



Welcome to Holland Bloorview Nursery School

Parent handbook 2024-2025



Holland Bloorview Nursery School
- Scarborough site

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A World of Possibility



Vision:

The most meaningful and healthy futures for all children, youth and families.

Mission:

In unparalleled partnership with children, youth and families, we deliver outstanding personalized, inter-professional care; maximize function through cutting-edge treatment and technology; co-create groundbreaking research, innovation and teaching; connect the system; and drive social justice for children and youth with disabilities.

Values:

- Courage and Resilience
- Compassion
- Excellence
- Equity
- Innovation

Holland Bloorview

Kids Rehabilitation Hospital

150 Kilgour Road
Toronto, ON M4G 1R8
Telephone: 416-425-6220
Fax: 416-425-6591
www.hollandbloorview.ca



A teaching hospital affiliated
with the University of Toronto

Important dates to remember

September 4, 2024 - FIRST DAY OF SCHOOL

October 14, 2024 - Thanksgiving Day (closed)

December 19, 2024 - Family holiday party



**December 23, 2024 - Winter break
to January 3, 2025 (closed)**

January 6, 2025 - First day back to school

January 2025 - Transition to school presentation

February 17, 2025 - Family Day (closed)

February 2025 - Parent/ECE meetings
(Optional meetings-to be scheduled)

March 10-14, 2025 - March Break (closed)

Friday, April 18, 2025 - Good Friday (closed)

Monday, April 21, 2025- Easter Monday (closed)

May 19, 2025 - Victoria Day (closed)



June 25, 2025 - LAST DAY OF SCHOOL

Philosophy:

We believe all children benefit from an early learning environment that supports each child's abilities and respects the importance of family.



We lead and guide all children through natural play-based activities to achieve their personal best.

Waitlist:

Holland Bloorview Nursery Schools maintains a site-specific waitlist for children who are typically developing and a central waitlist for children with disabilities. Referrals may be made by a parent/guardian or any healthcare professional by telephone, fax, or mail. Referrals are recorded on the waitlist according to date it was received. There is no fee required to place a child's name on the waitlist. (See Policy on page 49).

Pre-admission visit:

Prior to enrolling your child in our program, we ask you to attend an intake meeting. At this time, you will be able to make an informed decision about whether or not our program is right for you. For a child who has one or more medical conditions such that he/she requires additional supports, accommodations or assistance, an Individualized Plan for a Child with Medical Needs will be developed in consultation with parent/guardian, Holland Bloorview staff and any other relevant regulated health care professionals. This plan must be agreed upon and signed prior to admission and implemented upon the child's first day of attendance.

2024-2025 Planning

While planning for the 2024-2025 school year is in progress, we continue to follow the advice from Toronto Public Health, the Ministry of Education and Holland Bloorview Kids Rehabilitation Hospital. Our commitment to the health and wellness of our school community is our top priority and will help guide our decision making.

On your child's first day of school:



Holland Bloorview Nursery School staff is very experienced in helping children and their family through the early days of nursery school. We encourage communication between families and staff.



What are school hours?

A.M. Program: 9:00 – 11:30 a.m. (Monday – Friday)

P.M. Program: 1:00- 3:30 p.m. (Monday – Thursday)

How much does it cost?

Fees for September 2024 through June 2025 are **\$15.75/day**. See Fee Payment Authorization form in your package.

Payment options: Credit card, post-dated cheques or cash.

A late fee charge of \$5 per day will be applied if payment is not received by the first of each month. Inability to meet the monthly fee requirement may result in termination of your child's placement.

A proof of child care payment receipt will be issued for school fee payment at the end of the calendar year. A one-month notice in writing is required for withdrawal from the program.

We are subsidized by City of Toronto, Children's Services Division.

Canada-wide Early Learning and Child Care (CWELCC) agreement

Holland Bloorview Nursery Schools have chosen to participate in the Canada-wide Early Learning and Child Care System to help reduce fees.

As a parent or guardian of a child five years of age and under, you do not need to apply to get a fee reduction.

