

Parent Handbook

January 2023



Chabad of Midtown

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Toronto Ontario M5R 3H7

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Toronto, ON M6C 1A5

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www.chabadmt.com

This manual contains a lot of information; however, if you have any further questions, concerns or clarification requirements, please feel free to ask!

This handbook is a supplement to a seven-page enrolment package with additional information, a calendar and a program statement.

Signing the application legally binds you to the policies in this handbook.

Dear Parents,

There is nothing more precious to you than your child/children, which is why we feel privileged that you have expressed an interest in Chabad's Preschool and Daycare.

We understand that choosing a childcare facility is not an easy task, and we hope that the information provided within this package will help you move towards a decision that you will feel confident about.

As you make your decision, we invite you to consider the following reasons why our center is both unique and special: -

- ⑩ We offer progressive programs for infants, toddlers and preschoolers.
- ⑩ Our facility: 2 beautiful centre location in central area, clean, spacious and a perfectly cozy style environment.
- ⑩ We offer a warm, nurturing safe and "homey" environment in which your child will develop, play, and learn with confidence.
- ⑩ Chabad of Midtown offers a warm, creative and Jewish environment where children are exposed to the world of discovery, exploration, and learning.

An open dialogue with parents is the key to ensuring your child receives the greatest care, so if you have any questions about our centre, please don't hesitate to call the office at (416) 516-2005. You may also reach us on the supervisor phone for messages relating to you/your child such as a different person picking up or dropping off your child, absences and other important messages.

Sincerely,

Dvora Deitch

Founder, Director

PROGRAM STATEMENT

We, at Chabad of Midtown are a community based centre with emergent enriched programming. Using educational resources such as the Early Learning for Every Child Today (ELECT) Framework and the How Does Learning Happen Pedagogy we operate a comprehensive, theme based, child oriented-adult supported program with a strong connection to our Jewish affiliation.

We view children as being competent and capable individuals and encourage each child to make choices with respect to his/herself, others and his/her environment so that he/she can develop self-confidence and a positive self-image.

We know that children are curious and rich in potential. To foster their curiosity and empower their potential, we educate children in a creative, supportive and warm Jewish environment so that not only will every child learn about life as a Jew, but they will learn to love it too.

We believe the core of a successful childcare centre is the foundation of positive relationships between child and staff and families and staff. At Chabad of Midtown, we endeavor to nourish each child's heart and mind as we develop social, emotional, communicative, cognitive and physical skills to set him/her on the path to becoming a well-rounded individual capable of problem solving and self-regulation. We aim to communicate each child's growth and development with parents through day to day interactions, weekly newsletters, class dinners, curriculum nights and posting our program plans in each room so that the door for parental inquiry is always open and information is readily accessible.

We aim to provide a high-quality early learning care environment for each child. Our centre's professional development goals include hiring friendly, nurturing and educated staff that are committed to lifelong learning. We provide our staff with continuous training on updated policies and educational practices. We work as a team in trainings such as First Aid and CPR and ensure that staff qualifications/competencies are improved on an ongoing basis through quarter-annual staff meetings with third party educators for growth. We support our staff or others who interact with the children at a child care centre in relation to continuous professional learning. Chabad is committed to the ongoing professional development of all our educators and staff.

Chabad of Midtown's Early Childcare Centre is committed to hiring, training and fairly compensating all educators and staff. We hire individuals who have a positive and sensitive

attitude towards children, who are conscious in providing a nurturing and secure environment in

which the children may develop and grow. Formal professional learning is vital, but we also know that the most central professional growth happens day-to-day, as our educators

co-learn with children and each other.

Approaches Used:

- Educators have either completed training in the field of early childhood and are registered

with the College of Early Childhood educators or are actively participating in studies to achieve this goal.

- Daily personal reflection is an expectation of our educators. Consideration of each child, how they engaged and reacted during the day, and what they might need from the educator is an active practice for our educators. This reflection informs and supports the interaction between the educator and child for the next day.
- Educators document on their observations of each individual child and the group as a whole.
- Educators meet regularly to discuss and review their practice with the children, sharing issues and opportunities in support of the children's development.
- Mentoring, attending information lectures/meetings and continuing professional development and trainings update the educators' knowledge developments, including health and safety. We have an annual professional development review which all educators and staff meet with director/supervisor.

Chabad of Midtown strives to promote the health, safety, nutrition and well-being of all our children. Our staff knows that health and safety is a top priority at our centre. Every day, staff is responsible for implementing daily health observations on each child, ensure they are fed and dressed appropriately and communicate any concerns to the Supervisor. We contact families immediately if there are any health concerns and have an open-door relationship where parents can call the Supervisor at any time for updates on their child. Playground safety checks are conducted by the staff each morning. If an accident occurs, staff complete an Accident Report describing the situation the well-being of each child involved.

Ensuring the safety of each child is implemented through our various center policies such as the Communication Policy, Child Abuse Policy, Health Policy, Playground Safety Policy, Supervision Policy and many more. Each staff is trained on our policies and you can find many of our policies at the back of our Parent Handbook and ask the director for more comprehensive policies available in the staff room.

We strive to be your child's home away from home and your participation in our activities supports this greatly. While recognizing your child is in our care because you lead a busy life, we encourage you to support his or her experience in Chabad's Daycare as much as possible. We want you to feel as much a part of our family as does your child. To encourage an open parent/centre relationship, we:

⑩ Run family dinners to get to know the families your child spends their day with.

⑩ Conduct intake and orientation interviews

⑩ Distribute weekly color photo e-newsletters informing you of upcoming events, past activities and milestones reached. Please let us know if for some reason you miss a newsletter.

⑩ Maintain parent bulletin boards that feature weekly programs, menus, field trips. *(Please check the bulletin each day)*

⑩ Post weekly calendars in each classroom featuring highlights for that week

Beyond the above, there are many ways in which you can become involved with the centre as well as your child's experience with us.

⑩ For continuity in the home, engage your child in an activity they learned at the centre.

⑩ Join us for Shabbat parties or other scheduled activities, or set a time with the supervisor to volunteer to accompany staff and children on any of our planned field trips

⑩ Participate in different school events, like one of the many Jewish holiday family programs offered by Chabad.

Encouraging positive parent/centre relationships is an extension to our mandate of developing responsive, inclusive and positive relationships with each child. We believe that through positive relationships, each child will have the proper foundation to grow and self-regulate. Through our Behavior Management Policy, we outline how to implement self-regulation amongst each child by training our staff on positive re-direction and re-enforcement. To support our staff in relation to continuous professional learning, our staff are evaluated on their behavior guidance annually as an extensive measure to ensure our standards for behavior management are being met and that each child is treated equitably and respectfully. We also provide one on one meetings, staff meetings and program planning development support and role modeling by being actively present in each room for various periods of time throughout the day.

The objectives of all good daycares are quite similar. They seek to create a warm healthy and happy environment where small children can grow and develop emotionally and cognitively, as well as physically.

The Chabad of Midtown Child Care Centre endeavors to do this in the most professional and caring manner. *Additionally*, we strive to impart a love and flair for the beauty of our religion and culture. We hope to inculcate a love for Israel, all things Jewish and an involvement in the performance of the Mitzvot (precepts) of the Torah. Ivrit - Hebrew language is used in informal instruction and becomes a part of the daily routine, as well as holiday fun and games. This is achieved through adult supported experiences in our theme-based curriculum.

To foster children's exploration, our classrooms are equipped with state-of-the-art equipment. The curriculum at our school is based upon developmentally appropriate practice. The classroom environment is set up using learning centres. These include dramatic, literacy, cognitive, creative and science and exploratory centres along with block centres and various manipulative to increase fine motor skills. Learning centres allow the children to explore, play while the adult-supported component of toy selection allows for children to inquire about what's in their classroom, opening the door for engagement and active learning. The children learn by interacting with peers

and objects in their environment. Teacher/child interactions and appropriate materials are important means by which the child learns. Each center has a specific aim and with the teacher's guidance, helps the children's socio-emotional, cognitive as well as physical growth. Planning for the classroom involves consideration to the age appropriateness for the group and individual appropriateness for each child. Being cognizant that every child learns differently, we use various mediums to teach each lesson. Children's interests are explored through inquiry and research methods.

Involving our local community partners and allowing them to support the children and their learning is another key to our program. Children go on trips to the local libraries, book banks where they can donate to others, the vet and dentist offices, old age homes and we invite parents to our Chanukah celebrations along with others.

Assessment is also an important part of the curriculum. Our staff consistently observes the children and their progress. Parents are provided with a completed developmental checklist at the end of each school year (beginning at age 2). We endeavor to integrate The ELECT framework in our pedagogical approach along with our thematic approach to provide the best learning for each child in our care.

Our daily schedule is planned to include active and quiet times, gross and fine motor activities, free play and child-initiated as well as staff-initiated activities. Outdoor play is also incorporated into each classroom's daily schedule. This takes the form of rotational playground use, neighborhood walks, stroller walks, field trips and occasional trips to local parks on our mini school bus for children 2 and older. Our daily schedule offers two full hours of sleep each day for every child. To be considerate of the individual needs of the children, quiet activities are offered to children who are non-sleepers or who awaken early.

