedagogy is based on the Ministry of Education’s *How Does Learning Happen (HDLH)*. HDLH is a professional learning resource guide that provides educators the understanding and knowledge from research, theory and practice. It is based on four foundations (belonging, engagement, expression and well-being) to ensure optimal learning and healthy development within the early years. The foundations form the goals for children and expectations for our program.

BCCC’s program statement will be reviewed annually with employees, supply educators and volunteers prior to interacting with children and/or whenever the program statement has been amended.

## **Our Centre**

Our centre is located within Bessborough Drive Elementary & Middle School and is licensed for 143 children from the ages of 3.8 to 12 years old. We have two shared JK/SK rooms and five shared school age rooms. Each room we share is unique as not one shares the same attributes. We also have access to two playgrounds; the JK/SK yard and the south yard.

Our rooms and set up times are much different than other centres. All our space is shared with the Toronto District School Board (TDSB) and BCCC educators create an enjoyable, efficient and organized environment every day for our curious, energetic and active children. Our educators wheel portable shelving units in and out of our rooms every day to create this environment as we do not have any permanent shelves/areas that are for our centre use only. Our educators work hard to make this happen every day and sometimes within a very little time frame.

**BCCC’s Program Statement is continued on page. 21**

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## THE BOARD OF DIRECTORS

The BCCC Board of Directors is made up of volunteer family and community members. The Board of Directors makes policy decisions regarding financial operations of the centre. The Board of Directors also acts as a resource in decisions governing the day-to-day operations of the centre which are made by the Supervisor.

The Board of Director meetings are held approximately once every month. All family members are members of BCCC and are therefore eligible to run for the Board of Directors. The Board of Directors and its officers are currently elected each year at the Annual General Meeting held in February. The Officers of the Board of Directors are listed below:

- PRESIDENT David W
- VICE PRESIDENT Carmen C
- TREASURER Gloria S
- SECRETARY Allison L
- MEMBERS AT LARGE Navreet L Virginia S, Nykola N, Mark H

## STAFF

All Registered Early Childhood Educators (RECE) are graduates of an Early Childhood Education program at a recognized institution (or approved equivalent) and are registered with the College of Early Childhood Educators. All educators are certified in CPR/First Aid Training and have a vulnerable criminal reference check completed.

The current Supervisor of BCCC is Jodi Kageyama. She is responsible to the Board of Directors for the direction and management of BCCC.

### **Management**

Jodi K - Supervisor

Mandy W – Assistant Supervisor

### **Program Educators**

Aki M, RECE

Ariella C, RECE

Jamila J, RECE

Kimberley B, RECE

Maggie Q, RECE

Mandy W, RECE

Mary J, RECE

Reema S, RECE

Samiha S, RECE

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## HOURS OF OPERATION

### September – June: Operating Hours

<u>Instructional Days – Operating Hours</u>	<u>Non-Instructional Days – Operating Hours</u>
7:30 am – 8:50 am & 3:25 pm – 6:00 pm	8:30 am – 5:00 pm*
	*Subject to change

**The first day of school is September 2<sup>nd</sup>, 2025.** Your child(ren)'s first day of child care will coincide with the first day of school should there be a staggered start date/time.

BCCC operates a full day program on all Professional Activity Days, a part of the Winter Holiday Break and March Break (with revised hours as needed).

### **Closures: All Holidays Including**

Labour Day, Thanksgiving Day, Christmas Day, Boxing Day, New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day

### **BCCC is not open in July and August.**

### **BCCC is closed one week during the Winter Holiday Break.**

As BCCC operates on the Toronto District School Board (TDSB) caretaking schedule over the winter break, these dates are subject to change based on their policies and availability of caretaking. The closure for the winter break is the week of December 22<sup>nd</sup>, 2025 – December 26<sup>th</sup>, 2025. Should this change, a notice will be emailed in October.

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## PROGRAMS / FEE STRUCTURE

Bessborough Child Care Centre offers a before and after school program for our JK/SK and school aged (SA) children who are registered and attending Bessborough Drive Elementary & Middle School.

### **Fees:**

BCCC will require a deposit equal to one month's fee upon acceptance of the space. The deposit will be applied to the final month of care. This is a non-refundable, non-transferable deposit if the spot is not required or if the last month of care is not needed.

BCCC has subsidized child care spaces in our JK/SK and school aged programs through the City of Toronto. Please connect with the supervisor should you require a subsidized space and/or if you require information. City of Toronto Information: [Child Care Services – City of Toronto](#)

### **Fee Structure: Monthly payments**

Program	Rate
1 kindergarten child (CWELCC rate)	\$337.84**
1 school age child (grade 1- 6)	\$551.00
1 kindergarten and 1 school age	\$888.84
2 school aged children	\$1046.90*
2 school aged children and 1 kindergarten child	\$1384.74*

\*There is a 10% reduction in fees for families that have more than one **SCHOOL AGED** child(ren) enrolled at BCCC who are paying the full monthly rate. This discount applies for each additional school aged child after the first (i.e., 2<sup>nd</sup>, 3<sup>rd</sup>, etc.).

\*\* CWELCC rate is subject to change and dependent on the direction from the province

## CANADA-WIDE EARLY LEARNING & CHILD CARE (CWELCC)

As of March 28<sup>th</sup>, 2022, the province announced they signed onto the Canada-Wide Early Learning and Child Care (CWELCC) agreement. The implementation of the CWELCC agreement is a five-year plan that aims to lower child care fees for eligible families and provide accessible and high-quality child care in Ontario. Specifically, this will benefit those families with children under the age of six and/or BCCC children in our JK/SK program.

