



# Parent Handbook



## Table of Contents

<b>Welcome to Hippo Nursery School</b>	<b>2</b>
<b>Hippo Nursery School Program Statement</b>	<b>3</b>
<b>School Schedule and Programs</b>	<b>3</b>
School Operating Schedule	3
The School Day	3
School Year Program	4
Morning Nursery Program	4
Full Day Program	4
Lunch Program	4
Pre-Care and Aftercare	5
2018-19 School Year Programs and Monthly Fees	6
Summer Program	7
2017 Session Dates and Program Fees	7
<b>Enrollment Information</b>	<b>7</b>
Admission Process	7
Waitlist	8
Withdrawal/Dismissal	8
Documents required by enrolled families:	8
Subsidy	9
Non-Participating Options	9
Duty Day Exemption –	9
Full Non-Participating Status –	9
Change of Use	9
Occasional Use	9
Occasional Use Fees	9
Penalty Fees for Missed Snack, Missed Duty Days or Late Pick Up	9
<b>School Year Program Financial Agreement 2018-19</b>	<b>10</b>
<b>Kindergarten Aftercare Financial Agreement 2018-19</b>	<b>11</b>
<b>Key Things to Know Before Starting at Hippo School</b>	<b>12</b>
Separation Anxiety - First Days at Nursery School	12
Absences	12
Outbreak Procedures	12
Clothing at Hippo Nursery School	13
Communication	13
Questions and concerns relating to your child(ren)'s program	14
Weekly Email	14
Allergies and Special Food Requirements	14
<b>Sample Lunch Menu</b>	<b>15</b>
<b>Special Trips, Activities, Programs</b>	<b>16</b>

Chartered Bus Trips _____	16
Public Transit Trips _____	16
Local Walking Trips _____	16
Special Activities _____	16
Teacher and Professional Development Days _____	16
<b>Hippo Nursery School Staff _____</b>	<b>17</b>
<b>School Facilities _____</b>	<b>17</b>
Allergy aware environment _____	17
No Smoking _____	17
Fragrances & Scents _____	18
Entranceway _____	18
Cloak Room _____	18
Front Room _____	18
Back Room _____	18
Sleep Room _____	18
Washroom/Diaper Area _____	19
Lunch Room _____	19
Kitchen _____	19
Playground _____	19
Office _____	19
Door to Church Hallway _____	19
Parking _____	20
<b>Floor Plan _____</b>	<b>21</b>
<b>Parent Participation - Duty Days _____</b>	<b>22</b>
Weekly Duty Day Commitment _____	22
Parental Leave _____	22
Participate Joyfully in your Duty Day _____	22
Weather Appropriate Clothing _____	22
Duty Day Responsibilities _____	22
Inside Supervision _____	22
Snack _____	23
Children's Washroom/Diapering _____	23
If You Are Unable To Do Your Duty Day _____	24
Siblings on Duty Day Policy _____	24
<b>HNS Duty Day Participation Agreement 2018-19 _____</b>	<b>25</b>
<b>Other Parent Responsibilities _____</b>	<b>26</b>
Parent Jobs _____	26
Executive Board _____	26
Meetings _____	26
Parent Education Workshops _____	26

Childcare for Meetings _____	26
Work Days _____	27
Special Events/Fundraising _____	27
Monthly Snack Requirement _____	27
Snack Content _____	27
Food Groups _____	28
<b>2018-19 School Year Program Membership Agreement _____</b>	<b>29</b>
<b>2018-19 Kindergarten Aftercare Program Membership Agreement _____</b>	<b>30</b>
<b>Hippo Nursery School Policies and Procedures _____</b>	<b>31</b>
Behaviour Guidance Policy & List of Prohibited Practices _____	31
Suspected Child Abuse Reporting Policy _____	31
Program Statement and Implementation Policy _____	32
Sleep Supervision Policy _____	34
Serious Occurrence Policy And Procedure _____	35
Anaphylactic Policy and Procedure _____	38
Playground Safety Policy _____	40
Playground Weather Policy _____	40
Supervision of Volunteers and Students Policy _____	41
Health Policy _____	43
Waitlist Policy and Procedure _____	44
Emergency Management Policy and Procedures _____	45
Parent Issues and Concerns Policy _____	45



# Welcome to Hippo Nursery School

Daisy Dotsch founded Hippo Nursery School in 1947 as a non-profit, parent-teacher run nursery school to serve the needs of families in this community. Vaughan Co-op as it was then known, was a pioneer of the preschool co-op movement in Toronto and much of the philosophy that evolved here is now taught in early education programs in colleges and universities. Daisy passed away in November 2014 in her 100<sup>th</sup> year.

In 2014 we officially changed our name to Hippo Nursery School to finally reflect how we have been affectionately known in the community for many years. To celebrate, we now have a beautiful Hippo sign that was designed by Melissa Frew, a former Hippo parent and unveiled in May 2014.

By joining Hippo Nursery School, you have made a special commitment to your child by becoming an active participant in his or her early education. We hope that after this positive beginning, you will be inspired to continue your involvement through your children's future school years as well.

Your active participation at the school will include a weekly morning or afternoon duty day during which parents and caregivers participate alongside the staff. Your weekly duty days are a fundamental part of the Hippo experience, allowing us to deliver an excellent child to adult ratio for maximum enrichment of the children, while meeting government guidelines and keeping enrollment fees as low as possible.

Other responsibilities for parents and/caregivers include attending 2 duty day staff training sessions and policy reviews, fulfilling a parent job for the school year, supplying a monthly snack, attending all general meetings, workdays, and several special school fundraising events. We also encourage you to attend the parent education opportunities throughout the year.

Through your family's commitment of time, skills and energy to Hippo Nursery School, parents and children reap rewards in the quality of the programs, in friendships with other families and through contributing to the school and community. A few years ago, a committee of dedicated staff and parents worked on a book about the history of Hippo Nursery School. Copies of *A Patchwork of Memories* are available at the school so that you can read about the school, its community and the history of childcare over the last 65 years.

Please read this handbook carefully, make note of any questions or comments you may have and keep it handy for reference.

Thank you making a commitment to Hippo Nursery School.

Welcome!

Jennifer Ageday,  
Supervisor, Hippo Nursery School

# Hippo Nursery School Program Statement

The Hippo Nursery School philosophy is defined by a fundamentally child-centred approach to all programming and by the active participation of parents and caregivers in that programming.

All programs are play-based and the children are central to their own educational process. The children's ideas and interests emerge and form the basis for their experiences, while the environment provides the materials and feedback that support their development. Children are given the freedom to use their imagination, and to develop their creativity and independence, with no pressure to conform or compete.

In addition, the participation of parents is highly valued by Hippo Nursery School and is an integral part of the Nursery School process. Parents are involved in both the classroom and the operation of the school and in partnership with the staff and teachers, enrich the lives of all of the children and have the opportunity to learn from one another.

Structured as a parent/teacher Nursery School, Hippo Nursery School stresses the spirit of cooperation amongst all staff and parents. Parents and staff are all workers and members at Hippo Nursery School who provide early childhood education in our community. Hippo Nursery School also recognizes clear lines of accountability, and is committed to providing an inclusive and safe environment that follows *How Does Learning Happen?*, Ontario's pedagogy for the early years as a guiding document and approach to our daily program and practices.

## School Schedule and Programs

### School Operating Schedule

Hippo Nursery School is a twelve-month program from Monday to Friday, 8:15 AM to 5:30 PM. Our school year program operates from September through June. The summer program with separate enrollment for families that need care in the summer operates in July and August.

We are closed for two weeks over the winter holidays, one week over March Break and the week before Labour Day, as well as all statutory holidays.

### The School Day

We offer a morning nursery program and a full day program following the schedule below:

<b>Pre-Care</b>	8:15 a.m.	to	9:00 a.m.
<b>Morning Programs</b>	9:00 a.m.	to	11:30 a.m.
<b>Lunch</b>	11:30 a.m.	to	12:00 p.m.
<b>2<sup>nd</sup> Lunch</b>	12:00 p.m.	to	12:30
<b>Nap</b>	12:00 p.m.	to	2:00 p.m.
<b>Quiet Time</b>	12:30 p.m.	to	1:00 p.m.
<b>Afternoon Programs</b>	1:00 p.m.	to	4:00 p.m.
<b>JK/SK Aftercare</b>	3:10 p.m.	to	5:30 p.m.
<b>After-Care</b>	4:00 p.m.	to	5:30 p.m.

In severe weather the school will be closed only when the Toronto District School Board closes its schools.

The following schedules are general guidelines for activities throughout the day and may change to include special events, outings, etc. Outdoor play will not take place in the event of extreme weather conditions, gross



motor activities will be set up for the children inside instead. Please see the Playground Weather Policy and Procedure, under HNS Policies & Procedures for details.

## **School Year Program**

### **Morning Nursery Program**

In the morning program, which runs from Monday to Friday from 9:00 am - 11:30 am, children are in three groups "younger" (toddlers), "middle " and "older" (preschoolers), with one RECE teacher and either 1 support staff or two duty day staff for each group. Children in this program may also enroll for the lunch program until 12:00 if space allows.

**Younger Group (Toddlers)** (maximum 10 children with 1 RECE teacher and either 1 support staff or 2 duty day staff)

Designated room for inclement weather = sleep room

9:00 - 9:45 Planned program activities  
9:45 - 10:00 Circle  
10:10 - 10:30 Snack  
10:30 - 11:30 Planned outdoor activities

**Middle Group (Preschoolers)** (maximum 16 children with 1 RECE teacher and either 1 support staff or 2 duty day staff)

Designated room for inclement weather = front room

9:00 - 10:00 Planned outdoor activities  
10:05 - 10:25 Snack  
10:25 - 10:50 Circle  
10:50 - 11:30 Planned program activities

**Older Group (Preschoolers)** (maximum 16 children with 1 RECE teacher and either 1 support staff or 2 duty day staff)

9:00 - 10:00 Planned outdoor activities  
10:05 - 10:40 Planned program activities  
10:40 - 11:00 Snack  
11:00 - 11:30 Circle

### **Full Day Program**

Children who stay at Hippo School for the full day, are part of one of the three morning groups. They then transition to lunch and nap/quiet time and then to either the Younger PM (toddler/younger preschool group) or Older/Family PM preschool group until 4:00. There is also the option for them to enroll in the aftercare program until 5:30.

### **Lunch Program**

Hot lunches are prepared for children who stay over the lunch period. Hot lunches are balanced, nutritious meals in accordance with the Canada Food Guide. A monthly menu is distributed. The supervisor, one RECE teacher, and other support staff supervise the lunch sittings. Lunchtime supervision conforms to the policies and philosophy of Hippo Nursery School's morning and afternoon programs. After lunch, children either have a nap (up to 2 hours long) or engage in quiet program activities depending on the needs of the child.

### **Afternoon Groups**

In general, and depending on enrolment, in the afternoon we divide the children into two groups "Younger PM" and "Older/Family PM". The younger group accommodates 10 children with 1 RECE Teacher and 1 Support staff, and the Older group may accommodate either 20 children with 2 RECE Teachers and 1 support staff, or 16 children with 1 RECE Teacher and 1 support staff.

**Younger PM Group (toddler/young preschool)** (capacity of 10 children with 1 RECE teacher and 1 support staff, depending on enrolment)

Designated rooms for inclement weather are the sleep room and front room

1:00 - 2:20 Free Play / Craft / Cognitive

2:30 - 2:50 Snack

3:00 - 4:00 Playground

Younger PM children are either picked up at 4:00 or join the aftercare program

**Family Group (preschoolers)** (capacity of either 20 children with 2 RECE teachers and 1 support staff, or 16 children with 1 ECE teacher, 1 ECA and 1 support staff, depending on enrollment) Designated room for inclement weather is the back playroom.

1:00 - 2:00 Playground

2:00 - 2:20 Snack

2:30 - 4:00 Free Play (Planned program activities) & Circle

Preschool children are either picked up at 4:00 or join the aftercare program

### **After-Care Program**

4:00 - 4:30 Playground

4:30 - 5:30 Snack & Free Play

### **Pre-Care and Aftercare**

The Pre-Care and After-Care Programs are staffed according to enrollment. The program may include free play, large motor and/or creative play, crafts, story-reading and child-directed activities. Pre- and After-Care supervision conforms to all the policies and philosophy of Hippo's morning and afternoon programs.

Pre- and After-Care is available on a full or part-time basis and fees are paid as part of your regular fee payment. Occasional use may be booked if space is available with at least 24 hours' advance notice.