To ensure child care is more affordable for families, we will lower average fees for licensed child care through a phased approach:

1. Reduce child care fees by an average of 25% (to a minimum of \$12 per day) for children five years and younger in participating licensed child care.
2. Lower average licensed child care fees to an average of \$10 per day by September 2026.
3. Our current frozen fee is \$33.34 and with the CWELCCS fee reduction for parents, the reduced fee becomes \$15.75

How do I enter the school?

To enter Holland Bloorview Nursery School when you are either dropping off or picking up your child, please use the ramp on Wayne Avenue at the northwest side of George Peck Public School. Parking on the street is allowed for 20 minutes. Please do not park in the designated Wheeltrans "loading zone". Parking in this designated area could result in fines issued to you by the Toronto Parking Enforcement.

Use the Holland Bloorview Nursery School buzzer to enter the nursery school. At that time, you may be asked to identify yourself and the child you are picking up. This is for the safety of you and your child. Please refrain from using the Wexford Community Childcare buzzer. They will not allow you into the school. If you need to drop off late or pick up your child early, let the staff know. The Early Childhood Educators are supervising children and may not be able to stop and answer the buzzer immediately, parents will be let in when it is a safe time to do so.

If you are staying at school, you may park in the accessible parking spots in the George Peck Public School parking lot however you must show an accessible parking permit in your window. You may enter using the accessible doors of the school. Please sign in at the main office when entering and leaving the school each day.

If you are waiting for your child, you may use the kitchen waiting area. For safety, children are **not** permitted in the kitchen area at any time.

What happens when we come to school?

When your child arrives at school his/her early childhood educator will mark them in on the attendance. No child will ever be left in the care of anyone except a Holland Bloorview Nursery School staff member.



If someone else will be picking up your child, please let us know. No one can pick up your child unless their name is on the additional emergency information on the application form.

We will mark your child's departure on the attendance sheet each day.

A late fee charge of \$1.00 per minute will apply after 5 minutes past departure time.

If you will be late picking up your child, please notify us as soon as possible. At this time, you will need to provide us with information about who will be picking up your child.

If no arrangements have been made, Holland Bloorview Nursery School will attempt to reach the emergency contacts you have provided. If they cannot be reached, as a last resort we will contact a child protection agency (i.e. Children's Aid Society).

It is important that your child leaves our school safely. Departure time is very busy. If you wish to speak to your child's early childhood educator, please do not attempt to do so at the end of the day, instead please call during the day to leave a message and someone will call you back.

Parent issues and concerns:

Holland Bloorview Nursery School Program's policy will support open discussions between Holland Bloorview Nursery School programs and parents/guardians through a fair and transparent process. We will ensure issues and concerns are addressed in a timely and transparent manner in order to support communication and positive relationships between Holland Nursery School programs and parents/guardians.

As supported by our program statement, we support positive and responsive interactions among the children, parents and staff, and foster the engagement of and ongoing communication with parents about the program and their children. Staff are available to engage parents and guardians in conversations and support a positive experience at every interaction.

The purpose of this policy is to provide a process for parents/guardians, staff, students and volunteers to use when issues/concerns are brought forward.

Conduct:

Holland Bloorview Nursery School Programs maintain high standards for constructive interaction and communication, as well as positive role-modeling for children. Harassment and discrimination will therefore not be tolerated by any party.

If at any point a parent/guardian and/or staff feel uncomfortable, threatened, abused or belittled, the person experiencing these sentiments will immediately end the conversation and report the situation to the Site Facilitator/Designate.

Steps for Parents/Guardians to Report Issue/Concern:

- Raise the issue or concern to the classroom staff or Site Facilitator directly or in writing.

Procedures:

- All issues and concerns both verbally and/or in writing raised by parents/guardians are taken seriously by Holland Bloorview Nursery School Programs.