BCCC has been approved by Toronto Children's Services to partake in the CWELCC agreement. BCCC has agreed to sign on to the CWELCC agreement for the 2025 year and will re-evaluate as new information becomes available or as new information becomes available. As noted in the fee section, children in the JK/SK program will receive the CWELCC rate. Fees will remain the

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same but are subject to change and dependent on the direction from the province. More information will be provided to families should there be a change in fees and/or an update from the province.

For more information, please visit: [Canada-Wide Early Learning & Child Care – Information for Families – City of Toronto](#)

## REGISTRATION / ADMISSION PROCESS

### **Admission:**

Please note that any child moving from the JK/SK program to the school age program is not guaranteed a spot. This will depend on the number of spaces available as a result of older children leaving BCCC.

### **Registration:**

Spaces for Bessborough Child Care Centre will be allocated in the following order of priority to children who are registered at Bessborough Drive Elementary & Middle School:

- 1) All children currently enrolled in Bessborough Child Care Centre
- 2) Siblings of children currently enrolled at Bessborough Child Care Centre
- 3) Waiting list – applications of children **within** school district (school age & JK/SK)
- 4) Waiting list – applications of children **outside** of the school district (school age & JK/SK)\*

Applicants will be processed according to steps 1 – 4 as spots become available. \*Out of district waiting list applicants will only be offered a space if it's available and they have already registered their child(ren) with the school.

Please note that families may only use the child care program for which the child is registered. This will allow us to maintain proper staff ratios and to ensure the safety and well-being of all children.

Once the space is offered, families must confirm admission and provide the following:

- Submit a **completed registration package**
- Submit the required payment – deposit

Our space is shared space with the TDSB and may be needed and reclaimed for school purposes. This is determined on a yearly basis by the TDSB planning department. Consequently, it is very important to realize that admission to the child care is for 10 months and does not guarantee admission for your child in the next year school year.



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## **Waiting List:**

Availability will depend on how many spots are available within each group. To join BCCC's waiting lists, prospective families should contact the Supervisor by email or phone to complete an application form. Alternatively, they may complete the form available on BCCC's website and submit it via email to the Supervisor. There is no fee associated with this process.

## **Deposit:**

Upon acceptance of a space at BCCC, a deposit equal to one month's fee must be paid. The deposit payment will be applied to the final month of care. This is a non-refundable and non-transferable deposit if the spot is not required.

## **Monthly Fees:**

BCCC fees are set up to cover the costs of operation. Fees are set annually but may be subject to change upon approval of the Board of Directors. If the Board decides that a fee change is necessary during the school year, families will be given one month's prior written notice and the change will be noted in the Family Handbook.

BCCC families will enter a pre-authorized withdrawal payment plan or provide BCCC with postdated cheques, dated the first of each month from September 1<sup>st</sup> – May 1<sup>st</sup>. If providing cheques, please submit them along with the registration package during registration time.

Refunds cannot be provided for absent or sick days. In the case of extended illness and where the family cannot maintain payment of fees, the Supervisor will discuss the matter of reserving space on an individual basis with the Board of Directors. Families are required to maintain payment of full fees during illness. If the child must withdraw from BCCC, he/she will be given priority on the waiting list. In cases of extended leave or leave for other reasons, families are required to maintain payment of full fees or forfeit the child's space in BCCC.

**\*Tax receipts for child care fees are provided in person on an annual basis by February 28<sup>th</sup>.**

In the event of a monthly payment received NSF, there will be a \$30.00 administrative fee. Families will be required to replace the amount, including the administrative fee, within two days. Subsequent NSF cheques must be replaced within five days by cash, money order or certified cheque only, in addition to the administrative \$30.00 fee. If the problem persists, the Supervisor will inform the Board of Directors. Please connect with the Supervisor if you are experiencing difficulties with fee payment(s) at any point in time.

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## **Withdrawal:**

Families are expected to give the Supervisor ***1 months written notice before the first of the month.*** This will ensure that the non-refundable deposit is applied to the final month of attendance.

## PROCEDURES

## **Attendance:**

If your child is sick, late or will not attend BCCC for **any** reason, BCCC must be notified. Please notify us by phone, email or in person. Our email address is [bessboroughccc@gmail.com](mailto:bessboroughccc@gmail.com) and our phone number is **(416) 467-0389** – an answering service is provided for your convenience.

## **Drop off / Pick-up:**

Once your child is in the care of BCCC they may not sign themselves out. They must be signed out by a family member or an individual of your designate. This person must be 12 years of age or older.

In the morning, BCCC educators will turn responsibility over to TDSB teachers by 8:50 am. After school, JK/SK children are picked up by BCCC educators outside at 3:25 pm. School aged children are sent by TDSB staff to their respective child care rooms at 3:25 PM each day. If your school aged child is not accounted for by 3:35 pm, a family member will be notified. Children will be with their peers and educator until they are picked up.

Children are only released to their authorized pick-up person listed in their registration package. BCCC reserves the right to request identification from those picking up the child(ren). BCCC educator will not release any child(ren) to any persons they do not know unless these precautions have been taken.

Please review the Safe Arrival & Dismissal Policy on page 13.

## **Late Pick-up:**

Children must be picked up by BCCC's closing time. Certain exceptions may be made due to inclement weather or disaster. Families who arrive late are required to pay a late fee. The fee is \$1.00 per minute unless other arrangements have been previously made. A monthly tally of late fees will be emailed to families where they are expected to provide BCCC with cash or a cheque by the end of that follow week.

In the event a family member does not arrive to pick up their child(ren) 30 minutes after closure, and BCCC is unable to contact any of the people authorized (as listed in the centre's records) to pick up their child(ren), BCCC educators will call the Police and the Children's Aid Society.