For children previously enrolled at Hippo School who are entering Junior or Senior Kindergarten at Humewood or McMurrich we offer a walkover & aftercare program for families who are already part of Hippo School. This is a 4 (Monday to Thursday) or 5 day per week program **Please note:** We will need to cancel this program *if less than 3 families per school enroll.*

## 2018-19 School Year Programs and Monthly Fees

Please indicate time period(s) you would prefer by circling the appropriate spaces. Monthly fees are calculated on an equal billing basis. They are based on 40 weeks of care and exclude 2 weeks at Christmas and one week at March Break.

Please note: For part-time enrollment (less than 5 days), we cannot guarantee specific days.

**FEES PER MONTH** (subject to change if government grants are reduced)

PROGRAMS	UNITS PER WEEK									
	1	2	3	4	5	6	7	8	9	10
A. Precare	20	40	60	80	100					
B. Morning, Afternoon			240	315	390	460	530	595	655	715
C. Lunch/Nap, Aftercare	65	130	190	250	310	365	420	470	515	560
D. Lunch till 12:00 (for AM children only)	40	80	120	160	195					
E. Kindergarten Aftercare				360	450					

### PROGRAM CHOICES

PROGRAMS	TIME	DAYS OF USE (circle days needed)					# UNITS	COST
		M	Tu	W	Th	F		
A. Precare	8:15-9:00	M	Tu	W	Th	F	_____	\$ _____
B. Morning	9:00-11:30	M	Tu	W	Th	F	_____	\$ _____
B. Afternoon	1:00-4:00	M	Tu	W	Th	F		
C. Lunch/Nap (for children who stay all day)	11:30-1:00	M	Tu	W	Th	F	_____	\$ _____
C. Aftercare	4:00-5:30	M	Tu	W	Th	F		
D. Lunch till 12:00 (for AM children only)	11:30-noon	M	Tu	W	Th	F	_____	\$ _____
E. Kindergarten Aftercare Kindergarten School: (circle one) Humewood or McMurrich	KG dismissal To 5:30	M	T	W	Th	F	<u>        </u> <b>(4 or 5)</b>	\$ _____
Duty Day Exemption Fee - \$175 (partial duty day exemptions may also be possible, please speak to the Admin. Assistant)							_____	\$ _____
Full Non-Participating Fee - \$250.00							_____	\$ _____
<b>Total Monthly Fee</b>							<b>\$ _____</b>	

## Summer Program

Hippo Nursery School summer program offers care for families who need it on a bi-weekly basis through July and August with exception of the final week of August before Labour Day when the school is closed.

Since 1980 a summer camp has been held at Hippo Nursery School during the months of July and August. This program was previously not licensed and ran separately from the school year program. From 2016, Hippo School now holds a licensed summer program for preschool aged children only. The summer program runs through July and August for children aged 2½ to 5 years old. The camp has half day and full day program options with the same hours as our school year program. In the summer there is more emphasis on outdoor activities and excursions.

## 2017 Session Dates and Program Fees

### **Session Dates**

Session A (July 3-13)

Session B (July 16-27)

Session C (July 30-Aug. 10)

Session D (Aug. 13-24)

### **Fee Schedule**

<b>Programs</b>	<b>Fees - Sessions A &amp; C (9 days)</b>	<b>Fees - Sessions B &amp; D (10 days)</b>
Full day (9:00-4:00)	\$550	\$610
Mornings (9:00-11:30)	\$240	\$265
Mornings + Lunch (9:00-12:00)	\$330	\$370
Precare (8:15-9:00)	\$55	\$60
Aftercare (4:00-5:30)	\$120	\$130

## **Enrollment Information**

Hippo School is licensed for children 18 months to 5 years old. Our school year begins in September and children who are 2 years old or turning 2 by December are eligible to enroll.

Full-time (5 mornings or 5 full days) enrollment is encouraged. Generally, children feel more comfortable and adjust faster when attending full-time, although part-time spaces (minimum 3 mornings are available. The school will consider January enrollment if space is available.

### Admission Process

The registration process starts once the fees have been set by the budget committee, usually in late January. Priority is given to returning children, and then to the younger siblings of Hippo School students and alumni of the school. Any remaining available spaces for September are offered to families on the waiting list who have attended an Information Session or had a tour. Families registering preschool aged children (2.5 to 4 years old) for our school-year program can also enroll them in our summer program depending on availability.

Families who are offered a spot from the waitlist have 2 days to accept or decline. They must then fill out all registration forms and provide payment to confirm their child's enrollment in the school within 1 week of accepting the offer. If the registration package is not received, the offer is forfeit and the spot will be offered to the next waitlist family requiring the same enrollment.

## Waitlist

A new waiting list is maintained by the Registrar, starting each October for the following September's registration. An Information Session and/or tours are organized by the registrar for those families on the waiting list. The waiting list is not carried over from year to year, families must reapply each year and there is no cost to sign up for the waitlist.

## Withdrawal/Dismissal

A period of up to 4 weeks is allowed for a child to settle into the school. If, during this period, it is decided by the parents and/or the teacher that the child is not ready for, or not benefiting from the school program, the child may be withdrawn without the usual one month's written notice.

Parents also may be asked to withdraw their child, at any time throughout the year, from the school if they have failed to meet their obligations as members of Hippo Nursery School.

Fees will not be refunded in cases of absences due to illness, travel, or other temporary circumstances; or when school is closed due to emergency conditions.

Should you choose to withdraw from Hippo Nursery School, please notify both the executive and the Supervisor. One month's written notice is required. Withdrawals from the School Year Program after May 1<sup>st</sup>, forfeit the last month's fee as per the signed financial agreement.

Withdrawals from the Kindergarten Aftercare Program after May 1<sup>st</sup> forfeit the fees for the whole school year.

## Documents required by enrolled families:

### **Children:**

1. A complete registration package. This package lists all the information that the school requires to ensure your child is safe and well cared for. The package also includes the Membership and Financial Agreements that all families must read and sign.
2. Child's up-to-date immunization form or a Notarized Exemption Affidavit.

### **Adults doing duty days:**

1. Current Police Reference and Vulnerable Sector Check

PLEASE NOTE: Although the school applies for the reference check on your behalf, **the actual document is returned directly to the Duty Day Participant.** This document (not a copy) must be submitted to the Administrative Assistant as soon as it has been received. A volunteer offense declaration stating must be completed each year and criminal reference check must be repeated after 5 years.

2. Immunization & Tuberculin form filled out and signed by a doctor or Exemption Affidavit.

3. Signed Duty Day Participation Agreement

4. Proof of Standard First Aid & CPR-C Training (current)

5. Review of policies & anaphylaxis emergency plans

Under the Childcare and Early Years Act (CCEYA), all Duty Day Participants must review the school's policies and receive training on the Anaphylaxis Emergency Plans for children in the school who have this life-threatening allergy.

6. **All duty day staff must attend the 2 Training Sessions on September 8, 2018 & February 6, 2019.** If you are not able to attend the duty day trainings sessions

### **Change of Contact Information**

Inform the school of **any** changes in your contact information, so that our records are up-to-date. This is not only to ensure the safety of your child but is a requirement of the CCEYA.

Although the Administrative Assistant makes every effort to ensure the above items are complete and up-to-date, any outstanding items or changes are the responsibility of the family.

## **Subsidy**

We do not have subsidized spaces. We do have a fund set up by our Founder Daisy Dotsch, that each year is available to be divided between families currently enrolled, who need some financial assistance, at the discretion of the Officers of the Board.

## **Non-Participating Options**

Although parent participation is integral to Hippo Nursery School's philosophy and program, we understand that for some families regular participation is not possible. We offer a limited number of spaces that do not require full participation. Please see Program and Monthly Fees Sheet for the cost of these options.

### **Duty Day Exemption -**

For families who cannot participate in a weekly duty day a duty day an exemption may be granted. To encourage participation for those families that have some flexibility, we allow ½ exemptions (duty day every other week) and ¼ exemptions (one duty day per month). Families must still fulfill all other membership requirements (see membership agreement).

### **Full Non-Participating Status -**

Families unable to participate in the weekly duty day and find the other membership obligations too onerous but still want to be part of the community may choose full non-participating status. These families do not have to participate in the duty day, nor do they have to meet most of the membership requirements of the school (snack, parent job, workdays, etc). One parent must however attend the 2 general meetings per year and participate in the Craft Fair Fundraiser in November.

## **Change of Use**

If you plan to increase or decrease the time your child is enrolled at the school, you will be asked to sign a Change of Use form. Our ability to accommodate change of use requests will depend on enrollment and capacity. Changes may also require consultation with the teacher and or supervisor to ensure enrollment meets the needs of the child and group. Please note there is a \$50.00 administrative charge for any change of use.

Please see the Financial Agreement (page 7) for the change of use deadlines and procedures. For September registration - Please note that any change of use received after May 1<sup>st</sup> will be effective October 1<sup>st</sup>, therefore you will be responsible to pay for the month of September.

## **Occasional Use**

For occasional use of programs in which your child is not enrolled, please contact the administrative assistant in person or by phone or via email to make arrangements. Payment will be required at the time of booking. You will forfeit payment for any booked occasional use unless you cancel in writing (email or note to the office) at least 24 hours in advance.

### **Occasional Use Fees**

Precare: \$6.00

Lunch until 12:00: \$10.00

Morning or Afternoon: \$20.00

Lunch Program (including nap or quiet time) \$15.00

Aftercare to 4:00: \$6.00

Aftercare to 5:30: \$15.00

### **Penalty Fees for Missed Snack, Missed Duty Days or Late Pick Up**

Penalty fees are charged for:

Missed duty days \$40.00

Missed snacks \$25.00

Late pick up \$15.00 for 6-15 minutes; \$30.00 for 16-30; \$45.00 for 31-45 minutes, etc. (Paid directly to staff)

# School Year Program Financial Agreement 2018-19

1. Enrollment is for one school year, September to June. We are closed for 2 weeks for Winter Break, 1 week for March Break and all statutory holidays. **No reduction or refund can be made for absences.**

## **PAYMENTS**

***The following cheques are required at time of registration:***

2. An administration fee of **\$100.00 per family** and a deposit of **\$200.00 per child** are required at the time of registration. **These fees are non-refundable.** The \$200.00 deposit will be deducted from your child's last month's fees.
3. One cheque for your child's last month's fees minus \$200.00 dated May 1<sup>st</sup>, 2018. This is the deposit for your child's spot and is **non-refundable.** The last month's fee WILL NOT be adjusted should you choose to reduce your child's enrollment after May 1<sup>st</sup>, 2018.
4. Post-dated cheques dated the first of the month, from October 2018 to May 2019.
5. \$20.00 to the school for each **NEW Police Reference Check.**
6. A \$150.00 workday deposit cheque, dated **June 1<sup>st</sup>, 2019.** This will be returned or destroyed upon **completion of 6 workday hours.**

## **FEES & PENALTIES**

Parent participation is the cornerstone of the school. To accommodate interested parents who work or attend school full time, we offer **a limited number** of duty day exempt spaces & full non-participating spaces.

7. The duty day exemption fee is **\$175.00 per month and is added to the child's monthly fee** (half & quarter participating options may also be available). Families are not required to do a duty day but must fulfill all other membership requirements.
8. The full non-participating fee is **\$250.00 per month.** Families are only required to attend 2 general meetings per year and participate in the yearly craft fair fundraiser. No other membership obligations apply.
9. A late penalty of 1% monthly (12% per annum) will be charged on all accounts overdue by more than 30 days. Families must be debt free to Hippo School before enrolling for another year. Serious delinquency will be brought to the attention of the Executive and might result in losing your space in the school.

## **CHANGES TO ENROLLMENT:**

10. There is a \$50.00 administrative charge for any change of use.
11. If you plan to increase or decrease the time your child is enrolled at the school, you must inform the Admin. Assistant in writing. A Change of Use form will then be completed. Change of use requests received **ON OR BEFORE the 15<sup>th</sup> of the month** will be effective the **following month, with the exception of the first month (September).** Requests received **AFTER the 15<sup>th</sup> of the month** will be effective the **second month after the request.** If space exists in the requested program, families may be able to pay a per use fee for before the enrollment change becomes permanent.
12. A reduction of use must be approved by the Hippo Executive Board and may be subject to a fee. The last month's fee amount paid in May 2018 will not be adjusted should you reduce your child's enrollment.
13. Changes for the first month of enrollment (September) must be submitted by **May 1, 2018,** for an adjustment to be made in the first month's fee. Changes requested after this date will be effective October 2018.

If any of these conditions present a problem, please contact the Office. We can be flexible where there is a need.

# Kindergarten Aftercare Financial Agreement 2018-19

1. Enrollment is for one school year, September to June. We are closed for 2 weeks for Winter Break, 1 week for March Break and all statutory holidays. **No reduction or refund can be made for absences.**
2. Due to the nature of the program families enrolled in the JK/SK Aftercare program must commit to one school year (September to June). No withdrawal is permitted.