- If issue/concern is program related (i.e., fees, dietary restrictions, etc), the concerns will be directed to the Site Facilitator/Designate.
- All issues/concerns related to conduct of staff, students or volunteers should be reported to the Site Facilitator/Designate as soon as possible after they are observed. The Site Facilitator/Designate will notify the Early Learning & Development Leader and/or Operations Manager as required.
- If issue/concern is related to the Site Facilitator, the issue will be reported to:
Karen Ward, Clinical Operations Manager
416-425-6220 Ext. 3285 and/or
Susan Musgrave, Team Lead
416-425-6220 ext. 3125

Responding to Issues/Concerns:

- Initial acknowledgement to issues/concerns will be provided to parents/guardians within 3 business day(s). Every issue and concern will be treated confidentially and every effort will be made to protect a parent/guardian's privacy.
- The staff who is informed of the issue/concern will address the issue/concern at the time it is raised and will inform parent/guardian that the Site Facilitator will be advised of this issue/concern.
- Should the parent/guardian request a further meeting, the Site Facilitator and staff member will set up a meeting date and time. 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 will be documented in PCS by the person receiving them including: date/time issue/concern was received, name of person reporting the issue/concern, details of the issue/concern; and any steps taken and information given to the parent/guardian to resolve the issue/concern.
- If issue/concerns cannot be resolved, the Site Facilitator will provide the contact information of the Early Learning and Development Leader and/or Operations Manager to the parent/guardian or person(s) raising the issue/concern.
- Any reasons for delay in responding to these issues/concerns should be documented in writing.

Issues/concerns may also be reported to:

- For complaints related to requirements under the Child Care and Early Years Act, 2014, call the Ministry of Education's Licensed Child Care complaints line at 1-877-510-5333 to be connected with a Toronto Children's Services Consultant
- Toronto Public Health publichealth@toronto.ca
- Ministry of Environment 416-314-8001

- Ministry of Labour www.labour.gov.on.ca
- Toronto Fire Services 416-338-9050
- College of Early Childhood Educators www.college-ece.ca/

Issues/Concerns related to a defined Serious Occurrence:

Holland Bloorview Nursery School Programs are responsible for managing complaints that they receive. If a complaint is received about an incident that relates to a defined serious occurrence category, the incident should be reported to the Ministry of Education under the appropriate category. The complaint itself does not need to be reported to the Ministry. The Ministry of Education follows up on all complaints received from the public and other regulatory authorities about licensed childcare programs. These complaints are tracked separately in the Childcare Licensing System.

For complaints related to requirements under the Childcare and Early Years Act, 2014, call the Ministry of Education's Licensed Child Care complaints line at 1-877-510-5333 to be connected with a Toronto Children's Services Consultant.

Snacks and nut policy:

We are a peanut/nut sensitive environment. We do not serve any products with nuts. A list of all snacks served to the children is posted on the board in the classroom and supplied by Holland Bloorview Nursery School.

If you wish to provide a snack on your child's birthday, please note that only store-purchased goods listing all ingredients on the package may be served to children.

Daily schedule:**Morning Program****Monday to Friday (9:00-11:30 a.m.)**

- 9:00 – 11:15 Children arrive and time is noted on attendance sheet
Guided Learning Circle
Free play/Individual Education Plan
Snack
- 11:15 Goodbye Music Circle
- 11:30 Children leave and are signed out by the early childhood educator.

Afternoon Program**Monday to Thursday (1:00-3:30 p.m.)**

- 1:00-3:15 Children arrive and time is noted on attendance sheet
Guided Learning Circle
Free play/Individual Education Plan
Snack
- 3:15 Goodbye Music Circle
- 3:30 Children leave and are signed out by the Early Childhood Educator

Program adjusted seasonally to reflect outdoor time.

What happens if my child is sick?

If your child is sick or will not be able to come to school, please call the school at **416-759-8079**.



Children should stay at home if they have fever (above 100.4° F or 37.8 °C when measured by ear or forehead) in the last 24 hours and/or one or more episodes of either vomiting or diarrhea during the last 48 hours.

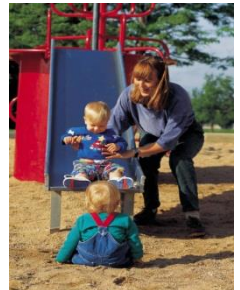
- ❖ Please note that Public Health guidelines may indicate other symptoms for which a child may need to stay home.

Holland Bloorview Nursery School is careful to stop the spread of illness. If your child becomes ill at school, we will call you to come and pick your child up.

On the application form, you will provide a list of family or friends who can be called to pick up your child if we cannot reach you.

Do we go outside to play?

