



Treasured Moments Kids

PARENT MANUAL

Kingsway Location:

3107 Bloor Street West

Etobicoke, Ontario

M8X 1E2

416 234 0303

kingswaykids@treasuredmomentskids.com

Burnhamthorpe Location:

316 Burnhamthorpe Rd.

Etobicoke, Ontario

M9B 2A1

416-646-7776

smiles@treasuredmomentskids.com

www.treasuredmomentskids.com

Hours of Operation: 7:00am to 6:00pm



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Waitlist Policy

Thank you for your interest in Treasured Moments Kids. It is our goal to ensure that all families have an opportunity to be offered a spot in our program. In order to guarantee fairness in the registration process, once a spot becomes available the Director(s) will contact the first family on the waitlist. A family that has been contacted is given 24 hours to respond and accept the spot offered. The director(s) will make certain to reach out to the family using all means of communication (work phone, home phone, cell phone and email). Voicemail(s) will be left with clear direction for the next steps that the family needs to take to secure their child's spot. Should the family not get in touch with a director within the 24 hours, the spot is then offered to the next family in line.

If a family would like to change their requested start date they are able to do so, however, you will lose your original placement on the waitlist, and be moved to the next available waitlist spot. *E.g. Mary is first on the waitlist for January 2017. A spot becomes available however Mary would like to be moved to March 2017 instead. There are 2 families already on the waitlist for therefore Mary would now be third on the waitlist for March 2017.*

Our waitlist is kept in a binder in the office and is available for parents on our waitlist to look at; however, we will block off any other family information on our waitlist to maintain confidentiality of everyone involved.

We highly encourage you to come in for a tour to see the school and have all your questions answered. Once you come in for the tour, then your spot on the waitlist will be validated.

Once a family has decided to accept the space offered, a non-refundable registration fee of \$350.00 along with a post-dated tuition cheque dated for 2 months prior to the start date, in lieu of the first month tuition, as well as, 6 post-dated tuition cheques are needed within 48 hours to secure the spot.

Treasured Moments Kids provides the highest quality of care and the most enriched educational program possible, to ensure your child has every opportunity to reach his/her full potential

*Please note fees are subject to change



Enrollment Procedures and Requirements

Registration/Admission Policy

- Call to arrange a tour and meet with the Director of Treasured Moments Kids.
- Once you have made the decision to enroll, and in order to reserve a space for your child at Treasured Moments Kids, you are required to submit a registration fee of \$350.00 along with your registration form. Treasured Moments Kids will do it's very best to provide availability for the date requested. However, we are unable to guarantee a definite start date, depending on the readiness level of our students and enrollment availability. This fee is not refundable.

Tuition Policy

Tuition fees are due on the first of each month. Six postdated cheques must be submitted prior to your child's start date. Our current tuition fees are \$2100.00 per month for all programs.

Subsequent fees:

You are required to submit a further six post-dated cheques, prior to the 15th day of your last submitted cheque. This schedule will continue until you choose to submit, in writing your plans to end your registration with Treasured Moments Kids.

In the event that tuition fees are not submitted as per the above schedule, a late fee of \$50.00 will be incurred. A further fee of \$10.00 will be added for each day your tuition is not submitted.

Failure to provide payment, along with any late fees incurred, for the current month, will result in the automatic termination of your registration at Treasured Moments Kids.

Tuition fees are not adjusted or pro-rated due to illness, absenteeism, closures, or vacation time.

N.S.F. and Dishonoured Cheques: There is a fee of \$50.00 for any cheque that is returned as N.S.F or dishonoured.

Tax receipts: a tax receipt will be available upon request, no earlier than January 15th.

Pick up policy

Treasured Moments Kids has developed a fundamentally, responsible pick up policy, to ensure that your child arrives home safe and sound after a busy day at school. TMK operates from 7:00 a.m. until 6:00 p.m. Monday-Friday. It is



important for families to be aware, that Treasured Moments Kids is not licensed to care for children after 6:00 p.m.

In the event that a child remains at the Center after 6:00 p.m. the Director will contact the child's legal guardians. If there is no response, the director will call and leave a message on all emergency contact numbers provided by the family. The voicemail will include the date, time and a detailed message, informing the parent that their child is still with the Director of the Center. It is imperative that once someone receives a message from TMK, they must get in contact with us immediately, to confirm by whom and when the child will be picked up.