## ***FEES & PAYMENTS - DUE AT TIME OF REGISTRATION***

3. An administration fee of **\$100.00 per family** and a deposit of **\$200.00 per child**. These fees are non-refundable if you choose to withdraw from the aftercare program before May 1, 2018.
4. A cheque for the last month's fees (paid in advance) dated May 1<sup>st</sup>, 2018 and in the amount of your child's monthly fee minus the \$200.00 deposit.
5. Post-dated cheques in the amount of your child's monthly fees dated the first of the month, from September 2018 to May 2019.
6. A \$50.00 workday deposit cheque dated **June 1<sup>st</sup>, 2019**. This cheque will be returned or destroyed upon **completion of 1 workday**.
7. Should the school need to cancel the JK/SK aftercare program due to insufficient enrollment, all fees and post-dated cheques will be returned to you.
8. A late penalty of 1% monthly (12% per annum) will be charged on all accounts overdue by more than 30 days. Families must be debt free to Hippo School before enrolling for another year. Serious delinquency will be brought to the attention of the Executive and might result in losing your space in the school.



# Key Things to Know Before Starting at Hippo School

## Separation Anxiety - First Days at Nursery School

Nursery school is a new and challenging experience for your child. Your child will learn to be part of a group, how to get along without you, and how to gain and enjoy many new skills in crafts, dramatic play, music, motor activities, etc. Adult patience during the adjustment period is rewarded by the confidence of children who begin to participate on their own accord.

To make each child's entry into school as happy as possible, parents are encouraged to remain during their child's adjustment period, and the family and teacher decide together when each child is ready to remain at school without a parent.

Here are some useful tips (taken from *Your Baby & Child from Birth to Age Five* by Penelope Leach):

- Be honest with the child about your movements, don't "slip out" when s/he's not looking.
- When you and the teacher finally decide that s/he is ready to stay without you, tell the child.
- Remind your child, by name, of all the people s/he knows and the things that will be enjoyable to do.
- Keep it short. Once you've said goodbye, leave with confidence. Don't linger as it can be counter productive. You can rest assured we will take care of your child.

Your child might also find comfort in having a small album of photographs of your family to carry with them as a reminder of home.

Once your child has settled, don't take their parting tears too much to heart. Many children who are genuinely enjoying and benefiting from group life find the parting moments hard. Sometimes even after adjusting, your child may be quite "clingy" on your duty day. Acknowledge their feelings about wanting you with them exclusively. Encourage them to participate in an activity and remind them that you will be staying until your duty day is over.

## Absences

Parents must notify the school if their child will be absent from school. Please call or email the school with your child's name, date(s) of absence and reason (e.g. vacation, illness, 'day off,' tired, etc).

If your child is absent due to illness, please include the symptoms of the illness. We are required to track illnesses by Toronto Public Health and the Ministry of Labour. Our health policy states that children must remain at home if they are feeling unwell and unable to participate in the program. If your child or your duty day staff has a fever, vomiting or diarrhea they cannot return to school for at least 24 hours after the fever has subsided (without medicine), or the last incident of vomiting/diarrhea has occurred.

If a child is at school and is not able to participate in the program and develops symptoms of an illness (vomiting, fever etc.) or seems unusually lethargic or 'out-of-sorts' the child will be isolated and the family called to collect them.

## Outbreak Procedures

From time to time, several children and/or adults may be ill with the same symptoms at the same time. If the children affected by this illness are in the same group, the supervisor makes a report to the Toronto Public Health. Their investigator then decides if and when an outbreak is declared. Extensive tracking by the supervisor is communicated on a daily basis to the investigator who advises and determines when the outbreak is over.

During an outbreak all those with symptoms of the disease will be required to stay home for 48 hours after experiencing the last symptom. In order to track the outbreak we need to be informed of the date of the first symptom; what the symptoms are, for each person in the family who has contact at the school. You might be asked to provide a stool sample for lab analysis but this is not mandatory.

At the school, all sensory activities are put on hold, increased hand washing and toy washing takes place and several other measures to minimize the spread of the infection.

## Clothing at Hippo Nursery School

Children: Your child will enjoy nursery school if they come appropriately dressed to play and get messy. It is important for them to have a spare set or two of clothes in case they have an accident or get wet from water play.

Please provide **shoes that fit and are appropriate for outside play** (not crocs, flip flops or open toed sandals, or heels) are crucial for children, in order for them to get the most out of all the gross motor activities.

If wet weather is in the forecast please send your child with rain gear as we love to go out and jump in the puddles and catch raindrops on our tongues.

In the winter, please have your child bring their mitts, hat and scarf even if they don't want to wear them. When they see their friends getting all the gear on they might be more inclined to follow suit.

Sunhats in the warmer weather is important too. We do have lots of shade in the playground but sometimes we go on outings and the children need to be protected.

We discourage girls from wearing their ballet leotards as it makes using the washroom difficult as they have to take everything off first.

If your child is toilet training, please do not send them in overalls as it makes it difficult for them to get ready to sit on the toilet quickly. Pull-ups encourage independence when starting to toilet train. Re-sealable pull-ups are easiest for staff to use.

We encourage independence in dressing, so anything you can do to work towards this goal at home is greatly appreciated.

**PLEASE LABEL ALL YOUR CHILD'S CLOTHING. THIS IS VERY IMPORTANT!!**

## Communication

We make every effort to return phone calls and emails as promptly as possible. Please understand that there is not always somebody in the office as the Supervisor and the School/Admin. Assistant can be called into the program, at anytime, to assist.

Please feel free to request an informal or formal meeting either in person or on the phone. A phone message or email may also be sent and she will endeavor to get back to you promptly.

The School / Admin. Assistant works a minimum of 21 hours per week in the office Monday through Friday. A schedule is posted on the office door but may be subject to change.

## Questions and concerns relating to your child(ren)'s program

### **First:**

You are encouraged to address questions and/or concerns regarding your child(ren) program directly with their teacher(s). You may request a meeting or phone call with them at a mutually convenient time.

### **Second:**

If you feel that questions and/or concerns have not been addressed then the next step would be to speak with the Supervisor or your communication rep. who will advocate on your behalf and take your concern to the executive board.

### **Third:**

If you feel your concern still has not been addressed, please contact one of the Co-Chairs directly.

We encourage you to share your praises as well as your concerns.

## Weekly Email

One of the primary ways we communicate to families is through our web-site and email. Every Thursday, we send out a weekly email with a calendar of events, news, reminders & monthly program notes about what the children have been doing from the teachers. Please also check the website regularly for schedules and updates.

## Allergies and Special Food Requirements

We are an Allergy Aware Environment which means:

1. Do not bring tree nuts or peanuts, or any food containing them or potentially in contact with them, in the school. Should there be children with life-threatening allergies to other foods, **there may be more restrictions.**
2. Before coming into the school, make sure your and your child's hands and face are clean of traces of food.
3. Make sure that no food or candy arrive at school in your child's pocket.
4. All food must be consumed in a designated snack area, sitting at a table.
5. Be aware of those children who have severe allergies when serving snack. These children may have food served from a separate snack plate, if necessary.
6. Be aware of allergic reactions and inform a teacher immediately if you suspect any child is having one.

As part of our Allergy Aware Environment, we endeavor to ensure that we are a **NUT SENSITIVE SCHOOL**. When providing snack, please check all items very carefully for ingredients. Ensure that your snack items do not contain nuts or peanuts or trace amounts of nuts and peanuts. Do not bring any item with a warning that it was made in a facility that also processes nuts or peanuts.

Each year, depending on the allergies amongst the population of children and adults, we may have other restricted items, which will be communicated to you. Reminders will be sent on a regular basis.

Since some food allergies are potentially life-threatening, please be vigilant.

Epi-Pens for each child with severe allergies are carried by the teachers when the children are in attendance. Epi-pens are also kept on the back of the office door, each clearly labeled. Please see below for epi-pen training.

### **Anaphylaxis/Epi-pen Training**

Please see our Anaphylactic Policy under the Policy section of this handbook.

# Sample Lunch Menu

<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
2 Chicken fingers French fries Veg. sticks Fruit	3 Macaroni and cheese Broccoli Bean dip Fruit	4 Cheese tortellini Green salad Bean dip Fruit	5 Shepherd pie Glazed carrots Fruit	6 Perogies & sour cream Caramelized onions Edamame beans Fruit
9 Veg. & bean soup Bagels & cream cheese Celery sticks Fruit	10 Curry mince Rice Corn Fruit	11 Chinese noodles with tofu Broccoli Fruit	12 Hard boiled eggs Peas and quinoa Sunshine sauce Fruit	13 Grilled cheese Bean salad Peppers Fruit
16 Lentil dahl Rice Mixed veg. Fruit	17 Pizza Cucumber Bean dip Fruit	18 Veg. couscous with chick peas Green beans Fruit	19 Pancakes & yogourt Bean dip Celery sticks Apple sauce	20 Fish fillets French fries Mixed veg. Fruit
23 Tuna melts Broccoli Fruit	24 Meat/veg. loaf Mashed potatoes Glazed carrots Fruit	25 Veg. chili Rice Corn Fruit	26 Scrambled eggs Green salad Toasts Fruit	27 Quesadillas with sour cream Veg. sticks Fruit
30 Spaghetti with meat balls Green salad Fruit				

# Special Trips, Activities, Programs

## Chartered Bus Trips

We schedule a few chartered bus trips each year to farms, conservation areas, and other places of interest. Children must be accompanied by an adult (parent, adult relative, friend or caregiver). If you are unable to attend, you can arrange for another parent or caregiver to accompany your child. Siblings who do not attend the school are welcome to accompany you.

Bus trips are designed to give children an opportunity to get out of the city and as a whole school activity, it encourages parent and family connections and helps to strengthen our community. In the past few years we have gone to Andrew's Scenic Acres in the fall, Crawford Lake in late winter, and Lynde Shores Conservation Area in the spring. Trips are often repeated to give new families the opportunity to attend. This also allows returning children to enjoy remembering things from previous trips and add more to their understanding because they are older. ***School is closed during these trips.*** Sign-up sheets are posted and permission forms are required; some trips do require a nominal fee.

## Public Transit Trips

The children sometimes travel by streetcar, bus, subway or walking to the museum, theatre, pet stores, etc. Teachers may ask for extra parent volunteers to help with these outings.

## Local Walking Trips

Local walking trips are spontaneous and parents may not be notified. Permission for local excursions is requested at time of enrollment in the registration package.

## Special Activities

All families are encouraged to participate in our special events such as the Halloween parade, Festival of Lights celebration, and school picnic. There are various fundraising events throughout the school year, including the November Craft Fair and a Spring Fundraiser. We depend on your participation at these events in order to meet our fundraising goals as required by the school budget.

## Teacher and Professional Development Days

Our teachers have one professional development day per term (3 per school year). On PD days, school runs as usual, with substitute teachers hired as needed.

# Hippo Nursery School Staff

Hippo Nursery School consists of parents, the elected executive board, and the staff. In general, we are directly responsible to each other. Specifically, the staff is responsible to the executive, who is responsible to the parents. The supervisor, teachers and school assistants are participating members of the co-op as well as employees. This helps nurture Hippo 's tradition of parent-teacher equality and maintain our high quality.

Hippo Nursery School is recognized by the Early Childhood Education departments of several colleges and universities as a field placement for their student teachers. They bring fresh ideas and new experiences to the program.

Hippo Nursery School employs four professionally trained teachers, one supervisor, a financial manager, an administrative/school assistant, two cooks, a cleaner, duty day replacement staff, walkover staff, kitchen assistant, lunch and aftercare staff. The roles and responsibilities of some of the staff are as follows:

## ***Supervisor***

Plans and oversees school program; directs teachers, other staff; maintains and implements policies and philosophy; attends executive, general and other meetings; works with parent committees and duty day parents; consults with parents regarding their child's development and conducts school discussions and planning sessions; checks health of children and decides when to send ill children home; keeps daily attendance records; communicates with the Ministry of Education, and is a certified food handler.

## ***Teacher(s)***

Maintains and implements policies and philosophy of Hippo Nursery School; attends general and other meetings as required; plans and implements school program; works with duty day staff; consults with parents about their child's development; takes on supervisor role when supervisor is absent.

## ***Financial Manager***

Carries out or oversees all aspects of financial management for the school including all matters of financial control; record keeping; payroll; grants; investments; payment of invoices; budget planning; framework for fees; timely and accurate reports to the executive and outside agencies; works with the executive and the staff and assists with the summer camp; attends executive and general meetings.