Occasionally the children use the school gym, outdoor playground or go out for a walk with the staff in the neighbourhood. On these walks, we will take an emergency bag, an emergency list and a cell phone.



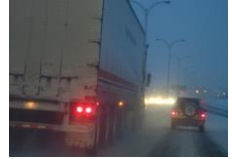
What happens if the weather is too hot or cold for outdoor play?

Children will not play outside when the temperature falls below -15° C with the wind chill.

If there is a smog or heat advisory on the radio, we may decide to change our outdoor play.

Children should wear sunscreen before playing outside. Please put sunscreen on your child at least 30 minutes before coming to school. Use SPF of 15 or higher. Please provide suitable outdoor clothing including a hat.

Does the school close during bad weather?



As a result of poor weather conditions, the school may close. If the weather is poor, please listen to the radio.

A message will be left on the school's phone at **416-759-8079** to let you know if the school will be closed or any other important information. We will try to call or email you by 7:00 a.m.

The Clinical Operations Manager of Holland Bloorview Nursery School programs may close the nursery schools during any unsafe times.

What does the school do in the case of a Pandemic?

In the event of a Pandemic or outbreak the provincial government may close all publicly funded Ontario Schools, nursery schools and daycares. This includes Holland Bloorview Nursery School Play and Learn site and Scarborough site. This decision will be based on advice from the Ontario Chief Medical Officer of Health and experts at the provincial level. The Ministry of Education has the health and safety of your children as their utmost priority. Every decision they make is rooted in the fundamental commitment to safeguard your children's well-being.

Holland Bloorview Nursery School Programs will align with policies and guidelines set by the City of Toronto, Ministry of

Education, Toronto Public Health and Holland Bloorview Kids Rehabilitation Hospital.

Guidance is in alignment with Holland Bloorview Kids Rehabilitation Hospital's process for self-isolation when symptomatic or after and potential or confirmed COVID exposure. As we have children from both the community and the hospital in our nursery school setting we follow the hospital's infection prevention and control practices as an immune compromised setting.

In the event of any such situation, we ask that you check your emails as well as the nursery school outgoing telephone messages in order to provide you with the most up to date information regarding closure of the nursery school programs.



What about fire drills?

Fire drills are conducted on a monthly basis in accordance with the Ministry of Education, Early Learning Division and on approval from the local fire chief to ensure that occupants are familiar with fire emergency and evacuation procedures.

All children, staff, students, volunteers and visitors must leave the building at the sound of the fire bell. Attendance will be taken at the evacuation area/site and again upon return to the school.

What happens in case of an emergency:

If an emergency situation happens, staff will ensure that the children are safe, and are supervised at all times.

We will contact parents/guardians by telephone as soon as possible to inform you of the emergency. We will try to leave a message on the school answering machine about the

emergency and let you know if we have moved to a place for safety.

In the event that we must be evacuated, the designated places of shelter may be as follows:

The Salvation Army Scarborough Citadel
2021 Lawrence Avenue East
(corner of Warden & Lawrence)
Tel: 416-759-2822

Centennial College
75 Ashtonbee Road
South on Warden off Ashtonbee Road
416-289-5021/416-289-5000 Ext. 2552

* Please refer to the Policies and Procedures Manual for a full description and available for review in the Nursery School office.

Indoor Shoes:

Please ensure that the indoor shoes stay on your child's feet well, are no bigger than a ½ or 1 size larger than your child's foot and have non-slip soles in order to optimize safety.

Do you have a lost and found?

We are not responsible for lost or stolen items. Please make sure that all of your child's clothing has their name on it. Please do not leave valuables in your child's backpack or stroller. Please keep your personal items such as purses and wallets with you at all times.

Holland Bloorview Nursery School programs and services:

Holland Bloorview Nursery School programs have supported children and families across Toronto since 1975.

Our sites include:

- Holland Bloorview Nursery School – Scarborough site
– Preschoolers, 2 ½ – 4 years old
- Holland Bloorview Nursery School – Play and Learn site
– Toddlers, preschoolers, 18 months – 4 years old

Infant Development Service:

(children between the ages of 0-5 years)

Holland Bloorview Infant Development Service is offered to families whose children have been identified as having a risk of developmental delay and disabilities including physical, neurological and prematurity.