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## **Illness and Accidents:**

Sick children cannot be admitted to the child care centre. If your child(ren) becomes ill while in BCCC's care, a family member will be notified and are required to pick their child(ren) up from the centre as soon as possible. If your child becomes ill while in school, it is expected that you pick your child up from school. He/she will not be permitted to attend child care.

## **Communicable Diseases:**

Refer to the Toronto Public Health's "Guidelines for Common Communicable Diseases" to identify whether your child should attend BCCC and if the disease will require reporting.

[Communicable Disease Information for Schools & Child Care Centres – City of Toronto](#)

If your child has a serious accident and requires medical attention, he/she will immediately be taken to the nearest hospital, unless families leave instructions stating an alternative. Families will be notified immediately by BCCC.

In the event of Public Health involvement, please advise the BCCC supervisor.

***Prior to returning to BCCC, a doctors' note is required if your child has been absent:***

- For two or more weeks due to illness
- Due to a contagious disease
- Due to hospitalization

## WEBSITE / COMMUNICATION

Families of BCCC can access important information about our centre on our website. There is a portion of the website that is private in which only BCCC families have access to. Each family member will receive login information (username and password) upon acceptance of registration. This is to ensure the safety and privacy of our centre and children.

Once families have registered with BCCC, website access instructions will be provided. The website is the primary source of communication. Notifications that are published by BCCC on the website are automatically sent via email from the website. Important information like policies, dates, updates, staffing information and resources, etc. can also be found on the website. Additional information can be requested via email or phone from the supervisor. Our website is <https://bessboroughchildcarecentre.com>

Our educator's welcome conversation and communication from families. Families are encouraged to speak with our educators about their child's interactions with others, their engagement with learning experiences and about their time in child care. Should you have other questions that cannot be answered by our educators, please speak with the Supervisor. Feedback is always welcome. Our phone number is (416) 467-0389 and our email address is [bessboroughccc@gmail.com](mailto:bessboroughccc@gmail.com). We make every effort to return emails in a timely manner.

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To increase awareness of specific events taking place at the centre and general information (i.e., program plan, daily schedule, daily menu, etc.), communication boards are available in each room for your convenience. There is one board in every room at our centre:

- The JK/SK communication board is located near the entrance beside the sink
- Room 6 communication board is located to the right of the door upon entrance
- The mini gym bulletin board is located at the bottom of the balcony stairs
- The clay room bulletin board is located beside the sink
- The MSI room bulletin board is located on the wall in the little nook beside the door
- Room 25 bulletin board is located in the far back left of the room

## HEALTH & SAFETY

Bessborough Child Care Centre reserves the right to implement guidelines as deemed necessary to maintain a healthy and safe environment for all our BCCC children and educators. At minimum, BCCC will follow all health and safety guidelines placed upon child care, provincially and municipally.

### Anaphylaxis

Anaphylaxis is a serious allergic reaction that is life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. BCCC's anaphylaxis policies and procedures are intended to help meet the needs and save the lives of children with severe allergies. It is also intended to provide relevant and important information on anaphylaxis to families, educators, students, volunteers and visitors at the child care centre.

BCCC anaphylaxis policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with [Sabrina's Law, 2005](#).

## SNACKS

Nutritious snacks will be provided to all children in our before and after school program. A menu can be found on our communication boards and on our website. Families must notify the centre during registration if their child(ren) has any allergies. BCCC is a peanut and nut free centre. Families should not provide foods that contain ingredients to which children may be allergic to. Families will be informed about ALL anaphylactic allergies and all known allergens at the child care centre through BCCC's website.

On days when the program is running for the full day, all children will be required to bring a nutritious bagged lunch, unless otherwise stated. Please see *Canada's Food Guide* for information on healthy eating. [Canada's food guide resources - Canada.ca](#)

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## FIELD TRIPS

Field trips and community outings may be arranged on non-instructional days, i.e., P.A. Days (etc.). Families will be notified in advance of any trips and informed of any admission fees or additional expenses involved. Families will be asked to sign and submit a consent form – paper copy and/or an online form.

## CLOTHING AND TOYS

Since BCCC's rooms are shared, children should not bring any extra items with them that cannot be stored in their backpacks and taken to class with them. Children should bring a change of clothes and indoor shoes that will remain in their labeled cubbies/shelves and/or in their backpacks. All children should be discouraged from bringing toys/games to BCCC, unless other arrangements have been made (i.e., P.A. Day or theme day).

All indoor and outdoor clothing should be labeled. BCCC cannot be responsible for the loss of or damage to any personal belongings.

## CONTACT INFORMATION

It is imperative that families inform BCCC of any telephone, address, email, emergency contact and/or employment changes as they occur.

## EMERGENCY MANAGEMENT / SAFETY

In the event of an emergency or evacuation of Bessborough Drive Elementary & Middle School, BCCC will implement their Emergency Management policy and procedures. All families will be notified if an emergency occurs by website and/or phone.

Given that BCCC is located within Bessborough Drive Elementary & Middle School, if the TDSB should rule a "snow day" (closure to all TDSB schools), then BCCC will also be closed and families will be notified by website before the start of child care. Should the school be closed due to a state of emergency, BCCC will also be closed.

Educators will make every effort to ensure that the children are engaged in a safe environment. Copies of the emergency procedures are posted in each room we occupy. Fire and lock down drills are conducted. This is to ensure that all our children are aware and prepared during all procedures. The playgrounds are inspected daily. Educators also review many policies on an annual basis. This includes but not limited to child abuse, medication administration, serious occurrence, fire drills, safe drinking water, anaphylaxis, etc. These policies can be found in the Supervisor's office.