Please note that the Director will call all individuals listed on the emergency contact card, as well as people listed on the registration package, detailing who the parent has indicated the child may be released to.

In the unlikely event that we are unable to get in contact with anyone, the Director will remain on site with the child until contact is made. Under no circumstances will the child be left un- attended. If by 7:00 p.m. contact by the parent, guardian or emergency contact person(s) has not been made. Treasured Moments Kids has an obligation to contact authorities in order for them to investigate the whereabouts of the family, to ensure their safety as well as their child's.

Upon arrival at the School, parents/guardians are required to sign TMK's late fee policy. Parents/guardians responsible for the ongoing tuition of the child are also required to pay any and all fines, associated with the late pick up.

Late Fee

Late fees are incurred if a child is not picked up within regularly scheduled hours.

Treasured Moments Kids closes at 6.00 p.m. Children must be picked up by 6:00 p.m.

\$25.00 from 6:00 p.m. to 6:05 p.m.

\$50.00 from 6:05 p.m. to 6:15 p.m.

\$75.00 from 6:15 p.m. to 6:30 p.m.

\$150.00 + from 6:30 to 7:00 p.m.

Treasured Moments Kids main focus for this policy is to ensure the safety and well-being of each our families.



Withdraw Policy

If at any time you choose to withdraw your child from Treasured Moments Kids, you agree to the following policy:

Sixty (60) days' notice must be given in writing.

This written notice, must accompany your final full month tuition.

Tuition fees will not be pro-rated.

For example, if your start date was January 1st and your final date is March 22nd, you are required to submit your regular fee on March 1st alongside your written notice of withdrawal.

As your child reaches the age for transition to the next class, we will assess the child's readiness as well as availability of space. In the unlikely event that the space is not available, you will be given 2 months' notice of withdrawal from the program, in order to find alternative care. Every attempt will be made to give you 2 months' notice; however that may not be feasible in all cases, as we must always be in compliance with the Ministry of Educations legislation.

Licensing

Treasured Moments Kids is licensed by the Ministry of Education, and is inspected by their advisors on an annual basis. We endeavour to comply with all regulations set out by the Ministry, as well as the Health and Fire Departments.

When looking for child care options, it is important to be aware of the criteria a licensed facility must adhere to.

The following link will offer you more insight into understanding the requirements laid out by the [Ministry of Education](#).

Capacity

Our **Kingsway** location is approved for:

10 infants

20 toddlers

48 preschoolers

Our **Burnhamthorpe** location is approved for:

10 infants

15 toddlers

48 preschoolers



Treasured Moments Kids is open from Monday to Friday 7:00 am to 6:00 pm. At each of the locations, we offer a program for infants (ages up to 18 months), Toddlers (18 months to 30 months) and Preschoolers (2.5 years to 5 years old). For each age group, you can refer to our home page on our website for goals set out in each program.

Security and procedures

Security

Treasured Moments Kids facilities are equipped with security key pad access. Parents will be given the code when they begin attendance. The code should only be made available to close family members who are responsible for picking up your child.

Treasured Moments Kids will be expanding on the overall security, by adding to, and upgrading its security cameras.

Health and Safety

As part of the Licensing procedure, we are inspected by both the Ministry of Public Health, as well as the Fire Department. Public Health inspectors visit our schools on a regular basis. We are expected to meet a check list of requirements in order to attain a Public Health PASS certificate. They also provide us with ongoing information in regards to current health practices.

We work closely with the Department of Public Health in order to stay informed of current health and well-being concerns.. This allows us to share with our clients, helpful insight in keeping our children happy and healthy.

Our fire plan is approved by the Fire Department. Within this fire plan, each classroom has its own emergency exit strategy. In order to familiarize themselves with these important procedures, both staff and children are required to take part in monthly fire drills.

Our emergency fire equipment is inspected on an annual basis by a reputable Fire Prevention Company. In addition to this, the fire extinguishers are inspected prior to the monthly fire drills by designated staff who have been trained on the appropriate use of an extinguisher.

Emergency Shelters

Should we be required to evacuate the premises for any emergency situation, the children will be escorted to our emergency shelter.

Kingsway: The Kingsway Animal Clinic

Address. 3265 Bloor St. West.