Our goal at Chabad of Midtown is to continue to educate the future generation of the Jewish community and provide a strong foundation for their future endeavors. In our caring, loving and warm environment, we accept children for who they are and encourage their individual development. Through the continuation of our extensive program, nurturing environment and responsive staff, we aim to build a strong interpersonal relationship with all the families of our centre.

Together we make Chabad of Midtown a home!

CHABAD: WHO WE ARE

Our school is an affiliate of the international Chabad Lubavitch movement that is dedicated to spreading the wonders and rewards of Judaism throughout the globe. Today, Chabad is the largest and most dynamic unified religious, educational and social force in the Jewish world. The movement boasts more than three thousand branches in nearly fifty countries on six continents.

Last year, the number of children educated in Chabad schools, institutions, summer camps and extracurricular programs approached one million. Our centres everywhere serve the needs of all Jews no matter their level of knowledge, observance or affiliation.

PRESCHOOL AND DAYCARE SERVICES

Chabad of Midtown offers well-rounded play exploration and inquiry-based programs for infants, toddlers and preschoolers. Our program statement describes our philosophy, pedagogy and program planning in detail so that you are aware of the wonderful day to day operation of our centre and its programming. We are also proud to offer extracurricular activities with various opportunities for parental involvement.

EXTRACURRICULAR ACTIVITIES



Music

A music teacher will teach children in all classes. An array of the most popular Hebrew & English Folk and Holiday songs have been chosen for the children to learn! Musical techniques to improve your child's dynamics, tempo, beat and rhythm will be taught. Music class will also feature folk dancing, musical instruments, and drama/poetry, developing musical memories of pattern and rhythm and much more.



Creative Movement/Gymnastics/or Dance

A qualified teacher, brought into the school, will lead the children in dance, exercises and gross motor activities. This program helps children realize their imagination and puts them into action. Our instructor helps set free their fears and explore new ideas using gross motor equipment.



Mitzvot

A child learns the importance of performing good deeds and Jewish traditions. We will seek to cultivate an appreciation for the divinely ordained observances and traditions that have been the backbone of Jewish society and culture for more than three millenniums.



Tzedakah (Pre-Nursery and older)

An important part of our program at our school is to develop an awareness and commitment to share with others who are less fortunate. We strongly encourage you to send a coin with your child each day for Tzedakah (charity) box.



Holidays

Children will celebrate Jewish and National holidays with crafts, songs, plays, stories and much more. Each holiday becomes part of a child's life.

PARENT INVOLVEMENT



The Shabbat Party

To celebrate the coming of the Shabbat, each Friday a special Shabbat atmosphere is created. Candles are lit, the Kiddush is recited, and the Shabbat songs are sung. Every week a different boy and girl will be chosen to be the Ima (Mommy) and Abba (daddy). Parents are encouraged to join us when their child is hosting the Shabbat Party, if they can. Speak to your class teacher to find out what time, and week your child is hosting!



Mitzvah Note (Pre- Nursery & Nursery)

Please send a Mitzvah Note periodically. This is a note that tells the class something special that your child has done. Children really look forward to hearing what their parents have to say and are generally excited to have this information shared.



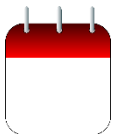
Show 'n Share Day (Pre- Nursery & Nursery)

Wednesday (or otherwise noted by your child's teacher) will be Show 'n Share Day. Your children can bring in any item they chose from home, (with the approval of Mom first, of course!) They will have the opportunity to talk about it to their classmates during circle time and share it during free play. This gives the children an opportunity to share their belongings with their friends while boosting their confidence and self-esteem. Personal effects e.g. game, toys etc. should only be brought in for Show 'n Share Day. Teachers cannot be responsible for other items brought in on any other day.



Birthdays

Optional classroom birthday parties should be arranged in cooperation with the school staff at least one week in advance. Parents are invited and encouraged to attend their child's birthday each year. All refreshments brought for the celebration must be certified kosher & **pareve (non-dairy)** as approved by the school & may not contain nuts. As per our policy, we are a nut sensitive centre meaning no nuts shall be served; however, foods which say "may contain traces of nuts" are allowed except for children who have nut allergies, alternative snacks will be given to them. They must come packaged in the original package. The supervisor can order cupcakes from a bakery to save you a special trip if you prefer, please let us know more than 2 days in advance so the order can be placed. Our teachers will be more than happy to help you to plan and prepare the party, and in addition, will add special games, stories and songs to make this a special time for your child. (Invitations for birthday parties held outside of the school are not to be distributed in school unless all your child's classmates are invited, and the party will be serving kosher food only).



Calendar

Chabad of Midtown's Preschool and Daycare has closures throughout the calendar year for both Statutory and Jewish Holidays. The daycare is closed for the full week of Passover. We also close early on Friday's during fall and winter months, one hour before Shabbat. For details of closures and exact times for early Shabbat closures, please refer to the calendar included in as part of our Parent Handbook Package.

For times and services offered, please see our childcare package which includes the age categories served, times of operation including full day and half day programs, fees for each age category and program. This accompanying package also includes the application and enrollment forms, information about withdrawal as well as registration information. This package is also available online on www.chabadmt.com.

ADMISSION AND DISCHARGE POLICY

Chabad of Midtown does not wait list children. If you are interested in our program, please contact us to schedule a tour. Once you have toured our facility and decide that this is the place for your little one, you will proceed to fill out the application and enrollment component of this Parent Handbook cumulative package. We will then offer you a spot which becomes available closest to your requested start date as possible. Upon registering, there is a requirement for a non-refundable deposit equivalent to the first months' tuition of your child's program, as well as a \$100 registration fee with applicable reduced rates based on CWELCC . During the month of March, enrolled parents are asked to re-register for the following school year with one months' non-refundable deposit to reserve their space for the upcoming school year, as well as a \$50 re-registration fee, applicable to reduced rates based on CWELCC . This priority registration allows for existing parents to be guaranteed a spot for future, then siblings, and finally allow newcomers to join the daycare.

A minimum of two months written notice is required for withdrawal of a child and no additional payments will be charged.

If any time less than two complete month is provided the parents will be charged for an additional 2 months (full month notice beginning on first of the month). There is no refund for deposit which does not get used.

Question: What if I cancel my 2 months of cheques and withdrawal immediately or less than 2 months' notice (from 1st of the month)?

Answer: A third-party collection agency will receive a copy of your signed application & act accordingly.

Please note the withdrawal policy for pre-nursery, nursery and JK programs. These programs are a school year's commitment, September through June, as we cannot fill those age groups once the school year has begun. There is no refund for withdrawal from September through June for children in the pre-nursery, nursery and JK classes. Parents are responsible for fees through and including June 1st. Children enrolled in the infant, toddler and pre-nursery programs are automatically enrolled for the summer program at their continued monthly fee, unless 60 days' notice for withdrawal is given. If pulling out for the summer, there will be no re-enrollment option for September. Children in the "Morning Out" program will be offered a summer camp schedule.

If the staff feels that they cannot manage a child, the daycare will connect with an Every Child Belongs resource consultant, this is a program covered by the city of Toronto. The parents and daycare will meet with the consultant and request that the child be observed in their classroom setting, and set recommendations for the staff that will assist the child in the program.

The daycare will be committed to:

- Supporting the recommendations to ensure an inclusive environment.
- Work with the consultant to carry out strategies that support the child and the family.
- Accept applicable training that support the learning around inclusive practices.

If further action is needed, the child's parents will be asked to get a private assessment and provide recommendation from a third party to ensure every avenue is

being addressed. Suggestions that were made will be implemented and if no improvement occurs or the child is physically hurting himself or others or disturbing their development or that of other children, a follow up meeting will be held. Recommendations and implementation will all be documented in the child's file for consistency.

After a discussion with the parents a months notice will be given for the child to be withdrawn and join a program that has access to more resources that can address this child's needs. As early childhood educators we know addressing the issues at a young age plays a detrimental role in their success when entering school.

It is our goal to ensure each child is reaching their goal and provide as many resources as we can to accommodate all children, In some cases a child may need another style program or a more professionally supported program to ensure their kindergarten years will not be affected due to the lack of support in preschool.

When a child starts a new program, we expect 2-4 weeks of transition time, where extra support staff is brought in, should the need arise. Daily updates on the child's adjustment related to their sleep, nutritional intake and participation. Parents will have the opportunity to make recommendations how they feel a child would settle best. Parents will communicate and staff will implement any feasible ideas to help the child settle and feel comfortable in this daycare setting.

After 4 weeks, if the child continues to need one on one attention, or is constantly crying, causing physical distress to themselves or to the other children, the family will be asked to withdraw with no further fees and attempt re-enrollment, provided space available at a later stage. (Re-admission fee will not be necessary)

We respect not every child adjusts to a group setting at the same age or developmental stage. We recognize children can respond well in one daycare setting and may struggle in another. Of course our goal is to make every child belong, and to do so the above steps will be taken.

