



ACE After-Four Children's
Enrichment Program

**ENRICHMENT PROGRAM
PARENT HANDBOOK**

2023-2024

TABLE OF CONTENTS

<u>TABLE OF CONTENTS</u>	2
<u>INTRODUCTION</u>	4
<u>PHILOSOPHY</u>	4
<u>ACE MANAGEMENT</u>	5
<u>CENTRE MANAGEMENT</u>	5
<u>ACE BOARD OF DIRECTORS</u>	5
<u>ACE STAFFING</u>	6
<u>STUDENT AND VOLUNTEER OPPORTUNITIES</u>	9
<u>STAFF PROFESSIONAL DEVELOPMENT</u>	9
<u>STAFF POLICIES</u>	9
<u>REGISTRATION & FEES</u>	10
<u>ADMINISTRATION REQUIREMENT</u>	10
<u>ADMISSION INFORMATION FORMS</u>	11
<u>FEES</u>	11
<u>PAYMENTS</u>	12
<u>TAX RECEIPTS</u>	13
<u>WAITING LIST POLICY</u>	13
<u>WITHDRAWAL POLICY</u>	14
<u>OPERATIONS</u>	16
<u>HOURS OF OPERATIONS AND DAYS OF SERVICE</u>	16
<u>OUR LADY OF WISDOM SCHOOL HOLIDAYS, P.A. DAYS</u>	17
<u>DAILY ARRIVAL</u>	17
<u>DAILY DEPARTURE</u>	18
<u>ACE PICKUP / DROP OFF</u>	18
<u>SNACKS at ACE AM Program – Snack Policy and Procedure</u>	18
<u>EMERGENCY CARE (EC)</u>	20
<u>ABSENCES</u>	20
<u>CHANGE OF ADDRESS/PHONE NUMBER</u>	20
<u>COMMUNICATIONS</u>	21
<u>SECURITY</u>	21
<u>ACE FAMILIES</u>	21

<u>FAMILY ETIQUETTE</u>	21
<u>PARENT/GUARDIAN COMMUNICATION</u>	22
<u>STUDENT BEHAVIOUR GUIDANCE</u>	23
<u>PROGRAM STATEMENT</u>	25
<u>GENERAL POLICIES AND PROCEDURES</u>	31
<u>COMPLIANCE WITH POLICIES AND PROCEDURES</u>	31
<u>ANTI-RACISM AND DIVERSITY</u>	32
<u>CHILD ABUSE AND NEGLECT POLICY</u>	32
<u>HEALTH POLICY</u>	33
<u>ANAPHYLAXIS POLICY</u>	33
<u>ADMINISTRATION OF DRUGS AND MEDICATION</u>	34
<u>LICE POLICY</u>	37
<u>CLOTHING AND POSSESSIONS</u>	38
<u>PICTURE POLICY</u>	38
<u>SOCIAL MEDIA POLICY</u>	38
<u>EMERGENCY MANAGEMENT POLICY AND PROCEDURE</u>	39
<u>ACE PROGRAM FORMS</u>	54
<u>PARENTAL POLICY AGREEMENT FORM</u>	55
<u>SIGN IN / OUT PERMISSION FORM</u>	Error! Bookmark not defined.
<u>PICTURE POLICY AGREEMENT FORM</u>	56
<u>MEDICAL RELEASE FORM</u>	57
<u>HISTORY OF COMMUNICABLE DISEASES FORM</u>	58
<u>Anaphylaxis Emergency Plan</u>	60
<u>PERMISSION TO ADMINISTER MEDICATION</u>	61
<u>ACE RECORD DRUGS ADMINISTRATION</u>	62
<u>PERMISSION TO ADMINISTER ONGOING AS NEEDED MEDICATION</u>	63
<u>ACE RECORD OF ONGOING AS NEEDED DRUGS ADMINISTRATION</u>	64
<u>WAITING LIST FORM</u>	65
<u>ACE REGISTRATION FORM</u>	66
<u>PARENT INFORMATION</u>	67

WELCOME TO ACE AFTER-FOUR!

INTRODUCTION

ACE After-Four Children’s Enrichment is a co-operative/not-for-profit childcare centre located at/in Our Lady of Wisdom Catholic Elementary School and was established by a group of concerned parents who recognized the need for a childcare program in the area.

We are committed to providing a safe and stimulating environment where each child can strive socially, physically, emotionally, and intellectually. ACE After-Four’s program is designed to meet the needs of each child in an atmosphere, which fosters co-operation, responsibility and order.

ACE After-Four is staffed by qualified and experienced educators, trained in Early Childhood Education. Each staff member has extensive knowledge of, and experience with, the methods of child guidance suited to the ages of the children in the centre.

Our childcare centre is run as a co-operative school—one where families and teachers work together to provide an enjoyable learning environment for the children. We stress the word “co-operative”, because it is vital for the successful operation of the Centre. Family participation includes:

- volunteering for a committee or Board position; and
- taking part in Centre activities such as volunteer services at events, etc.

Families can also share ideas and/or problems concerning their children with one another and with the teachers. We encourage you to contribute your ideas and talents to the centre.

PHILOSOPHY

Our goals and objectives are to promote physical, social/emotional, intellectual and language growth and development, and to increase the quality of life for all of the children enrolled in our program; regardless of racial, religious or economic background. In order to provide a healthy, growing experience for the children, our primary focus is on building positive human relationships as a sound base for good mental health. Good relationships are reflected in the teachers’ care, concern, guidance and instruction. The children’s perception of themselves and their world depends largely on the quality of this “input” by the adults in their lives.

Play activities take up a major part of a child’s waking hours and we build on this element to promote whole-child development. Although the children may seem to be “merely” playing, they are, in fact, learning many of the skills needed to help them reach their full potential in the classroom. These include:

- hand-eye coordination, awareness of shapes, creativity, patience, perseverance, balance, symmetry, listening skills, imagination, sharing and co-operation, and most importantly, developing their self-confidence and self-awareness

The educators are always close at hand in a guiding, supporting and enabling capacity; but the play environment is, for the most part, designed to be self-motivating, child-directed and teacher-facilitated.

ACE MANAGEMENT

CENTRE MANAGEMENT

ACE After-Four is a community-based, co-operative/non-profit childcare program run by an elected volunteer Board of Directors. The Board of Directors consists of parent-volunteers and meets once each month during the school year. The Chief Operating Officer attends these meetings and presents a monthly report. This process allows the Board members and the Chief Operating Officer to monitor whether the objectives of the program are being achieved, resolve any matters of concern and make changes to the program, where appropriate. All families are encouraged and welcome to participate in Board activities.

Board members serve one-year terms. Parents and community members are eligible to stand for positions on the Board. Only parents in good standing with the childcare centre will be active on the Board. Board members are elected at an Annual General Meeting. Current Board members, childcare staff and parents MUST attend.

ACE BOARD OF DIRECTORS

The Board of Directors consists of a group of ACE-parent volunteers. The Board meets at least once per month from September to June of every year, to discuss and resolve issues relating to the overall operation of ACE. This may include discussions on policies and procedures, finances, personnel, fundraising, publicity and other areas as required.

Please give careful consideration to joining the Board. We need your involvement to continue to operate successfully. Previous experience is not required. All that is needed is your monthly commitment and your genuine interest in supporting ACE. Please contact us at admin@aceafterfour.ca if you are interested in participating.

Your comments and suggestions are most welcome, feel free to email the Chief Operating Officer at admin@aceafterfour.ca

ACE STAFFING

Our ACE Program staff consists of a Chief Operating Officer, an Assistant Chief Operating Officer, Registered Early Childhood Educators (RECE), and Early Childhood Assistants (ECA). The Chief Operating Officer and Assistant COO are responsible for the overall administration and financial management of the program and will be available at the centre to answer questions and address parental concerns.

The Assistant COO is available on-site on a daily basis during ACE hours of operation to assist with questions and address parental concerns. The Chief Operating Officer, and Assistant COO, oversee the smooth operation of the ACE Program on a daily basis.

ACE also has a group of professional RECEs delivering inclusive play-based learning and care programs to your children in order to promote well-being and holistic development of children. RECE are professionals in their fields with a strong commitment to the success of the program and are expected to act with integrity at all the times within their workplace and the community.

All RECEs are legally required to adhere to Code of Ethics and Standards of Practice, and to the regulations made under the ECE Act that include the Professional Misconduct Regulation and the Continuous Professional Learning Regulation

The Code of Ethics and Standards of Practice sets out the professional knowledge, skills, values, and expectations applicable to all RECEs regardless of role and the setting in which they may practice

ECAs are professionals who work with kindergarten and school aged children but do not hold an accreditation with the College of Early Childhood Educators.

College of Early Childhood Educators – Code of Ethics

Members (“Early Childhood Educators” or “members”) of the College of Early Childhood Educators are committed to the Code of Ethics. The Code of Ethics reflects a core set of beliefs and values of care, respect, trust and integrity. These beliefs and values are fundamental to members of the profession and guide their conduct.

A. Responsibilities to Children

Early Childhood Educators make the well-being and learning of all children who are under their professional supervision their foremost responsibility. They value the rights of the child, respecting the uniqueness, dignity and potential of each child, and strive to create learning environments in which children experience a sense of belonging.

Early Childhood Educators are caring, empathetic, fair, and act with integrity. Early Childhood Educators foster the joy of learning through play-based pedagogy.

B. Responsibilities to Families

Early Childhood Educators value the centrality of the family to the health and well-being of children. They recognize and respect the uniqueness and diversity of families.

Early Childhood Educators strive to establish and maintain reciprocal relationships with family members of children under their professional supervision. These relationships are based on trust, openness and respect for confidentiality. Early Childhood Educators collaborate with families by exchanging knowledge and sharing practices and resources.

C. Responsibilities to Colleagues and to the Profession

Early Childhood Educators interact with colleagues and other professionals in ways that demonstrate respect, trust and integrity. Through their conduct, Early Childhood Educators strive to enhance the status of the profession in their workplaces and in the wider community.

Early Childhood Educators value lifelong learning and commit themselves to engaging in continuous professional learning to enhance their practice. They support experienced colleagues, those who are new to the profession and students aspiring to the profession.

D. Responsibilities to the Community and to Society

Early Childhood Educators value and engage in collaboration with community agencies, schools and other professionals. Early Childhood Educators recognize that they contribute to community and society by advocating for and promoting an appreciation of the profession, children and early learning.

College of Early Childhood Educators – Standards of Practice

Standards of Practice

The College of Early Childhood Educators has established the following six standards dealing with specific issues in the practice of early childhood education:

- I. Caring and Nurturing Relationships that Support Learning
- II. Developmentally Appropriate Care and Education
- III. Safe, Healthy and Supportive Learning Environments
- IV. Professional Knowledge and Competence
- V. Professional Boundaries, Dual Relationships and Conflicts of interest
- VI. Confidentiality and Consent to the Release of Information Regarding Children

PROGRAMING & ROUTINES

The ACE After-Four RECE staff establish and provide daily activities which responds to the individual needs and interests of the children. Programing is appropriate to each child's age and level of development and is sensitive to each child's cultural heritage.