## ***Administrative/School Assistant***

Maintains records and files; prepares monthly duty day, snack schedules and attendance logs; tracks child absences and relays messages to teachers and parents; distributes information via web-communication, mailboxes, and website; organizes trips; assists executive, especially co-chairs, treasurer and registrar; works with the registrar to facilitate the registration process; assists during walk-over and with program as required; maintains liaison with church, orders supplies, and attends general meetings.

## ***Cook(s)***

Certified food handler(s); Develops and implements balanced monthly menus in accordance with the Child Care and Early Years Act and the Canadian Food Guide, taking into consideration allergies, times of year and special activities. Prepares, cooks and serves all meals; prepares morning, afternoon and aftercare snacks; responsible for shopping and storing food; keeping the kitchen and the kitchen equipment clean and tidy and meeting all health and safety standards.

# School Facilities

## **Allergy aware environment**

Hippo Nursery School is an **ALLERGY AWARE ENVIROMENT**. Please read the **Monthly Snack Requirements Section of this handbook carefully for detailed procedures of how we maintain this environment.**

**Absolutely no nut products are allowed in the school at any time.**

## **No Smoking**

Please note that there is no smoking anywhere on school premises.

## Fragrances & Scents

Please be aware that there are sensitivities to scents amongst staff and families so please try to minimize your use of scented products on your duty day.

## Entranceway

Please keep all outside and inside doors closed and latched/locked. All parents (even those not on duty days) must watch for children around the door. Never let a child out of school or playground without an adult.

**IMPORTANT: All children, including siblings, are not to open any door latches or use any of the security coded pads. Please reinforce this rule with all of your children.**

Each family is assigned a **mail slot** labeled with your child's first name. Please check it every day for art work, permission forms for school trips, special events etc.

If you wish to post your own notices on the bulletin board, e.g. items for sale, babysitting, community events, interesting information, etc., please check with the office first.

You will also find **monthly schedules** posted for your convenience.

## Cloak Room

Each child is assigned their own coat hook and cubby.

Please provide your child with a bag, labeled with her/his name, containing a complete change of labeled clothes and hang this on their hook or place in their cubby. If necessary, please also provide a supply of diapers. These are kept in a labeled bag under the changing station in the back room.

A closet for duty day staff coats is located on the west wall. Duty day staff may put their purses and backpacks in the space provided in the snack room.

There is a space just inside the entrance to the coat room where sign-up sheets are posted for various meetings, workshops and work days etc.

The Lost and Found is located on the window sill; please check it periodically. The school is not responsible for lost articles.

## Front Room

- designated Younger Group room in a.m. and p.m.

The Front Room is a comfortable area with the following toys and resources: books, puzzles, shelf toys, building blocks, toy houses, animals and games etc.

During inclement weather, the front room is equipped as the appropriate designated room.

## Back Room

- designated Older Group room in a.m.
- designated Family Group room in p.m.

The Back Room has the following equipment and resources for creative play: art tables, play dough table, painting easels, sand and water tables, dramatic play and dress-up, house centre and the creative materials as well as storage cupboards.

During inclement weather, the Back Room is equipped as the appropriate designated room.

## Sleep Room

- designated Middle Group room in the a.m.
- designated Younger group in the p.m.

The Sleep Room has the following equipment and resources: cots for naps and storage cupboards. Most circle times are done in this room as it provides a relatively low stimulus environment.

During inclement weather, the sleep room is equipped as the appropriate designated room.

### **Washroom/Diaper Area**

Children need to be supervised in the washroom. Children must always wash their hands after using the washroom and before eating. Our washroom is for children only. Please follow posted sanitary practices i.e. hand washing, sanitizing after diapering.

### **Lunch Room**

Our lunch room gives children a separate area for eating lunch and snacks. The fridge in this room holds the jugs of water for snack. Tables are washed with sanitizing solution before food is served.

### **Kitchen**

The kitchen door stays closed. Children are not allowed in the kitchen. Adults wash hands before handling food. The coffee pot is kept here, but hot drinks must not be taken into the program. Parents and Duty Day staff are welcome to use the west half of the kitchen area for breaks/ lounging. Please remember that absolutely **no children** are allowed in the kitchen.

### **Playground**

Our playground is inspected daily, monthly, seasonally and annually according to our licensing requirements.

We have a climbing structure with three slides and activity panels. We also have a sandbox with cover and wind protection along the north end fence, and a bike path the length of the playground.

Careful supervision of the playground by all adults will provide a safe and enjoyable environment for our children to play. Your teacher will assign you an area when you are supervising the playground on your duty day.

A gym mat must be wrapped around the tree, beside the climber, at all times when the children are in the playground.

### **Office**

#### **Telephone**

This is a business phone and off limits to members except in the case of an emergency.

Please do not use your cell phone or other communication devices while on duty. If you must bring your cell phone, please ensure that it is turned off.

#### **Photocopier**

We have access to a photocopier in the church. It is to be used by the school assistant, supervisor, RECE staff and executive members. Anything related to the school, which needs to be copied, should be given to the school assistant. Please allow two days for copies.

Our computers, which include email/internet access, are available for school related business by members of the executive. Please co-ordinate use with the school assistant.

#### **Temporary Infirmary**

Children who become ill during the program are isolated in the office, in the care of an adult, until a family member can pick them up.

### **Door to Church Hallway**

No child is allowed in church hallway without an adult. Please keep the snack room and kitchen doors closed. To maintain good relations with the church, please keep noise in the hallways to a minimum.



## **Parking**

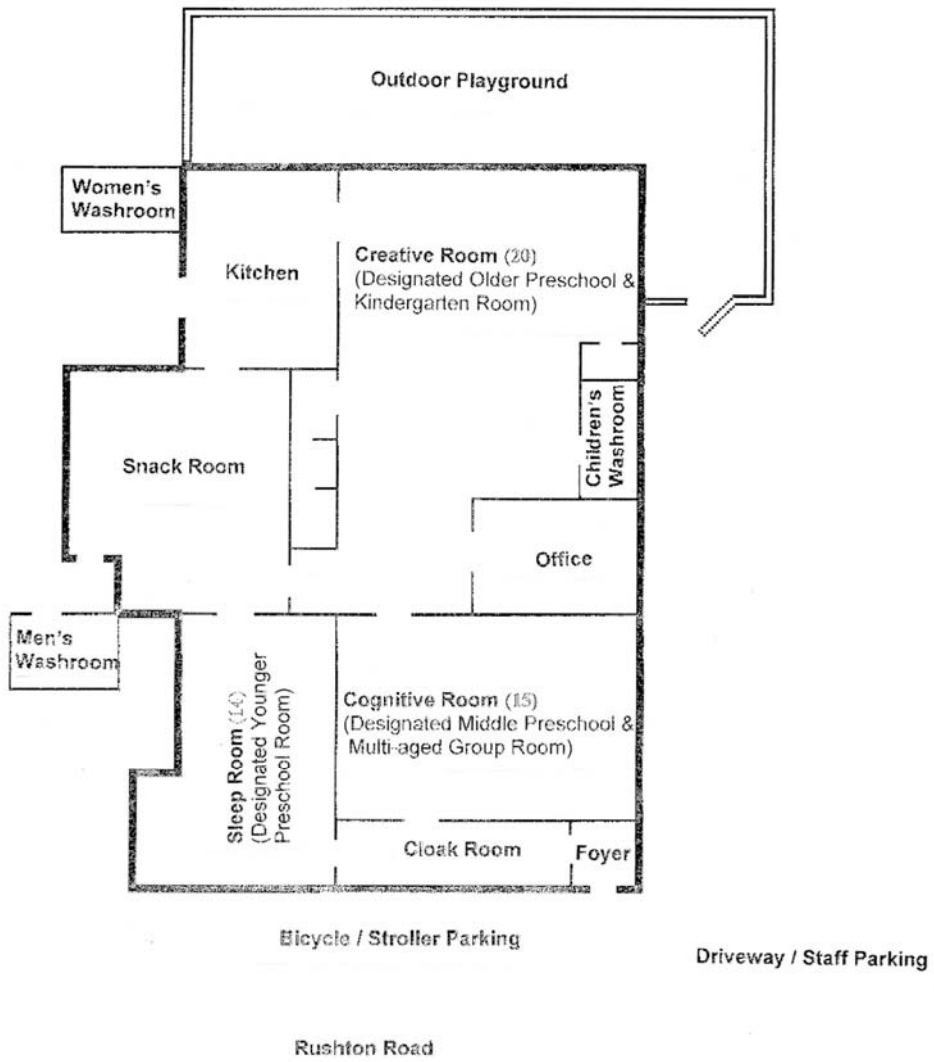
Please do not park your car in the church parking lot!

The parking space beside the school is reserved for staff.

If you are driving to the school on your duty day, we suggest that you park on Benson Avenue (1 block south of St. Clair Avenue West) where you can park all day. Parking is limited to 1 hour on Rushton Road and the parking officers do check regularly.

Do not drive up onto the sidewalk to temporarily park your car for drop-off or pick-up. Not only is this not safe but pedestrians have the right of way.

# Floor Plan



# Parent Participation - Duty Days

Your weekly duty days are a fundamental part of the school experience, allowing us to deliver an excellent child-adult ratio for maximum enrichment of the children.

## Weekly Duty Day Commitment

- Each participating co-op family must do a weekly a.m. or p.m. duty day at the nursery school, from 8:45am - 11:45am
- As a duty day staff, you are considered part of our licensed adult/child ratio, therefore it is imperative that you arrive on time and stay until the end of your duty day shift.
- Please refer to Duty Day Participation Agreement (located in this handbook) for more details.
- A duty day staff is always assigned to their child's group.

## Parental Leave

Hippo Nursery School allows for a one-month duty day leave for families expecting a baby during the school year program. Please arrange this with the administrative assistant. Parental leave is only from the weekly duty days. Families are expected to fulfill other family membership responsibilities including parent job and providing snack.

## Participate Joyfully in your Duty Day

On duty days, parents and caregivers serve as assistant staff. Duty day staff contribute their time, experience, skills, support and encouragement to the children. This involves preparation, awareness and positive thinking. The quality of our program depends on the wholehearted, active participation of those on their duty days.

Commit yourself enthusiastically and joyfully to the program. Make a conscious effort to leave behind the cares and concerns of work and home so you can make a positive contribution. You'll enjoy yourself and the children's fun and learning at school can be a welcome break from the stresses of the adult world.

## Weather Appropriate Clothing

You will enjoy your duty day much more if you are prepared do get down and dirty and participate in all weather, whether cold, wet, or warm.

## Duty Day Responsibilities

- Please refer to the duty day staff handbook which will be given to you during the duty day staff training session/policy review.
- Duty day volunteers/staff assist in supervising the children.
- Be attentive to the children's needs. Interact in their play. Encourage, comment, ask open-ended questions (a question that cannot be answered with a yes or no), and describe what you see. In order to be at a child's eye level, sit at the craft table, sit with the children during their snack and sit when playing or reading to them. If a child is wandering and restless, introduce him/her to an activity to help them settle into the playtime.
- Ensure that children are playing safely and within limits: walking inside the school; wearing shoes at all times; that children are gentle with themselves and others; "using their words" etc.
- The children will settle into the activities better, if the adults remain calm and engaged.
- Encourage the children to tidy up before starting another activity.

## Inside Supervision

- Position yourself at the children's level while at the same time being able to scan the whole room.
- Be involved in children's play. Help ensure children are working at their own level, and not feeling frustrated. Comment or ask questions about colours, shapes, function, etc. Ask open-ended questions, use encouragement to help a child solve a problem rather than doing it for them. Use descriptive language to aid learning. There are examples of open-ended questions throughout each room.

- Ensure puzzles, games, etc. are out on the tables, and invite children to use them. Encourage children to finish their puzzles or games. We ask that puzzles be completed prior to re-shelving them so as to not lose pieces.
- Ensure that the books are orderly and well stocked. Sit down while reading/listening. Children may be read to in small groups, but sit in a good position to view the rest of the room.
- Encourage children to tidy up before they start a new activity.
- Ensure that there is paper on the easels, paint in the pots, play dough at the tables, etc.
- Children are *encouraged* to wear smocks for painting, water play, etc. and are asked to wash hands as needed.
- Encourage and interact in play when appropriate at the dramatic/dress-up centre.
- Sit at the creative table with the children, and remain with them during the activity. Give children guidance as to use of material, but allow form and content to emerge from them. Encourage participation and exploration of the materials. Use questions and comments to stimulate language, creativity and awareness. Please don't create your own artwork as an adult's superior ability can be discouraging to the children. They then want you to do it for them.
- Encourage children to finish before leaving the activity "Is your art work finished?"; write the child's name on their work where the child wants you to—older children may want to print their own name. This might be a good opportunity to document on the artwork, with the child's permission, any feedback about their work. This can be achieved by using open-ended questions - "tell me about your picture".
- When creative play is finished, please wipe the tables with sanitizing solution.
- In the Dramatic Play/Dress Up area, rotate props for variety; model dramatic play. Encourage calm and cooperative play.
- Encourage children to dress themselves for outdoor play, but help when necessary, ensuring scarves and coat ties are tucked in, to prevent accidents. Make sure all children have sun screen and are wearing appropriate clothing for the weather.
- Please ensure all duty staff from your family **come prepared for the weather**.
- Take sand toys and riding toys out of the shed for the children to play. After outdoor play at the end of the day encourage and help the children to put the toys back in the shed. The shed is for storage only and should not be used as a playhouse.
- Supervise the slide so that only one child at a time goes down, sitting forward only, not backward or face first. Discourage going up the slide, or climbing up the sides of the slides.
- Ensure that children play safely. Toys do not accompany children on climbing equipment.
- Please encourage the sand to stay in the sand box and the wood chips to stay in the wood chip area.
- Please tell a teacher if it is necessary for a child to be taken inside to the washroom. Only fully participating duty day staff (i.e. who have a satisfactory Police Reference and Vulnerable Sector Check on file will be permitted to supervise children on their own.
- It is essential that duty day staff be aware and alert to the activities of the children. Position yourself to maximize your visual field.