TRANSITION

It is our pleasure to have children who are registered in the daycare and have completed all forms and payments, join us for a few visits throughout the week prior to their enrolment date, during that week parents can remain with their child for half hour visits. The Supervisor will discuss each case individually with parents and set mutually convenient times. Parents will be called during the first week of drop-offs to get an update of their children's adjustment.

OFF-PREMISE ACTIVITIES

Should there be activities that occur outside the Chabad centre such as: field trips, community helper visits etc., parents will be notified via email and newsletters. All staff will accompany the children on their trip, maintain staff to child ratios. Trips further and longer in duration will include a Supervisor. Each staff and student volunteer employed by Chabad of Midtown needs to hold a clear Vulnerable Sector Police Reference Check as per our Criminal Reference Check and Student Volunteer Policies.

SUPERVISION

At Chabad of Midtown, every child who receives childcare at our child care centre is supervised by an adult at all times, whether the child is on or off the premises.

PICK UP

If you are picking your child up early please make sure to call/text the Supervisor, we will try to have your child ready. Persons picking up a child must be over 12 years of age, with photo ID. We ask that you notify the Supervisor if someone who isn't listed on your child's application form will be picking them up. For the safety of your child, we will require that they show photo ID.

ARRIVAL & DISMISSAL

Please drop off & pick up as quickly as possible to avoid disturbing the children that have already settled. Tell the teacher how your child's night & morning were. Please understand that it is best you call the Supervisor with any issues that need attention rather than engaging in conversation with the staff while they have other children, they are responsible for. Outdoor shoes are not permitted in the infant room, please remove them before entering. Please do let us know as soon as possible if you know your child will not be attending, it helps us in planning outings, staff, etc.

End of day should be parent child time, NOT teacher parent time.

"great day" should be standard salutation, anything more the teachers should inform you PRIOR to pickup so you can give your child FULL ATTENTION when they see you 😊

We regret there is no private stroller, bike or wagon storage

OUTDOOR PLAYGROUND INFORMATION

Due to limited outdoor facilities, Chabad of Midtown does not have a ministry approved outdoor play space for more than 14 children at a time. Therefore, pre-nursery and nursery children will not have the required two-hour outdoor play time on our playground daily. In turn, trips to community parks by bus or walking will be provided, or split classes to rotate on the playground. For the younger children, half hour playground and half hour neighborhood stroller walks are a common practice. Should you have any questions about this, please speak to the Supervisor.

INCLEMENT WEATHER

The decision about closing the daycare will be made by the director, with childcare weather regulations in mind for maximum cold and heat temperatures. If closure is necessary due to severe conditions, calls/emails will be made by 7:00 am, or the evening before if a storm has already begun.

There is no refund for daycare closures due to bad weather, holidays, sick days, or vacation days short or long. For part time families, we apologize we cannot interchange or substitute days due to the above causes.

WHAT TO WEAR

Please send your child in comfortable, washable clothing. Please send along a pair of indoor shoes and a light sweater for indoor wear if necessary, during season changes. Also be aware of the seasons and dress children appropriately, remembering that they will be going outside every day, weather permitting. Please remember to label each item, many children have the same clothing and it is impossible for teachers to know

which belongs to each child.

LOST & FOUND

Please label all your belongings. There will be a lost and found however the school is not responsible for any belongings such as clothes or toys. Every few months the lost and found will be given to needy organizations. We request that parents limit toys to one sleep toy as to avoid any toys or belongings from being misplaced or broken.

PARKING

Under no circumstance should you block any driveway on the street. Additionally, please adhere to parking signs and do not stop your vehicle even for a moment on the North Corner of Burnside Drive. This poses a DANGER to your child/vehicle and to the south bound traffic on Bathurst Street. Illegal parking is at your own risk. If you are having difficulty with drop off, please speak to the Supervisor to see if any arrangements can be organized. Valet service will be made available whenever possible between the times of 8:30am-9:00am. Please be courteous to the neighbors and always avoid blocking driveways.

PHOTOGRAPHS

The staff members at Chabad daycare take photographs of the children engaging in a variety of fun and exciting activities during the day. These photographs are displayed in the classrooms and around the daycare for the parents and visitors to the daycare, to see and enjoy. Daily photographs of children during programming are taken to document your child's play exploration, skills and learning. This documentation will be made available to you in the form of an emailed weekly newsletter for each classroom. These photographs may also be used for advertising purposes.

SUPPLIES

Please supply your child with 1 Sleeve of diapers and 1 package wipes. Parents are also requested to supply milk for toddlers and formula for infants. Bottles for milk, juice, formula etc. should be marked with the child's name. Refrigerators are available to store and warm the bottles. Notices will be sent home to inform you of anything we are running low on.... and reminding you to send sunscreen and a sunhat in the summer months. (we do not have storage for excess diapers only one sleeve at a time please)

TOILET TRAINING

When a child is showing interest at home or at daycare the teachers will cooperate with the parents to toilet train their child. Toilet training will be done with positive motivation and encouragement. The parents will be asked to send extra sets of clothes and pull ups. Until the child is trained (meaning they can ask to be taken to the washroom or can hold their bladder for 90 minutes at a time) for a few weeks we ask that they use pull ups or training underwear as a health precaution.

Toilet training does not mean running to the bathroom every 30 minutes.

COMMUNICATION POLICY

Should an issue arise, please speak directly to the childcare Supervisor, on site. Should the supervisor be unable to find a resolution, please contact the Director, Dvora. In the event of a serious issue still not being resolved after all the above steps are taken, it is advised that you write a letter to the Board who will collaborate in attempt to find the best possible resolution. If a parent remains unsatisfied thereafter, they may give 60 days' notice and withdraw their child/children from the program. If the issue has been resolved and the parent continues to raise an issue already addressed that the school has tended to, the family may be asked to choose alternate care that better suites their needs. 60 days' notice will be given requesting alternate childcare arrangement that better meet those families' standards.

COMMUNICATION WITH STAFF

Staff members are not permitted to provide childcare or babysitting services to Chabad families. This poses a conflict of interest and we ask that parents do not approach staff with this request. Staff is not to be contacted on their personal phones, only the school Supervisor phones are to be used for text/calls.

Child Care Centre Serious Occurrence Policy and Procedures

Policy

Identifying a Serious Occurrence

- Under the *Child Care and Early Years Act, 2014*, serious occurrences are defined as:
 1. the death of a child who received child care at a child care centre,
 2. abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
 3. a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,
 4. an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
 5. an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre.
- Note: Appendix A provides examples and scenarios of reportable and non-reportable incidents.

Reporting a Serious Occurrence

- Staff will notify the licensee, supervisor or designate of a serious occurrence as soon as they become aware of the incident.
- All serious occurrences will be reported to the Ministry of Education in the Child Care Licensing System (CCLS) within 24 hours of the licensee, supervisor or designate becoming aware of the occurrence.
- Identifying information such as children or staff names will not be included in the serious occurrence reports.

- If CCLS cannot be accessed (e.g. where CCLS or an internet connection is unavailable), the licensee, supervisor or designate will notify the program advisor (PA) assigned to the licence by email or by telephone within 24 hours of becoming aware of the occurrence. A serious occurrence report will be submitted in CCLS as soon as the system can be accessed.
- Where a Ministry of Education PA cannot be reached by telephone, a voicemail message will be left to notify the PA of the incident.
- All updates to serious occurrences will be reported in CCLS through update reports until the serious occurrence has been closed by the Ministry of Education.
- Where the Ministry of Education requests updates to a serious occurrence in CCLS, these will be provided as soon as possible through update reports.
- Serious occurrences reported to the Ministry of Education will be documented in the daily written record.

Posting a Serious Occurrence Summary (Notification Form)

- Within 24 hours of becoming aware of a serious occurrence, Dvora Deitsch Licensee will complete a Serious Occurrence Notification Form in either CCLS or using the form available in Appendix B.
- The form will provide a summary of the serious occurrence and of any action taken by the child care centre.
- The summary will not include identifying information (e.g. names and ages of children, staff, or program rooms) and will contain gender-neutral language.
- The summary will be posted at the child care centre in a place that is visible and accessible to parents for a minimum of 10 business days, regardless of the serious occurrence type and the status of any related investigation.
- All updates to the serious occurrence will be added to the posted summary, and the summary will remain posted for an additional 10 business days each time any updates are added.
- All serious occurrence summaries will be retained for 3 years from the date they are created or last updated (whichever date is most recent).

Annual Analysis of Serious Occurrences

- An annual analysis of all serious occurrences that occurred in the previous calendar year will be completed by Dvora Deitsch Licensee (the form available in Appendix C may be used for this purpose).
- The annual analysis will be used to identify issues, trends and actions taken.
- The analysis and record of actions in response to the analysis will be kept on file for Ministry of Education review and retained for 3 years from the date the analysis and record of actions were created.