ACE Program provide a predictable daily routine to instill a sense of security, while remaining flexible enough to allow for individual preferences and independent choices.

Time shall be allowed for:

- Indoor play
- Outdoor play except in inclement weather
- Rest or quiet play
- Periods of free play in an environment which can provide a wide variety of experiences and sufficient materials to allow the child opportunities to develop creative expression and appropriate social skills.
- Individual interaction between children and adults.

The daily program shall include opportunities for a balance of:

- Cognitive and social development through the use of a variety of games, toys, books, crafts, puzzles, sand, crayons, blocks and other activities and materials.
- Literacy, Activities and experiences to stimulate language development and encourage communication.
- Physical activities which promote large muscle development and physical competence such as running and climbing.
- Activities that promote small muscle development and eye-hand coordination.
- Active and quiet activities.
- Individual activities and activities which promote physical well being, independence and self esteem.
- Small and large group activities which provide for social and emotional development.
- Activities that promote creative expression through the fine arts of music and drama.
- Activities which promote cultural awareness, social responsibilities and community involvement.
- Activities that promote respect and care of the natural environment.

***Note that for a child to be kept indoors during outdoor play, there should be a written instruction from a physician or parent.**

Being active can help young children stay healthy, improve movement skills, develop self-confidence and improve learning and attention. It can also help children have fun and feel happy.

STUDENT AND VOLUNTEER OPPORTUNITIES

Periodically, we train students from high schools, colleges and universities and are always in need of volunteers! We offer our volunteers great benefits for contributing to our organization and community.

Policy: ACE may have volunteers and placement students working within the program. Volunteers and placement students always work in the program under the direction and supervision of the ACE RECE staff. All volunteers and students need to have an employee of the centre with them in the classroom; playground or any other program area and they are never permitted to be alone with any child who receives child care at the child care centre.

The COO and the Assistant COO will train, monitor and evaluate all volunteers and students and they will ensure that they are supervised at all times. They are never left alone with the children. If you are interested in volunteering at ACE complete and submit the volunteer application form available on our website.

STAFF PROFESSIONAL DEVELOPMENT

Each staff member of the ACE After-Four team is a qualified Early Childhood Educator or has equivalent experience. Staff members are committed to on-going professional development and take part in varied professional activities including courses, workshops, and networking meetings. They are required to reflect on their practice, professional growth and leadership development within the context of their ethical and professional standards. RECEs are evaluated on an annual basis.

STAFF POLICIES

ACE is staffed by qualified and experienced teachers who have been trained in Early Childhood Education or an acceptable equivalent (ECAs). All ECE staff are required to be members of the College of Early Childhood Educators and have a valid certification in standard First Aid, including infant/child CPR, issued by a training agency recognised by Workplace Safety and Insurance Board (WSIB)

All staff are required to undergo a health assessment before commencing work to identify any active communicable diseases or other infection risks. Also, to submit medical authorization that states that their immunization records are up to date and that they are fit to work.

All staff and newly hired staff and support are also required by law to complete a Police Reference Check (PRC) for the vulnerable sector, every 5 years, and an Offence Declaration (OD), every year, permitting the individual to begin employment and interacting with children, promoting the health, safety, and well-being of children in the program. The PRC is completed by the Toronto Police Department.

All RECE staff are expected to follow the current policies that are outlined in ACE's guidelines. All are required to submit medical authorization that states that their immunization records are up to date and that they are fit to work. All members are given the following policies have a thorough understanding of the following policies and procedures:

- | | |
|---|---|
| 1. Behavior Guidance Policy | 9. Roles & Responsibilities for Outdoor Supervision |
| 2. Child Abuse Reporting Policy | 10. Protocol for Transitioning Children |
| 3. Anaphylaxis Policy | 11. Attendance Monitoring Policy |
| 4. Serious Occurrence Policy | 12. Emergency Procedures and Protocols |
| 5. Volunteer and student Supervision Policy | 13. Fire Drill and Lockdown Procedures |
| 6. Anti-Bias/Anti-Racism Policy | 14. Daily Health and Safety Checks |
| 7. Police Reference Check Policy | 15. Toy and Room Cleaning |
| 8. Anti-Harassment & Anti Workplace Violence Policy | 16. Health and Medical Supervision |
| 9. Drinking Water Policy | 17. Individualized Support Plans |

The RECE staff and program providers are monitored regularly to ensure that the expectations of the Behaviour Guidance Policies are being met. After reading the policies, all staff are expected to sign the policies confirming they understand and comply.

All newly hired staff and support are also required by law to complete a Police Reference Check for the vulnerable sector. This is completed by the Toronto Police Department.

REGISTRATION & FEES

ADMINISTRATION REQUIREMENT

ACE After-Four is licensed to enroll children from JK to Grade 8 students. Medical forms and all other documents, as well as payment of tuition registration fees according to the fees schedule must be submitted upon registration.

We do maintain a Waiting List should the school Centre be filled to capacity. There is often some turnover in registrations during the school year, and should this occur, the families on

the waiting list will be contacted in sequential order. There is no fee to be placed on a waiting list.

ADMISSION INFORMATION FORMS

The Chief Operating Officer will forward a Registration Package upon acceptance to the Centre. All completed forms must be returned by the designated dates on the forms. The following forms are required:

- Background and Health Information
- Emergency Information
- Consent and Waivers
- Child Immunization Information

According to our license, all forms need to be submitted at the beginning of the school year on September 9th, 2023. Families will be contacted if there are forms outstanding prior to the start of school.

FEES

ACE After-Four is a non-profit organization solely funded by the program fees generated from our enrolment. These fees cover the costs of the administration of the program, payment to the RECEs, rent, and equipment. Non-payment fees will result in the withdrawal of the child from the program until arrears are received and the account is current and is subject to additional administration fees outlined below.

An annual non-refundable registration fee is applied to each student registering in the program, to be paid upon registration as part of the registration deposit. The annual registration fee covers the cost for ACE After-Four staff setting up and managing the programs. Note that the registration fee is not included in the tax receipt.

All outstanding and payments will be reported to the Board of Directors. The Board of Directors will issue a written notice requiring submission of fees owing. A temporary suspension of your child's programs may occur.

Current Fees

Full-time PM Program (10 periods per week)	\$4,966.72 / year
Part-time PM Program (5 periods per week)	\$2,483.36 / year
Annual non-refundable registration fee (per child)	\$15.00
Emergency PM Enrichment Drop-in (per period)	\$13.28 / day

** Children enrolled in 10 enrichment periods/week will receive a 10% rebate of the Enrichment program fees.*

Enrichment Program Materials Fees Per Year

Arts & Crafts	\$20
Computers	\$45
Engineering	\$45
Lego	\$45

**Please note materials fees are non-refundable after the completion of 2 classes*

PAYMENTS

This year **all** program payments are to be made through Plooto, which is an online pre-authorized automatic withdrawal service that will allow families to provide ACE with authorization to withdraw an agreed upon monthly amount from their bank account for each of the monthly payments for the year (similar to the payments previously made by post-dated cheques). This system is secure and exceeds the national security standards for financial and data security and has been tested by members of the Board of Directors.

Parents will receive an email authorization request prompting them to securely supply their banking information to Plooto for the account they wish to have debited for the programming fees and to agree to the monthly amount specified by ACE. This monthly amount will be calculated based on the remaining balance on the initial fee statement (divided by the 10 payments), where the initial fee statement will include all applicable fees based on the number of programs chosen for the year. These payments will be withdrawn automatically on the 15th of every month beginning September 15th 2023, with the last installment being June 15th 2024.

ALL PLOOTO PAYMENT AUTHORIZATIONS FOR NEW FAMILIES MUST BE COMPLETED BY SEPTEMBER 10TH 2023

***NSF FEE** – Families will automatically be charged a \$35.00 NSF fee for any Plooto payment that cannot be completed.

***LATE PAYMENT FEES** - Failure to pay monthly fees by the 15th of every month will be subject to a \$20.00 late fee automatically added to your account and payable via Plotoo.

TAX RECEIPTS

Tax receipts for licensed childcare are issued in February. Please notify the Chief Operating Officer by the end of February if you do not receive a tax receipt. Tax receipts are issued in the mother's name by default, unless ACE is notified that the father is to receive the tax receipt. Please note that we are in the process of revising our Tax Receipt process to align with our new registration and payment systems and further details will be provided at a later date. Only licensed childcare fees will qualify to receive an official tax receipt which may be used for your yearly tax return. Please consult your tax professional with regards to enrichment programming fees and the eligibility of use towards your taxes.

NOTE: Any changes during the school year must be immediately shared with the Chief Operating Officer or Assistant COO to ensure that there are no delays in receiving tax receipts.

The fees that are not included in the tax receipt are:

- Registration fees
- Late fees
- Materials Fees
- NSF fees
- Late Payment fees
- Cancellation fees

WAITING LIST POLICY

Purpose: the purpose of this policy is to outline the policies and practices involved in maintaining a wait list for families who cannot be admitted to the program when it has reached capacity.

Legislative Reference: CCEYA – 2014, Reg. 137/15, Subsection Waiting Lists

Intent: The intent of this policy is to provide transparency, fairness and consistency with respect to the information provided and the administration of the wait list for prospective families.

After Four Children's Enrichment Program (ACE) operates a licensed child care program for 60 children in the morning. There are two rooms that ACE operates their licensed program from. The ACE Room 123 has children from age 3.8 – 6.8 (Kindergarten to Grade 1) and the ACE Room 124 has children from age 6.8 to 12 years of age. The licensed capacity of the ACE room 123 is 30 children and the licensed capacity of the ACE Room 124 is 30 children. The ACE Room 123 is staffed by two RECE and one Assistant staff in order to meet child – teacher ratios.

When capacity has been reached in either room, a family requesting care may place their child's name on the waiting list, using the Waiting List Application Form.

The family once placed on the waiting list, a Parent may call in or email the program at any time to find out their status on the list. It will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

Policy Information:

There is no fee for placing a child on the waiting list. This information will be included in the Parent Handbook. The child's name and the waiting list application form will be placed on the list at the time of application.

- 1. It is the sole responsibility of the parent to inform ACE of any changes in information

Notification of a Spot in the Program:

- 1. The contact person indicated on the Waiting List Application Form will be notified when a spot becomes available.
- 2. Selection of the family to be notified is administered on a first come, first served basis in the order of the receipt of the application form.
- 3. The Family will have three business days to confirm by phone or email their acceptance of the spot.
- 4. If notification of acceptance is not received in three business days, the waiting list application form will be placed at the bottom of this list.
- 5. The Chief Operating Officer will notify the next family on the waiting list on the fourth business day.
- 6. A Parent may call in or email the program at any time to find out their status on the list.
- 7. A family's name will remain on the waiting list for three years.