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Incident and accident reports will be completed when an incident or accident has occurred with your child. Families are required to sign these reports to ensure all parties are aware of incidents/accidents and actions taken. These reports are kept on file in the office and families will receive a hard copy or a copy via email.

To ensure the safety of children and educators, BCCC has a security system located at the main entrance of the school. This system has a camera and an intercom. To enter, BCCC families will press the button on the intercom that is labeled “Child Care” and one of BCCC’s educators will let you in. Families should not let others in while entering the school.

All educators of BCCC have a “clear” vulnerable sector check (VSC). Each educator will sign a declaration form every year on the anniversary date to which their VSC was obtained. Every 5 years a new VCS will be obtained by each educator of BCCC. The BCCC Board of Directors and family/student volunteers must also have a VCS if volunteering their time with BCCC.

## POLICIES

The policies below provide an overview of the most relevant policies for families and their children. All BCCC policies are available in the Supervisor’s office.

### **Safe Arrival & Dismissal Policy**

Bessborough Child Care Centre (BCCC) strives to ensure the safety and well-being of all children in care. This policy will provide educators, students and volunteers with clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what procedures are followed when a child does not arrive at BCCC as expected. The policy will also identify the procedure to ensure the safe dismissal of children. The policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

#### **Policy**

Where a child does not arrive in care as expected or is not picked up by BCCC’s closing time, educators must follow the safe arrival and dismissal procedures set out below.

BCCC will only dismiss children into the care of;

- their authorized family member;
- an individual on their emergency contact list and/or;
- an individual that the family has provided written authorization that BCCC may release their child to.

Any individual picking up a child from BCCC must be 12 years old or older. BCCC children are not permitted to leave BCCC on their own.

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## **Procedures – For Parents**

### When a child is absent or care instructions have changed

When a child will not be attending morning care (7:30 am) the family MUST:

- Follow Bessborough Drive Elementary & Middle School safe arrival procedure

When a child will not be attending afternoon care (3:25 pm) the family MUST:

- Contact the centre by 3:00 pm by email – [bessboroughccc@gmail.com](mailto:bessboroughccc@gmail.com) and/or by phone – 416 467-0389. A voice message system is available for families' convenience.
- If there are any changes to the child's pick-up information or emergency contact information, it is the family's responsibility to communicate this to the centre supervisor and/or the child's educator
- Where there are legal custody documents, it is the responsibility of the family to provide BCCC with a complete copy of the documents which will be kept on file. The documents will be followed with regards to the daily release of the child.

Non-Instructional Day – P.A. Day, March Break, etc.

- When a child will not be attending for the day and has previously indicated that they would, it is the responsibility of the parent to email – [bessboroughccc@gmail.com](mailto:bessboroughccc@gmail.com) and/or phone – 416 467-0389 by 10:00 am to advise BCCC of their child's absence for that day.

## **Procedures – For BCCC Employees**

### Instructional Day Arrival: 7:30 am – 8:50 am

Children who do not attend BCCC in the morning will be marked absent.

Children who attend BCCC also attend Bessborough Drive Elementary & Middle School as BCCC is located within it. The school staff will follow their safe arrival procedure to ensure the safe arrival of their students/our children.

### Instructional Day Dismissal from BCCC – 8:50 am

Children who attend BCCC also attend Bessborough Drive Elementary & Middle School as BCCC is located within it. At 8:50 am, children are released from the care of BCCC and will then be in the care of TDSB employees.

### Non-Instructional Day – P.A. Day, March Break, etc.

When a child has not arrived by 10:00 am for the day and has previously indicated that they would, it is the responsibility of the educator to inform the supervisor. The supervisor will connect via email with the family of the child to ask their whereabouts.

### Instructional Day Arrival: 3:25 pm

The school dismissal bell rings at 3:25 pm, signaling the end of the day. By 3:35 pm children will be deemed missing should we not know their whereabouts. By this time, the missing child's educator will have:

1. Communicate with the children in their group to gather some information and to identify if the child was absent during school hours, if there is an after-school club, or if the child has a detention

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2. Communicate with other educator to see if their siblings are in our care (where applicable)
3. Check with other educators to confirm there were no other messages that weren't communicated
4. If, at that point the child has not yet arrived, the educator will then notify the supervisor of the missing child
5. The supervisor will connect with the missing child's family to confirm the whereabouts of their child;
  - The supervisor will email and/or;
  - The supervisor will phone – the supervisor will leave a voicemail message if necessary

## Instructional Day Dismissal from BCCC

When releasing a child from BCCC, educators shall only release the child to;

- the child's authorized family member
- an individual on their emergency contact list and/or;
- an individual that the family has provided written authorization that BCCC may release their child to.

Any individual picking up a child from BCCC must be 12 years old or older. BCCC children are not permitted to leave BCCC on their own.

Where the educator does not know the individual picking up the child, the educator will;

1. Collect and review the individual's identification
2. Review the child's emergency contact list to identify if the individual is on the list
3. Confirm with other educators and review the communication book that the individual is picking up the child
4. If, at that point, it's still not confirmed, the child's educator will connect with the supervisor and the supervisor will call the family for confirmation

## Dismissal from BCCC where a child has not been picked up and the centre is closed

At the end of the day where a child has not been picked up, BCCC educator will;

- Inform the supervisor
- Call the authorized family member or authorized individual to advise 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 educator shall contact the authorized family member first and then proceed to contact the authorized individual responsible for pick up if unable to reach the authorized family member.
  - If the educators are still unable to reach any of the above persons, the educator will call all persons on the child's emergency contact list. Emergency contact lists are located in the group attendance binders.
- Where BCCC is unable reach anyone 20 minutes after closing, educators will proceed with contacting the local Children's Aid Society (CAS).