Concerns about the Suspected Abuse or Neglect of a Child

- If any person, including a person who performs professional duties with respect to children, has reasonable grounds to suspect that a child has suffered, or is at risk to suffer, physical or emotional harm or sexual exploitation or molestation inflicted by the person having charge of the child, the person will report the suspicion directly to a children's aid society (CAS).
- Suspected abuse or neglect that will be reported will include physical, emotional and sexual abuse and/or neglect.

- Where a parent expresses concerns that a child is being abused or neglected, the parent will be advised to contact their local CAS directly. The person who becomes aware of these concerns is also required to report the concerns to the local CAS. [Click here to enter text.](#)

Procedures to Respond to a Serious Occurrence

Steps to Follow for All Serious Occurrences

Steps for Staff, Students and Volunteers to Follow:	Steps for the Licensee/Supervisor/Designate to Follow:
<p>1. Immediately:</p> <ul style="list-style-type: none"> • Ask for assistance from other staff, students, or volunteers. • Provide immediate medical assistance, if applicable, according to Standard First Aid and CPR training, where applicable. • Call emergency services and follow direction from emergency services personnel, where applicable, • Ensure that other children are removed from the scene and do not have access to the area, where applicable. • Address any risks to the health or safety of the child and/or other children present to prevent the risk of further harm. • Notify the supervisor/designate. <p>2. Ongoing and after the incident:</p> <ul style="list-style-type: none"> • Follow any direction provided by third-party authorities (e.g. police, CAS, public health, etc.) • Ensure that children are supervised at all times. <p>3. Within 24 hours while details are fresh:</p> <ul style="list-style-type: none"> • Document the incident in: 	<p>1. Immediately:</p> <ul style="list-style-type: none"> • Provide assistance to children, staff, students, volunteers and families. • Provide immediate medical assistance, if applicable, according to Standard First Aid and CPR training. • Call emergency services and follow direction from emergency services personnel, where applicable. <p>2. Within 24 hours of becoming aware of the incident:</p> <ul style="list-style-type: none"> • Collect all pertinent information to report the incident to the Ministry of Education as a serious occurrence, including: <ul style="list-style-type: none"> • A description of the incident; • The date, time, place where it occurred, actions taken and outcome; • The current status of the incident and child/parties involved; and • All other parties notified (e.g., emergency services, CAS, parents). <p>3. Report the serious occurrence in CCLS, or notify the Ministry of Education program advisor by telephone or email where CCLS is not available. Note: Where CCLS is not available, a serious occurrence report will be submitted in CCLS as soon as it becomes available.</p> <p>4. Post a summary of the serious occurrence and of any action taken by the child care centre in a place that is visible and accessible to parents.</p> <p>5. Ongoing and after the incident:</p> <ul style="list-style-type: none"> • Follow any direction provided by third-party authorities (e.g. police, CAS, public health, etc.) • Maintain confidentiality at all times. • Update the serious occurrence report in CCLS, as required.

<p>a. the daily written record;</p> <p>b. the child’s record of symptoms of illness, if applicable; and/or</p> <p>c. in an accident report, if applicable.</p> <ul style="list-style-type: none"> Where an accident report is created, parent will receive a courtesy call or text message. <p>*If a text message was sent the accident report doesn’t have to be signed by the parent, as the written text will suffice.</p>	<ul style="list-style-type: none"> Conduct an internal review of the serious occurrence with staff, students and volunteers to establish next steps and reduce probability of repeat occurrences. Provide children, parents, staff, students and/or volunteers with supports, if needed. Review with staff, students and volunteers the child care centre’s program statement policies and procedures that set out prohibited practices and expectations of promoting the health, safety, nutrition and well-being of all children.
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Prohibited practices:

Ontario Regulation 137/15

48(1) No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or

at a premises where it oversees the provision of child care,

(a) corporal punishment of the child;

(b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

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

(2) No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home child care or in-home services at a premises overseen by a home child care agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care.

Steps to Follow According to Specific Serious Occurrence Categories

<p>Serious Occurrence Category</p>	<p>Steps for Staff, Students and Volunteers to Follow:</p>	<p>Steps for the Licensee/Supervisor/Designate to Follow:</p>
<p>Death of a Child</p>	<p>Death occurs while a child is receiving child care:</p> <p>See ‘Steps to Follow for All Serious Occurrences’</p>	<p>See ‘Steps to Follow for All Serious Occurrences’ for the Licensee/Supervisor/Designate, and</p> <p>a. Death occurs while a child</p>

	<p>for staff, students and volunteers.</p>	<p>is receiving child care:</p> <p>1. Immediately, upon becoming aware of the incident:</p> <ul style="list-style-type: none"> Contact a parent of the child, or where a parent cannot be reached, contact the child’s emergency contact. <p>b. Death occurs while a child is not receiving child care:</p> <p>Within 24 hours of becoming aware of the incident:</p> <ul style="list-style-type: none"> Contact local Children’s Aid Society (CAS) or police services to find out if there is an investigation. If an investigation is ongoing, conduct an internal investigation after CAS or police services have completed their investigation, if applicable.
<p>Allegation of Abuse and/or Neglect</p>	<p>‘Steps to Follow for All Serious Occurrences’ for staff, students and volunteers, and</p> <p>Where there is a concern about the abuse or neglect of a child by any person:</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> Report concerns to the local Children’s Aid Society (CAS) as per the duty to report obligations under the <i>Child and Family Services Act</i> (CFSA). Document the conversation with CAS and follow their recommendations. Notify the supervisor/designate of the incident and the 	<p>See ‘Steps to Follow for All Serious Occurrences’ for the Licensee/Supervisor/Designate, and</p> <p>Where there is a concern about the abuse or neglect of a child by a staff, student or volunteer, or where a person has otherwise reported alleged abuse/neglect concerns to the supervisor/designate:</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> Notify the person who reported concerns about their duty to report obligations under the <i>Child and Family Services Act</i> (CFSA). Report the concerns to the local Children’s Aid Society (CAS) as per the duty to report obligations under the CFSA, unless it is confirmed that a report has already been made to CAS. Document the concerns.

	<p>report made to CAS, where appropriate.</p> <ul style="list-style-type: none"> • Refrain from discussing the allegation with others. • Maintain confidentiality at all times. 	<ul style="list-style-type: none"> • Contact and notify a parent of the child, where appropriate. • Based on the nature of the allegation and/or the direction of CAS and/or internal policies, determine next steps such as disciplinary measures and additional actions, such as an internal investigation to protect children in care. • Determine whether the individual alleged to have abused/neglected a child is registered with a professional regulatory body (e.g. College of Early Childhood Educators, Ontario College of Teachers, etc.). If so: <ul style="list-style-type: none"> • Report the allegation of abuse to the appropriate regulatory body; • Report to the College of Early Childhood Educators when the employment of a registered early childhood educator (RECE) is suspended or terminated or if the RECE resigns. • Refrain from discussing the allegation with others. • Maintain confidentiality at all times. <p>2. Once all external investigations are complete (e.g. by police and/or CAS), if applicable:</p> <ul style="list-style-type: none"> • Update the serious occurrence report in CCLS, as required. • Update all other authorities to whom the allegation was reported (e.g. College of Early Childhood Educators, Ontario College of Teachers, CAS, etc.).
<p>Life-threatening Injury or Illness</p> <p>a. Injury</p> <p>b. Illness</p>	<p>See 'Steps to Follow for All Serious Occurrences' for staff, students and volunteers.</p>	<p>See 'Steps to Follow for All Serious Occurrences' for the Licensee/Supervisor/Designate.</p>