WITHDRAWAL POLICY

The opportunity to resolve any problems that arise from the programs is greatly appreciated, and the Board of Directors understands that there are circumstances under which a parent may need to remove their child from the centre. If you choose to withdraw your child from the morning program, ACE After-Four will charge a penalty based on the tuition fees for the remaining unused classes dependent on the time of withdrawal as per the following table:

Time of Complete Withdrawal	Penalty
Prior to 1 st day of School	No Penalty
By September 30 th	5% of remaining tuition fees owing

By October 31 st	10% of remaining tuition fees owing
By November 30 th	15% of remaining tuition fees owing
By December 31 st	20% of remaining tuition fees owing
By January 31 st	27.5% of remaining tuition fees owing
By February 28 th	35% of remaining tuition fees owing
After February 28 th	50% of remaining tuition fees owing

If a parent wishes to withdraw their child for any purpose, they will need to completely withdraw from the Program and then sign back up and re-enter the program pending program availability along with paying an additional non-refundable registration fee.

Temporary withdrawals are not permitted at any time and no credits or refunds will be provided for any temporary periods where the ACE services may not be required.

Withdrawal requests must be made in writing via email to the Chief Operating Officer and must be given at least two weeks in advance.

STUDENT ENRICHMENT PROGRAM CHANGES

If you wish to change your child’s programming schedule after enrichment programming has begun, please send an email to admin@aceafterfour.ca. Changes to programming can be made with no penalty until October 7, 2023. After October 7, 2023 an administrative charge of \$20.00 **PER CHANGE** will be automatically added to your account. Please note that programming changes are always subject to availability and are processed in the order they are received.

LATE FEES

ACE is still required to pay staff for any time they stay above regular hours and up until the time parents/guardians arrive. Please do your best to be on time for picking up your children. There is a grace period allowed after the scheduled pickup time for your child’s last period, however if you pick up past that time you will be required to pay a late fee according to the following table.

Period	Pick-up Time	Pick-up Deadline	Late Fee
1 st Period	4:45pm	5:00pm	\$1.00 per minute
2 nd Period	5:50pm	6:00pm	\$1.00 per minute

We understand that there will be exceptions due to issues with weather and highway closures and will act accordingly at our discretion. The fee will be calculated according to the time on the clock in the Creative Play Room #123. Payment is expected immediately by cash or cheque and no later than the following day. Failure to pay by the deadline above may result in

the temporary withdrawal of your children from the program until payment is made. Cheques are to be made payable to ACE After Four and given to the Chief Operating Officer, Assistant Chief Operating Officer or Designate. Tax receipts are not issued for late fees.

Please call in advance to arrange for Emergency Enrichment Drop-in or make emergency pick-up arrangements (with family members, friends, or neighbours) advising the Chief Operating Officer or Assistant COO in advance. If we have not heard from the parent 5 minutes after your child's pick-up deadline we will call your emergency contacts. It is important that this information be kept current by advising the Chief Operating Officer of any changes.

The Police and/or Children's Aid Society will be called if your child is not picked up by 6:30 pm and attempts to reach the emergency contacts listed on your registration form are unsuccessful.

OPERATIONS

HOURS OF OPERATIONS AND DAYS OF SERVICE

The ACE program is open all days that Our Lady of Wisdom Catholic School is open to students. We are unable to operate on school holidays, on Toronto Catholic District School Board (TCDSB) Professional Development Days (P.A.), or any other days that the school is closed or closes early, i.e. closure for inclement weather, job actions, strikes, mandates from local Public Health, government agencies etc. If ACE is unable to operate due to school closure, a credit for the period of closure will be made to your account. Your monthly payment will be adjusted at the end of the school year or at the discretion of the COO.

ACE Enrichment Program

Yearly Session Dates	September 5th, 2023 - June 28th, 2024
Daily Hours of Operation	Monday – Friday: 3:30pm to 6:00pm
1st Period Program	3:45pm-4:45pm
2nd Period Program	4:50pm-5:50pm

Professional Development Days / P.A Day Programing

For the 2023/2024 school year, ACE *may* be offering full day recreational programming for most Professional Development Days (P.A Days). This is separate from our regular programming and additional registration and fees apply. More information on this will be available prior to the start of the school year. Information regarding this will be made available later in the school year.

OUR LADY OF WISDOM SCHOOL HOLIDAYS, P.A. DAYS

HOLIDAYS – Closed	P.A. DAYS – Closed for Regular Programming
Labour Day -September 4, 2023	
First Day of School -September 5, 2023	October 6, 2023
Thanksgiving - October 9, 2023	November 17, 2023
Christmas Break – December 25 2023-January 5, 2024	December 8, 2023
Family Day – February 19, 2024	January 19, 2024
March Break – March 11 - March 15, 2024	February 16, 2024
Good Friday – March 29, 2024	
Easter Monday – April 11, 2024	April 19, 2024
Victoria Day - May 20, 2024	June 7, 2024
Last Day of Classes – June 28, 2024	

DAILY ARRIVAL AND DEPARTURE RECORD

It is the responsibility of staff and families to ensure the safe arrival and departure of children at ACE childcare setting and the completion of the attendance. Practical and safe approaches will promote a smooth transition between home and the centre, assure the completion of the required records, and confirms children’s presence or absence at ACE.

A daily record of attendance includes full name of each child attending, arrival and departure times, and a signature of the person who drop off or pick up the child.

DAILY ARRIVAL

Please note that arrival and departure procedures are subject to change based on Public Health recommendation

3:30pm – **JK/SK:** Children are collected from the kinder area by an ACE staff member and proceed to the gym, where they will remain until they are escorted to their Period 1 program at 3:45pm

Grade 1 – 3: walk to the ACE room 123 and sign in

Grade 4 – 8: walk to the gym and sign in

Terraview-Willowfield: Children are picked up from school by an RECE

3:45pm – 4:45pm: Period 1 classes

4:45pm – Students only enrolled in Period 1 proceed to room 123 for afternoon pickup
4:45pm – 5:45pm: Period 2 classes
5:45pm - 6:00pm: All children proceed to room 123 for afternoon pickup (end of day)

Parking Information Parking is available in the school parking lot for pick up from 4:30 – 6:00 pm. Prior to 4:30 pm, parents must use street parking on Japonica Road or at the side of the school on White Abbey Park Road. Please supervise your children closely when using street parking due to the amount of traffic at these times.

DAILY DEPARTURE

Children will not be released into taxis, sent home alone, or released to any unauthorized person. Only those people authorized on the registration form are permitted to pick up your child without written consent. ACE must be advised in writing whenever there is a change in authorized pick-up privileges. At the request of any staff member, identification may be requested at any given time.

ACE PICKUP / DROP OFF

1. ACE does not transport children to and from the program.
2. ACE cannot escort children to and from the program when they have been bussed from another school. The child must be of the age where they can enter the program unaccompanied by an adult. The parent must sign a consent and waiver form indicating that the child is able to enter the school and walk from the bus to the program unaccompanied by an adult.

SNACKS at ACE– Snack Policy and Procedure

Parents are asked to provide their children with their own snacks. Remember to pack an appropriate amount of food and drink. Please note that ACE is a nut-free environment as some children have potentially fatal allergies to nuts and nut products, snacks that contain nut products will not be allowed. Please read the ingredients label. Here are some tasty and nutritious snack ideas to help you out.

- Pack a combo of fruit and vegetables such as baby carrots or cut up vegetable pieces with dip, cut up fresh fruit pieces or an individual fruit cup.
- When in season, provide whole fresh fruit including apples, pears, plums, grapes, bananas, peaches, or sliced melon, kiwi or mango (the list is endless)
- Other good choices may also include cheese and crackers (Triscuits, Premium, Crispers, Goldfish), granola or cereal bars (Quaker Chewy, Nutri-grain); small pudding cups (Jell-O); and flavoured yogurt cups or tubes.

- To help minimize the risk of food spoiling, here are a few steps that you can take. Put something cold in the bag. A frozen juice or water container will act like a freezer pack to prevent perishable foods from spoiling and be just right to drink at any time during the day.
- Insulate your food. An insulated lunch bag with a frozen drink container will keep their food cold. Use a good thermos for hot soups, stews, pastas and any other meat/protein products. It can also be used to keep food cold. Once open, the food in the thermos should be consumed immediately. In warm weather especially, bacteria multiply quickly and protein based food opened at noon will not be safe to eat after-school.
- Please label your child's lunch bag and containers that your child's food and/or drink comes in. To ensure no mix-up of lunch bags and containers.
- Keep it clean. Wash the inside of lunch boxes/bags with warm soapy water every night. Once a week, clean with diluted solution of bleach and water.
- Wash your hands when preparing foods. Be sure your hands are clean and that you use a sterile surface to prevent contamination.
- The children wash their hands or sanitize them before eating their snack
- Please try to pack snacks in reusable containers and bottles. Rubbermaid, Ziploc and Glad make many sizes and styles and are more affordable, than plastic bags, plastic wrap, and juice boxes. Children need to bring cutlery from home since we do not provide any.
- The children can have their snack at the snack table that has additional napkins if needed as well as the children are encouraged to not share their snack with their friends as some children has allergies
- We will inform the parents by email of the allergies that are present in the ACE Program with a list of the allergies and food restrictions i.e. peanuts, shellfish etc. as well informing the parents that we are a Nut Free Environment.
- Water is always available to children whenever they need it, they can access it from the water fountain. No other food item is routinely provided.
- If a child forgets their snack, apples, crackers and water will be available. If a child forgets their lunch the parents will be notified as well as the school will be informed a child will be offered apples, crackers and water to have. These items will be free of any allergens.

All meals, snacks and beverages must meet the recommendations set out in the Health Canada documents "Eating Well with Canada Food Guide", Eating Well with Canada's Food Guide.

If you ever need additional information on healthy snack choices check out the **Canada's Food Guide website for more information** <https://www.canada.ca/en/health-canada/services/canada-food-guides.html>

EMERGENCY ENRICHMENT DROP-IN (ED)

MUST BE PAID FOR AT TIME OF USE

Emergency Enrichment Drop-in is only available to children already enrolled in at least one day of the program. E.D can be provided during regular program hours for a flat fee (as per the fee section), provided advance notice is given. Emergency Drop-in charges are applied, if used, outside of regular registered scheduled hours. Please note that Emergency Drop-in is based on a first come first served basis and we are unable to accept students for Emergency Drop-in if the program is already at capacity. ACE reserves the right to decline Emergency Drop-in at any time due to ratio limitations.

Procedure for Emergency Drop-in:

- If Emergency Drop-in is required, the parent must sign the child in.
- For a child to be admitted to the Program for Emergency Drop-in, please contact the Assistant COO by leaving a message on the answering machine at phone number: 416-446-7398 or by emailing the COO at: admin@aceafterfour.ca. **A spot in the program will not be held for your child until you receive a response from the COO or Assistant COO.**

Please be respectful of the procedures outlined above to ensure the safety of your child. Payment is expected on the same day that E.D. service was used. Failing to settle your E.D. account will result in the removal of your ability to use this service.

ABSENCES

If your child will be late or absent, you must contact ACE After-Four no later than your child's usual arrival time. If your child is not coming in because of illness, it is important when you contact the Centre to notify the COO, or Assistant COO about the sort of illness that your child has contracted. This will help the staff to identify symptoms in other children with whom your child has come into contact. **Refunds are not given for days on which your child is absent whether due to sickness, vacation, extra-curricular activities nor does the Centre provide make-up days.**

Absences may be reported by notifying the Centre by phone or text message to (416) 446-7398, or alternatively, by sending an e-mail to admin@aceafterfour.ca.