Etobicoke. Ontario. M8X 1E2



Telephone #. 416 233 3277

Burnhamthorpe: Olivet School

Address: 279 Burnhamthorpe Road

Etobicoke, Ontario. M9B 1Z6

Telephone # 416-239-3054

Treasured Moments Kids maintains emergency management policies and procedures to support the safety of all involved. In the case of emergency evacuation, parents will be notified by email and or telephone and will be required to pick up their children at the emergency shelter.

Lockdown Procedures

Keeping your children safe is our utmost priority. In recent years we have been required to implement Lockdown procedures, as an addition to our safety protocols.

Emergency Procedure Policy

A lockdown of a building or group of buildings is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat. This procedure is used when it may be more dangerous to evacuate a building than stay inside. By controlling the entry points and exits as well as the movement within a facility, emergency personnel are better able to contain and handle any threats.

Lockdown procedures are conducted on an annual basis, in order to ensure that each staff member is aware of his/her responsibilities should a Lockdown be necessary.

Serious Occurrence

The new *Child Care and Early Years Act, 2014* (CCEYA) and its regulations include provisions to ensure that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and that these serious incidents are reported to the Ministry of Education, tracked and followed up on. (<http://www.edu.gov.on.ca/childcare/SeriousOccurrenceFactSheet.html>)

- The death of a child
- Abuse, neglect or an allegation of abuse or neglect
- A life threatening injury to or a life threatening illness



- A missing child or a temporarily unsupervised child
- An unplanned disruption of the normal operations that poses a risk to the health, safety or well-being of children

In the event of any of the above situations, Treasured Moments is required by law to report to the Ministry, as well as its clients, any and all information.

***Recovering after an Emergency Situation Has Occurred**

Following any emergency situation it is Treasured Moments Kids priority to ensure that full transparency and support is provided to TMKs children, staff and families. It is Treasured Moments Kids director(s) / management team's responsibility to debrief staff, children and parents/guardians after an emergency. Where deemed appropriate the Director(s) will request professional consultants to be contacted to debrief children and staff.

All communication will be shared with families through the centres contact email at either kingwaykids@treasuredmomentskids.com or smiles@treasuredmomentskids.com the directors will be present to answer any and all families' questions and to provide any resources necessary when returning to normal operations.

The roles and responsibilities of the Supervisor and/or the supervising staff are:

- provide proper training about our philosophy
- Discuss fire drill responsibilities and all emergency protocol
- Inform student/volunteer on all children's allergies in the centre including the anaphylaxis policy and where epi pens are kept
- Explain all our health and safety policies ie. Hand washing and diaper routines
- Inform them on when scheduled breaks and lunch will be.
- Supervise the student/volunteer at all times ensuring that they are never left alone with the children

The lead ECE teacher in the student/volunteer's room will be responsible to monitor them. Monitoring will happen once a week.

Students and Volunteers

All students and volunteers are required to have on file, the following:

- Criminal Reference Check. Volunteers or students 19 years old and older are required to obtain or provide a CRC.
- Updated Health Check (including TB and Tetanus)

The roles and responsibilities of all students and volunteers are:



- to have reviewed the Program statement before providing care and annually
- not to be included in ratios
- not to be left alone

All students and volunteers will review this policy upon hire and annually.

All staff will review this policy upon hire and annually.

Parent Complaint Procedure

Treasured Moments Kids requires clear procedures and guidelines to ensure disputes/incidents are managed in a fair and equitable manner.

Treasured Moments Kids believes that a parent/guardian who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve the issue, without prejudice or fear of reprisal or discrimination.

Treasured Moments Kids will manage all complaints fairly and as efficiently as possible. It will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation.

Confidentiality will be maintained throughout the process of making and resolving complaints. Treasured Moments Kids seeks to protect the rights and privacy of those involved and to facilitate the return to an amicable and productive environment.

Parents/guardians may raise any matters of concern relating to health, wellbeing or safety of their child, the educational program or the operation of the centre and other serious issues which may arise.

All issues/complaints brought forth by a parent directly to a staff member at TMK must immediately be brought to the director's attention by the staff member within the same working day. The director will see that all necessary follow ups are completed and that any modifications are put in place.

The Directors at Treasured Moments Kids are active leaders who oversee the day to day operations of the centre. They are present to ensure families feel their voice is heard and that every child in our program receives the most custom care to suit their individual needs. The directors are available to provide additional insight on your child's day, as well as clarification to policies, procedures and mandates set by the Ministry of Education, in accordance with the Childcare Early Years Act.