<p>Missing or Unsupervised Child(ren)</p> <p>a. Child was found</p> <p>b. Child is still missing</p>	<p>‘Steps to Follow for All Serious Occurrences’ for staff, students and volunteers, and</p> <p>1. Immediately, upon becoming aware that a child or children are missing:</p> <ul style="list-style-type: none"> • Alert the supervisor/designate, and all staff, students and volunteers; • Search the child care premises, including outdoor areas (e.g. hallways, washrooms, playground, outdoor classrooms, etc.); • Ensure that remaining children are supervised at all times. <p>a. Where the child or children are <u>not found</u> after being deemed missing.</p> <ul style="list-style-type: none"> • Continue to search the premises. • Update the supervisor/designate. <p>b. Where the child or children <u>are found</u> after being deemed missing.</p> <ul style="list-style-type: none"> • Update the supervisor/designate. <p>2. After the child or children have been found, after being deemed missing:</p> <ul style="list-style-type: none"> • Document the incident in the daily written record. 	<p>See ‘Steps to Follow for All Serious Occurrences’ for the Licensee/Supervisor/Designate, and</p> <p>1. Immediately, upon becoming aware that a child is missing:</p> <ul style="list-style-type: none"> • Assist with searching for the missing child(ren). <p>a. Where the child or children are <u>not found</u> after being deemed missing:</p> <ul style="list-style-type: none"> • Call emergency services and follow direction from emergency services personnel. • Contact the child(ren)’s parent(s), or where a parent cannot be reached, contact the child’s emergency contact. <p>b. Where the child or children <u>are found</u> after being deemed missing:</p> <ul style="list-style-type: none"> • Update the child(ren)’s parent(s), or where a parent cannot be reached the child(ren)’s emergency contact(s).
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<p>Unplanned Disruption of Normal Operations</p> <ul style="list-style-type: none"> a. Fire b. Flood c. Gas Leak d. Detection of Carbon Monoxide e. Outbreak f. Lockdown g. Other Emergency Relocation or Temporary Closure 	<p>‘Steps to Follow for All Serious Occurrences’ for staff, students and volunteers, and</p> <p>a. Where the incident is suspected to be an <u>outbreak</u>:</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> • Notify the supervisor/designate on site of concerns. • Separate children who are showing symptoms of illness from other children. • Follow the child care centre’s sanitary practices policy and procedures. <p>2. Within same day:</p> <ul style="list-style-type: none"> • Record symptoms of ill health in the affected child(ren)’s records, • Document the incident in the daily written record. <p>a. Where the incident is not an outbreak (<u>all other disruptions of normal operations</u>):</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> • Follow the child care centre’s fire safety and evacuation plan and/or the emergency management policies and procedures, as applicable. <p>2. Within 24 hours:</p> <ul style="list-style-type: none"> • Document the incident in the daily written record. 	<p>See ‘Steps to Follow for All Serious Occurrences’ for the Licensee/Supervisor/Designate, and</p> <p>a. Where the incident is suspected to be an <u>outbreak</u>:</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> • Contact the local public health department. <p>b. Where the incident is deemed an outbreak by public health:</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> • Follow instructions from the local public health department. • Contact the parent(s) of the affected child(ren) and ensure the affected child(ren) are picked up by their parent(s) and/or taken to hospital. • Obtain an outbreak posting from the local Medical Officer of Health and post in an area easily accessible for parents. <p>Note: Outbreaks must be reported as a serious occurrence only if deemed an outbreak by public health.</p> <p>2. Within [insert timeframe]:</p> <ul style="list-style-type: none"> • Notify all parents of children enrolled at the child care centre of the outbreak. <p>a. Where the incident is <u>not deemed an outbreak</u>, follow sanitary practices policy.</p> <p>b. Where the incident is not an outbreak (<u>all other disruptions of normal operations</u>):</p> <p>1. Immediately:</p> <ul style="list-style-type: none"> • Follow the child care centre’s fire safety and evacuation plan and/or the emergency management policies and procedures, as applicable.
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		Note: a hold and secure (an external threat in the area) is not a reportable serious occurrence.
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Serious Occurrence Policy

Procedures

1. The child is provided with immediate medical attention when warranted.

2. Appropriate steps are taken to address any continuing risks to the child’s health or safety as well as the other children in the environment.

3. The supervisor should be called and made aware of the situation immediately and will then begin a serious occurrence inquiry to gather information regarding the occurrence and to assess the situation.

4. The staff member who witnessed the incident will notify the supervisor immediately and send a written text to the on site phone as written documentation. The parents will receive a written text message immediately, prior to coming to pickup.

Process for reporting and posting a Serious Occurrence Report:

1. The Serious Occurrence Notification Report has to be submitted within 24 hours after the occurrence. **Within 24 hours of becoming aware of an occurrence or when Chabad deems the occurrence to be serious** as set out under the CCEYA, the supervisor will complete a Serious Occurrence Report on the CCLS website.

2. The Serious Occurrence Notification Form will be posted in a conspicuous place in the centre or near an entrance commonly used by parents. The form will be posted near the child care license and Licensing Summary Chart.

3. The Serious Occurrence Notification Form is posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by Chabad, the form remains posted for 10 days from the date of the update.

Protection of Personal Information and Privacy

- Chabad’s Preschool and Daycare must ensure the information posted in the Serious Occurrence Notification Form protects personal information and privacy.
- To help support the protection of privacy and personal information, no child or staff name, initials, and age or birth date of child are to be used on the Serious Occurrence Notification Form.
- No age group identifiers are to be used, e.g. preschool room; toddler room; infant room.

Emergency Management Policy

This policy has been created to address, in a coordinated and systematic manner, all types of emergencies affecting Chabad of Midtown (“the Centre”). This policy will describe processes and procedures to support all individuals for appropriate responses to major emergencies and

assigned roles and responsibilities for all the implementation and execution of the policy in the event of an emergency or catastrophe.

The guidelines shown in this policy are intended to keep all parties of the Centre prepared should the Centre's premises and/or facilities become unsafe due to disaster.

For the purposes of this plan, the Centre defines "**emergency**" as an instance, or combination of instances, of unsafe conditions that pose a threat to people or property. They include but are not limited to instances of fire and/or smoke, natural disaster/severe weather, chemical, biological or radiological incidents, and structural failures.

In general, Centre employees must report an emergency event immediately to Director.

Once the emergency has been ascertained, the Director will be the first to respond to the incident. The Director will assess the severity of the emergency and communicate immediately with Centre employees as appropriate.

Not all emergencies will require the same level of response. Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of employees, visitors, and property. Only the Director has the authority to declare a state of emergency for the Centre and can activate this plan.

In the event of any incident declared an emergency, individuals with medical and/or special needs who require assistance will be aided by designated employees (as noted in the child's individualized plan or as noted in the employee's *Staff File Form*). Instructions on use of assistive devices and/or equipment will be followed. Medications will be secured by the designated employee for the child and/or employee during the emergency.

In any case of an emergency requiring evacuation, employees assigned to work exclusively in any of the Centre's licensed programs, will be responsible to secure the program attendance binder, the First Aid pouch and (if applicable) program cell phone and any medications for enrolled children. The Director will secure the Evacuation Bag from respective office (at time of emergency).

In all of the emergencies that are listed within this policy, the individuals named in the *List of Emergency Contacts* (see Appendix A) will be notified as deemed necessary by the Director.

Procedures

Bomb Threats

In the unlikely event of a bomb threat, it is impossible to discern valid threats from hoaxes. Therefore, all threats will be treated as real in order to protect lives and property, and the premises shall be evacuated immediately. The employee who becomes aware of the threat must:

- Remain calm and call 911
- Follow the directions of emergency services personnel and alert Director of threat
- Take children's attendance to confirm all children are accounted for

Where the threat is received by telephone:

- The employee 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

Where the threat is received in the form of a suspicious package:

- Employees must ensure that no one approaches or touches the package at any time

Chemical, Biological, or Radiological

The purpose of the chemical, biological, or radiological procedure is to inform employees and other individuals onsite of the steps that should be taken in the event that a contaminant, virus, or other harmful agent posing an immediate threat.

- Call 911 and report the situation and follow any instructions given
- Notify the Director immediately
- Commence evacuation procedures

Employee/Visitor Evacuation Procedure

In the event the Centre declares that an evacuation of the premises is necessary in response to an emergency situation, employees/visitors are required to follow the steps below:

- Stop working and shut down any equipment in use
- Proceed to posted emergency exit, following posted evacuation route(s)
- Touch doorknobs/door handles carefully to check for heat
- Proceed to designated meeting area (unless otherwise instructed)

Fire and/or Smoke

The primary purpose of this procedure is to provide a course of action for all employees to follow in the event of a fire or smoke emergency. As noted in the Centre's *Fire & Emergency Policy*:

- The employee that discovers the fire must immediately, pull the fire alarm, dial 911 and inform the Director/Supervisor of the emergency
- The employee calling 911 must clearly provide the address to the 911 dispatcher
- Program employees will quickly and calmly organize the children into pairs
- Ensure there are no lingering children by examining under furniture, in washrooms, and/or other accessible areas to children. Children that have not been accounted for must be immediately reported to the Director/Supervisor.
- Close windows, turn off lights and close doors upon exit
- Secure the program's attendance binder, program's cell phone (if applicable) and first aid pouch and/or emergency contact file box
- Quickly conduct a head count (in the event of a tally discrepancy, the second employee {if applicable} designated to that program will be responsible for resolving the discrepancy. In the event there is only one employee assigned to a program, the Director must be notified immediately)
- Direct all the children to the designated exit point
- If able, provide evacuation assistance to those who require it
- Exit the building and meet at the designated evacuation site (Chabad of Midtown, St. Clair, 544 St. Clair Avenue West)
- Conduct a head count upon arrival at evacuation site
- Refrain from re-entry to the building until it has been declared safe from personnel of Toronto Fire Services, Fire Marshall's office

Management shall:

- Turn off remaining lights, computers and/or other electrical devices
- Close windows and doors in respective work spaces
- Secure the Evacuation Bag and the Centre's Fire Log binder
- Ensure other employees, adults and/or others in the building are evacuating the premises
- Assist individuals requiring aid to exit
- Ensure no lingering children are left in the building
- Conduct a head count upon arrival at evacuation site

Kitchen employees shall:

- Turn off oven, all appliances and lights
- Close doors upon exit of kitchen
- Retrieve refrigerated medication
- Assist program employees with evacuation of children and those that may require assistance
- Proceed to the evacuation site

Hold and Secure

In the event of a threat in the general vicinity of the Centre but not on or inside any building where a Centre program is active, the following procedures will be executed: (i.e., a shooting at a nearby building):

- The employee who becomes aware of the external threat must inform the Director of the threat as quickly and safely as possible
- Employees who are outdoors with the enrolled children must ensure everyone returns to their program room(s) immediately

Employees within each program must immediately:

- Calmly take children's attendance to confirm all children are accounted for
- Close all window coverings and windows in the program room
- Resume normal operations of the program
- Await instructions by the Director

The Director must immediately:

- Close and lock all entrances/exits of the Centre
- Communicate to the all employees, all individuals onsite and parents/guardians (via email, telephone and/or posted notice on the external doors) with instructions that no one may enter or exit the Centre.