CHANGE OF ADDRESS/PHONE NUMBER

It is imperative that ACE After-Four be notified immediately of any change in the family home address, the telephone numbers at home and/or work for each parent and/or Guardian. It is also necessary to maintain the ACE After-Four emergency contact telephone numbers in case of emergency when parent/guardian(s) cannot be located.

COMMUNICATIONS

Please check for important notices, updates and events for the Centre on the bulletin board located at the Room 123 door, or by email from admin@aceafterfour.ca

ACE Contact List

Title	Contact Info
Chief Operating Officer	Sabrina Pallotta 416-446-7398 admin@aceafterfour.ca
Assistant Chief Operating Officer	Rita Kalogeropoulos 416-446-7398 (call/text) onsite@aceafterfour.ca
ACE Board of Directors	board@aceafterfour.ca

SECURITY

In keeping with the Ministry of Education guidelines, all teaching staff and volunteers, and Board members, must undergo a Criminal Record Check. This policy is designed to protect the children.

All parents will be asked at the time of registration to fill out and sign consent forms regarding authorized person(s) for child(ren) pick up.

All Kindergarten children are supervised at all times. Anytime they need to leave their classroom, including washroom visits, an adult accompanies them. Children in Grade 1 – 8 notify a staff when they need to go to the washroom and they are accompanied by a buddy. We have in place a system to alert the staff of unauthorized access to the premises.

ACE FAMILIES

FAMILY ETIQUETTE

ACE After-Four respects the privacy of children and their parents and educators, while ensuring that they access high quality early years care and education in our center. Parents/ guardians are requested to:

- Return any forms by the date requested
- Treat the staff and program providers with respect
- Discuss any concerns privately with the Supervisor or staff/program provider, or if necessary, the Board of Directors
- Make appointments at a mutually convenient time for themselves and the Centre
- Actively participate on the Board of Directors or as a Committee member

- Sign a contract acknowledging they understand their responsibilities to the Centre staff/program providers

ACE After Four is located in a school in the Toronto Catholic District School Board and therefor adheres to the dress code for students which includes attire in keeping with principles of modesty and shall not include short shorts/skirts, bare midriffs, halter tops, tank tops etc.

PARENT/GUARDIAN COMMUNICATION

ACE After-Four is committed to effective communication with families. To this end, we encourage parents to:

- Actively communicate with the staff, at any time, about their child to build a positive relationship
- Take a few minutes at the beginning of the day to let the staff know about any event that could affect their child's day.
- Bring in supplies (yarn, paper rolls, egg cartons) for creative activities.
- Share their talents or interests with the centre.
- Read the newsletter which outlines important information and upcoming events.
- Read the information displayed on bulletin boards for weekly themes, program activities, and upcoming events

Parental involvement is key ingredient to maintaining the quality of the ACE Program. We are striving to provide a dynamic, interactive, open environment where an enriched after-school program can support family interests in raising healthy, curious, and capable children. Parents are encouraged to become actively involved on the Board of Directors. Your involvement is needed and most welcome.

Your involvement is needed and you are more than welcome to participate in the classroom

- Share any special interest or talent with the children and staff
- Help with any art and crafts project
- Read a story to children, sing a song, play an instrument, teach a dance.
- Share aspects of your culture, events, and celebrations with educators and children
- Share favorite healthy snacks or recipes
- Let us know if there is any topic you would like to see incorporated into our center and our staff will do their best to accommodate your request

PARENT ISSUES & CONCERNS

Parents/guardians are encouraged to take an active role in our child care center 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 ACE center 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.

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).

Your issues/concerns may be brought forward verbally or in writing, email, and may be reported;

- If the concern or issue is directly related to a program room (e.g. addressed directly with the program staff).
- If the concern is regarding a staff member (e.g. addressed with the supervisor)
- If the concern is regarding the supervisor (e.g. addressed with the licensee or board of directors).
- If the concern is related to an allegation of abuse (e.g. contact Children's Aid Society).

STUDENT BEHAVIOUR GUIDANCE

ACE After-Four aim to create positive relationships with children making them feel safe, secure and supported within our care. We will ensure children are treated with respect, consistency, fairly and equitably as they are supported to develop the skills and knowledge required to behave in a socially and culturally acceptable manner. Supporting children to develop socially acceptable behaviour is a primary goal for all educators and families.

ACE After-Four believes that the behaviour management strategies selected must always respect children's rights and enhance their self-esteem.

All of our interventions are guided by the following principles:

- Respect for each other – children and adults
- The need to maintain an atmosphere of trust and acceptance
- Prevention through appropriate programming, and
- Age and developmentally appropriate expectations

In accordance with the Child Care and Early Years Act, the following is/are prohibited at:
Ace After-Four

- Deliberate harsh or degrading measures that would humiliate a child or undermine a child's self-respect
- Corporal punishment of a child by a staff person, student or volunteer
- Deprivation of a child's basic needs including food, shelter, clothing or bedding
- Exits are not locked nor permitted to be locked for the purpose of confining a child
- Use of a locked or lockable room or structure is not permitted to confine a child who has been withdrawn from other children

More details can be found under the Ontario Ministry of Education regulations of the CCEYA (Child Care and Early Years Act)

We strive to support each child, manage their behaviour in the best manner possible, while ensuring that health and safety considerations are met. The Centre provides care to all children who come to us with varying needs. Incidents, however rare, may occur as a result of these different needs. Physical restraint is only used in situations where a child is in imminent danger of compromising safety to themselves or other children in the program.

If any staff member/program provider at ACE After-Four uses any physical guidance, the following steps will be taken:

- There will always be two staff members present in the same room as the child, one staff using the physical guidance and the second staff as an observer and relief
- The COO, Assistant COO, or Designate will meet with the child's parent(s)/guardian and staff members and discuss the incident and determine strategies which will be utilized should the child encounter a similar situation; parent(s)/guardian will sign off on both the incident report and the strategies
- The COO, Assistant COO, or Designate will contact the Ministry's Serious Occurrence line to report the incident
- The COO, Assistant COO, or Designate and staff will keep the parent up-to-date on the child's progress
- If the child continues to experience challenging behaviour, then the childcare centre will recommend a specialized consultation service to the family. The staff will follow the recommendations of the consultant and devise specific strategies and interventions, including a regular communication plan with the parents to review the child's progress, which will assist in making the child's placement a successful one.

ACE Educators will use the following strategies and intervention strategies:

- Develop a Code of Conduct with the children for their program and classroom which is clear and has reasonable expectations suited to the children's age and ability. Limit the number of rules to 5 or 6 to make them easier to remember, i.e. No running in the class, Keep hands and feet to yourself, etc. Review the code periodically with the children.

- Educators and staff will use a patient calm approach in their behaviours, responses and actions, recognizing that each child differs in their ability to express their needs, concerns and their ability to control their emotions.
- Educators and providers will be alert to potentially difficult situations or an escalation of conflict between children in order to step in and mediate where necessary. Staff will also recognize that it is important to allow children as they grow to solve these disputes and find solutions that work for both parties.
- Educators and providers will use positive reinforcement and redirection when a child needs extra support in solving a conflict with a friend or having difficulty regulating their behaviour. Staff will model active listening skills to educate children how to hear what their friends have to say and what is bothering them. They will also model how to assert their own needs and viewpoint so that children will recognize the importance how letting their peers know how they feel and think.
- Educators and providers will encourage them to develop strategies and solutions that are agreeable and will work for both in the situation at hand, thus modelling and developing strategies for conflict regulation, such as: negotiation, compromise and looking for the best solutions in the current situation.
- Educators and providers will use ‘time-in’ strategies where they encourage the child to find self-soothing techniques, such as manipulating playdough, reading, resting with a soft toy, listening to music, etc. in a quieter area of the classroom. This will help the child to regain their self-control and be ready to rejoin the play with their friends.
- Educators and providers will strive on a daily basis to recognize and genuinely praise the child’s efforts to develop self regulation and to play and solve problems in a cooperative way with their peers.

PROGRAM STATEMENT

Welcome to ACE After-Four Children’s Enrichment Program. Our program statement describes how our program supports, enriches, and fosters early learning for children and outlines our vision to provide a world class early learning experience including our philosophy, goals, view of the child, and approaches used to ensure the healthy development of every child. ACE After-Four strives to deliver positive and stimulating learning experiences in a safe environment that enhances a child's social, intellectual, physical, and emotional development. Our program statement and policies apply to all individuals associated with our before school program as well as our after school enrichment program.

Every child is special in the eyes of their parents and those who love them. The children are also special to ACE After-Four. As educators, we know that each child is an individual of great potential and human worth. Every child has a unique growth pattern, genetic make-up, previous experience, and way of thinking in every aspect of what makes them human beings.

Play is the cornerstone of our curriculum – understood to be essential to the healthy social and cognitive development of children. Through play experiences and guidance by specially trained staff, the children are exposed to situations that will stimulate:

- communication and social skills through child-child and adult-child interactions; fine motor development; gross motor development through physical activity and outdoor play; self-esteem and decision-making capabilities; curiosity; initiative; and independence.

When this approach to learning takes place along with staff's understanding of child development, each child's learning and individual development is supported and as a result, the child's competence, capacity and potential are maximized. We know that children flourish in all areas of development when they are in supportive, caring and responsive relationships with adults whose focus is on the health, safety, nutrition and well-being of all children. This is the foundation of our quality child care.

By definition, play is enjoyable, spontaneous, active and undertaken without any external goals. Children are self-learners and do not require an adult to choose how or what they should learn. When the natural activity of play is supported by responsive, encouraging, professionals in a positive learning environment the child will flourish. Children are curious, competent, capable, and rich in potential.

Children are encouraged, but not forced, to participate in all activities. We strive to provide a program that offers services to children, their families and the community, that encompasses the research and legislation in Ontario's three major early learning documents: How Does Learning Happen (HDLH)? The Early Learning for Every Child Today (ELECT) and Think, Feel, Act Lessons from Research about Young Children.

ACE After-Four is a centre of inclusion. We believe that every child deserves to be treated with dignity, respect and equality. We honour and respect all children's beliefs, culture, language and experiences acquired from their family and community.

It is also the duty of the centre to ensure that any child with special needs is given the opportunity to excel and flourish physically, socially, mentally and emotionally.

ACE After-Four is open to all support services and aids in the community to train our staff, contribute to individual program plans or work in the program as additional support in the classroom. Our staff will work cooperatively in a professional partnership with all services in place for the well-being of the child. Service coordination meetings are required to successfully setup goals and discuss what the best interest of the child and their family is.

It is important to the success of our program to have positive and responsive interactions among the children, parents and our staff. We encourage engagement and open communication with parents about our program and their children at daily drop-off and pick-

up times, as well as with monthly newsletter and calendars, and yearly surveys. Weekly program plans are also posted in the Centre.