In the unlikely event a parent has a complaint the following procedure is in place for parents to follow.

Procedure: The parent or guardian must put the following information relating to the complaint in writing

- Description of the complaint
- State whether you wish to schedule a meeting with the director
- Steps you have taken to deal with the complaint
- What you would like to happen to fix the problem and prevent it from happening again.

The parent or guardian will then bring the written complaint to the attention of the director and the director will immediately put a plan of action together and present it to the parent within a week.

If the complaint is not dealt with to the parent/ guardian's satisfaction, it may be brought to the attention of Treasured Moments Kids Regional Manager. Contact information will be provided upon request.

The parent or guardian will be given the opportunity to formally present their case with the regional manager.

All parties involved will receive a written statement of the outcomes, of all meetings conducted throughout the process, including reasons for the decision.

All documentation relating to the complaint/ appeals will be archived for inspection purposes.

Should the issue still not be resolved to the parent/ guardian's satisfaction, Treasured Moments Kids will make arrangements for an independent external person to resolve the issue.

Immunization requirements and sick policy

Immunization

You are required to submit your child's medical record along with your registration package. Your child's immunization record needs to be submitted prior to your child's attendance. Please remember to update your child's records as necessary. Should you choose not to immunize your child, you are required to fill out an immunization objection/exemption form.



Screening and illnesses

Upon arrival at the school, children will be observed and screened for exhibiting signs of illness. It will be determined whether any symptoms indicate the need for exclusion, until the ailment is remedied.

If a child becomes sick during school time, parents will be called and are required to arrange for the child to be picked up. The child will be separated from the class until they are picked up, in order to limit exposure and possible contagion.

The child can return to school if he/she has gone 24 hours without showing any signs of illness.

Children attending Treasured Moments Kids are generally expected to take part in all aspects of our program, including the outdoor activities. However, in extreme cases where a child suffers from asthma, we understand that exposure to outdoor activities may need to be limited. In order to accommodate your child's needs, please submit a doctor's note, outlining weather conditions to be avoided.

Parents must notify the school as soon as possible, if a child has been diagnosed with a contagious illness/disease by a physician. This information is vital in helping us take the appropriate steps to help lessen the spread of contagion.

Contagious Illness

If a communicable illness is affecting the children at the school, the information, including what signs and symptoms to watch for, will be posted at the classroom door. Parents can then observe and assess any symptoms their child may present.

Exclusion

We discourage parents from bringing ill children to school. Should your child show any of the following symptoms, please keep them at home until they are well enough to return to school:

Vomiting twice or more within a 24 hour period

- eye discharge or 'pink eye'
- head lice or 'nits'
- any rash that is spreading
- diarrhea-three or more loose or watery stools in a 24 hour period



- a fever of 100 degrees F or more
- a hacking cough or severe congestion

Medication Policy

Treasured Moments is licensed under the Child Care and Early Years Act. They provide the foundation for comprehensive regulations. This policy is written in accordance with the Act, as it pertains to the administration of medication to children attending a child care program.

It is crucial that both staff and parents/guardians have a comprehensive understanding of the policy's requirements, to ensure the safety and well-being of the children in our care.

General Health

- Upon registering your child at Treasured Moments, you will be required to disclose any medical conditions your child has been diagnosed with. This information will allow us to prepare our staff thoroughly, to take the necessary steps to help treat your child, should any symptoms of a known condition arise.
- We will ask you to keep us informed on a regular basis, about any medical conditions that arise during your child's time at Treasured Moments, i.e. colds, rashes, fevers, and diseases such as chicken pox, or measles. This information is vital for us to stay on top of any possible outbreaks in the school.
- We ask that you NOT bring your child to the school if they are unwell. If a child is not able to take part in the daily scheduled activities, due to a bad cold, or stomach bug, he/she is much better off at home until they feel better. This will also help minimize the possibility of spreading the virus.

Prescription Medication

When your child is prescribed medication by a doctor, and it must be administered while the child is attending the school, your child's teacher or the Director will be available to assist you in completing a Medication Form. This form MUST be filed out in order to give Treasured Moments written authorization for the administration of any medication.

- The medication must be presented in its original container, with the prescription label intact.
- The prescription must have the child's full legal name clearly printed.
- The label must show the name of the drug/medication
- Dosage, the time schedule and duration of treatment
- Date of purchase
- Expiry date
- Storage instructions



Please note: We will not administer medication if the medication has been prescribed to another family member, if it is expired, or a Medication Form has not been filled out completely.