## **Snack**

Snack is an important part of the program. It is a social occasion and an opportunity for children to develop social, self-help and language skills.

Duty day staff sit with the children and serve snack according to the child's preferences. Children should be encouraged to taste all the different foods provided but not forced to accept these onto their plates. When snack is over, the children place their cups and plates in the bin provided. Children are then encouraged wait at the table for the children who are finishing and duty day staff encourage conversation. If the children are settled, one duty day staff clears the tables.

## **Children's Washroom/Diapering**

Duty day volunteers/staff are required to help children with washroom routines and change diapers as necessary.

- Assist children in using the washroom as needed but encourage independence.
- Encourage children to dress themselves but assist when necessary.

- Follow posted diapering procedures.
- Guide and assist children in washing their hands before snack, after messy creative play, after using the washroom, etc.
- Please model appropriate hand washing and guide children to use the same procedure. (Instructions posted in washroom)

### **If You Are Unable To Do Your Duty Day**

If you are unable to make your scheduled duty day, please find another parent/caregiver who will exchange duty days with you. If another parent/caregiver can not switch with you then you can hire one of our support staff to do your duty day for you (and pay them \$40meee directly). Contact information and availability of Hippo Nursery School supply staff is provided on the website.

If you cannot find anyone, call the school immediately.

If you are unable to find a replacement, you will be charged the missed duty day fee (see Financial Agreement).

### **Siblings on Duty Day Policy**

Hippo Nursery School is one of the few co-op style schools which allow younger siblings to accompany parents/caregivers on their duty day. Their presence greatly enriches the experience of both parents and the children at the school.

You will need to provide **IMMUNIZATION RECORDS** or an exemption Affidavit for any sibling in attendance, on a regular basis, when you do your duty day.

The following guidelines are intended to ensure that this unique policy continues to benefit every member of the co-op.

The success and safety of a duty day depends upon the full involvement of each duty day participant. For this reason, early in the school year the teacher will check in with each duty day participant who brings a sibling. The teacher will suggest ways of coping with particular challenges, and will offer general strategies for handling siblings and duty day responsibilities. All duty day participants with concerns or questions about siblings should speak to their group's teacher.

If, in exceptional cases the teacher determines the presence of a sibling significantly reduces the adult's participation in their duty day responsibilities, or disrupts the smooth and safe running of the group, the following procedure will be followed:

#### **Initial Dialogue:**

- Teacher and duty day staff work together to produce a list of strategies to address the particular challenge.
- Teacher notifies supervisor.

#### **Trial Period:**

- During a one-month trial period, the duty day participant carries out the strategies suggested in the initial dialogue.

#### **Re-evaluation Meeting:**

- If all possible suggestions have been exhausted and no significant improvement is shown during the trial period, the duty day staff (and the parent if these are two different people) meets with the teacher and the supervisor.
- Duty day staff may be asked to switch duty days to keep ratios at an optimum.
- Parents may also be asked to make alternative care arrangements for the sibling, effective the following week.
- **Important:** In cases where a sibling is directly endangering children in the program the parent may be asked to find alternative care immediately.
- We understand that children move very rapidly through developmental phases. Therefore, after six weeks parents may bring siblings back into the program for a trial period to see if they can be re-integrated on their duty day.

# HNS Duty Day Participation Agreement 2018-19

*Please read the following agreement carefully and have ALL duty day staff from your family sign it. A copy of this agreement is included in your duty day handbook and on the member's section of our website. Duty Day Staff will not be permitted to participate in the program until they have signed this form.*

## **PREAMBLE**

Duty Day Staff (DDS) are an integral part of the smooth functioning of Hippo Nursery School. Duty Day Staff are assistant teachers and their presence is required in order to have the nursery school meet the adult-child ratio requirements in the *Child Care and Early Years Act*. Although the majority of Duty Day Staff manage to get to their duty days on time, some are consistently late.

This policy is intended to:

- (a) outline how to help participants whose lateness is due to ongoing logistical problems, and
- (b) determine how to curb lateness for which there is no legitimate reason.

## **LATENESS DUE TO LOGISTICAL PROBLEMS**

DDS with ongoing logistical problems must approach the teachers at the beginning of the year to come to an understanding that is satisfactory for both the DDS and the school. Some possible solutions might be:

- consider changing duty day if at all possible
- trade with other parent(s) to cover late arrivals or early departures
- offer 'special services' such as doing a circle once or twice a month or a special craft
- stay 5-10 minutes later than other DDS

## **OCCASIONAL AND UNEXPECTED LATENESS**

- I. DDS should call the school (if possible) and inform the school of estimated time of arrival. (The Administrative Assistant will relay the messages to the appropriate staff.)
- II. At an appropriate time, the DDS should approach the teacher involved and offer an explanation.

## **HABITUAL LATENESS**

- I. When a DDS is consistently and noticeably late (i.e. 15 minutes or more) and has no prior arrangement for dealing with this problem, the teacher involved will (a) speak to the DDS regarding accountability **and** (b) inform the supervisor that s/he has done so. The teacher may stress reasons for punctuality: ratio stability and the need to provide a calm, soothing and controlled environment for the children as they arrive. In addition, DDS are required to help set up for the program.
- II. If unexplained lateness occurs again after the teacher has spoken to the DDS, the teacher should inform the supervisor as soon as possible and the supervisor will then deal with the situation at her discretion. The supervisor might offer the duty day exemption to the DDS (if there is space available). If the lateness continues after the supervisor has talked to the DDS to try to resolve the problem, then the supervisor can take the problem to the Executive for discussion. **The family might be asked to withdraw if the situation is deemed very serious and unworkable.**

# Other Parent Responsibilities

## Parent Jobs

Hippo Nursery School is run by the parents and staff. Parent jobs are an integral part of the co-op experience. It is very important that each family fulfill their parent job duties as the smooth running of the school depends on everyone working together.

In addition to a weekly duty day, each family takes on a specific area of responsibility for the year—a parent job. Expect to spend an average of 40 hours throughout the year on your parent job. The Parent Job Co-coordinator helps families to choose a suitable parent job and offers support and training. All families submit a parent job selection form in which jobs are ranked by preference. The jobs are then assigned by the job coordinator on a random (lottery) basis according to the noted preferences. Job assignments are found in your welcome package.

## Executive Board

A parent can serve on the executive board as their parent job—elections are held each May at the annual general meeting, though some positions may still be available in September. The executive job descriptions are available upon request.

Positions are as follows:

Co-Chairs	Communications Chair
Treasurer	Parent Education Chair
Registrar	Parent Job Coordinator
Secretary	Safety & Maintenance Co-Chairs
Human Resources Chair	Special Events Co-Chairs

Parents are welcome to attend executive meetings. The meeting dates will be posted in our weekly email Calendar of Events and the school calendar posted on the office door. Please let one of the co-chairs know if you plan to attend.

## Meetings

There are two mandatory general meetings (one in the fall and one in the spring).

There are two mandatory training sessions for duty day staff. All family members and care-givers doing duty days, even on an occasional basis must attend the duty day staff training session on September 8, 2018 and February 6, 2019 along with the regular duty day staff. Duty day participants who are not able to attend the training must arrange a time to complete the training with the Supervisor. Failure to attend will impact your eligibility to participate in Duty Days. You may be required to pay for Duty Day coverage until you are fully trained.

## Parent Education Workshops

Each year we try to offer a variety of topics and times to meet the needs of as many families as possible. We encourage you to attend the various parents' education workshops held throughout the year.

## Childcare for Meetings

With the exception of our first duty day staff training session, free child-care is provided for all general meetings. A sign-up sheet is posted one week in advance and we encourage you to sign-up early as spaces are limited. We hire Hippo School support staff and experienced baby-sitters from the community. If you need to cancel your reserved child-care space(s), we do require 24 hours' notice, otherwise you will be invoiced \$5.00 per child.

## Work Days

Work days are scheduled on four Saturdays during the school term (usually in October, January, April and June) and one evening in the spring time. Deep cleaning, maintenance, painting, and repairs to the school facilities and equipment are performed by parents on these work days. Refreshments are supplied.

Saturday work day shifts are now 3 hours - parents sign up for either 9-12 or the 12- 3 shift. The spring time evening shift is also 3 hours from 6-9. Your \$150.00 work day cheque will not be cashed at the end of the year upon completion of 2 out of the 5 scheduled workdays/evening.

If you are unable to attend the scheduled Saturday or springtime evening work shift, you may also contact one of the Safety/Maintenance Chairs for other jobs on their list of work for the year that you may complete in lieu, at a more convenient time.

## Special Events/Fundraising

Participation in fundraising is included in your membership agreement. Parents are expected to participate in the annual events. The Special Events Committee will call upon you to volunteer your time at these events.

We count on your support as our operating budget relies on the revenue from these fundraisers to offset expenses throughout the year as well as keeping the fees as low as possible. Fundraising also fosters a sense of community not only in our school but in the neighbourhood.

## Monthly Snack Requirement

Each family is responsible for providing a morning or afternoon snack approximately once a month according to a snack schedule posted monthly both at the school and on our web-site. This strengthens parental involvement, enriches the quality and the variety of the food offered to the children and brings opportunities to involve the children in food choices. All families provide a snack, even those who are non-participating. Families that forget their snack will be charged \$25 or will be asked to bring a replacement snack.

The school provides snack for the first two weeks of September.

## Snack Content

Snacks should be tasty, colourful and varied. They should be high in nutrients and low in salt, sugar and fat. Attention should be given to colours and textures. A plate of colourful foods is more enticing than a bland looking one.

The morning snack (enough for 6 dinner plates of food) should contain food from two food groups including one serving of grain products and at least two servings of vegetables & fruit (one vegetable and one fruit). An example of a morning snack could be crackers, oranges and broccoli.

The afternoon snack (enough for 4 dinner plates of food on Mondays and Fridays and 5 dinner plates of food the other days) should contain food from three food groups including one serving of grain products, at least two servings of vegetables & fruit (one vegetable and one fruit), and either one serving of milk & alternatives or one serving of meat & alternatives. An example of an afternoon snack could be pita breads, carrot sticks, peaches and cheese or bean dip.

Please see below examples of food for each of the four food groups. Photographs of plates of snack served will be on our web-site. You can use them for quantities and ideas for your snack.

Your responsibility is to bring the snack items to the kitchen and to list the items you bring on the **snack calendar** posted above the counter. **It is a requirement of the Child Care and Early Years Act to list the content of the snack on this calendar.** Please remember to fill in the information each time you bring the snack.

The kitchen staff will prepare your snack according to safe handling practices. When you choose your snack items, be aware that some foods will require more preparation time. For example, to decrease the risk of choking, grapes and cherry tomatoes need to be cut in half, carrots, broccoli and cauliflower need to be cut and partially cooked and apple and other fruit need to be peeled and cut into strips. Try to bring a snack that is balanced in term of preparation time for the kitchen staff.



If you can, you might want to check the snack calendar and lunch menu prior to your snack day to see what has been served recently. This might avoid serving the same kind of food many days in a row.

To prevent choking please do not bring popcorn.

### Food Groups

**Vegetables & fruit:** carrots, peppers, broccoli, cauliflower, celery, avocado, cucumbers, green beans, oranges, apples, apple sauce, pears, peaches, bananas, mangoes, strawberries, raspberries, blueberries, pineapple, watermelon, cantaloupe, etc.

**Grain products:** cereals low in sugar, crackers, whole grain breads, muffins, bagels, rice cakes, pita breads, low-salt pretzels, etc.