Parents can use this tool for involvement by bringing in resources, such as books, pictures, costumes or music, which are relevant to the programming in the room at that time.

ACE After-Four believes capturing our practice through photo documentation is a form of reinforcement of the learning process for educators, family and children.

Strategy:

Our strategies to achieve our program statement are guided by the work done on Ontario’s Pedagogy for the Early Years (“*How Does Learning Happen*”). More information is available at the following link:

<http://www.edu.gov.on.ca/childcare/pedagogy.html> and https://www.ontario.ca/page/find-and-pay-child-care?_ga=1.55682723.904026985.1408107104

We understand that learning and development happens within the context of relationships among children, families, educators, and their environments.

We understand that for children to grow and flourish, the four following foundational conditions need to exist: Belonging, Well-Being, Engagement, and Expression.

These foundations are a vision for the future potential of all children and a view of what they should experience each and every day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. They are aligned with the Kindergarten program. They are conditions that children naturally seek for themselves.

<i>FOUNDATIONS</i>	<i>GOALS FOR CHILDREN</i>	<i>EXPECTATIONS FOR PROGRAMS</i>
Belonging	Every child has a sense of belonging when he or she is connected to others and contributes to their world	Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them

Well-being	Every child is developing a sense of self, health, and well-being	Early childhood programs nurture a child's healthy development and support their growing sense of self, as well as self-regulation skills
Engagement	Every child is an active and engaged learner who explores the world with body, mind and senses	Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration and play to develop skills such as problem solving, creative thinking and innovating
Expression or Communication	Every child is a capable communicator who expresses himself or herself in many ways	Early childhood programs foster communication and expression in all forms including creativity, problem solving, mathematical behaviours and language

ACE After-Four will adopt the following ten strategies to create these conditions:

- Promote the health, safety, nutrition and well-being of the children.
- Support positive and responsive interactions among children, families, and educators
- Encourage the children to interact and communicate in a positive way and support their ability to self-regulate. Children eagerly take up the invitation to see and try out each other's ideas. The educators will describe one child's idea to another child and invite them into the discussion which often dissolves conflicts over a coveted toy before it erupts. It seems children are just as interested in each other's ideas as they are in their own.
- Foster the children's exploration, play and inquiry through the provision of play-based experiences. Praise will be given for the specific process a child used to accomplish something

This fosters motivation and confidence by focusing children on the actions that lead to success.

Such process praise may involve commending effort, strategies, focus, persistence in the face of difficulty, and willingness to take on challenges."

- Provide child-initiated and adult-supported experiences based upon observations of the interests and skills of the children. The educators will ask questions and note children's responses to further assess their level of engagement and interest in activities. They will be asked if they have an idea about what they want to make happen with the...the educator will ask, 'I see you have an idea you are trying.'"
- Plan for and create positive learning environments and experiences in which each child's development will be supported.
- Incorporate indoor & outdoor play, active play, quiet time & the individual needs of each child of the children receiving care
- Foster the engagement of and ongoing communications with parents about the program and their children.
- Involve local community partners and allow them to support children, staff and families
- Support staff and others in relation to continuous professional learning

ACE After-Four ensures that all new staff, students and volunteers review this program statement prior to interacting with the children; and, that all staff, students and volunteers review this program statement at any time that it is modified or at least annually.

Practice:

The following seven (7) practices implement, monitor and evaluate our action plans and allow us to continually improve our performance.

1. All new staff on hiring, and on an annual basis, all existing staff will acknowledge and review: the program statement, and all relevant and attached guidelines.
2. Annually, parent surveys will be conducted to assess our performance against the key requirements.
3. Each Program Plan of Action will undergo an annual assessment for compliance and necessary updates.
4. Each month a staff meeting will be scheduled and will include a discussion relating to performance against the program statement and a plan for improvement for next month; also included in the monthly meeting will be a discussion on one of the 10 key strategies (on a rotational basis) to create the conditions promoted by the HDLH document – current practices will be compared to the strategy and a plan for improvement will be created.

5. Monthly, a staff meeting will be scheduled to review and discuss performance relating to the program statement and to set goals for the upcoming month and propose ideas for the coming year.
6. Provide the goals and achievements (relating to the program statement) discussed at the Annual General Meeting with the Board of Directors and document and incorporate their feedback into the plan for the upcoming year.
7. Annual performance review of staff members will include a self-assessment of the 10 key strategies promoted by the HDLH document, where they will outline successes and goals for improvement for the upcoming year relating to these strategies

ACE After-Four ensures that all new staff, students and volunteers review this program statement prior to interacting with the children; and, that all staff, students and volunteers review this program statement at any time that it is modified or at least annually.

GENERAL POLICIES AND PROCEDURES

COMPLIANCE WITH POLICIES AND PROCEDURES

The staff, volunteers, program providers and Board of Directors are bound to follow and uphold the policies and procedures of ACE After-Four outlined in this handbook. These have been designed to ensure a safe and productive environment that satisfies our licensing requirements and exemplifies the integrity of the school.

The Licensing Specialist from the Ministry reviews the Centre's policies and procedures annually. In addition, policies like the Behaviour Guidance Policy are an integral part of the fabric of the Centre, its philosophy and the program. Accordingly, Chief Operating Officer reviews all policies and procedures annually and present any proposed changes to the Board of Directors for discussion and approval. The Chief Operating Officer and Assistant COO also reviews the Centre's policies and procedures with new staff and volunteers to ensure they are understood and followed. Each year, the staff, volunteers and Board must read and formally sign-off on the policy and procedures, to acknowledge their full understanding and commitment to implement them. Also, adherence to these policies is part of the staff's annual review.

Finally, the Centre is governed by a set of by-laws. The Board of Directors also reviews these annually. The membership votes on any proposed changes at the Annual General Meeting.

Compliance with the Policies and Procedures Protocol

The COO, and Assistant COO will monitor staff and volunteers' compliance with the policies and procedures, through the Ministry of Education, Child Care Licensing Branch's *Monitoring for Compliance Document*. This document is available upon request.

In the event of non-compliance with any of the policies and procedures, the COO and Assistant COO notify the contravening individual. The procedures for responding to non-compliance are as follows:

Non-compliance by a Staff Member:

The principles of progressive discipline apply for staff who have difficulty or refuse to practice the Centre's policies and procedures. In general, the following steps will be observed when a staff member is found to be non-compliant with the Centre's policies and procedures. In the event of a serious infraction, a staff member may be terminated immediately for cause.

- The Chief Operating Officer and the Assistant COO, will discuss the non-compliance issue with the staff member to identify the difficulty and reasons for it; discussing the implications with respect to the child; specifying ways to employ positive methods of behaviour guidance; and putting the results of the discussions in a written report that is signed by both parties.

- impose a two-week trial period, which takes place under the close observation of the supervisor, to comply with the policies and procedures and improve their methods.
- review the performance after the two-week trial period; if there is no notable improvement and the staff member fails to comply or clearly disagrees with the philosophy, the COO will advise the Board of Directors and initiate termination procedures.

ANTI-RACISM AND DIVERSITY

As a community-based, not-for-profit/co-operative childcare centre, we are committed to the principles of racial and cultural equality. ACE After-Four firmly believes that ethnic diversity strengthens and enriches our Centre socially, culturally, and economically and that racism creates barriers for children and their families and contravenes the fundamental principles of the Centre.

To ensure a steadfast commitment to these principles, ACE After-Four believes that constant and continuing efforts must be made to develop and enforce anti-racism policies.

Specifically, the Centre is committed to:

- developing an environment and creating programs that promote and respect the beliefs, values, and practices of all, encourage diversity, knowledge, and understanding, and actively promote anti-racism
- encouraging open discussion with staff and volunteers about issues as they arise
- reviewing the philosophy with all staff and participating individuals to ensure they understand and adhere to it

CHILD ABUSE AND NEGLECT POLICY

ACE After-Four recognizes that each of us has a responsibility for the welfare of children. The Ontario's Child and Family Services Act (CFSA) states clearly that members of the public, including professionals, such as Early Childhood Educators and those working with children, have an obligation to report suspected abuse promptly. If they suspect a child is or may be in need of protection from physical, sexual and emotional abuse and/or neglect by the person in charge of the child by failure to adequately care for, provide for, supervise or protect the child, they should report to:

- Children's Aid Society

Staff members of ACE After-Four who, in the course of their duties, have reasonable grounds to suspect that a child is or may be suffering or may have suffered abuse shall report the suspicion to the appropriate Children's Aid Society.

A child is "in need of protection" where:

- a child has suffered physical harm or is at risk of suffering physical harm
- the child has been or is at risk of being sexually molested or sexually exploited
- the child requires medical treatment or suffers from a mental, emotional or developmental condition and the child's family does not provide or refuses to consent to the treatment
- the child has been abandoned or not provided basic necessities (e.g. food, shelter, clothing etc.)
- the child has suffered emotional harm demonstrated by serious anxiety, depression, withdrawal, self destructive or aggressive behaviour and the child's family does not provide or refuse to consent to treatment to remedy the harm

The duty to report is an ongoing obligation. If a person has made a previous report about a child and has additional reasonable grounds to suspect that a child is or may be in need of protection, that person must make a further report to a Children's Aid Society.

HEALTH POLICY

It is our policy to notify parents if their child appears to show abnormal symptoms for no apparent reason, e.g. lethargy, anxiety, fevers, vomiting or diarrhea, etc. If your child becomes ill, we will notify you to pick up the child as soon as possible. Please let your emergency contacts know that we may call them if we are unable to reach you. Should an emergency arise that requires immediate medical attention, we will call 911 and notify you ASAP. (Please see the Emergency Medical Form in the Form section of the Handbook.)

ANAPHYLAXIS POLICY

Definition of Anaphylaxis

Anaphylaxis is a severe allergic reaction that can be fatal, resulting in circulatory collapse or shock. The allergy may be related to food, insect stings, medicine, latex, etc.

Purpose of the Policy and Procedures

After-Four Children's Enrichment Program and Our Lady of Wisdom Catholic School, in which the ACE program is housed, is committed to taking a pro-active position regarding the prevention of anaphylaxis. Foods containing Peanuts and Tree Nuts are not allowed due to the fact some students in the class have severe food allergies. As a cautionary measure due to allergies, students are not allowed to share snacks with each other.

The purpose of the policy is to:

1. Develop strategies to reduce the risk of exposure
2. Plan for the communication and timing of the dissemination of the information
3. Educate and train all staff, parents, volunteers and children in the process and first aid procedures in the event where a student or adult has an anaphylactic reaction.
3. Ensure that all medication, including Epi-pens, inhalers and other allergy medication used to treat an anaphylactic reaction are readily accessible.