Non-Prescription Medication

Treasured Moments recognizes that common colds, and difficult teething episodes can arise, causing elevated temperatures. Communication is key to providing the best possible care under these circumstances. Should your child require non-prescription medication such as Tylenol or Advil, or any other 'over-the-counter medications', you may bring children's Tylenol/Advil to the school. Please adhere to the following guidelines:

- Inform your child's teacher of all the symptoms i.e. fever, frequency of the fever, irritability etc. as well as the cause of the symptoms. The staff will be vigilant and watch for the indicated symptoms.
- Place the medication in a zip-lock bag, clearly print your child's name on the bag and container, and give it to your child's teacher.
- You **MUST** complete a Medication Form before the staff can administer any medications.
- If the noted symptoms are observed, and the child develops a fever, the teacher or Director will call and/or email you to inform you that the symptoms are present and that the Tylenol/Advil will be administered. The time, date and dosage will be indicated on the Medication Form.
- Parents will then be required to arrange for their child to be picked up within one to two hours of the administration of the medication.
- Non-Prescription Medication will not be administered to any unknown condition. Difficult teething episodes rarely last more than a day or two. Treasured Moments will not continue to administer non-prescription medications on an on-going basis, for unknown conditions.
- In cases where the child suffers from febrile seizures, parents can provide Tylenol/Advil to be administered. This medication will be kept on site in a locked medication box and administered when required. The Medication Form will indicate specific symptoms to watch for, and the parents will be notified as soon as the child presents with the noted symptoms.

EPI Pens, Inhalers and Benadryl

In regards to emergency medications such as EPI pens and or inhalers, Treasured Moments requires detailed information to ensure the safety and well-being of the child. EPI Pens no longer need a prescription, but detailed information is required as to the administration of the medication.

- Please arrange a meeting with the Director to discuss your child's allergies. For Emergency life threatening conditions, such as anaphylaxis require an Individual



Support Plan. The Director will discuss and document any and all relevant information.

- You will be required to complete a Medication Form as well as an Individual Support Plan. These forms will give our staff specific instructions, as to what symptoms they must be aware of, as well as detailed step by step instructions to follow, should an anaphylaxis event occur. The Director and parent/guardian will ensure that our staff are informed and trained to follow the Plan.
- Benadryl is usually applied when a child develops an allergic reaction to mosquito bites, wasp stings, or bug bites. Please discuss this condition with the Director and complete a Medication Form indicating the specific symptoms for the administration of the medication.

Administration of Medications

One E.C.E. in your child's class will be assigned to administer your child's medication.

Storage of Medications

Treasured Moments will store all medications in accordance with the individual Medication instructions.

- Prescribed antibiotics usually require refrigeration. This medication will be kept in a locked box in the refrigerator.
- Non-Prescribed medications, i.e. Tylenol/Advil do not normally require refrigeration and will be stored in a locked medication box, and kept in the teacher's cupboard, in the child's classroom.
- EPI Pens and puffers will be stored in the teacher's cupboard. This allows our staff easy access, in the event that a child encounters an anaphylaxis event.

Confidentiality Policy

In order to establish and maintain trusting relationships among parents, legal guardians and professionals, confidentiality is the cornerstone of ensuring that privileged information is accessible only to those authorized to have access. Confidentiality acknowledges respect for an individual's right to privacy.

As Educators at Treasured Moments Kids, we will, from time to time, receive and have access to confidential information about the children and families. Except when required by law, this information will be kept in the strictest confidence.

We understand that the discussion of personal information about children and families without authorized consent is unethical.



Outdoor Play

While attending Treasured Moments Kids, your child will take part in many activities. These range anywhere from running around and playing group games in the playground, to going for neighbourhood walks, trips to the park and visits to the local library or grocery store.

The Ministry stipulates that children are to be outside for 2 hours each day. To meet ministry regulations, children at Treasured Moments Kids go outside for an hour in the morning as well as an hour in the afternoon, weather permitting.

Please be assured that management will monitor weather conditions on a day to day basis. When necessary, they will make an informed decision as to the outdoor program and will consider the following factors:

- The temperature (too hot or too cold)
- The safety conditions in regards to high winds
- The activity planned for the group i.e. Walks to the park or library
- The age and mobility of the children

Please refer to our policy in regards to illness, for further information.