**Milk & alternatives:** cheese, cream cheese, yogurt or dairy-based dips, etc.

**Meat & alternatives:** beans, eggs, bean dip, chick peas, edamame beans, tofu, etc.

# 2018-19 School Year Program Membership Agreement

Hippo Nursery School provides a unique experience for both Parents/Caregivers and their children in that Parents/Caregivers are afforded the opportunity to play a large role in their child's nursery school experience. In order to provide this experience, the school expects a great amount of participation from each member family. By participating, each member family has a voice in their child's education. Listed below are the obligations required of each member family that must be fulfilled during your child's stay at the school. Failure to adhere to these requirements may result in the withdrawal of your child from the program.

## All families agree to the following:

- to submit a **completed registration package** including **all documentation** required by the Ministry of Education for **children** and **Duty Day Staff**. If the required documentation is not received by the school in a timely manner, I/we understand that due to Ministry licensing requirements, my/our child will be unable to attend the program and/or the duty day staff from our family will be prevented from participating on duty days until all documentation is received by the school.
- to read the **weekly email**.
- to **drop-off and pick-up** my child/children on time. Late fees will apply to children picked-up late.
- to read the **parent handbook** prior to my child/children's first day and respect all school policies.
- to respect the **health policies** of the school, keeping all family members out of school if they show any signs of a communicable disease or condition as per our health policy.
- to pay **fees on time** as per the financial agreement.
- for at least one parent per family, to attend **both general meetings (Fall and Spring)**.
- to check the **website** for duty day schedules, lunch menu, etc.
- to participate in **fundraising** at the Hippo Craft Fair.

## All participating families agree to the following:

- to submit **all documentation** required by the Ministry of Education for **Duty Day Staff**. If the required documentation is not received by the school in a timely manner, I/we understand that due to Ministry licensing requirements the duty day staff from our family will be prevented from participating on duty days and will be responsible for arranging for a qualified staff to fulfill their duty day requirements. A grace period of up to 4 weeks will be given for duty day staff to secure all documentation needed if enrollment takes place once the school year has started. (does not apply to duty day exempt families)
- to arrive on time and participate fully on my **duty day** once per week, or arrange for an approved substitute by switching with another family or hiring from the replacement list. (does not apply to duty day exempt families)
- that all duty day staff for my family will attend two duty day staff training sessions, one in September and February.
- to will read the **duty day handbook** distributed in September.
- to provide one morning or afternoon **snack** once a month.
- to take on one **parent job** per family (**approximately 40 hours per year**).
- to attend 2 out of 4 scheduled **work days (6 hours total)**, or equivalent time per school year.

# 2018-19 Kindergarten Aftercare Program Membership Agreement

Hippo Nursery School provides a unique experience for both parents/caregivers and their children in that parents/caregivers are afforded the opportunity to play a large role in their child's nursery school experience. Kindergarten aftercare families are not required to do a duty day and fulfill many of the membership obligations but in order to maintain the program and build community, we ask that you participate in certain aspects of the school.

Listed below are the obligations required of each aftercare family that must be fulfilled during your child's stay at the school.

## **I/We agree to the following:**

- to submit a **completed registration package** including **all documentation** required by the Ministry of Education. If required documentation is not received in a timely manner, I/we understand that due to Ministry licensing requirements, my/our child will be unable to attend the program until all documentation is received by the school.
- to **pick-up** my child/children on time. Late fees will apply to children picked up after 5:30.
- to respect the **health policy** of the school, keeping all family members out of school if they show any signs of a communicable disease or condition as per our health policy.
- to read the **parent handbook** prior to your child's first day.
- to pay **fees on time** as per the financial agreement.
- to participate in **fundraising**.
- to read the **weekly communication** via email.
- to check the **website** for important information and schedules.
- to attend 1 out of 4 scheduled **work days (3 hours total)**, or equivalent time per school year.
- for at least one parent per family to attend **both general meetings (Fall and Spring)**.
- to review and sign-off on any school policies deemed necessary by the school (health policy, behaviour management, etc).

# Hippo Nursery School Policies and Procedures

Both the Child Care and Early Years Act, 2014 (the CCEYA) and Toronto Public Health require Hippo Nursery School to operate with a comprehensive set of policies and procedures.

We have also established our own operating policies and procedures to ensure that the nursery school functions in a professional and transparent manner.

Many of our Policies and Procedures are accessible through our website. Please log on to the members' section at [www.hipposchool.org/members](http://www.hipposchool.org/members) using the username and password provided to new families in the welcome package.

**The following policies will be reviewed in detail at the Duty Day Training and Policy Review Session on Saturday September 9<sup>th</sup>, 2017.**

You will need to sign-off on these policies, indicating that you have reviewed and understood them prior to your first official duty day at the nursery school.

## **Behaviour Guidance Policy & List of Prohibited Practices**

It is noted that all adults who enter the school premises will respect our Behaviour Guidance policy that includes but is not limited to: the use of corporal punishment; and/or deliberate harsh or degrading measures to be used on a child that would humiliate a child or undermine a child's self-respect, will result in immediate dismissal. A full copy of Hippo Nursery School's Behaviour Guidance Policy is located in the member's section of our website and from the office on request.

### **List of Prohibited Practices**

At Hippo Nursery School the following practices are NEVER permitted:

- (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.

## **Suspected Child Abuse Reporting Policy**

Hippo Nursery School has a child abuse policy that states clearly that any abuse or suspected abuse will be reported to the Children's Aid immediately.

Please familiarize yourself with the details of this policy listed in the member's section of our web-site. You are also welcome to request a paper copy from the office should you require one.

## Program Statement and Implementation Policy

The Hippo Nursery School philosophy is defined by a fundamentally child-centred approach to all programming and by the active participation of parents and caregivers in that programming.

All programs are play-based and the children are central to their own educational process. The children's ideas and interests emerge and form the basis for their experiences, while the environment provides the materials and feedback that support their development. Children are given the freedom to use their imagination, and to develop their creativity and independence, with no pressure to conform or compete.

In addition, the participation of parents is highly valued by Hippo Nursery School and is an integral part of the Nursery School process. Parents are involved in both the classroom and the operation of the school and in partnership with the staff and teachers, enrich the lives of all of the children and have the opportunity to learn from one another.

Structured as a parent/teacher Nursery School, Hippo Nursery School stresses the spirit of cooperation amongst all staff and parents. Parents and staff are all workers and members at Hippo Nursery School who provide early childhood education in our community. Hippo Nursery School also recognizes clear lines of accountability, and is committed to providing an inclusive and safe environment that follows *How Does Learning Happen?*, Ontario's pedagogy for the early years as a guiding document and approach to our daily program and practices.

Ontario Regulation 137/15 S. 46 (3)	Goal	Approach
Promote the health, safety, nutrition and well-being of the children	We will promote an inclusive and safe environment that promotes race, ethnicity, physical, mental, and emotional wellbeing of the children.	Children's diversity is respected in choices and materials used throughout the program. Children's nutrition is valued through menu choices that reflect the Canada Food Guide. Food choices are respectful of family beliefs and practices. Staff adhere to all food restrictions and allergies and document the children's health. Concerns are brought forward to families immediately.
Ontario Regulation 137/15 S. 46 (3)	Goal	Approach
Support positive and responsible interactions among the children, parents, childcare providers and staff	All children, families, and staff at Hippo Nursery School shall be treated equally, with respect and be given the support and opportunities needed within our environment.	Opportunities are given for staff and families to connect daily and for families to discuss their child's development and program. Duty Day involvement in the classroom provides parents the opportunity to learn and interact with staff and all children.
Encourage the children to interact and communicate in a positive way and support their ability to self-regulate	Staff will support each child by providing a developmentally appropriate framework for children to communicate in a positive manner and promote self-regulation.	Staff model positive interactions and communication by respecting each child's individuality and by being engaged in children's play. Staff model and encourage children to recognize and verbalize feelings in themselves and in others.
Foster the children's exploration, play and inquiry	We will recognize each child's natural desire and ability to learn. Staff will foster children's natural curiosity to explore and be leaders in their learning.	Using observations and documentation, staff will expand on the children's interests and inquiries through both planned and emergent curriculum.

		<p>Staff facilitate play-based curriculum that encourages children to be curious, take risks, test their limits and lead their own learning.</p> <p>Staff will provide materials and experiences (both indoor and outdoor) that encourage children to explore through open-ended activities, build-on experiences and expand learning opportunities.</p>
Ontario Regulation 137/15 S. 46 (3)	Goal	Approach
Provide child initiated and adult supported experiences	We will recognize each child's natural desire and ability to learn. Staff will foster children's natural curiosity to explore and be leaders in their learning.	Staff will provide materials and experiences (both indoor and outdoor) that encourage children to explore. Staff act as facilitators in the environment. Through observations and documentation teachers will plan group and individual experiences based on children's interests and abilities.
Plan for and create positive learning environments and experiences in which each child's learning and development will be supported	Staff will engage children by planning experiences that are based on their interests and developmental needs.	Through observations and documentation teachers will plan group and individual experiences based on children's interests, abilities, and needs.
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	A variety of experiences that incorporate all times of the day (indoor, outdoor, active, and quiet) will be planned for and facilitated while ensuring the individual needs of each child are being met.	Staff meet the individual needs of the children by following individual plans, observations, family instructions, and regulations set forward for Hippo Nursery School. Staff plan adaptations for experiences/activities so that all children have an opportunity to be successful and engaged. There are areas in the environment to meet children's varying needs. There are opportunities for children to have quiet and reflective time, and areas that allow for play that is more active (both indoor and outdoor).
Ontario Regulation 137/15 S. 46 (3)	Goal	Approach
Foster the engagement of and ongoing communication with parents about the program and their children	Hippo Nursery School will promote a culture of family involvement by engaging families in partnerships with our teachers which supports their children's development and learning.	There are opportunities for staff and families to connect throughout the day and for families to discuss and provide feedback regarding their child's development and program. Parents are required to participate and enrich the program using their various talents and abilities (sharing cultural knowledge, musical abilities, mini performances, etc.)
Involve the local community partners and allow those partners to support the children, their families and staff	We will engage with various community members and businesses to support our children, families, and staff.	We regularly bring the children on outings to businesses and places within our community (for example to our local vet, hair salon and to visit neighbours). We have a Resource Worker that can assist the children and families needing

		support and provide resources for families and teachers when needed. We have a Parent Educator who regularly liaises with community members to facilitate programs, workshops, and training sessions that support our families, children, and staff.
Support staff or others who interact with the children at a childcare centre in relation to continuous professional learning	We will support staff to attend professional learning opportunities and encourage ongoing training as related to the childcare field.	Staff attend workshops that are provided throughout the year (internal trainings, external workshops, and performance goal development). Financial support is available for staff development.
Ontario Regulation 137/15 S. 46 (3)	Goal	Approach
Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families	To ensure that the strategies set out in (a) to (j) are meeting the needs of our children and families and provide opportunities to make changes if needed.	Through staff's documentation of the children, and feedback from families and staff, we assess and explore opportunities for improvements in our approaches. Families are surveyed throughout the year using online formal surveys or hard copies (depending on need). We provide our families with Duty Day training and a Duty Day review. We have an open door policy with our families and we have a Parent Rep. on our Board of Directors which is composed of parent volunteers.

## Sleep Supervision Policy

All children who sleep while at Hippo Nursery School are to be supervised during sleep. Staff must always be aware of a child's physical health during sleep by performing direct visual checks of each child.

Parents are consulted respecting their child's sleeping arrangements at the time of enrollment and ongoing thereafter.

Hippo Nursery School will follow all recommendations for sleep that are made by Public Health Agency of Canada and will ensure that cots comply with the standards of the Canadian Consumer Products Safety Act.

### Sleep Room/Area Setup

Children will be assigned to individual cots or mats which will be labelled with the child's name.

Lights can be dimmed in the sleep room/area, but staff must be able to see children clearly during the visual checks.

There will be a sleep plan posted in each room to quickly identify where each child's cot or mat is located in the sleep room/area.

### Procedure for Sleep Supervision

Staff must perform direct visual checks of sleeping toddlers, preschoolers, and kindergarten age children every 30 minutes. Direct visual checks mean that staff will be physically present by each child, checking for indicators of distress or unusual behaviours, such as, but not limited to:

Laboured breathing

Bluish color around the lips or fingernails

Color of the skin (may look grey)

Sweating

Wheezing - whistling sound while breathing

Restlessness

Direct visual checks must be documented on the Sleep Room Visual Check Chart.

Any changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents and will result in more frequent direct visual supervision of the child.

### Toddlers and Preschool Rest/Sleep Period

Toddler and Preschool children are required to have a rest period not exceeding two hours in length, or must be engaged in quiet activities, based on the child's needs.