Communication Plan for the Dissemination of Information

- All child(ren)'s registration forms that confirm an anaphylactic allergy will receive an Anaphylaxis Emergency Plan form. The form provides a space for the Emergency Plan to be followed in case of an anaphylactic reaction. This plan will indicate any possible anaphylactic reaction the child may have, i.e. swelling, hives, etc. and the steps to take when they occur, i.e. administer Epi-pen, call 911, etc. The plan is discussed with the child's physician and signed by the physician before being submitted to the centre. • The form and 2 Epi-pens must accompany the child to school prior to enrollment on the first day of school in September.
- A copy of each child's Anaphylactic Emergency Plan and a list of all other allergies, food sensitivities, etc. will be posted in Room 123 and Room 124.
- A copy of the form will be given to the school office.
- A record of the Expiry dates of each child's Epi-pens will be kept by the Assistant Chief Operating Officer and the parents will be notified when their child's Epi-pen is due to expire. An annual review of each child's Anaphylactic Emergency Plan is a requirement for enrollment in the program. (Anaphylaxis Forms in the Form section)

ADMINISTRATION OF DRUGS AND MEDICATION

Purpose: The purpose of the policy is to outline the procedures and the practices that are necessary to ensure the safe storage and administration of medication and drugs in the child care program.

Legislative Reference: CCEYA – 2014, Reg. 137/15 Subsection 4.11 – Administration of Drugs and Medication.

Intent: The child care will ensure that there are written procedures for the administration of medication for each child and type of medication. These procedures require that drugs or medication be safely administered according to established routines. Medication must be stored properly in order to maintain the effectiveness of the drug.

Medication will be dispensed as follows:

Parents/Guardians must complete and sign the medication form, which must include:

- Name of child
- Name of medication
- Dosage of medication
- Time of day to be administered
- Side effects
- the proper storage instructions of the medication (fridge, locked box etc.)
- Signature of child's parent/guardian

Confirmation - Staff will:

- If possible, not administer the 1st dose of non-lifesaving medication, e.g. antibiotics
- Check that the medication is in its original container with a prescription label, or an attached doctor's note. Ensure that there is DIN (Drug Identification Number) on the label of the medication container.
- Check that the type medication matches the one listed on the administration form, signed by parents
- Check the dosage and method of administration matches those on the prescription label and the signed medication administration form.
- Check expiry date. If the medication has expired staff will not administer it, and will notify parent/guardian ASAP

Medication Storage Instructions

The COO, Assistant COO or Designate Staff will ensure that the medication is stored in a according to the storage instructions that are indicated on the label of the medication. All medication is to be made inaccessible to children at all times, (with the exception of asthma or allergy medication that the child may self-administer. All medication, with the exception of Epi-Pens and Inhalers, will be stored in a locked container. Medications requiring refrigeration will be stored in a locked container in the school staff room fridge. Medications not requiring refrigeration will be stored in a locked container in the top drawer of the file can cabinet in the ACE 123 Room. The COO, Assistant COO or Designate will be in charge of the keys for the containers. They will ensure that the administration record of the medication is completed and that a note is made in the Daily Written Record.

Administration Procedure – The COO, Assistant COO, or Designate staff will:

- Designate an area to administer medication that is safe and private
- Confirm that the name on the medication matches the child to whom it is being administered, ask for verbal confirmation if possible.
- Wash Hands
- Administer all medications in accordance with pharmacy directive on the LABELLED container

1. All Staff will check that the parent's written instructions match any instructions printed on the

original container and that the medication has not expired. Confirming that the two sets of instructions match will prevent any confusion as to which instructions should be followed and so that the medication is administered correctly.

2. If medication is to be administered on an “as needed” basis, the written instructions must clearly indicate the situations under which the medication should be given. This could include the physical symptoms that must be present, the behaviour the child must be exhibiting or the child’s temperature. Simply indicating “as needed” or “as required” is not sufficient.

For each child receiving medication, an entry must be made on a medication administration form and noted in the daily written record. Staff giving the medication should list each dose administered and the time. If a dose is omitted or late, reasons must be listed.

Note: If there is no label/no name/no directive or if the label does not match the name of the prescription medication that the parents have written on the medication sheet, staff will NOT ADMINISTER the medication

- Return medication to locked medication box, in cupboard or fridge
- Rinse spoon, syringe etc.
- Wash hands
- Sign the administration of medication form

If a parent is unable to administer the first dose, and ACE has to give it for the first time, the child will be required to remain in designated area for 20 minutes after administration (The ACE 123 or 124 room or close to person administering the medication).

Note: allergic reaction usually takes place in the first 20 minutes post administration. If child reacts to medication, call 911, as necessary and alert the child’s parents. If no reaction to medication occurs, he/she will not need to stay in the designated area on subsequent administrations.

- ACE staff will ensure the medication is returned to the family at the end of the day or at the end of the treatment.
- ACE will return all expired or unused medication to the child’s parent/guardian.
- Only medications for life-threatening illnesses will be taken on excursions.
- Non-prescription medication may only be given with a doctor’s order, with specific instruction as to dose and when to administer
- Children will only carry medication with a doctor’s order and parental permission. Parents/guardians and the child’s doctor will sign a permission form
- If the instructions on the medication are “as needed,” and the treatment is for a chronic condition such as asthma, staff will administer the medication as per the prescription and will sign the medication administration form. Parents will be contacted ASAP after the administration.

Self- Administration of Asthma or Allergy Medication by an Older Child

In the case of an older child who administers his or her own asthma or allergy medication, ACE must receive a signed letter of permission from the child's parents outlining the following:

1. The Name of the Medication and Instructions for Safe use, including,
2. The Symptoms that the child may exhibit prior to self-administering the medication
3. The frequency or number of times a day that the child should take the medication according to the physician's instructions and the safe daily limit.
4. The note will state that the child will inform the COO, Assistant COO, or designate that they need to self-administer, and they will do so in the view of the COO, Assistant COO, or Designate.
5. The COO, Assistant COO, or Designate will attach the signed letter of permission to a medication administration form and note the date and time that the child self-administered.
6. The COO, Assistant COO, or Designate will note in the Daily Written Record that the child has self-administered.

If any staff becomes aware that the child is taking the medication more frequently than they should or they are not informing the COO, Assistant COO, or the Designate, the parents will be notified immediately and an alternate plan for medication administration will be put in place.

LICE POLICY

If head lice are found in the school in a classroom in which a child also attends ACE, all parents will be notified. Even if your child does not have head lice at that time, we ask that over the next week you check your child at home on a daily basis.

What to do!

If your child has head lice, you will be called and asked to take your child home and treat them immediately. All of your family should also be checked for head lice or live eggs. Once treated please check your child's head before returning. If your child still has lice, they will not be able to return to ACE until they have had a second treatment. Adult lice are about the size of the head of a pin. Their eggs are often found near the scalp and sometimes around the ears and back of the neck. Head lice hatch from dark fertile eggs, while the white eggs, more than half an inch from the scalp are empty shells. Using shampoos and combing to remove the nits (eggs) is very effective if done carefully. Never use these shampoos on an infant or pregnant woman.

Also treating someone who does not show any signs are not recommended as it will not prevent them from getting lice and will only delay the amount of time until they can have a

second treatment. If you would like further information, you may want to contact your Family Physician or your local pharmacy.

CLOTHING AND POSSESSIONS

All items your child brings to ACE should be clearly labelled with their first initial and last name.

Please do not allow valuable items to come to ACE with your child. ACE will not accept responsibility for lost or stolen items. If an item is not allowed (banned) in school, then it is not allowed in the ACE program. Expensive and valuable items should not be used.

Cellphones, tablets or iPods **MUST** be turned off at all times. Children are not allowed to use them in the program. No text messaging is allowed during program scheduled times.

PICTURE POLICY

Your child's class work or photograph may be used from time to time in publications from ACE or Our Lady of Wisdom. If you have any concerns regarding this policy, please speak to the Chief Operating Officer or Assistant Chief Operating Officer. Please see the picture policy at the end of the handbook. Sign off of this policy was done during pre-registration.

SOCIAL MEDIA POLICY

It has come to our attention that pictures taken at ACE events and in ACE programming is appearing on Facebook, Twitter and other social media accounts.

Incidents:

Student taking inappropriate pictures of ACE staff and comments posted about them. Pictures and video taken of children in ACE programming and ACE events.

If you have in the past put pictures/video of children other than your own children, please note that this is inappropriate. The same rules regarding iPod touch, iPods, cameras, and cellular/smart phones and tablets with cameras that apply at Our Lady of Wisdom during the school hours also apply at ACE.

We understand that social media is now a normal everyday occurrence with comments, pictures and video being put on Facebook, Twitter, Form Spring and other social media sites/apps but if written permission is not given by the parents, children or staff it is not allowed. It is important that we protect our children's privacy and it is suggested that if your child agrees to be in a picture they tell the person taking the picture "I do not give permission for this to be on Facebook, Twitter or any social media sites".

Please remove all pictures or video if you have done this in the past without permission from the child, parents or program providers. Permission is only granted by the parents if the child is under 18 years. Below are some useful sites that discuss Social media and our children and ways to protect their privacy and security.

How to get a handle on Facebook's privacy setting

<http://www.common sense media.org/advice-for-parents/how-get-handle-facebooks-privacy-settings>

Facebook for Parents <http://www.common sense media.org/advice-for-parents/facebook-parents>

Is it safe to post photos of your kids?

<http://www.common sense media.org/advice-for-parents/it-safe-post-photos-your-kids>

We have also instructed ACE Staff not to be "friends" or "followers" with children in ACE and their parents. This creates a potential for conflict of interest or the perception of conflict of interest. Please refrain from requesting staff as "friends" or "followers".

EMERGENCY MANAGEMENT POLICY AND PROCEDURE

Purpose: **The purpose of this policy is to provide clear direction for staff and licensees to follow to deal** with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions

All-Clear: A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

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).

Meeting Place: the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

Staff: Individual employed by the licensee (e.g. program staff, supervisor).

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: Terraview Willowfield Public School 95 Pachino Blvd., Toronto, ON M1R 4K1

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: Terraview Willowfield Public School, 95 Pachino Blvd., Toronto, ON M1R 4K1

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by The Chief Operating Officer and or Assistant Chief Operating Officer of ACE After-Four Children’s Enrichment Program in the daily written record.

Procedures

Phase 1: Immediate Emergency Response

Emergency Situation

Roles and Responsibilities

Lockdown

When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.

- 1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.
- 2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.
- 3) Staff inside the child care centre must:
 - remain calm;
 - gather all children and move them away from doors and windows;
 - take children's attendance to confirm all children are accounted for;
 - take shelter in closets and/or under furniture with the children, if appropriate;
 - keep children calm;
 - ensure children remain in the sheltered space;
 - turn off/mute all cellular phones; and
 - wait for further instructions.
- 4) If possible, staff inside the program room(s) should also:
 - close all window coverings and doors;
 - barricade the room door;
 - gather emergency medication; and
 - join the rest of the group for shelter.
- 5) The Chief Operating Officer, Assistant COO, or Designate will immediately:
 - close and lock all child care centre entrance/exit doors, if possible; and
 - take shelter.

Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.

Hold & Secure

When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.

- 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible.
- 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.
- 3) Staff in the program room must immediately:
 - remain calm;
 - take children's attendance to confirm all children are accounted for;
 - close all window coverings and windows in the program room;
 - continue normal operations of the program; and
 - wait for further instructions.
- 4) The Chief Operating Officer, Assistant COO, or designate must immediately:
 - close and lock all entrances/exits of the child care centre;
 - close all blinds and windows outside of the program rooms; and
 - place a note on the external doors with instructions that no one may enter or exit the child care centre.

Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.

Bomb Threat

A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.

- 1) The staff member who becomes aware of the threat or The Chief Operating Officer, Assistant COO, or designate must:
 - remain calm;
 - call 911 if emergency services is not yet aware of the situation;
 - follow the directions of emergency services personnel; and
 - take children's attendance to confirm all children are accounted for.
- A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.
- B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.

Disaster Requiring Evacuation

A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.

- 1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.
- 2) Staff must immediately:
 - remain calm;
 - gather all children, the attendance record, children's emergency contact information any emergency medication;
 - exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions;
 - escort children to the meeting place; and
 - take children's attendance to confirm all children are accounted for;
 - keep children calm; and
 - wait for further instructions.
- 3) If possible, staff should also:
 - take a first aid kit; and
 - gather all non-emergency medications.
- 4) Designated staff will:
 - help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and
 - in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.
 - If individuals cannot be safely assisted to exit the building, the designated staff will assist them to Terraview Willowfield Public School 95 Pachino Blvd., Toronto, ON M1R 4K1 and ensure their required medication is accessible, if applicable; and
 - wait for further instructions.
- 5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.

Disaster – External Environmental Threat

An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.

- 1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.

If remaining on site:

- 1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.
- 2) Staff must immediately:
 - remain calm;
 - take children’s attendance to confirm all children are accounted for;
 - close all program room windows and all doors that lead outside (where applicable);
 - seal off external air entryways located in the program rooms (where applicable);
 - continue with normal operations of the program; and
 - wait for further instructions.
- 3) The Chief Operating Officer, Assistant COO, or designate must:
 - seal off external air entryways not located in program rooms (where applicable);
 - place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and
 - turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable).

If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.

Natural Disaster: Tornado / Tornado Warning

- 1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.
- 2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.
- 3) Staff must immediately:
 - remain calm;
 - gather all children;
 - go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;
 - take children’s attendance to confirm all children are accounted for;
 - remain and keep children away from windows, doors and exterior walls;
 - keep children calm;
 - conduct ongoing visual checks of the children; and
 - wait for further instructions.

**Natural Disaster:
Major Earthquake**

- 1) Staff in the program room must immediately:
 - remain calm;
 - instruct children to find shelter under a sturdy desk or table and away from unstable structures;
 - ensure that everyone is away from windows and outer walls;
 - help children who require assistance to find shelter;
 - for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck;
 - find safe shelter for themselves;
 - visually assess the safety of all children.; and
 - wait for the shaking to stop.
- 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.
- 3) Once the shaking stops, staff must:
 - gather the children, their emergency cards and emergency medication; and
 - exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.
- 4) If possible, prior to exiting the building, staff should also:
 - take a first aid kit; and
 - gather all non-emergency medications.
- 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions.
- 6) Designated staff will:
 - help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and
 - in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.
 - If individuals cannot be safely assisted to exit the building, the designated staff will assist them to Terraview Willowfield Public School 95 Pachino Blvd., Toronto, ON M1R 4K1 and ensure their required medication is accessible, if applicable; and
 - wait for further instructions.
- 7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.

Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, The Chief Operating Officer, Assistant COO, or designate must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons:

Local Police Department: **416-813-2222**

Ambulance: **911**

Local Fire Services: [\(416\) 338-9250](tel:4163389250)

Site Supervisor: Rita Kalogeropoulos, Assistant Chief Operating Officer, [416-446-7398](tel:4164467398)

Licensee Contact(s): Rita Kalogeropoulos, Assistant Chief Operating Officer, [416-446-7398](tel:4164467398)

Child Care Centre Site Designate: Sabrina Pallotta, Chief Operating Officer, [416-446-7398](tel:4164467398)

Chief Operating Officer: admin@aceafterfour.ca

Assistant Chief Operating Officer: onsite@aceafterfour.ca

Board Of Directors: board@aceafterfour.ca

- 4) Where any staff, students and/or volunteers are not on site, the Chief Operating Officer, Assistant COO, or designate must notify these individuals of the situation and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.

- 5) Chief Operating Officer, Assistant COO, or designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8a) Procedures to Follow When “All-Clear” Notification is Given

Procedures

- 1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.
- 2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.
- 3) Staff must:
 - take attendance to ensure all children are accounted for;
 - escort children back to their program room(s), where applicable;
 - take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and
 - re-open closed/sealed blinds, windows and doors.
- 4) The Chief Operating Officer or Assistant COO will determine if operations will resume and communicate this decision to staff.

Communication with parents/guardians

- 1) As soon as possible, The Chief Operating Officer must notify parents/guardians of the emergency situation and that the all-clear has been given.
- 2) Where disasters have occurred that did not require evacuation of the child care centre, The Chief Operating Officer must provide a notice of the incident to parents/guardians by sending out an email to all parents notifying them of what has happened.

- 3) If normal operations do not resume the same day that an emergency situation has taken place, The Chief Operating Officer must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

8b) Procedures to Follow When “Unsafe to Return” Notification is Given

Procedures

- 1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.
- 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.
- 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.
- 4) The Chief Operating Officer will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.
- 5) Upon arrival at the evacuation site, staff must:
 - remain calm;
 - take attendance to ensure all children are accounted for;
 - help keep children calm;
 - engage children in activities, where possible;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children;
 - keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and
 - remain at the evacuation site until all children have been picked up.

Communication with parents/guardians

- 1) Upon arrival at the emergency evacuation site, The Chief Operating Officer or Assistant COO will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.
- 2) Where possible, The Chief Operating Officer will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated and include the details of the evacuation site location and contact information in the message.

Additional Procedures for Next Steps During an Emergency

E.g. documenting children’s accidents/injuries, providing water and/or snacks, etc.

In the event of an emergency and additional accidents or injuries occur they will be documented in a separate log book of what happened location and nature of injury, what steps were taken to help

child during this accident. The First Aid Kit will be on hand as well as water, snacks will all be provided to children during these emergencies.

Phase 3: Recovery (After an Emergency Situation has Ended)

Procedures for Resuming Normal Operations

E.g. where, applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.

The staff and children will be assisted and transitioned into a normal day routine, by ensuring the centre was thoroughly accessed and cleaned before staff and children return to the centre. The Chief Operating Officer will have a meeting with staff to touch base and see where everyone is at. Communicating with parents of the status of the centre being reopened or not. Contacting the Ministry Of Education, making sure we are ok to run and reopen the centre.

Procedures for Providing Support to Children and Staff who Experience Distress

The Chief Operating Officer will ensure that any resources that maybe needed for the children and staff such as doctors, psychiatrist, councillors, therapist be available to the families to access. If there is any other resources that are needed will be available to the children and staff i.e. pamphlets, books etc. In addition to these support and resources offered and available to the parents, staff and children they will also be debriefed after an emergency occurs.

Procedures for Debriefing Staff, Children and Parents/ Guardians

Include, where, applicable, details about when and how the debrief(s) will take place, etc.

The Chief Operating Officer must debrief staff, children and parents/guardians after the emergency. The parents, staff and children will be debriefed after an emergency occurs.

The Chief Operating Officer will ensure that any resources that maybe needed for the families and parents/guardians such as doctors, psychiatrist, councillors, and therapist be available to the families to access. If there is any other resources that are needed will be available to the families and parents/guardians i.e. pamphlets, books etc.

Regulatory Requirements: Ontario Regulation 137/15

Emergency management

- 68.1** (1) In this section, “emergency” at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre. O. Reg. 126/16, s. 42.
- (2) Subject to subsection (3), every licensee shall ensure that each child care centre it operates has written policies and procedures regarding the management of emergencies that,
- (a) set out the roles and responsibilities of staff in case of an emergency;
 - (b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
 - (c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation;
 - (d) set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;
 - (e) set out requirements regarding communications with parents;
 - (f) set out requirements regarding contacting appropriate local emergency response agencies; and
 - (g) address recovery from an emergency, including,
 - (i) requiring that staff, children and parents be debriefed after the emergency,
 - (ii) setting out how to resume normal operations of the child care centre, and
 - (iii) setting out how to support children and staff who may have experienced distress during the emergency. O. Reg. 126/16, s. 42.
- (3) Despite subsection (2), a licensee is not required to have emergency management policies and procedures described in that subsection if,
- (a) the child care centre is located in a school, the licensee uses or adopts the school’s emergency management policies and procedures and those policies and procedures address the same matters as described in subsection (2); or
 - (b) the licensee is otherwise required to have a plan that addresses the same matters as described in subsection (2). O. Reg. 126/16, s. 42.

Intent

The intent of this provision is to require licensees to have policies and procedures that protect the health and safety of children and staff in the event of an emergency.

The provision requires that staff roles and responsibilities be clearly outlined in the event of an emergency.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry’s authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

ACE PROGRAM FORMS

ACE
After-Four Children's Enrichment
PARENTAL POLICY AGREEMENT FORM

I, _____ (Parent/Guardian Name,
Please Print) hereby acknowledge that:

I have read and understand the policies outlined in the 2023/2024 ACE Parent Handbook. I agree to comply with the policies outlined in this handbook.

Failure to conform to any of these policies could result in the termination of my child's (or children's) enrolment.

Name of Child / Children

Parent/Guardian Signature

Date

ACE Chief Operating Officer /

Assistant COO Signature

Date

ACE

After-Four Children's Enrichment

PICTURE POLICY AGREEMENT FORM

I, _____ Parent's/Guardian's Name
(Please Print)

Give / Do not give (circle) permission for my child(ren), _____
_____ Child's Name (Please Print)

To be or any of their work be:

Photographed _____

Video taped _____

and to have my child or my child's work be included in publications produced
by ACE for the duration of the _____ program year

Signature of Parent/Guardian

Date

ACE

After-Four Children's Enrichment

MEDICAL RELEASE FORM

Date: _____

Name of Children:

CARE LOCATION:

ACE Program
Our Lady of Wisdom
Catholic School
10 Japonica Road.
Scarborough, Ontario M1R 4R7

If, at any time, due to circumstances such as accident, or sudden illness, and emergency medical treatment is required, I give permission to a private physician or the hospital to attend to my child, including anesthetic, if necessary.

I also consent to the use of emergency transportation, if necessary, and understand that this cost will be incurred by the parent.

ACE

After-Four Children's Enrichment

HISTORY OF COMMUNICABLE DISEASES FORM

Name of Child: _____

Disease	Yes - indicate year	No
Chicken Pox		
Whooping Cough		
Rubella (measles)		
Mumps		
Other (provide details)		

Name of Child: _____

Disease	Yes - indicate year	No
Chicken Pox		
Whooping Cough		
Rubella (measles)		
Mumps		
Other (provide details)		

Name of Child: _____

Disease	Yes - indicate year	No
Chicken Pox		
Whooping Cough		
Rubella (measles)		
Mumps		
Other (provide details)		

Anaphylaxis Emergency Plan: _____

(Name)

This child has a potentially life-threatening allergy (anaphylaxis) to:

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Peanuts | <input type="checkbox"/> Latex |
| <input type="checkbox"/> Tree Nuts | <input type="checkbox"/> Medication _____ |
| <input type="checkbox"/> Egg | <input type="checkbox"/> Insect Stings _____ |
| <input type="checkbox"/> Milk | <input type="checkbox"/> Other _____ |

Food: The key to preventing an anaphylactic emergency is absolute avoidance of the allergen. People with food allergies should not share food or eat unmarked / bulk foods or products with a “may contain” warning.