In the event the Hold and Secure is announced by the Director of the centre, all Centre employees will take direction from the Director.

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

Lockdown

When the Director of the centre announces a lockdown, the following procedures will be executed immediately:

- Program employees will verify head count of enrolled children against program attendance and will include children visiting said program
- Employees will calmly reassure children that the emergency is under control
- Non-program employees will direct children in hallways or bathrooms to nearest classroom
- If threat that is prompting lockdown is outdoors, employees will direct children to take cover or return to building where program is located, distancing themselves from threat
- While indoors, all children and employees are to remain away from glass windows and doors
- Shades and/or drapes are to be pulled and all classroom lights are to be turned off
- No child will be released from classroom unless by direction of Director or police
- Employees are to wait for direction and not to call office for information
- Other individuals onsite are to follow these procedures at all times

Natural Disaster or Severe Weather

The primary purpose of this procedure is to inform individuals on the premises of any serious weather conditions that warrant their attention and to provide procedural guidance in the event of an earthquake. A "weather watch" means that conditions are favourable for severe weather to develop. A "weather warning" means that severe weather has been sighted in the vicinity. All employees must:

- Stay calm and encourage the children and other individuals within the program to also remain calm
- The Director will account for all individuals, ensuring that everyone is accounted for within each building
- If indoors during severe weather, employees will ensure all windows are closed; curtains and blinds are drawn and instruct all individuals to move away from windows. Programs that are outdoors during severe weather and/or during an earthquake are to ensure all individuals are accounted for and away from power lines, trees or any structure that may collapse.
- Individuals will be reminded by the Director to not leave the enclosed area until the weather warning has been lifted or in the event of an earthquake, until the shaking has stopped
- Be prepared for isolation at the premises. Ensure that emergency equipment and supplies are available, or can be readily obtained.

Missing Employee/Visitor Procedure

The purpose of the missing employee/visitor procedure is to ensure that all necessary steps are taken in the event that the whereabouts of an employee or visitor cannot be accounted for during an emergency.

- Employees will be directed by the Director to systematically search the premises, both inside and outside (if safe to do so), including all classrooms, bathrooms, kitchen, offices, and other areas
- Should a search of the premises prove unsuccessful, the Director shall call 911. Give a description of the missing person, or a photograph (if available). The authorities will assume control of the search from this point.
- The family and/or responsible party of the missing person shall also be notified. Explain what is being done to find the missing person and that the local law enforcement has been notified as well.
- All previously contacted persons and law enforcement shall be notified if the missing person turns up due to search, or of their own accord

Structural Failure

The purpose of this procedure is to inform employees or visitors of precautions to be taken in the event of a structural failure.

In the event of a power outage, gather flashlights and other needed supplies. Check on all employees and visitors to ensure their safety. Ensure all backup or emergency lighting is fully operational. If the power outage is prolonged, consult with managers to consider dismissing employees for the remainder of the day.

In the case of water, heat, or other utility disruptions, all attempts will be made to determine the cause of the disruption and the probable length of shutdown. Where required, the local utility provider shall be contacted to assess and resolve the situation. If the shutdown is prolonged, consult with management to consider dismissing employees for the day.

Communication

Incoming and outgoing communication about the emergency shall be managed by the Director.

Outgoing communications may include an initial emergency alert delivered via email to parents, as well as accurate information updates as required. Incoming communication from parents will have to be managed to ensure key messages are conveyed.

In consultation with emergency services personnel, when there is no longer a threat, the Director will communicate an “all clear” message to staff, and children. This “all clear” message shall include next steps about if and how to re-enter the premises.

Safe Arrival and Dismissal Policy

Purpose

This policy and the procedures will help support the safe arrival and dismissal of children receiving care in our childcare.

This policy will provide educators, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Policy

The safety of the children attending Chabad of Midtown is our top priority. We need to work together with parents, guardians, and teachers to ensure our children are safe. In response to increased public service announcements (PSA) regarding children being left in cars, a safe arrival strategy has been developed to ensure that no child is accidentally left in a locked car. Forgotten Baby Syndrome (FBS) refers to accidentally leaving a baby or young child in a locked car, often with tragic results. One of the prevention strategies, identified in research, is to ensure that child care programs have a system in place to connect with parents should a child not arrive in care when expected. Strong communication is required in order to ensure all children are where they are supposed to be.

If your child will not be attending please let us know, if we have not heard from you by 9:15 am we will send a text message to both parents noting your child is not in class

Chabad Midtown will ensure that any child receiving care at the child care centre is only released to the child’s parent/guardian or an individual on the additional authorized pick up list in the event that the parent/guardian has given us written permission via text message from their original cell phone to release the child to.

Chabad of Midtown will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision. Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's emergency file or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note, email, or Procare message).
- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected for full day Child Care for Infant, Toddler & Preschool

Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the program staff in the classroom must:

- Inform the Supervisor/on site Designate and commence contacting the child's parent/guardian no later than 9:15am (for children arriving before 8:00am text by 9:00) and 10:00 am (for children arriving at 9:00am). Program staff shall call the child's parent/guardian using the contact information provided by parents. program staff will text both parents.
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- If the program staff have not received a response within 15 minutes from either parent/guardian, they will continue to contact parent/guardian while contacting the emergency/authorized contacts on the list. If no response is received, indicating the child is safe, the program staff will contact emergency/authorized pick up contacts for assistance in contacting the parent/guardian or to confirm absence.
- If no confirmation has been received by 9:45am (for children arriving before 8:00am) and 10:45 am (for children arriving at 9:00am) confirming the absence police will be contacted.

Once the child's absence has been confirmed, the program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Custody situations

In situations where parents are separated or divorced, Chabad of Midtown cannot follow a parent's request NOT to release a child to the other parent. staff cannot follow a request without a court order that says the other parent cannot see the child. A court order may also state what days and times the parent can see the child.

If a parent asks program staff you not to release a child to the other parent but does not have a court order indicating this, program staff will, follow these steps:

- Tell the parent that you cannot stop the other parent from picking up their child, unless you see a court order that says this. Only a court of law can take away a parent's right to be with their child.
- If the parent is still concerned that the other parent may come, ask that the child not remain in care until this is sorted out.
- If the parent tells you that the other parent may be abusing the child, call the Children's Aid Society immediately.

If there is a court order with instructions with which days each parent has and the parents want to switch days, a written note must be provided to the program staff indicating who is picking up on which day ahead of time. If a parent comes to pick up the child on a different day, program staff will follow these steps:

- Inform the parent who has come to pick up the child that you must call the other parent to make sure that it is okay to release the child.
- Call the parent who is supposed to pick up the child on that day. Ask for permission to release the child to the other parent. You must get written consent from this parent agreeing to the change. **Do not release** the child until you receive a written text from the parent who is scheduled to be the pickup parent .
- If the parent insists on taking the child without permission, or begins to get upset, angry, or threatening in any way, release the child to them and call the police or 911. Inform the supervisor/designate as soon as the parent begins to get upset/threatening.
- If you know that there is a restraining order, condition of bail, or prohibition order that does not allow the person to be near the child, call the police immediately when that person arrives at the centre. You cannot let a parent visit a child if you know there is a court order against this, even if the other parent says it is okay.
- Call the Children's Aid Society if the child tells you that someone who is not allowed to be near the child has been visiting or seeing the child.
- Notify your supervisor that you have made the call.

Where a child has not been picked up as expected (before centre closes)

- Where a parent/guardian has previously communicated with the Program Staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, the Program Staff shall contact the parent/guardian by a phone call and advise that the child is still in care and has not been picked up.
- Where the Program Staff is unable to reach the parent/guardian, they must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a text message to contact the centre.
- Where the Program Staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

Where a child has not been picked up and the centre is closed

- Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 p.m., program staff shall ensure that the child is given an activity, while they await their pick-up.
- One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
- If after 15 minutes and the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the authorized individuals listed on the child's file. The child will be provided with a snack while waiting. Notify the supervisor/Executive Director or designate. If an alternate pick-up person is available to pick up,

staff will confirm their identification before the child is released. Staff will leave a message on the parent's text cell number to let them know who has picked up their child and at what time this occurred.

- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 7:00 .m., the staff shall proceed with contacting the local Children's Aid Society (CAS) (905) 895-2318 or 1-800-718-3850. Staff shall follow the CAS's direction with respect to next steps.
- Staff will leave their name and phone number if they get an answering machine at CAS. Once the Children's Aid worker calls back, staff will tell the Children's Aid worker that they are calling from Chabad of Midtown early childhood center and that the staff have been unable to reach anyone to pick up the child.
- Staff will wait for a Children's Aid worker to arrive. This may take several hours. Staff will not go out or drive the child anywhere. When a Children's Aid worker or police officer arrives at the centre, the staff will ask for identification before letting them in.
- If the parent arrives before the Children's Aid worker arrives, release the child. Call Children's Aid to report when the child was picked up. Also, let the Children's Aid Society know the reason given as to why the parent was late.
- Document the incident in the communication book:

Note: Do not follow this procedure if the parent has given you a reasonable explanation for being late. An example of a reasonable explanation would be there was a bad accident on the road and the parent is stuck in traffic.

Staff will only release children from care to the parent/guardian or other authorized adult.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Parent Issues and Concerns Policy and Procedures

Name of Home Child Care Agency: Chabad of Midtown

Date Policy and Procedures Established: December 22, 2022

Date Policy and Procedures Updated: December 22, 2022

Purpose

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

Definitions

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

Home Child Care Provider : The individual with which the home child care agency has established an agreement for the provision of child care in their home premises.

In-Home Services Provider : The individual with which the home child care agency has established an agreement for the provision of child care for children at their own home, or at another place where residential care is provided for the child(ren).

Staff: Individual employed by the licensee (e.g. home visitor).

Policy General

Parents/guardians are encouraged to take an active role in our home child care agency and regularly discuss what their child(ren) are experiencing with our staff and, home child care and in-home services providers. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, home child care and in-home services child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our home visitors 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 Chabad of Midtown and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

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

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

Confidentiality

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

Conduct

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

If at any point a parent/guardian, home child care provider, in-home services provider and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the home child care agency head office.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society \(CAS\)](#) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Follow Up

A memo from the Director about what transpired in the emergency, how this information will be relayed to the children, and any relevant information about next steps, will be communicated to parents within 24 hours of the end of the emergency.

If the emergency required possible relocation of a program or programs, Centre employees will resume program delivery in temporary space as directed by the Director. Temporary spaces will be determined in consultation with the Chabad Board of Directors until the Centre's spaces are safe to return to.

The Director will work with all Centre employees to determine how to assist all children within its programs on how to cope and return to normal after the emergency. Support services such as counselling or active debriefing of the situation for all enrolled children and employees may be required.

Once the emergency is over, there will be a review of how the emergency was handled and how communications and processes can improve.

Appendix A

Contact Name	Contact Details
Licensee Contact (s)	Dvora Deitsch, Director dvora@chabadmt.com 416-876-4500
Site Designate	Kassondra McLaughlin 416-516-2005 416.392.5437
Children's Services Division City of Toronto Emergency Services - (Ambulance, Fire, Police)	911
Program Advisor Ministry of Education	Check Child care & Licensing website

Appendix B

Evacuation Site

BATHURST

Contact Name	Contact Details
On-Site Supervisor	544 St. Clair Avenue West Toronto, Ontario M6C 1A5 416.457.9607

Evacuation Site

ST. Clair

Contact Name	Contact Details
On-Site Supervisor	1344 Bathurst Street Toronto, Ontario M5R3H7 416.402.5814

ACCIDENT POLICY

On enrolment, parents are asked to provide information about where they can be contacted during the day in case of an emergency. They are also asked to provide the name and telephone number(s) of a relative or friend who may be contacted if they are unavailable. Parents should notify the centre immediately if this information changes in any way.

It is the centre's policy to inform parents/guardians of any accident. If an accident involves two children, it is the centre's policy to maintain confidentiality and not give parents the name of a child who may have hurt their child. Notification of an accident takes place in written text message. A parent will receive a courtesy call as soon as possible, and an "accident report will be done via text message from the school's cell phone". If ice or more than band aid is necessary parents will receive a call, and make their decision if they would like to pick up their child and seek further medical attention. Additionally, any fall other than ground to ground parent will be phoned, and made aware, they can choose whether they would like to pick up their child and have it seen to. After the teacher discusses the accident with the supervisor, the supervisor will communicate in writing to the parents via text message and wait for a response that confirms they received the message. When an accident is judged to be serious, staff is instructed to call other team members immediately to assist them in attending to the situation.

If an injury requires immediate medical attention, staff will call 911. Parents/guardians are notified immediately if such an accident occurs. Staff will also follow the Serious Occurrence Reporting Policy and Procedures. Any costs resulting from the movement of a child by ambulance are the responsibility of the parents/ guardians.

BITING POLICY

Regarding biting incidents, parents of the bitten will be contact to be notified of the incident via phone or in person at pickup. After three biting incidents, the parents of the biter will be called if this continues after four bites parents will be asked to consult with a behavior therapist at the parent's expense. This will only be done after the teacher have made attempts to shadow the child. Should a behavior therapist be involved, and there is still no progress in biting behavior, the child will be removed from the program, or the parents may hire a shadow for their child at their own expense. Should parents choose to hire a shadow; the school will gladly assist in finding one.

HEALTH POLICIES

Chabad of Midtown's health policies are intended to ensure the health and safety of all children in our care.

Our general rule is that if a child is well enough to attend the daycare, he or she is well enough to participate in every aspect of the program, including outside activities.

The supervisor and staff members have the authority to exclude a child or to request a physician's note, as necessary.

The supervisor will notify parents or the child's emergency contact if there are any concerns about a child's health. Parents (or their emergency contact) must be available to pick up their child immediately if requested to do so.

Parents are required to keep their child at home if he/she has:

- A fever of 100.4 F (38 C) or higher. A child may return to the daycare 24 hours after the fever has passed.
- Head lice.
- Any undiagnosed rash or spots that concern the staff/unless a pediatrician's note excuses the child
- Any persistent pain.
- Frequent cough and/or yellow/green nasal discharge.
- Diarrhea and/or vomiting. The child must have had a solid bowel movement before return to the daycare and must not have vomited for 48 hours.
- Any communicable disease (Fifth disease, impetigo, scarlet fever). Parents are responsible for notifying the daycare if the child contracts any communicable disease. A physician's note is required to confirm that the child is well enough to return to the daycare, and he/she is no longer infectious.
- Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety or well-being of the other children in our care.

For the benefit of our staff and other children in our care, a sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, he/she may return to day care immediately if he/she has been free of other symptoms mentioned for at least 24 hours. If you aren't sure about whether to bring your child to care, please call your pediatrician to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion if you have a note from your doctor.

. Medication & Health Policy

Administration of Drugs or Medications

Chabad of Midtown's health policies are intended to ensure the health and safety of all children in our care.

Our general rule is that if a child is well enough to attend the daycare, he or she is well enough to participate in every aspect of the program, including outside activities.

The supervisor and staff members have the authority to exclude a child or to request a physician's note, as necessary.

The supervisor will notify parents or the child's emergency contact if there are any concerns about a child's health. Parents (or their emergency contact) must be available to pick up their child immediately if requested to do so.

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- Any undiagnosed rash or spots that concern the staff/unless a pediatrician's note excuses the child
- Any persistent pain.
- Frequent cough and/or yellow/green nasal discharge.
- Diarrhea and/or vomiting. The child must have had a solid bowel movement before return to the daycare and must not have vomited for 48 hours.
- Any communicable disease (Fifth disease, impetigo, scarlet fever). Parents are responsible for notifying the daycare if the child contracts any communicable disease. A physician's note is required to confirm that the child is well enough to return to the daycare, and he/she is no longer infectious.
- Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety or well-being of the other children in our care.

For the benefit of our staff and other children in our care, a sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, he/she may return to day care immediately if he/she has been free of other symptoms mentioned for at least 24 hours. If you aren't sure about whether or not to bring your child to care, please call your pediatrician to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion if you have a note from your doctor.

ADMINISTRATION OF MEDICATION

No medication is to be administered without parental consent and signature for medications prescribed by a physician or otherwise. Additionally, written parental consent must be given (signed in our registration package) before administration of acetaminophen or ibuprofen to children with fevers. Should the staff feel concerned of extreme quick rising temperatures which may lead to a seizure. Parents will be notified of the child's fever and time which the medication was administered. In which case school will provide for the one time use until parents arrive.

All medications must be supplied by parents, clearly labeled with the child's name, name of medication, dose, frequency, expiry date, doctor's name and date prescribed. Chabad of Midtown will not administer any cough suppressant, cold remedy or herbal medication or vitamins to any child under 6 years old as per Health Canada regulations.

Parents may send a written text to the site supervisor to confirm Child's name, medication to be given dosage and time. A supervisor will respond back that it has been given when it has been.

This chain will remain on the school phone as written documentation for 3 years.

HEAD LICE

Head lice are not a threat to health but can be a nuisance. Control of head lice is a shared responsibility of both parents and the school. Parents can help limit the problem by checking their children's heads regularly, treating the lice if found, and notifying the school. Any child who has a confirmed case of head lice will be asked to leave the program until it has been treated and returns with a note from a "lice" nurse. The school will notify parents if lice, is suspected in a classroom. If an outbreak is suspected the "lice squad" will be called to do a full school head-check.