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- When calling CAS, educators will document the worker's name and time of call.
- Educators will follow the CAS's direction with respect to next steps and document these as an incident by using an incident report form. Any updates will also be documented on this form.
- While the child waits with the educator, they will be comforted, given a snack and drink (as needed).
- TDSB caretaking staff will be notified of the late pick up

## **Behaviour Management**

The philosophy of BCCC is to encourage children to verbalize both positive and negative feelings which may include happiness, joy, sadness, anger, fears, and frustrations. Children are also educated on the importance of their responsibility of their actions and associated consequences.

Educators establish expectations while giving children the freedom to make choices governing their own behaviours which allows for them to develop a sense of responsibility. By allowing the children the freedom to find their own way in his/her peer group, they will learn what is acceptable and what is not. Educators do not use threats, humiliation, labels, verbal, or physical abuse in any circumstance.

### **Behaviour Management Guidelines Permitted Disciplinary & Preventative Management Practices**

- Ensure that each day is planned to meet children's needs and establish positive relationships with each child
- Address the child in a positive and consistent manner as soon as possible after troublesome behaviour (i.e., encourage/praise positive behaviours and positive language)
- Set expectations that are reasonable and consistently applied
- Allow the child choices when possible; if a choice is not possible then state that clearly (i.e., "It's time to go inside")
- Implement age-appropriate solutions that relate to the nature of the troublesome behaviour. In addition, be sure to consider the developmental level of the child
- Use discretion to determine whether it is productive to assist the child to learn appropriate behaviour by using a conflict resolution sheet for the child or staff to fill out with the child (attached)
- Give children the opportunity to change their behaviour before removing the child from a situation or activity

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- Suggest for the child to take some time alone to reflect on what has happened and what they could do to resolve/prevent troublesome behaviour and/or re-direct the child to a more constructive activity
- Develop positive relationships with family to share information concerning the child in a professional way
- Arrange the environment to support the child's needs
- Respond to children's behaviours proactively by making program and/or room adjustments to reduce frustration levels and promote positive social skill development

## **Prohibited Disciplinary Practices**

BCCC does not permit;

- 1) corporal punishment of the child;
- 2) 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;
- 3) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 4) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth;
- 5) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- 6) inflicting any bodily harm on children including making children eat or drink against their will.

## **WITHDRAWAL OF CLIENT- Child(ren) and/or Families**

### **Withdrawal for Non-Payment of Fees**

- A. Non-payment of child care fees will result in immediate withdrawal of the child(ren).
- B. When monthly fee payments are returned due to non-sufficient funds ("NSF"), families will have two business days after receiving notice from BCCC to provide proper payment in full including the administrative fee. Two NSF instances will result in the immediate withdrawal of the child. Please connect with the Supervisor, at any point in time, if you are experiencing difficulties with fee payment(s).

### **Withdrawal for Inability to Care for Child's Needs**

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A child may be suspended or terminated from BCCC if their behaviour jeopardizes the health, safety and/or well-being of any individual associated with BCCC or if BCCC is not able to provide the environment/care needed to the child(ren).

## **PROCEDURE:**

- Supervisor will document the support strategies that have been implemented to date
- Families are asked to meet with the BCCC Supervisor and other parties to develop an action plan and alternate care options should the action plan not be suitable to support the child's needs. Other parties could include but are not limited to: the child's educator, consultant from Community Living, BCCC Board of Directors and/or the District Children Services Consultant
- Formal written concerns and action plans will be emailed to families as well as the Board of Directors of BCCC after the initial meeting
- If it is determined that the centre is unable to accommodate the client's needs, the Supervisor and the Board of Directors will determine the communication strategy and arrange for appropriate/available support

The major goal at BCCC is self-regulation (i.e., helping children take steps toward responsible self-direction). In any given situation, each child will be encouraged to verbalize their feelings. If children require assistance in resolving a conflict that may arise in escalation, the educator will take on the role as mediator and interpreter. If behaviours are deemed aggressive or if it leads to a physical eruption, the educator will step in to resolve and/or assist with a resolution.

Families will be advised if more than three incidents of similar nature occur and it is believed additional communication with families is required to assist the child. If self-regulation issues continue and interrupt the ability to satisfactorily deliver program needs, a formal meeting with families will be held to coordinate a solution. Please see our Aggressive Behaviour Policy (in the supervisor's office) for guidelines and steps that will be taken.

## **Waiting List Policy & Procedure**

Bessborough Child Care Centre's (BCCC) waiting list is an important tool. This list will help to identify which families/children are waiting to have a space at BCCC and which families to contact first.

### **How Families Apply:**

Families can apply by phone, email or by visiting the centre. They will be asked their name, child's name, address, DOB, which year the child will attend BCCC and contact information. The date and time are also placed on the waiting list application. The application is then placed in the year that they would start BCCC. **The order of the waiting list is determined by the time and date that the families originally called/emailed/stopped in. Prospective families are not required to pay a fee to place their child(ren) on the waiting list.**

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## **Procedure**

The Supervisor will register all current BCCC families in April to identify who will be continuing into the following year and how many spaces are left.

Spaces for BCCC will be allocated in the following priority to students who are registered at Bessborough Drive Elementary & Middle School;

- 1) All children currently enrolled in Bessborough Child Care Centre
- 2) Siblings of children currently enrolled at Bessborough Child Care Centre
- 3) Waiting list – applications of children **within** school district (school age & JK/SK)
- 4) Waiting list – applications of children **outside** of the school district (school age & JK/SK) \*

Applicants will be processed according to steps 1 – 4 as spots become available. \*Out of district waiting list applicants will only be offered a space if it's available and they have already registered their child(ren) with the school.