Epinephrine Auto-Injector (“EpiPen”): Expiry Date _____

Location of Auto-Injector(s): _____

Dosage:

<input type="checkbox"/> EpiPen Jr 0.15mg	<input type="checkbox"/> EpiPen 0.30m
<input type="checkbox"/> Tw inject 0.15mg	<input type="checkbox"/> Tw inject 0.30mg

Asthmatic: Child is at greater risk. If child is having a reaction and has difficulty breathing, give epinephrine auto-injector **before** asthma medication.

A person having an anaphylactic reaction might have ANY of these signs & symptoms:

- **Skin:** hives, swelling, itching, warmth, redness, rash
- **Respiratory (breathing):** wheezing, shortness of breath, throat tightness, cough, hoarse voice, chest pain/tightness, nasal congestion or hay-fever-like symptoms (runny itchy nose & watery eyes, sneezing), trouble swallowing
- **Gastrointestinal (stomach):** nausea, pain/cramps, vomiting, diarrhea
- **Cardiovascular (heart):** pale/blue colour, weak pulse, passing out, dizzy / light-headed, shock
- **Other:** anxiety, headache, feeling of “impending doom”

Early recognition of symptoms & immediate treatment could save a child's life.

Act quickly. The first signs of a reaction can be mild, but symptoms can rapidly worsen:

- 1) **Give epinephrine auto-injector** at the first sign of a reaction occurring in conjunction with a known or suspected contact with allergen. Give a second dose in 10 – 15 minutes or sooner **IF** the reaction continues or worsens.
- 2) **Call 911:** Tell them a child is having a life-threatening allergic reaction – use the word “anaphylactic”. Request an ambulance immediately.
- 3) **Call contact person**
- 4) **Escort child in ambulance** and remain with child until parent arrives.

Emergency Contact Information

Name	Relationship	Home Phone	Work Phone	Cell Phone

The undersigned parent or guardian authorizes any adult to administer epinephrine to the above named child in the event of an anaphylactic reaction, as described by the symptoms the child may experience and the procedures to be taken by staff I also consent to the posting of this plan in every room operated and to the sharing of this information with all staff, students and volunteers. This plan has been developed in consultation with the child's doctor.

Parent/Guardian Signature

Date

Physician's Signature

Date

Anaphylaxis Emergency Plan

Child's Address: _____ Date of Birth: _____
_____ Home Telephone: _____

Emergency Action Plan: (To be filled in by parent) must include what symptoms the child may experience and the procedures to be taken by staff

Child Care Staff Roles and Responsibilities:

- ◆ **Adhere to (ACE) After-Four Children's Enrichment Policy**
- ◆ Staff will conduct a check to confirm child (ren) have their required medication with them before each transition, (ie. moving from the classroom to the gym, leaving for school, etc.)
- ◆ Administer medications and/or instructions as set out in child's Individual Plan and Emergency Procedures
- ◆ Staff is to remain calm
- ◆ Staff will be debriefed
- ◆ Written report to be filled out by staff dealing with emergency
- ◆ Serious Occurrence to be filed

Parent Agreement

I _____ acknowledge my participation in the development of the preceding Emergency Action Plan and agree to execute reliability the parent commitments listed within them.

I give my consent for the staff of _____ Child Care Centre to execute the child care commitment as outlined within the plan.

In the event of an emergency, I authorize the child care staff to administer the designated medication and obtain medical assistance. I agree to assume responsibility for all costs associated with medical treatment and absolve _____ and its employees/volunteers of responsibility for any adverse reaction resulting from administration of the medication.

Parent Signature: _____ Date: _____

TO BE REVIEWED ANNUALLY

ACE

After-Four Children's Enrichment

PERMISSION TO ADMINISTER MEDICATION

Date: _____

RECE: _____
(PLEASE PRINT)

I hereby give my permission to the RECE staff of After Four Children's Enrichment to administer:

(Name of Medication)

(Prescription number - DIN)

To my child _____ according to the medical physician's instructions printed on the prescription container or on the request for administration of non-prescription medication completed by the physician. (Physician's note must be provided for administration of non-prescription medication and a letter from the parent when their child is self-administering medication)

Signature of Parent/Guardian

Expiry Date of Medication

Name of Child: _____

Name of Physician: _____

Dosage and Times to be Administered: _____

Date commenced and Where Medication is to Be Stored: _____

Date completed and Empty container returned to Parent: _____

Signature of RECE Staff

Date

ACE

After-Four Children's Enrichment

ACE RECORD DRUGS ADMINISTRATION

*This form must be completed by an RECE who is in charge of drugs & medications for the administration of **prescription and over the counter medications**, in accordance with ACE's medication administration policy and procedures.*

Date (dd/mm/yy)	Time (hh:mm am/pm)	Dosage Administered	Administered By Please Print Staff or Child:	Staff Name Please Print	Signature(s)	Comments/Observations (Incl. symptoms of illness) Please Print
--------------------	--------------------------	------------------------	--	----------------------------	--------------	--

All completed forms need to be kept in the child's file. If the medication (inhaler) is being self-administered by the child a letter from the parent must be on file, indicating:

1. Instructions for safe use, 2.The symptoms a child may exhibit prior to self- administration 3. The frequency of number of times a day that the medication should be taken according to the physician's instructions and the safe daily limit. 4. The note will state that the child will inform the Assistant Chief Operating Officer or designate that they need to self-administer and they will do so in view of the Assistant Chief Operating Officer or designate.

The Assistant Chief Operating Officer or designate will attach the signed letter of permission to a medication administration form and note the date and time that the child self-administered

The Assistant Chief Operating Officer or Designate will note in the Daily Written Record that the child has self-administered

ACE

After-Four Children's Enrichment PERMISSION TO ADMINISTER ONGOING AS NEEDED MEDICATION

Date: _____

RECE: _____

(PLEASE PRINT)

I hereby give my permission to the RECE staff of After Four Children's Enrichment to administer:

(Name of Medication)

(Prescription number - DIN)

To my child _____ according to the medical physician's instructions printed on the prescription container or on the request for administration of non-prescription medication completed by the physician. (Physician's note must be provided for administration of non-prescription medication and a letter from the parent when their child is self-administering medication)

Signature of Parent/Guardian

Expiry Date of Medication

Name of Child: _____

Name of Physician: _____

Dosage and Times to be Administered: _____

Date commenced: _____

Date completed and Empty container returned to Parent: _____

Signature of RECE Staff

Date

ACE

After-Four Children's Enrichment

ACE RECORD OF ONGOING AS NEEDED DRUGS ADMINISTRATION

*This form must be completed by an RECE who is in charge of drugs & medications for the administration of **prescription and over the counter medications**, in accordance with ACE's medication administration policy and procedures.*

Date (dd/mm/yy)	Time (hh:mm am/pm)	Dosage Administered	Administered By Please Print Staff or Child:	Staff Name Please Print	Signature(s)	Comments/Observations (Incl. symptoms of illness) Please Print
--------------------	--------------------------	------------------------	--	----------------------------	--------------	--

All completed forms need to be kept in the child's file. If the medication (inhaler) is being self-administered by the child a letter from the parent must be on file, indicating:

1. Instructions for safe use, 2.The symptoms a child may exhibit prior to self- administration 3. The frequency of number of times a day that the medication should be taken according to the physician's instructions and the safe daily limit. 4. The note will state that the child will inform the Assistant COO or designate that they need to self-administer and they will do so in view of the Assistant COO or designate.

The Assistant COO or designate will attach the signed letter of permission to a medication administration form and note the date and time that the child self-administered

The Assistant COO or Designate will note in the Daily Written Record that the child has self-administered

ACE

After-Four Children's Enrichment

WAITING LIST FORM

Date Placed on List: _____

Child's Information

Name: _____

Birthdate: _____ Grade: _____

Address & Postal Code: _____

Family Information

Mother

Father

Name: _____

Cell/ Home: _____

Email: _____

Person to Contact: Mother: _____ Father: _____

Does the Child have a sibling currently attending program? NO YES

Name & Birthdate: _____

Does the Child have a sibling on the waiting list? NO YES

Name & Birthdate: _____

Requested Start Date: _____

Application Policy

1. There is no waiting list application fee
2. The child's name will be placed on the list at the time of application
3. It is the sole responsibility of the parent to inform ACE of any changes in information
4. ACE does not transport children to and from the program
5. Children being bussed to and from the program must be able to enter the program unaccompanied by an adult
6. The contact person is notified when a spot becomes available on a first , first come, first served basis in order of the date indicated on the application form

Signature: _____

Date: _____

ACE After-Four Children's Enrichment

ACE INFORMATION FORM

EMAIL: _____

CHILD'S NAME: _____

GENDER: _____ DATE OF BIRTH: _____

SCHOOL _____ Grade: _____

ADDRESS: _____

CITY: _____ POSTAL CODE: _____

CHILD'S PHYSICIAN: _____

PHYSICIAN PHONE NUMBER: _____

PHYSICIAN'S ADDRESS: (with Postal Code)

ALLERGIES: _____

IF YES, PLEASE EXPLAIN:

EPIPEN: Yes or No: _____

State Anaphylactic

Allergies _____

OTHER MEDICAL INFORMATION - PLEASE SPECIFY:

PARENT INFORMATION

MOTHER'S NAME: _____

MOTHER'S HOME PHONE: _____ CELL PHONE: _____

MOTHER'S WORK PHONE: _____

MOTHER'S ADDRESS: _____

FATHER'S NAME: _____

FATHER'S HOME PHONE: _____ CELL PHONE: _____

FATHER'S WORK PHONE: _____

FATHER'S ADDRESS: _____

EMERGENCY CONTACT NAME: _____

RELATIONSHIP: _____

EMERGENCY CONTACT HOME PHONE: _____

EMERGENCY CONTACT CELL PHONE: _____

EMERGENCY CONTACT WORK PHONE : _____

Release Information. Please include your name and anyone (including the emergency contact person) to whom your child may be released.

- 1. _____
- 2. _____
- 3. _____
- 4. _____

I GIVE ACE PERMISSION TO COLLECT MY CHILD'S PERSONAL INFORMATION FOR REGISTRATION PURPOSES: Yes: ` _____ No: _____

I GIVE ACE PERMISSION FOR MY CHILD OR MY CHILD'S WORK TO BE PHOTOGRAPHED OR VIDEOTAPED BY ACE. Yes: _____ No: _____

I GIVE ACE PERMISSION TO INCLUDE MY CHILD OR MY CHILD'S WORK IN PUBLICATIONS PRODUCED BY ACE: Yes: _____ No: _____

Mother`s Signature Father`s Signature Date