VACCINATIONS AND IMMUNIZATIONS

Provincial law requires that all children attending Ontario schools must present proof of immunization against a number of diseases. In day nurseries, the following immunizations are required from 2 months of age to 18 months of age: **Diphtheria, Pertussis, Tetanus, Polio, Haemophilus B (Hib), Pneumococcal, Rotavirus, Meningococcal-C, Measles, Mumps, Rubella, and (Varicella*) Chickenpox (Toronto Public Health, March 2015).**

No child will be admitted to school without the properly updated immunization form!

If this had not been done earlier, it should be done before the child begins daycare. If it has been done, the child should get the appropriate periodic boosters to maintain immunity to the various diseases.

The programs shall NOT permit:

Locking the exits of our facility from the inside

- Using a lock or lockable room structure to confine a child that has been withdrawn from the group
- Abusing a child physically, verbally or emotionally
- Depriving a child of basic needs including food, shelter, clothing or bedding
- Using corporal punishment
- Using deliberate, harsh or degrading measures that would humiliate the child or undermine his or her self-respect
- Physical restraint of the child, such as confining the child to a highchair, or other device for the purpose of discipline unless the purpose of the restraint is to prevent a child from hurting himself
- Inflicting any bodily harm on children including making children eat or drink against their will

NUTRITION /FOOD

Good nutrition is essential for healthy growth and developing young minds. Chabad of Midtown offers a morning snack, of fresh fruit, home-cooked lunch and afternoon snack each day for every child based on the requirements by the Canada Food Guide. **We know that breakfast is important, therefore please feed your children a good breakfast in the morning** and we will keep them nourished through their day in our care. You will receive a copy of the menu in your welcome package. The food is homemade and fresh each day, the menu is reviewed with a certified nutrition consultant. Please note that milk and juice is not provided by the daycare. When substitutes are made, there will be a notice on the class bulletin board to inform parents.

All food is kosher and nut sensitive, though they shouldn't contain nuts as per our nut policy. Children are offered substitutions where applicable. Fruits and vegetables should be ordered once a week. Frozen and dry food will be ordered monthly and stored in accordance with food and safety handling guidelines. All food is to be cooked on site and handled according to the guidelines of food and safety handling instructions. Leftover food will be disregarded or given to the needy. Food handler is to ensure that there are adequate portions for each child and that when there is a change in the posted menu, she will post a sticky note indicating the change. If a child is allergic or restricted to a specific food being served, the child will be offered an alternative from the same food group. Parents may be asked to send in substitutions when necessary for children with allergies. Food handler is to check allergy list before serving food and notify the staff of the child who is restricted from a particular ingredient that may be concealed such as: milk, cheese, spice, onion, sweet potato in soup etc.

PLEASE NOTE: Our centre is nut sensitive. Any food brought in must be in its original packaging. Foods cannot contain nuts however, foods labeled with "may contain traces of nuts" are allowed. These items will not be served to children with nut allergies, they will be provided with alternate snacks/food.

CONFIDENTIALITY POLICY

All staff members pledge to maintain professional and ethical standards with respect to observing the confidentiality of information acquired through involvement with Chabad of Midtown. This would include, but is not limited to, all children, parents, staff members and any information that would be considered private in nature.

CONTACT US

For the well-being and safety of your children, we have a policy that teachers may not use cell phones in school, which ensures that the teachers always have 100% focus and attention on the children.

If you need to contact your child's class teachers, information regarding pick-up, late, absences and any other changes please text/call the school cell.

For questions or concerns regarding the program, your child's development or staff members please call the supervisor's cell.

St. Clair Cell: 416.457.9607 (only enrolled parents to use)

Bathurst Cell: 416-402-5814 (only enrolled parents to use)

Dvora Cell: 416. 876. 4500

Chabad Office 416.516.2005

Email or Call the supervisor: Regarding absence/ vacation/ extra days needed/drop off/pickup/friend picking up/child's wellbeing/incident that is disturbing to you/staffing issues/any concern regarding development.

Call Dvora: To schedule Birthday parties/volunteer opportunities/questions or ideas regarding the curriculum and how it is implemented/newsletter/extra curriculum programs such as bubby and me.

If you feel any staff or head staff have not met your expectations in handling a situation.

Chabad of Midtown Sample Daily Schedule

7:30-9:00	Greet children and parents- Free play/ Table Activities/ Sensory
9:00-9:05	Tidy Up Time
9:05- 9:20	Jewish Circle
9:20-9:50	Washroom routine & Morning Snack <i>On Friday's get ready for Shabbat Party</i>
9:50-10:30	Activities at tables (Cognitive, Creative Art, Sensory, Fine Motor)

10:30-11:30	Gross Motor Activities/Excursions/Walks/Playground
11:30- 12:00	Interactive Circle/ Wash hands/Washroom
<i>*Includes theme related songs, books, and interactive cognitive activities</i>	
12:00-12:30	Lunch Time
12:30-12:45	Clean-up and get ready for nap
12:45-3:00	Nap Time
3:00- 3:30	Wake-up time (toileting, diaper change)
3:30-4:00	Afternoon snack
4:00- 4:15	Group activity/games
4:15-5:15	Gross Motor Activities/Excursions/Walks/Playground
5:15-6:00	Gather all belongings and prepare to go home
<i>(classes merge for pick up time between 5-6)</i>	

Note: This daily schedule is flexible, depending on the needs of the children

What do I bring the first day?

- × Bottles if necessary (as many as may be needed.), of formula or milk, or sippy cup with milk (daycare only supplies water)
- × Blanket (sleep sack) for nap time, will be sent home weekly for a wash.
- × “Stuffed toy” for sleep or cozy time if desired
- × 1 Sleeve of diapers (no more at once we do not have storage)
- × Package of baby wipes
- × Creams or Ointments if necessary and tell teachers when to apply. Signing the application approves us to use any creams with a DIN # any hand sanitizers and sunscreen.
- × 1 Photo of your child as current as possible
- × 1 Family photo
- × 1 set of change of clothes-remember to change the sets seasonally.
- × Updated immunization record

EVERY ITEM (CLOTHES, OINTMENTS, WIPES AND ANY FOOD) BROUGHT IN MUST BE CLEARLY LABELED.

MOST IMPORTANTLY:

YOUR CONFIDENCE & TRUST THAT YOUR CHILD IS IN GOOD HANDS!

WE WILL CALL YOU TO LET YOU KNOW IF WE HAVE A DOUBT IN ANY SITUATION.

WE WILL INFORM YOU IF THEY WERE UNHAPPY AND FOR HOW LONG.

WE WILL KEEP YOU POSTED ON THEIR TRANSITION!

Canada Wide Early Learning and Child Care Program

As of November 1st 2022, Chabad of Midtown has enrolled in the Canada Wide Early Learning and Child Care Program (CWELCC).

Additionally, as of December 2022 refunded all parents 25% who were enrolled with Chabad of Midtown between the months of April and December 2022.

As of January 1, 2023, Chabad of Midtown has lowered their fees by 52.75% effective immediately and will continue to be enrolled in the CWELCC.

Base Fees 2023

AGE:	Cost	52.75% refund	Parent Due:
Infant	\$1,875.00	\$989.06	\$885.94
Toddler	\$1,750.00	\$923.13	\$826.88
Preschool ^{2.5} and older	\$1,725.00	\$909.94	\$815.06
3 full days	\$1,275.00	\$672.56	\$602.44
2 full days	\$1,075.00	\$567.06	\$507.94
5 mornings	\$800.00	\$422.00	\$378.00
3 mornings	\$700.00	\$369.25	\$330.75
2 mornings	\$625.00	\$329.69	\$295.31
Registration Fee	\$100.00	\$52.75	\$47.25
Re Reg fee	\$50.00	\$26.38	\$23.63

Dates Chabad of Midtown will be closed in 2023 and 2024

JAN 2, 2023

FEB 20, 2023

APRIL 7, 2023

MAY 22, 2023

JULY 3, 2023

AUG 7, 2023

SEPT 4, 2023

OCT 9, 2023

DEC 25, 2023

DEC 26, 2023

Jewish Holidays 2023

Rosh Hashana non applicable this year

Yom Kippur Sept 25

Sukkot Oct 2 and 3

Simchat Torah weekend not applicable this year

Passover 5-13 inclusive

Shavoth May 26 (27th is Saturday not applicable)

Stat holidays

Jan 1 2024

Feb 19 2024

April 1 2024 Easter Monday

May 20th 2024 Victoria Day

Jul 1 2024 independence

Aug 5 2024 civic

Sept 1 2024 labour day

Oct 14, 2024 Thanks Giving

Dec 25 2024

Dec 26 2024

Jewish Holidays

Rosh Hashana Sept 3 and 4

Yom Kippur is Saturday not applicapble this year

Sukkot oct 17 and 18

Simchat Torah Oct 23 and 24

Passover April 22-30 inclusive

Shavuoth June 12-13