The Supervisor will call/email each family on the waiting list and offer their child a space at BCCC. If after two days the family has not replied to the call/email, the supervisor will be moving forward on the waiting list. If the family requires more time to decide, the Supervisor will provide a total of two additional days. A family may opt to defer their waiting list application to the following year. This means their waiting list application will be placed in the following year's waiting list. Their application will be placed among others but still in accordance of the time and date of the original call/email/visit.

Additionally, if families would like to know their child's position on the wait list, they may call the supervisor to request this information. This information will be shared with them without compromising the confidentiality of others on the list.

The Supervisor will call all the families on the waiting list to inform them if they received a space at BCCC or not.

## **Supervision of Volunteers and Students**

Bessborough Child Care Centre (BCCC) is committed to the safety and wellbeing of all our children and families at our centre. This policy will clarify the roles and responsibilities of volunteers and students while at BCCC.

The Child Care and Early Year Act (CCEYA) states all centres under the CCEYA shall ensure that every child who is in attendance in a child care centre is always supervised by an adult. In regards to volunteers and students, the CCEYA states:

- Behaviour management policies and procedures are reviewed before they begin providing care or guidance and at least annually afterwards.
- There is a written procedure for monitoring the behaviour management practices

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- The individual plan for a child with anaphylaxis and the emergency procedure are reviewed
- A criminal reference check will be required for those who will have direct contact with children in a licensed child care centre
- The ministry criminal reference check does not apply to those who are coming from an educational institution (i.e. colleges and universities).

BCCC will continue to adhere to all CCEYA requirements in regards to the Child Care and Early Years Act – Volunteers and Students.

## **The Requirements of Bessborough Child Care Centre**

BCCC will:

- Ensure that volunteers and students are always supervised by a BCCC educator and are not permitted to be alone with any BCCC children
- Only let employees have direct unsupervised access to children
- Ensure that volunteers and students are not counted in the staffing ratios

## **Roles and Responsibilities of Bessborough Child Care Centre**

- The Supervisor shall ensure that all educators, volunteers and students have reviewed the Supervision of Volunteer and Student Policy
- The supervisor shall ensure that all educators, volunteers and students have signed and dated the Supervision of Volunteer and Student Policy
- The supervisor shall ensure that volunteers and students will provide a “clear” criminal reference check
- The supervisor shall ensure that all guidelines in the CCEYA – Volunteer and Student section, are being met
- Designated educators who will have a volunteer or student in their group will be made aware of “The Requirements of BCCC” by the supervisor and will follow and implement them
- Family volunteers will volunteer their time with the group of which their child is in
- Family volunteers will not be included in staff ratios and may only have direct unsupervised contact with their own child

## **Roles and Responsibilities of Volunteers and Students**

- The Supervisor shall ensure that all volunteers and students will have read and understood the Supervision of Volunteer and Student Policy
- After all volunteers and students have read the Supervision of Volunteer and Student Policy they will sign and date that they have done so
- All volunteers and students will not have any direct unsupervised contact with children at our centre

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- All volunteers and students should follow all direction given to them by the designated educators in charge of them.

## **Parent Issues and Concerns**

Bessborough Child Care Centre's (BCCC) families are encouraged to take an active role in our centre and regularly discuss their child(ren)'s experiences with our educators. As supported by our program statement, we believe in positive and responsive interactions among children, families and educators and encourage ongoing communication with families about the program and their child(ren) to maintain a common understanding of each other.

Issues and concerns that are raised by families are taken seriously by BCCC. BCCC educators will make every effort to resolve issues on hand after being addressed. If an issue involves a particular employee whom the family is not comfortable speaking with then the supervisor of BCCC can be notified and/or if any issues are not resolved to the satisfaction of the family, the supervisor of BCCC can also be notified. They will take all necessary steps in carrying out a solution that serves the best interest of those involved as quickly as possible. Should the family feel uncomfortable and/or not satisfied with the outcome, they may speak with a member of the Board of Directors.

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 details provided to the family will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to the family within 2 business days. The person who raised the issue/concern will be kept informed throughout the resolution process. A meeting may be arranged to discuss the details of the issue/concern.

Investigations of issues and concerns will be fair, impartial and respectful to all parties involved. It is important to ensure all those involved understand the key issues of the complaint so that it does not occur again.

## **Confidentiality**

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

## **Conduct**

BCCC maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will not be tolerated from anyone.

If at any point a family and/or educator feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor of BCCC.

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If it's the supervisor of BCCC who is in question then the family or employee may immediately go to a member of the Board of Directors.

## **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 family expresses a concern that a child is being abused or neglected, the family member will be advised to contact the local Children's Aid Society (CAS) directly. The CAS can be reached at (416) 924-4640, 24 hours a day and 7 days a week.

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*.

## **Escalation of Issues or Concerns**

Where families 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 BCCC's Program Advisor, Siera Daley (Ministry of Education). She may be reached by email at [Siera.Daley@ontario.ca](mailto:Siera.Daley@ontario.ca) or by phone (289) 927-6088.

## **BCCC Policies**

In addition to the policies provided in this parent handbook, additional policies are available in the office to review. The policies include, but are not limited to the following; Playground safety policy, Anaphylactic policy, Serious occurrence policy, Medication policy, Program statement implementation policy, Staff training and development policy, Police record checks/vulnerable sector check policy, Fire safety/evacuation procedures, Monitoring compliance and contraventions policy, Emergency management policy.