The infant development consultant assists the family in becoming active participants in their child's service delivery within the child's natural home environment.

Community Outreach Service:

(children 0-12 years)

Early Learning and Development-Community Outreach Service is a partner with the City of Toronto Children's Services in the delivery of consultation to licensed childcare and home care programs, capacity building for children with extra support needs within the Every Child Belongs (ECB) model. Consultation services are available to programs in the city of Toronto providing early education and care to children 0-12 years of age.

The Community Outreach Service-Resource Consultation Staff provide specialized consultation service that may include the following: programming suggestions, school transition,

community education support, training related to specific disabilities and best inclusive practices and/or referrals for

specialized consultation such as occupational or behavioural therapy.

Requirements and regulations:

We are required to comply with all Ministry of Education requirements in accordance with Childcare and Early Years Act 2014. The Ministry will review all children's files with respect to applicable regulations and legislation. The medical officer of health or his or her designate, upon producing proper identification, is permitted to inspect the children's records and copies of those records are provided to him or her on request. The City of Toronto, Early Learning and Care Quality Assessment annually completes the operating criteria on our program. Results for both are posted onsite for your review. The Toronto Public Health will review all staff and children's immunizations to ensure they are all up-to-date.

We are required to comply with all requirements and regulations as outlined by Toronto Public Health.

We are required to follow all Holland Bloorview Kids Rehabilitation Hospital policies and procedures.

All policies are reviewed annually with staff, students and volunteers.

All Holland Bloorview Nursery School staff, students and volunteers are required to complete a Vulnerable Sector Check every 5 years. If Vulnerable Sector checks identify past convictions then Holland Bloorview Kids Rehabilitation Hospital will not hire or will terminate existing staff or volunteers.

About our staff:

Our registered early childhood educators (ECE) have an in-depth knowledge of child development.

Our early childhood educators plan the day according to your child's interests and abilities. In talking with you and the therapists, the early childhood educators plan goals and recommendations that are carried out in the classroom through planned activities.

You may request a written report from the early childhood educator at discharge.

Our Registered Early Childhood Educators are members of the College of Early Childhood Educators. The College of Early Childhood Educators serves and protects children and families by setting registration requirements and ethical and professional standards. A public register is available online to confirm that a person is a registered member of the College. All staff are trained in Standard First Aid and Child and Infant CPR.

About our therapy staff:

If appropriate for your child, the nursery school team may include a physiotherapist, occupational therapist and speech language pathologist.

For children with special needs, the early childhood educator will complete a falls risk assessment; a feeding risk assessment will also be completed if deemed necessary. The

therapists will review the assessment(s) to ensure that your child is safe in our program.

Early in the school year, you will be asked for help setting goals for your child. We will need your consent to start an

individualized plan for your child and to extend his/her team to include the therapists.

Children who receive support from therapists will be registered on Holland Bloorview Kids Rehabilitation Hospital's health database. These records are kept on file.

Surrey Place is the lead agency for the preschool speech and language program in Toronto, a project funded across the province by the Ministry of Children, Community and Social Services. This program provides support for children with speech and language concerns by working with organizations, staff, parents and caregivers to improve children's communication skills. Our speech language pathologist (SLP) and communicative disorders assistant (CDA) roles will be provided by Surrey Place staff

Partnering with families:

As parents/guardians, you have a lot to teach us about your child. We welcome you to visit your child's classroom throughout the year. We have regular parent meetings and parent education sessions to help us become partners in your child's care. For children receiving speech language support, parents may be asked to attend scheduled workshops.

At Holland Bloorview Nursery School we value feedback from our families. We send questionnaires home to our families

throughout the year. We appreciate your honesty and opinions as they help us to serve you better.

How to reach us: 416-759-8079



We look forward to getting to know you and your child. If you would like to speak to your child's early

childhood educator, please call between classes or leave a message and they will return your call as soon as possible.

If your child's early childhood educator is absent, we will post the name of the supply staff on the classroom door.

To protect your child's privacy, we will not respond to emails about your child, but will contact you by telephone as soon as possible.

Information related to the program (i.e., newsletters, reminders, program updates, etc.) may be sent via email.

You will receive a monthly calendar to keep you up to date on all the activities and opportunities at the nursery school.