Sleep Policy

Treasured Moments Kids requires all staff to adhere to the rules and proper practises as set out by the CCEYA. Compliance with any and all regulations is vital to ensure the health and safety of all children. All recommendations are made in reference to the "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada".

CCEYA requires that every infant room that provides care for a maximum of ten children will adhere to the following ratio:

The ratio for children under the age of 18 months is 1 - 3.

This ratio must be adhered to at all times during Treasured Moments Kids opening hours.

Sleep Room ratio: 1-3. During nap times, once there are three children in cribs in the sleep room, a staff member must remain in the sleep room to monitor. A monitoring chart will be available to note any inconsistencies during the child's sleep routine. The designated staff will monitor and check on the infants every 15 minutes to ensure any breathing, discolouration of skin tone or distress concerns and document accordingly.

In our Toddler and Preschool classes, a teacher will monitor the children as they sleep and once every hour a teacher will walk around to check children's sleep



patterns and document accordingly. There will be a documentation checklist to signify check as well as anything to make note of. Any inconsistencies will be documented and shared with parents.

It is the responsibility of the classroom staff to communicate with the Supervisor as to the numbers as they relate to ratios. It is required that staff does not leave the classroom, without communicating with the Supervisor as to the possible need for a replacement staff to maintain ratios.

Prior to an infant's start date, parents are required to fill out a profile form which indicates how the child goes to sleep. Any changes made in regards to how the child falls asleep will be communicated to the parent. The sleep supervision policy is included in the parent handbook.

Safety: Children under 12 months of age are placed on their back in their cribs for sleeping and this is in accordance to the recommendations made by the "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada". Exceptions will be made with a written Doctor's note from the child's physician.

Cribs/Cots: Each Infant will be assigned their own crib. Each crib and mattress meets current Canadian regulations. Crib sheets are changed every other day or as needed to keep a healthy and safe environment. Each child in our Toddler and Preschool rooms will be assigned their own cot. Cot sheets will be changed once a week or as needed to keep a healthy and safe environment.

Blankets: Most parents will provide a blanket for their child, for use during nap times. Please ensure that the blanket is in good condition, i.e. no long threads, loose attachments, i.e. buttons/googly eyes, on which a child could possibly choke, and that the blanket is appropriate for the time of year in regards to temperature.

Soothers: Soothers will be allowed in the crib, providing that the child needs it to help self-regulate for sleeping purposes. Soothers are to be sanitised if dropped outside of the crib and care will be taken to ensure proper labelling.

Toys: Please note that toys will not be placed in cribs. This includes the use of soft or stuffed animals. If it is necessary for a child to have a cuddly to fall asleep, it will be removed once the child falls asleep.

Prohibited Practices Policy

1. Corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);
2. Physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation)to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent)



3. Locking exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision. Unless such confinement occurs during an emergency
4. Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the children or undermine their self-respect, dignity or self-worth
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
6. Inflicting any bodily harm on children including making children eat or drink against their will.

The Directors of Treasured Moments Kids will ensure that classroom staff management reviews are completed monthly (or more frequently if needed). Additionally, we will then conduct at least one 'Program Statement Compliance Monitoring Review' yearly.

If management feels that staff members requires further monitoring, then more than one will be completed.

If at any time, the Director(s) feel a staff member is not complying with any section of the TMK's Prohibited practice policy formal meeting will be held, giving the staff an opportunity to firm a better understanding of what is required of them.

If the Director(s) continue to see on going non-compliances and is in contravention of the policy and program statement as it is set out, employment of the staff member will be terminated.

Child Abuse

Child abuse is defined as any form of physical, emotional deprivation, sexual mistreatment or neglect, which can result in injury or psychological damage to the child. Abuse can be either actively hurting a child or passively failing to take proper care of the child.

Treasured Moments Kids staff has the responsibility to protect the children in their care. It is a responsibility by law to report any suspicion of child abuse.

Anti- Bias and Anti-Violent

Treasured Moments Kids supports and encourages an anti-bias environment, free of prejudice, stereotyping and bias.



We support this approach to challenging prejudice through our policies and curriculum. It is necessary for each individual to actively intervene to counter the personal and institutional behaviours that perpetrate aggression.

Should anyone observe or experience any conduct that is in violation of human rights, please inform the Supervisor/Director immediately.