## **Program Statement**

### Continuation from page 3

Bessborough Child Care Centre will meet and excel in the following goals we set to assist the guidance of our programming:

### Promote the health, safety, nutrition, and wellbeing of the children

At BCCC, the overall health, safety, nutrition, and wellbeing are of the utmost importance. There are many ways in which BCCC strives for excellence in those areas. Below are some examples:

#### Health

- Frequent communication with BCCC families via email, in person and phone call

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- Daily health check
- Outbreak – i.e., closing sensory play
- Allergy list posted in each room/kitchen
- Sanitization
- Public health postings – hand washing routine etc.
- Daily water flushing
- Up to date immunizations – required for both children and staff
- Frequent hand washing routine
- Providing active enrichment programs – skipping program, Dynamix, etc.
- Lice check
- Notifications will be made on the website if any outbreaks occur

## Safety

- Annual inspections by the Ministry of Education, City of Toronto and Public Health
- Signing in/out and number count chart
- Frequent communication with families via email, in person and phone call
- Frequent communication between TDSB caretaking staff and child care educators
- Frequent communication between the school Principal and VP and the childcare
- Labeling allergy sensitive snacks
- Outbreak – i.e., closing sensory play
- Staff positioning – educators can see all the children in the room/playground
- Allergy list posted in each room/kitchen
- Sanitization
- Public health postings – hand washing routine etc.
- BCCC tee shirts for field trips
- Fire drills – practice fire drills, daily fire safety checks, review of fire safety routes.
- Daily, monthly and seasonal playground checks – annual playground inspection. All issues with the playground are reported to our head caretaker and he will put in a work order with TDSB immediately or take care of the issue himself
- Daily water flushing
- Trip rules – with the children, what to do in case of an emergency, getting lost, bus safety and washroom safety
- Travelling first aid kits with EPI PENS in them
- Travelling emergency contact numbers
- Peanut and nut free facility – Anaphylaxis policy reviewed annually, First Aid & CPR training
- Accident, incident and playground reports – reports are copied and given to parents of the injured child
- Policies reviewed annually with staff
- Locked front door with security system
- Vulnerable criminal reference check – staff and volunteers (including board of directors)
- Up to date first aid/CPR training



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- Providing safety enrichment classes – Home Alone and Never Bee Lost
- In the event of a lockdown (i.e. if an individual of interest is being sought by police officers), posts about the situation will be made on our child care website

## Nutrition

- Labeling allergy sensitive snacks
- Allergy list posted in each room/kitchen
- Menu accessible to families and children
- Children serve themselves snack and are encouraged to try new foods
- Provide 2 healthy and nutritious snacks (breakfast and PM snack) that include at least 2 food groups (according to Canada's Food Guide)

## Well-Being

- Frequent communication with families via email, in person and phone call
- Daily health check
- Menu accessible to families and children
- Children serve themselves snack and are encouraged to try new foods
- Asking the children how their day/weekend was, what they learned, what was their favourite part about the day
- Communication from TDSB teachers to child care educators– we are lucky to be within the school and sometimes our children's teachers come down to let us know how their day went
- Criteria the childcare is required to follow: The City of Toronto – Quality Assessment, How Does Learning Happen document and the Child Care and Early Years Act. All of which are on our website

## Support positive and responsive interactions among the children, families, educators

BCCC feels it is important to have a positive and engaging program. One way we have a positive program is by supporting BCCC's children, families and educators when interacting with one another. To support and strengthen positive interactions between one another, BCCC encourages focusing on the positive side of an issue, open communication and asking many and appropriate questions. By encouraging this, our children will be able to manage their behaviour through self-regulation while feeling comfortable and confident in our environment.

Below is a list of ways in which BCCC supports positive and responsive interactions;

- Team meetings
- Monitoring of behaviour guidance techniques – children and educators (prohibited practices)
- Engaging in play

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- Asking a lot of open-ended questions
- Provide enough materials to avoid conflicts
- Responding to both verbal and nonverbal communication
- Greeting children, families and educators upon arrival and departure
- Educators work together and model positive communication
- Speaking with children at their level
- Respond appropriately and quickly
- Small group activities
- Positive interaction with children – high fives and praise
- Family nights, family events
- Families at Board of Director meetings/Annual General Meeting
- Encouraging active listening
- Listening non-judgmentally
- Encourage open communication
- Asking questions and understanding situations
- Assist in conflict resolution (if needed)
- Help with self-regulation skills

The following are unacceptable behaviour management strategies and are not permitted at any time under any circumstances;

1. Corporal punishment of the child;
2. 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;
3. Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. Inflicting any bodily harm on children including making children eat or drink against their will.

Should an educator of BCCC commit any of the above offenses, various criteria will be considered when determining which disciplinary measure to take. The disciplinary measures are verbal warning, written warning, suspension and termination. Criteria may include:

- Seriousness of the offense

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- Actual or potential risk or harm to the child
- Risk to the reputation of BCCC
- Frequency of occurrences and proximity of occurrence
- Previous disciplinary action taken

## Encourage the children to interact and communicate in a positive way and support their ability to self-regulate

There are many ways children of BCCC can communicate their thoughts, ideas and feelings. Below is a list of ways we encourage communication;

- Encourage and model active listening
- Role modeling positive communication between educators/children
- Model positive problem-solving skills
- Create opportunities that encourage children to problem solve – Dynamix, co-operative games, providing a quiet space
- Leadership roles within groups of children
- Allowing children to make choices and follow through with their choices
- Setting up the environment to support positive social interactions
- Acknowledging/validating feelings/emotions/behaviours
- “How Does Learning Happen” document is on our website

## Foster the children’s exploration, play and inquiry

- Program based on children’s interests – observation, listening to children’s conversation to know what they are interested in
- Bringing outdoor experiences indoors – worms, leaves, snow, beehives (empty)
- Introducing new materials and games
- Consistently switching out games and materials
- Recognizing child’s level of development
- Hands on experiences (i.e., baking)
- Materials accessible and available to children
- Free movement of materials throughout the environment/interest areas
- Ensuring there are enough materials
- Educators asking open ended questions
- Being involved in children’s school activities/experiences – gardening club, soccer team
- Providing all necessary information and assisting in collecting data

By listening, encouraging and understanding our children’s ideas, thoughts and feelings, we are able to provide an environment that supports their individual development. BCCC educators plan their programs collaboratively during programming time. During this time, many discussions happen in regards to the children’s development and ways we can help them learn

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and manage their emotional needs. BCCC educators refer to their observations to determine how they can implement engaging experiences that will foster children's exploration, play and inquiry.