Holland Bloorview Nursery Schools use ZOOM Healthcare accounts which are more secure than non-healthcare versions, but we cannot guarantee it is completely secure. Parents/Guardians will provide consent prior to any Zoom communication.

The Holland Bloorview Nursery School Parent Handbook including policies and procedures can be found on our website at: www.hollandbloorview.ca.

Visitors/community/partnering agencies:

Throughout the year Holland Bloorview Nursery School welcomes visitors who want to observe our programs. All Visitors must notify Holland Bloorview Nursery School staff before they visit.

Professionals with partnering agencies who will be working directly with a child at Holland Bloorview Nursery School must present a current Vulnerable Sector Check and/or an Attestation before working with the children. This information will be kept on file at the nursery school.

Nursery School staff will check that the Holland Bloorview Kids Rehabilitation Hospital Authorization for Collecting, Using and Disclosing Client Information form has been completed and discussed before the visit takes place.

A Holland Bloorview Nursery School visitor form shall be given to the visitor to complete during his/her stay.

Following the visit, the visitor shall complete all relevant information on the visitor form. A copy shall remain in the child's central file and one will be given to the parent/guardian and to the visitor for their records.

A Holland Bloorview Kids Rehabilitation Hospital visitor tag must be worn at all times.

Volunteers and students:

Holland Bloorview Nursery School welcomes students and volunteers into our program who help support the safety, participation and well-being of children within the nursery school environment.

Students and volunteers will not be left alone with the children at any time and will not be counted in the staffing ratio. Students will be supervised by an employee at all times.

Vulnerable sector checks and/or an Attestation are required for all students and volunteers having direct contact with children at Holland Bloorview Nursery School.

Students and volunteers will wear a photo-identification card during their placement at the nursery school.

Program statement

Holland Bloorview's vision is "the most meaningful and healthy futures for all children, youth and families." In the Holland Bloorview Nursery Schools, we partner with children and families to deliver personalized inter-professional care.

Holland Bloorview Nursery Schools believe that the early years provide the foundation for lifelong learning and that the quality of the child's environment and their relationship with others supports that foundation in meaningful ways. We believe that all children are best understood within the context of their family, that they are competent, capable, curious and rich in potential. When children feel secure and establish meaningful and positive relationships with others, they are able to take safe risks and their opportunities for learning increase. Holland Bloorview Nursery School programs capture each child's unique strengths and abilities and provide a play-based environment because we are firm in the belief that children learn best when they play.

Holland Bloorview Nursery Schools are guided by the Ministry of Education's Early Learning for Every Child Today (ELECT) and Ontario's pedagogy for the early years: How Does Learning Happen.

Holland Bloorview Nursery Schools will:

Promote the health, safety, nutrition and well-being of children

Holland Bloorview Nursery Schools foster the well-being of children by providing a healthy, inclusive, safe and adaptable environment that is considerate and responsive to their needs, and method of learning. We fully support children to explore the world around them with their bodies and minds by modifying the activities or the environment, both indoors

and out, to provide equal access to all. We believe that a safe and healthy environment is paramount. Our staff familiarize themselves with any relevant medical information, allergies, food restrictions or medications. We provide:

- Hands on learning that offers challenges to support the child's development and learning in all developmental domains
- Healthy snacks based on Canada's food guide.
- Guidance and support in recognizing children's needs pertaining to attention, behaviour managing stress and emotions.

Enrichments:

- Individualized feeding plans to ensure avoidance of possible allergens and instructions on how to address any feeding or swallowing concerns.
 - Feeding referrals initiated to OT and SLP by RECEs if/when needed to ensure safety.
- Indoor soft gym (Play & Learn site)
- Access to natural outdoor play space

Support positive and responsive interactions among the children, their families, caregivers and staff.

Holland Bloorview Nursery Schools believe in forming trusting relationships with children, their families, caregivers and educators, to develop a sense of belonging and to provide opportunities for expression and engagement.

- We are attuned to the physical and emotional states of every child & respond in a warm, empathetic and sensitive manner.
- We partner with families throughout their involvement with our programs: from intake through discharge / transition to school.
- Our inclusive environments foster a sense of belonging

- Families are involved in goal setting through pre goal setting surveys, family-team goal planning meetings and regular communication
- We honour and respect families' beliefs, culture, language, gender and life experiences.