Treasured Moments Kids has a zero tolerance for violent play, toys or videos. Parents/Guardians are asked that children do not bring these items into the centre.

Biting Policy

A child biting other children is one of the most common and most difficult behaviours in group childcare. It can occur without warning, is difficult to defend against, and provokes strong emotional responses in the biter, the victim, the parents, and the caregivers involved.

For many toddlers, the biting stage is just a passing problem. Toddlers try it out as a way to get what they want from another toddler. They are in the process of learning what is socially acceptable and what is not. They discover that biting is a sure-fire way to cause the other child to drop what they are holding so the biter can pick it up. However, they experience the disapproval of the adults nearby and eventually learn other ways of gaining possession of objects or expressing difficult feelings. For other children, biting is a persistent and chronic problem. They may bite for a variety of reasons: teething, frustration, boredom, inadequate language skills, stress or change in the environment, feeling threatened, or to feel a sense of power.

No matter what the cause, biting in a group situation causes strong feelings with all involved. It does help, however, to be aware of the potential problem before it happens, and to form a plan of action if it does occur. The staffs are positive at engaging and assisting children through this phase.

Healthy Endeavours

Nutrition

Nutrition is an extremely important part of your child's well-being. At Treasured Moments Kids, we strive to provide nutritious meals and snacks that will aid in the overall growth and good health of each child. Our monthly menus meet Canada's Food Guide, they are varied and change seasonally, giving the children the opportunity to try new foods while enjoying what they love.



Treasured Moments is not legally defined as a 'nut free' school. However, we will make every attempt to prevent the exposure of nuts or nut products in the school.

We have been working closely over the past five years with David and LouLou Farnell from [Real Food for Real Kids](#). They continue to educate our staff and families with healthy food choices. We encourage you to visit their web site to learn more about the service they provide us, as well as the many family recipes they offer.

Food and Allergy Sensitivities

Children with allergies

Treasured Moments Kids understands the extra responsibility of caring for a child that has allergies to food. We aim to alleviate a parents concern by having in place, 'An Individual Anaphylactic Treatment Procedure' form. This form must be filled out and submitted upon registration. The staff can then be informed and trained in the procedures laid out by the parent, should an anaphylactic reaction occur. This form will be posted in the child's classroom, the kitchen as well as in the staff room, to ensure that any and all staff that come in contact with the child, is aware of the allergy and is knowledgeable as to the proper procedures and the location of the EPI Pen if needed.

Allergies will be monitored and updated when necessary according to information provided by the parents.

Children that have 'food sensitivities' or particular foods that are not eaten due to familial choice, are required to notify us and fill out the required forms. Treasured Moments Kids, in coordination with RFRK will do its very best to accommodate children with multiple food restrictions, however, if this becomes problematic for any reason, we would ask the parent to provide substitutions for any particular foods that we are unable to provide. A list of food ingredients that cannot be brought into the school, I.e. Nuts, will be given to the parents, in order to protect children with allergies from a possible anaphylactic episode.

Bringing food from home

Treasured Moments Kids does not encourage parents to bring food from home, into the school. Due to children that have life threatening allergies, we must be observant as to what the children come into contact with.

If your child requires special meals due to allergies, food sensitivities or familial choice purposes, a ten dollar monthly fee will be added to your tuition.



Celebrations

Treasured Moments Kids loves to celebrate each child's special day. Birthday cakes that are nut free can be ordered through RFRK. Please refer to their website to find out more.

Emergency closures

Procedures

The following protocols will be put in place, in the event that weather, power outage, or any other emergency situation calls for the closure of the school.

The Directors of Treasured Moments will send a formal email to all staff and families before 6:30am, notifying every one of the circumstance which may inhibit the school from opening, as per usual business hours.

The Director(s) will send an update before 12:00pm to address the closure and to formally announce when the school will re-open.

Burnhamthorpe: 416 646 7776

Kingsway: 416 234 0303

Should the school be forced to close during program hours, due to inclement weather, parents will be called and required to come and pick up their child.

Statutory holidays

Treasured Moments Kids will be closed for all Statutory Holidays which include: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, August Civic holiday, Labour Day, Thanksgiving and Christmas day. Additionally, we will be closed over the winter holidays in December and January. Closures are dependent on the calendar year. Parents will be notified by email and postings on specific closures closer to the winter break.