Although there may be reduced ratios in the sleep room/area, toddler and preschool children must be visually supervised at all times.

Every 30 minutes, staff must stand beside each child and check for indicators of distress or unusual behaviours in each child.

Direct visual checks for toddler and preschool children must be documented on the Sleep Room Visual Check Chart

The Sleep Supervision Policy will be reviewed with staff, students and volunteers when they begin their employment or involvement with Hippo Nursery School and at any other time when changes are made.

## Serious Occurrence Policy And Procedure

### **Application**

This Policy applies to any full-time, part-time teaching staff, support staff and Duty Day staff

### **Purpose**

Hippo Nursery School aims to deliver a program that promotes the health, safety and well-being of all children and staff in our school. We have established processes to ensure our program is accountable to the families and the Ministry of Education, and is consistent with relevant legislation and recognized professional practice.

### **Intent**

To support the health, safety and well-being of children and staff in licensed child care monitored by the *Child Care Licensing System* (CCLS). The Serious Occurrence Policy provides a plan to deal with any serious incidents, a protocol to report, track and follow up on incidents, and provide greater transparency for parents regarding serious occurrences that occur in the child care program.

### **Definition of a Serious Occurrence**

The Definition of a "serious occurrence" according to the *Child Care and Early Years Act 2014* is as follows:

- (a) the death of a child who received child care at a child care centre, whether it occurs on or off the premises,
- (b) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
- (c) a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,



- (d) an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
- (e) an unplanned disruption of the normal operations of a child care centre that poses risk to the health, safety or well-being of children receiving child care at the child care centre.

### Responding to a Serious Occurrence

Should a Serious Occurrence arise, there are a few key components to remember when responding.

All serious occurrences must be reported to the Supervisor or designate immediately so that s/he can conduct a *preliminary inquiry* and all persons having knowledge of the occurrence should remain on the premises until they have been interviewed by the Supervisor or designated person.

If the preliminary inquiry is conducted by a designated person, the Supervisor is to be immediately notified. The preliminary report must be written and signed by the Supervisor or designated person before s/he leaves the premises. This information will also be entered into the CCLS.

The report should include the following:

- Description of the occurrence
- Client allegation (if applicable)
- Date, time, place of occurrence
- Reporting time
- Reason for occurrence, if known
- People involved
- Action taken
- Current status
- Parties notified
- Further action recommended

Each **type** of Serious Occurrence (according to the definition) has its own procedure to follow, listed below.

### Procedures:

(a) the death of a child:

- If a child dies while in the care of centre staff, staff are to immediately call 911, provide emergency personnel access to the child and follow all instructions given.
- Staff will inform the Supervisor/Designate.
- Supervisor/Designate will call the child's parent(s).
- If staff are informed of the death of a child at anytime, notify the School Supervisor immediately.

(b) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre

- Staff **must make the report directly to Children's Aid Society** and /or police. They must not rely on anyone else to report on his or her behalf.
- Staff are to follow the school Suspected Child Abuse policy.

(c) a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre

- If the child is experiencing Anaphylaxis, follow that child's individual **Anaphylaxis Action Plan**.
- Staff are to immediately call 911.
- Staff are to perform First Aid on the child while waiting for emergency personnel.
- Staff are to provide emergency personnel access to the child.
- Staff are to contact the parents of the child and inform them of what happened.

(d) an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised

### Missing child:

- Alert all staff.
- Immediately search for the child on the premises, including playground.
- A staff member who is not searching the premises is to immediately alert the child's parents and advise the police by telephone if the child has not been immediately found.

#### **Child temporarily unsupervised:**

- Inform the Supervisor, s/he will determine the next step(s).
- (e) an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre

- Follow Hippo School's emergency and evacuation procedures.
- Call parents and inform them of the situation and the next steps, which may include picking up their children.

#### **Reporting a Serious Occurrence**

Staff, students and volunteers are required to report any incident that may be deemed a Serious Occurrence, as defined in this Policy, and must immediately report the incident to the School Supervisor or Designate.

The School Supervisor or Designate will report the serious occurrence to the Ministry of Education through CCLS **within 24 hours** of becoming aware of the occurrence.

If CCLS cannot be accessed, the Supervisor/Designate must still notify the Program Advisor via telephone or email within 24 hours of becoming aware of the occurrence and complete a Serious Occurrence report in CCLS as soon as the system becomes available.

The serious occurrence categories in CCLS are as follows:

1. Death of a Child
2. Allegation of Abuse and/or Neglect
3. Life-threatening Injury or Illness
  - a. Injury
  - b. Illness
4. Missing or Unsupervised Child(ren)
  - a. Child was found
  - b. Child is still missing
5. Unplanned Disruption of Normal Operations
  - a. Fire
  - b. Flood
  - c. Gas Leak
  - d. Detection of Carbon Monoxide
  - e. Outbreak
  - f. Lockdown
  - g. Other Emergency Relocation or Temporary Closure

Updates to Serious Occurrences must be entered in the CCLS within seven working days of the initial report or as required by the Program Advisor. An updated *Serious Occurrence Notification* will be posted at the School.

#### **Serious Occurrence Notification Form**

Child Care centres are required to complete and post a summary of each serious occurrence in a place that is visible and accessible to parents within 24 hours of becoming aware of the occurrence for a minimum of 10 business days, **including any allegation of abuse or neglect.**

#### **Serious Occurrence Annual Analysis**

A *Serious Occurrence Annual Summary and Analysis Report* will be completed for all Serious Occurrences that occurred in the previous calendar year. The report is used as a method of identifying issues, trends and actions taken. The Annual Analysis and record of actions taken in response to the analysis are kept on file at Hippo School.

## **Anaphylactic Policy and Procedure**

### **What is Anaphylaxis?**

Anaphylaxis is a serious allergic reaction that can be life threatening. Food is the most common cause of anaphylaxis, but insect stings, medicine, latex, chemicals and exercise can also cause a reaction.

### **Purpose of the Policy and Procedure**

Hippo Nursery School is committed to ensuring that that we take a pro-active position regarding the prevention of anaphylaxis. The following procedure outlines our process for dealing with anaphylaxis at the nursery school.

### **Strategies to Reduce the Risk of Exposure**

- Signage will be posted throughout the interior of the school in areas where children could potentially be exposed to their particular allergen.
- Our parent handbook and our website contain information about what foods, ingredients or items must not be brought into the school.
- Parents, children and staff are asked to wash their hands and faces if foods containing allergens have been consumed prior to arriving at the nursery school.
- Families of children with extreme allergies (for which the school cannot accommodate) will be asked to provide their own food from home and must be kept in a labeled container.
- Food with any label that states “May Contain” nut warnings will not be served
- A list of all allergies and ingredients that are not permitted will be provided to parents and staff.
- All labels of food served at the school will be read by a staff member prior to food prep.
- Food ingredient labels must be read each time it is purchased by staff or families.
- Only food prepared at the nursery school or with ingredient labels will be served to the children, i.e. no home baking for birthday parties or events during regular program hours
- Pot-luck food will not be served on the school premises, during regular program hours
- People and groups using the school outside regular program hours will be instructed to clean and sanitize where food has been prepared and served (i.e. St. Matthew’s United Church Sunday school, Suzuki music program, etc.)
- Children and adults will be instructed not to share food
- All surfaces will be sanitized prior to and after preparing and serving food.
- All cleaning supplies and other products containing allergens will be stored out of reach of children.
- All medicine will be kept in a locked container and will be closely supervised when being administered. The only exception to this is the EpiPens.
- Playground areas at the school and during off-site trips will be monitored for potential allergens such as wasps, peanuts, tree nuts, candy wrappers etc.
- All parent(s) or physician of a child with life-threatening allergies will train the Supervisor and Staff of the nursery school (see anaphylaxis training section of this policy for more details), prior to the child starting at the school.

**\*\*Hippo Nursery School will always be a nut sensitive school even if, in any particular year, we do not have a child with a nut allergy. However, we occasionally have children with other food or product allergies that will be handled, following our procedure, only when they exist in the school, i.e. fish, kiwi, eggs, dairy, latex, etc.**

### **Communication Plan for the Dissemination of Information**

- Parents of children with anaphylaxis will provide an Individual Plan for their child prior to enrollment and will train all adults at the nursery school.  
(Please see training section of this policy for more details), prior to the child starting at the school.
- Staff will review Individual Plans as well as Emergency Procedures on a regular basis such as at staff meetings.
- A list of all allergies, ingredients to be avoided, strategies to reduce the risk of exposure will be reviewed at the duty day staff training sessions and duty day review sessions throughout the year.
- Staff will remind duty day staff to review allergy lists prior to serving food to children
- Parents/Caregivers and staff will be informed of all allergies at the nursery school through signage and email as well as on our website

### Individual Plan and Emergency Procedures

Prior to enrollment, the parent/guardian will meet with the Program Supervisor to provide input for the child's Individual Plan and emergency procedure. This plan will include but is not limited to:

- Child's name
- Description of allergy(s)
- Monitoring and avoidance strategies
- Signs and symptoms of an anaphylactic reaction
- Child care staff roles and responsibilities
- Parent/guardian consent for administering allergy medication, sharing information and posting the photo and emergency plan
- Emergency contact information
- Location of EpiPen and back up EpiPen (One is kept in a central location in the office and the other is kept in a fanny pack worn by the child's teacher when the child is present in the program)
- Photograph of the child will be provided by the parents

Copies of Individual Plans are kept in each child's file, emergency bags, trip bags, as well as in the Health Policy and Procedure section of our Policy Binder and/or in the health file on the computer.

The Individual Plan will also be posted in all areas of the nursery school where food is prepared and served.

### Anaphylaxis Training

- **ALL ADULTS WORKING OR VOLUNTEERING AT THE NURSERY SCHOOL:** Before a child with a life threatening allergy starts at the school, their parent or physician will train the adults at the duty day training/policy review and sign off meetings in early September. If a staff or family joins after the initial session, the supervisor will conduct the training/review.
- Training will include a review of each child's emergency plan, procedures to be followed in the event of a child having an anaphylactic reaction, recognizing the signs and symptoms and administering medication.
- All adults working or volunteering at the nursery school will sign-off that they have been trained.
- In addition all adults will be given an opportunity to use the demonstrator Epi-pen and ask questions relating to anaphylaxis during the training session with the parents or physician.
- In a child's second year at the nursery school, if there are no changes to their individual emergency plan, then the Supervisor who has previously been trained may train all the adults working or volunteering at the nursery school.
- If there are changes to the plan then the parents or physician must train the adults.

Parents/guardians are requested to advise the Program Supervisor if their child develops an allergy, requires medication and/or of any change to the child's individual plan or treatment. Individual Plans will be reviewed and revised as necessary as directed by the parent or the physician.

- **Duty day staff (unless parent of the child), support staff, volunteers and student teachers are not permitted to administer medications unless under extreme circumstances (i.e. all staff members are incapacitated).**

### **Emergency Protocol**

- Person A stays with the child at all times
- Person B gets and administers Epipen as per child's Individual Plan (first sign of reaction)
- Person C calls 911 to have the child transported to hospital even if symptoms have subsided
- Person C also contacts parent/guardian or emergency contact person and arranges for them to meet their child and Hippo Nursery School staff at the hospital
- Administered EpiPen is to accompany child to hospital and given to parent for disposal
- Serious Occurrence Report to be made

### **Playground Safety Policy**

#### **Playground Policy- Programming**

At Hippo Nursery School, the R.E.C.E. staff provides opportunities for all children that promote creative and constructive play. Outdoor programs must take into consideration the developmental levels and needs of the children and provide year round active, social and quiet play.

#### **Playground Policy- Supervision**

At Hippo Nursery School, the outdoor program is an extension of the indoor program. Ratios are maintained accordingly (Toddlers 5:1, Preschool 8:1) and require an RECE to be present whenever children are on the playground. It is important for staff to interact with children while on the playground. Staff are to be involved with the children, providing an inclusive environment, facilitating and extending play while ensuring safe supervision of the children at all times.

#### **Playground Policy- Renovations/Repairs**

At Hippo Nursery School, any new equipment or new renovations, repairs or replacements will be installed to meet the CSA Standard.

A Certified Playground Safety Inspector will inspect all work and verify compliance with the CSA Standard in writing. The document will be kept on file.

#### **Playground Policy- Playground Safety Log**

Hippo Nursery School has developed a Playground Safety Log: this includes playground injury reports, daily inspections, monthly inspections, seasonal inspections, annual inspections and action plans related to the findings of the inspections. Staff will be responsible for keeping this log up-to-date.

#### **Playground Policy- Review**

At Hippo Nursery School, all staff must review the Playground Safety Policy prior to commencing employment and annually thereafter. A written record of the review must be signed by the staff as well as the by the supervisor or alternate person who conducted the review and kept on file for at least two years from the date the review was completed and signed.