Enrichments:

- Open door policy- parents are welcome in the classrooms at all times
- Opportunities to participate/attend music circles and special family events

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

Holland Bloorview Nursery Schools are deeply committed to forming responsive and authentic relationships with children and their families, ensuring that they feel safe and connected. We prioritize positive and caring interactions. Holland Bloorview Nursery Schools adopt a 'strengths- based' approach, giving value and respect to children's abilities.

We continuously reflect on how to better support and build resiliency with compassion, intentionality, and care.

- We acknowledge children's varying strengths, abilities and emotions; providing positive encouragement, supports, guidance and strategies
- We provide both verbal and non-verbal communication supports and strategies
- We support children's resiliency and developing abilities to self-regulate, manage stress and recover through an attentive, positive and responsive approach
- We model appropriate behaviour, language, energy and voice level.
- We weave language and literacy activities and materials into all daily experiences, routines and environment.

- We create an inclusive, calm and enjoyable atmosphere and environment where affection, attention and empathy is provided to all children on a regular basis.

Enrichments:

- On-site, collaborative support from Speech and Language Pathologist, Occupational Therapist and Communications Disorders Assistant; providing consultation, supports and strategies for individuals and the group as appropriate
- 'Snoezelen' calming sensory activities and spaces available to all children in the program
- Partnership and support from Holland Bloorview Kids Rehabilitation Hospital's Communication and Writing Aids Service
- Self-regulation tools and strategies are embedded in daily music circle games and activities

Foster the children's exploration, play and inquiry

At Holland Bloorview Nursery Schools we strive to plan and implement a child led, inquiry-based curriculum that appreciates and responds to the holistic nature of the child's learning in an environment that stimulates exploration, curiosity and interactions.

- Building meaningful and positive relationships between educators and children.
- Adapting the environment, materials and approaches to reflect every child's individual style, strength and needs.

Enrichments

- Specialized equipment available to facilitate every child's participation.
- Educators seek ongoing training on best practices in early learning and development.

- Educators are knowledgeable on adapting and modifying activities, toys and the environment to ensure every child's participation.

Provide child-initiated and adult - supported experiences

Holland Bloorview Nursery Schools supports a curriculum which is responsive to the child, allowing for collaboration between children and educators. While experiences are child-initiated, it is the educator's practice to act as partners, facilitators and co-investigators, providing opportunities for children to discover more, dig deeper and construct new learnings.

- Educators acknowledge the importance of repetition for mastery
- Educators facilitate children's deep exploration by capitalizing on their interests
- We partner with families to support meaningful learning experiences.
- We provide a modified emergent curriculum

Enrichments

- Music Specialist providing informal and formal music exploration and interactions based on the children's developmental levels

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

Holland Bloorview Nursery Schools believe that play is a right in early childhood and one of the most natural pathways to exploration and learning. Our classrooms are play-based environments where children freely choose their actions allowing for active engagement. When in this type of environment, children's curiosity and well-being are nurtured;

they feel safe and experience a sense of belonging. Children learn best when they are mentally active. At Holland Bloorview Nursery Schools, educators negotiate a balance between uninterrupted free play and embedding opportunities for new discoveries.

- Through the use of individual support plans (ISP's), we adapt activities and modify the classroom environment to support the needs of all children
- Planning and learning experiences demonstrate respect for diversity, equity and inclusion.
- Routines and transitions are thoughtfully planned and remain flexible in order to respond and to support the group dynamic
- Individual goals are set and established in partnership with families
- Children's learning and educator's thinking are made visible through varied forms of documentation
- Provision of play based multi-sensory activities.

Enrichments

- Adapted toys/materials/equipment
- Multi- disciplinary team with Physiotherapist, Occupational Therapist, Speech and Language Pathologist, Communications Disorders Assistant and Music Specialist on site.
- Specialized workshops for families, featuring topics based on family's interests are held on-site by therapists and early childhood educators.
- Small group activities led by therapists

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

Holland Bloorview Nursery Schools provide indoor and outdoor environments where different abilities are celebrated, relationships are fostered and children's wellbeing and

engagement are maximized. Daily opportunities for active play both indoors and outdoors are provided, learning is embedded in meaningful and engaging play-based, multi-sensory activities and each child has the freedom to make them his or her own.