Vacations

Time missed during the year due to illness, vacation or closures, does not entitle you to fee adjustments

Late pick up policy and fees

Late fees are incurred if a child is not picked up within regularly scheduled hours.

The centre closes at 6.00 p.m. Children must be picked up by 6:00 p.m.



Parent Resources/links

Whenever a child is introduced to a new environment, there will no doubt be a transitional phase, as the child gets used to new teachers, friends and the classroom. New routines can sometimes be overwhelming at first. Our nurturing, supportive staff will help ease the transition by spending lots of one on one time with each child, creating new bonds, so that each child can feel supported and cared for.

Parent Role

Each child will transition at a different rate. Parents can expect anywhere between two weeks for some, and up to eight weeks for others.

All children go through an adjustment period (especially younger children) and this is perfectly normal. To make the adjustment period a gradual one for your child, we suggest children be introduced to the centre environment gradually over the course of a few days. We suggest that if it is your child's first experience in childcare that their first visit only be up to an hour long and with a parent/guardian. On their first days at the centre, we recommend that you or someone on the Emergency Contact List be available during the day for early pick-up. We recommend you talk to your child before coming to the centre to prepare them. Furthermore, if you could pick-up your child early for the first few days, your child will learn to understand that you will return at the end of the day, and as a result will become more comfortable being dropped off.

Some children find it helps to have a family photo that they can hold throughout the day to feel more comfortable. All children adjust differently and it is common for you to observe changes in your child's behaviour. Some children may cry, others will have toileting accidents and change their sleep patterns and/or appetites. Some children may be more comfortable with separation than others - some may just jump right into the program while others may be more cautious and observant of their surroundings at first. Your child's teacher will be available to work with you to ensure that your child's transition period is a positive experience.

There will also be changes for you as a parent/guardian during this time. When picking up or dropping your child off at the centre, it is always a great opportunity to talk to teachers about any special or unusual events at home that will affect the child's daily routine.



Throughout the year there are several special activities at the centre that you are encouraged to take part in. There are also many areas in which you can help, such as group outings or getting involved in special events. If you have a particular talent or interest, you are invited to share it with us.

Common reactions

- clinging to Mum or Dad
- having a temper tantrum
- expressing a need to 'go home' or 'my tummy hurts'
- a relapse in their toilet training
- waking up at night, or having bad dreams
- a loss of appetite
- thumb sucking

Toilet Training

In the Toddler program, we work with you to help teach your child (ren) good toileting techniques and practices. We do not expect that all pre-schoolers come to the centre toilet trained.

It is very important that we have consistent parent/guardian cooperation throughout the process. If we work together, then we can help your child achieve their goals. Some signs your child is ready for potty training include:

- Dry "pull up" for extended periods of time (overnight or for 4 hours)
- Communicates that they want to "use the potty" or "need to go"
- Wants to sit on the toilet
- Hides in the corner showing that they are aware of their needs to go
- Asks for you to change their wet or soiled training pants

Diapers

Due to health and hygiene, we require parents to provide disposable diapers and wipes. Although we understand that some parents choose cloth diapers, Treasured Moments Kids requires that parents bring disposable diapers while the child attends school.

Supplies

In order for your child to engage fully in all the many activities going on at the school, including messy art activities and gardening activities outdoors, we recommend that you be aware that clothes, outdoor jackets and snow suits will, on occasion come home soiled or dirty. Clothing for school should be



comfortable and not 'Sunday Best.' This way you won't be disappointed, if outfits come home with paint or mysterious stains on them.

The staff will do their best to have the children use painting smocks during art, and when possible will rinse out any item of clothing, should it become soiled. During the winter time, staff will put wet gloves and hats through the dryer so that the children are putting on dry gloves and hats for their afternoon outdoor play.

Labelling

Please be sure to label each of your child's belongings. This will avoid the unfortunate situations that can occur when children come to school wearing the same coats, boots etc. Any bottles and or 'sippy cups' should also be labelled.

Clothing

It is very important that each child is prepared for the day to day activities during programming, indoors and out. Please be sure that your child is equipped with the appropriate items he or she will need on a seasonal basis.

Resources to links about licensed childcares

Ministry of Education:

<https://www.google.ca/#q=ministry+of+education>

'How Does Learning Happen?':

<http://www.edu.gov.on.ca/childcare/pedagogy.html>

Childcare information for families:

<http://www.edu.gov.on.ca/childcare/>