## Strategies:

- Identifying children's needs based on documented observations via written and visual observations
- Weekly day to day program planning (instead of monthly) allows for more flexibility and an engaging program
- Allow for changes based on needs
- Educators organizing their group's needs in regards to materials and games needed

## Provide child-initiated and adult-supported experiences

- Support and encourage children's input in the program planning process
- Being flexible when planning so if unplanned child-initiated experiences occur, educators can follow through  
Educator awareness of child's cues to further their experiences
- Educator awareness of child development
- Include families in P.A. Day ideas and volunteer experiences
- Frequently ask children where they would like to go on full day programming (P.A. Days etc.)
- Following child's lead
- Providing children with choices
- Listening to children's interests and providing additional materials

## Plan for and create positive learning environments and experiences in which each child's learning and development will be supported

- Families are actively engaged with children during learning experiences
- Families are friendly, have positive body language and tone of voice
- Emphasizing strengths and abilities of each child creating confidence in children
- Acknowledging the abilities and different abilities of each child so children understand the needs of others
- Adapting games/activities so each child will have the opportunity to participate and excel
- Respect for children's opinions, thoughts and feelings
- Allowing for flexibility
- Open ended activities allow children to use their imagination
- Set up engaging and inviting programs
- By promoting responsibility through activities/experiences

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## Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care

- Planning and implementing activities that provide children with the opportunity for quiet time/their own time. Quiet space is available for those children who need/want it
- Providing age-appropriate materials for indoor and outdoor play
- Providing space for children to complete homework
- Providing a “homework club” within our centre hours
- Organize and coordinate activities according to volume level
- Weekly programming allows for indoor, outdoor and active play

## Foster the engagement of ongoing communication with families about the program and their children

- Annual parent survey – asking for feedback, suggestions, concerns
- Visual displays
- Greetings/goodbyes
- Observations
- Newsletters/website blog updates
- Emails and phone calls
- Annual General Meeting
- Family Appreciation Party – at the beginning of the year
- Year End party
- Christmas party
- Monthly Board of Director meetings
- Daily casual conversations – educators are available to speak with families if needed as is the supervisor
- Family member volunteer opportunities – field trips
- Tours/visits/orientation of BCCC – new families
- Communication board/postings
- Important information (frequent updates of upcoming events and general information, admission process, fees, policies etc.) can be found on our website

Any updates will be posted on the BCCC website/blog. This website/blog has a lot of important information that families may find useful. Sometimes, when educators have the opportunity, they are encouraged to chat with families about their program and the ideas and interests that children have. Families are encouraged to email the supervisor with any questions or concerns and are also encouraged to speak with their child’s educator.

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## Involve local community partners and allow those partners to support the children, their families and educators

- Promote and provide Bessborough Drive Elementary & Middle School's website as well as Bessborough's Home & School website via emails, parent handbook, postings and our child care website. These websites contain useful information about what is happening in the school. The school's telephone number is (416) 396- 2315 and their email address is [bessborough@tdsb.on.ca](mailto:bessborough@tdsb.on.ca)
- Offer workshops/training sessions for families
- Often post (on bulletins) advertisements given from local community partners
- Community Living – provides workshops for our children and educators. Assist educators in finding strategies to aid children with developmental/emotional/behaviour needs
- Lice Squad – we have Lice Squad come in and check heads two times a year to ensure healthy heads

## Support educators that interact with the children at a child care centre in relation to continuous professional learning

- Providing funds to educators for professional development (yearly)
- Allowing educators to share their training with other educators at monthly staff meetings
- Providing different workshop details to educators
- Provide websites to educators in regards to professional development at the beginning of the year and at monthly meetings (city wide training – Humber College, CECE, Umbrella)
- Discussing information about webinars/CCEYA/HDLH with educators at monthly meetings
- Professional development discussed at educator evaluations as well as goals to be achieved

Another tool that BCCC encourage educators to frequently view and study is the website of the College of Early Childhood Educators (CECE). The CECE website is a tool for our Registered Early Childhood Educators (RECE) to review standards of their practice and keeps them current on all important ECE information. Currently, there is a program called Continuous Professional Learning (CPL). This program is a self-reflective and self-directed frame work for continuous learning. It will assist RECEs to reflect, plan for and document their professional learning in a meaningful way. This has become a mandatory practice for all RECEs as of September 16<sup>th</sup>, 2016. BCCC will require all RECE's to be in good standing with the CECE's. Therefore, BCCC requires all RECE's to complete their CPL documentation.

## Bessborough Child Care Centre

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### Document and review the impact of the strategies in the program statement in regards to children and their families

The RECEs' of BCCC document the progress of their children using tools which are simple and quick. Using these tools help our educators to reflect on the impact of their activities and experiences.

All RECE's use an observation chart which is placed on the back side of their weekly program plan. They write down anything that happens within their time with the children. From there, RECEs' can reflect on their observations to create a program that is developmentally appropriate and is based on social interactions and interests.