### **Playground Weather Policy**

At Hippo Nursery School we are committed to outdoor play as per the requirement for each child in attendance for 6 or more hours per day, to play outside.

Teachers will use their discretion / judgment. If the decision is made to go outside there is an understanding that the teacher can decide to come back inside if the weather conditions are determined to limit playground activities.

Parent will be asked to supply their child(ren) with appropriate clothing for the weather conditions so that there is always an option to take them outside.

If parents do not want their child to go outside, then they need to request it in writing and be available to come and supervise their child during the outdoor play time.

## **Supervision of Volunteers and Students Policy**

The purpose of this policy is to support the safety and well-being of children at Hippo Nursery School by clarifying the roles of volunteers and placement students with respect to the supervision of children in the program. The term “volunteer” includes duty day staff members that have not yet received a satisfactory response from their Police Reference and Vulnerable Sector check. “Placement students” are students placed in the Hippo Nursery School child care program by an educational institution. At Hippo Nursery School, volunteers and students play a critical role in the services provided to children and their families. HNS actively promotes volunteerism and student placements and empowers volunteers and students to support the development and well-being of children and families.

### ***Procedure***

#### **Orientation**

All students and volunteers must attend a general orientation prior to commencement of their placement. During their orientation, all required documents including immunization, Standard First aid & CPR-C, and Police Reference & Vulnerable Sector checks must be submitted. Hippo Nursery School is required to retain a copy of such documents. Relevant policies and procedures are reviewed and signed off by each student and volunteer. A signed acknowledgement of receipt is required. No student/volunteer may commence an assignment at Hippo Nursery School until the orientation has been completed. Volunteers whose agreements are for one year or more are required to review and sign off on all relevant policies and procedures annually.

#### ***For duty day staff members***

In general, Duty Day staff members are not considered volunteers, they are considered as staff for the purpose of maintaining ratio. However, they are considered volunteers until they receive a satisfactory response from their Police Reference and Vulnerable Sector Check.

There are two mandatory Duty Day training sessions per school year which are conducted by the supervisor and ECE staff. The first session will take place at the beginning of the school year, prior to the first official duty days and the second session takes place in February. Duty day training is mandatory for all duty day staff members including returning duty day staff and includes a review of all Hippo Nursery School policies and procedures. Policies covered in the annual duty day training in September include and are not limited to: Emergency and Evacuation Procedures, Sanitary Practices Procedures, Sleep Supervision Policy, Policy for monitoring Compliance and Contraventions with Policies and Procedures and Emergency Plans, Serious Occurrence Policy, Medication Policy, Program Statement and Implementation Policy, Playground Safety Policy, Anaphylaxis Policy, Supervision of Volunteers & Students Policy, and Police Reference & Vulnerable Sector Check Policy.

#### ***Role of the Supervisor***

The Supervisor will:

- Conduct the orientation for volunteers and students
- Provide site specific emergency information about fire exits, emergency and evacuation procedures, location of emergency bags
- Provide site specific location of Allergy and Food Restriction Lists
- Review each child’s Anaphylaxis Emergency Plan of Care, each child’s Individual Plan of Care for Health Conditions and each child’s Individualized Plan of Care, as appropriate, and ensure that a Training Record is signed for each

- Ensure that all documentation is completed, as required
- Designate a staff to supervise the student or volunteer and review the role and responsibility of the supervising staff
- Monitor for Compliance and Contravention of Policies and Procedures and Individualized Plans for each volunteer
- Review, on an annual basis, all key policies and procedures with each volunteer.

### ***Role of the Teaching Staff***

The Teaching Staff will:

- Introduce student/volunteer to staff, parents and children
- Assign a safe place for personal belongings
- Provide mentoring, feedback, guidance and support on an ongoing basis
- Intervene when required
- Ensure that students/volunteers are never left unsupervised with children
- Immediately address non-compliance with behavioural guidance policies
- Monitor for Compliance and Contravention of Policies and Procedures and Individualized Plans for each student

### ***Supervision and mentoring of Volunteers and Placement Students***

- Volunteers and placement students are supervised by teaching staff and by the school supervisor.
- Placement students are each assigned to a specific teacher who is responsible for supervising and mentoring them. Addressing non-compliance forthwith, as outlined in our policies by the supervisor.
- All Duty Day Staff, Volunteers and Placement Students will be observed and documented as per our Monitoring for Compliance and Contravention Policy. Duty Day Staff and Volunteers in January, and annually thereafter. Placement Students, half way through their placement with us.

### **Supervision of Students**

The teaching staff will review tasks/assignments with the student. The teaching staff review the student's placement evaluation before providing it to the student. Each student will meet with the teaching staff and off-site placement supervisor to review the student's placement evaluation.

### **Supervision of Volunteers**

The Supervisor will review the role of the volunteer and of the teaching staff, as well as, attendance and expectations for the volunteer while participating in the program. Regular feedback will be provided through Monitoring for Compliance and Contravention of Policies and Procedures and Individualized Plans.

At the end of the volunteer term, and upon request, a final written summary report, indicating duration of volunteer period and assigned duties, will be provided to the volunteer.

### **Safety Procedures for Students and Volunteers**

To ensure the safety and protection of our children, staff, students and volunteers:

1. Students and volunteers must be supervised by a staff at all times. At no time, and under no circumstance, shall a student or volunteer be left unsupervised with children.
2. Each student/volunteer must agree to adhere to the HNS policies and procedures.
3. Students and volunteers are not to be included in the staff complement, and are not to be counted as part of the staff to child ratios.
4. Students and volunteers are not permitted to administer medication.

### **Participation in Program**

1. Review your daily schedule for your responsibilities upon arrival and throughout the day.
2. Follow the weekly program plan.
3. Report all accidents to the RECE/ECA in the room, regardless of how minor (bump, scrape, fall, etc.).
4. If parents/guardians have any concerns or questions, please refer them to the staff in the room.
5. If you have any questions specific to your classroom assignment, please speak to your supervising staff or to the Supervisor.

### **General Conduct**

1. No portable electronics can be carried while in the classroom.
2. Only emergency calls are permitted to be made or received while in the program.
3. No outside food is to be eaten in the classroom.
4. Actively engage with the children in the classroom and on the playground.

### **Reporting Absences**

The Supervisor must be informed by telephone, text, or email about illness or absence prior to the time scheduled to report on site. For Students, all absences will be documented on the college/university issued attendance form. For Volunteers, repeated absences and cancellations without just cause may result in termination as a volunteer with HNS.

### **Volunteers/Students Responsibilities**

1. Report to the main office to the Supervisor or staff in-charge on your first day, introduce yourself and provide him/her with the package of documentation you received at orientation.
2. Report to your designated room.
3. Take direction, as appropriate, from staff who you are working with.
4. Provide a biography/introduction letter and picture of yourself to your supervising staff to be posted in the room for parents.
5. Students - Ensure that all program manuals/evaluations that are provided by the college or university are passed onto the supervising staff in the room.
6. Students - document attendance in hours.

### **Expectations of Volunteers and Placement Students**

- Review all policies and follow them
- Attend all required training
- Request assistance from teaching staff and supervisor as required
- Follow the direction of teaching staff and supervisor at all times

**Note:** Any volunteer/student who report to the school wearing clothing or footwear that is deemed to be inappropriate will be asked to go home and change.

## **Health Policy**

### **DOCUMENTATION**

In accordance with Toronto Public Health regulations the following must be returned to the school before a child can attend:

- Evidence of immunization against all diseases as per the Immunization Schedule. Some families may choose to opt-out of immunization, in this case they must provide either a medical exemption from their physician or else a signed & notarized Affidavit (Statement of Conscience or Religious Belief - Child). **Please remember to inform the school when your child receives new vaccinations** so that we can keep our records up-to-date. Families must also provide immunization records for siblings who attend duty days on a regular basis.
- An Adult Health Form filled out by a physician that includes immunization history and a recent skin test and/or chest x-ray that indicates freedom from tuberculosis, for the parent or others who will be doing duty days. Again, should adults choose to opt-out of immunization, they must provide either a medical exemption from their physician or else a signed & notarized Affidavit (Statement of Conscience or Religious Belief - Individual).

*The above health forms must be completed and returned to the school or the child will not be allowed to start.*

## **ILLNESS PROCEDURES**



Please do not send your child to school with a cold, flu, or if they have a fever, diarrhea or have been vomiting. It is of vital importance that we observe this rule, as contagious illnesses can spread rapidly.

*We cannot accept sick children at school, no matter what the circumstances.* Children who become sick during the course of the day will be isolated in the office. The parent must make immediate provision for a sick child to be picked up. All children must be analgesic-free in order to **safely** attend Hippo Nursery School.

**Colds** - At the first sign of a cold, please keep your child at home. Common signs can include: lethargy, glassy eyes, runny nose, and irritability. Recovery will be quicker if children are kept at home through the third day. If at that time there is no fever, sore throat, or coughing, the child may return to school, in spite of still having some residual sniffles. If the illness is only a cold, the infectious period will be over in 3 days. Please do not ask us to keep your child inside. If children are not well enough to fully participate in the program, then they are not well enough to attend.

**You must contact the school daily** when your child is absent due to illness. You must provide us with **details** (start date and time of symptoms) in order for us to track all illnesses so that we can put policies in place to minimize the spread of disease.

**Medicine:** Only the Supervisor or a designated staff can administer medication. Parents must sign a consent form before medicine is administered.

**Policy** - Any child, parent, or staff who is sick will be excluded from the school using the following criteria:

- 1) Those experiencing **fever, diarrhea, or vomiting** need to be excluded for **24 hours** after the last symptom has disappeared, before returning to participate in the program. In the event of an outbreak, the exclusion period will be **48 hours** after the last symptom has disappeared.
- 2) If the illness prevents a child or adult from participating in the program.
- 3) If the illness is an **infectious disease** i.e. impetigo, ringworm, hepatitis A, strep throat, pink eye.

Children will be excluded for the full period of time required by the Toronto Public Health, using their GUIDELINES FOR COMMON COMMUNICABLE DISEASES.

The school keeps a record of communicable diseases for the Toronto Public Health. If an outbreak does occur, we must give the Toronto Public Health the following information: child's name, parent's name, address, telephone numbers, communicable disease in question, date of onset of disease, doctor's name and telephone number. You may be asked for consent to submit a stool sample for testing should someone in your family experience outbreak symptoms.

## Waitlist Policy and Procedure

A new waiting list is maintained by the Registrar, starting each October for the following September's registration.

As we often have an overflow of response from the community at waitlist times, waitlist forms are available online and accepted no earlier than the specified/designated date. Notice of the date when our waitlist opens is given well in advance on our website.

Waitlist forms are marked with the time and date that they are received and then numbered accordingly.

An Information Session and/or tours are organized by the registrar for those families on the waiting list. The waiting list is not carried over from year to year, families must reapply each year and there is no cost to sign up for the waitlist.

Spaces are offered in sequence beginning with Internal families, then alumni, followed by new families.

Factors that are considered before offering a spot are: age of child, maximum group size, type of use needed (full-time, part-time, etc.).

All waitlist families **will be contacted** by the registrar even if we are not able to offer them a spot for the coming year. **A family's position on the waitlist does not necessarily reflect their chances of getting a spot at the school.** We ask that families please refrain from contacting the school or registrar with questions about their position on the waitlist as we WILL contact them.

Waitlist families will be contacted when the internal registration is complete. We anticipate beginning external registration **at the end of January or early February**. It is the family's responsibility to ensure we have been given the right contact information. If a family is offered a spot, they will have two days to accept or decline the spot and then the registrar will move on to the next family. If we are able to offer a family a spot they can expect to hear by the end of March. If a family is not offered a space in this initial period, it is possible that a space may come available in the spring after the withdrawal deadline for enrolled families.

## **Emergency Management Policy and Procedures**

Hippo Nursery School has developed detailed Emergency Management policies and procedures for many different situations. If we have an Emergency we will follow the procedures outlined and inform the parents as soon as possible. The full policy is available on our website.

## **Parent Issues and Concerns Policy**

### **Purpose**

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

### **Definitions**

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

*Teacher:* The R.E.C.E. directly in charge of the group.

*Staff:* Individual employed by the licensee (e.g. program room staff).

### **Policy**

#### **General**

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

## Confidentiality

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

## Conduct

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

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

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom teacher directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 3 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> 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.	<ul style="list-style-type: none"> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the teacher responsible for supervising the volunteer or student</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> 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.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

**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 supervisor.

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

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

**Contacts:**

Jennifer Ageday, HNS School Supervisor: 416-651-6718 or [supervisor@hipposchool.org](mailto:supervisor@hipposchool.org)

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