- The outdoor environment is set up as a source of adventure and inquiry, promoting freedom of movement and enhanced motor challenges.
- Scheduled activities are flexible to respond to children's need for quiet or active play.
- Changes to the environment respond to children's interests, abilities, strengths and needs.
- Opportunities for connections with nature are fostered and encouraged. The outdoor environment is reflected indoors.

Enrichments:

- Indoor Soft Gym (Play and Learn Site)
- Accessible Outdoor Play Structure
- Natural Outdoor Play Space with grass, hills, trees and natural walkways
- Snoezelen Tent (Scarborough Site), Snoezelen Mobile Cart (Play and Learn Site)
- Daily Music and Movement circles include strategies that support self-regulation and participation.
- Physiotherapy, Occupational therapy and Speech and Language goals for individual children are embedded within the indoor/outdoor activities.

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

Holland Bloorview Nursery Schools respect the importance of family and believe that all children benefit from an early learning environment that reflects the uniqueness of each child, their family and community to which they belong. We strive to form collaborative partnerships with families that

honour their role and are sensitive to their culture, values, language and composition.

We provide meaningful opportunities for families to contribute to their child's care and early learning intervention plans:

- Observations and photos of children's engagement in the program are posted regularly in our observation books which are readily available to families.
- Family team meetings are held twice yearly and more upon request, to set goals and discuss progress
- Children's portfolios are available to families in the classroom
- Email communication, with consent, regarding school activities, calendar and reminders
- Provision of support navigating transition to school, including but not limited to; an information booklet, kindergarten registrations support and accompanying families to SEPRC meetings or Transition Planning Meetings.

Enrichments:

- Connect2Care- an online tool that gives clients and families of HBKRH complete access to their healthcare information, health records, appointments and notes (including RECE notes) 24hrs a day, 7 days a week.
- Parent workshops on topics of interest-led by site facilitator, therapists and RECEs
- Monthly Family Music Circle
- Interpreter Services
- Dedicated space for parents to use daily (Scarborough Site)

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

Holland Bloorview Nursery Schools are committed to leading the way in the early years through partnerships and

innovation. We believe in building connections and welcoming community partners to share their expertise.

- Collaborating with community agencies and medical professionals to further support child's optimal development
- Assisting in referrals to other sources and promoting integration of services
- Welcoming community members into our program to enhance children's experiences such as librarian, police, firemen, nature experts
- Mentoring high school co-op students, college and university students

Enrichments:

Community partners include but are not limited to:

- Communication and Writing Aids Service (CWAS) through Holland Bloorview Kids Rehabilitation Hospital
- Surrey Place: Blind Low Vision Services (BLV) ; Infant Hearing Program consultations; Preschool Speech and Language Program
- Toronto Autism Services
- Canadian National Institute for the Blind (CNIB)
- Surrey Place Centre (SPC)
- Orthotics clinics
- Every Child Belongs (ECB)
- School Team site visits including Toronto District School Board (TDSB), Toronto Catholic District School Board (TCDSB), Peel Region School Board, York Region School Boards
- Adventure Place
- Toronto Public Health
- Forest Hill Library
- George Peck School
- Wexford Community Childcare
- SickKids Centre for Community Mental Health

Support staff and others who interact with the children by providing daily program support as well as professional development throughout the school year.

Holland Bloorview Nursery Schools value and encourage leadership qualities in each other and collaborate within a multidisciplinary team to develop and implement high quality (early learning) programs where children of all abilities can thrive.

We demonstrate our commitment to life-long learning by embracing our strengths and seeing challenges as opportunities for growth and change:

- Professional development workshops and presentations relating to all aspects of ECE practice
- Establishing and completing annual professional achievement goals
- First Aid and CPR training
- Trainings pertaining to specific medical care of individual children
- Staff and multidisciplinary team meetings
- Contributing to development and reviewing nursery school policies, procedures, standards of care and other professional documentation
- Time built in to complete documentation, program planning and feedback evaluations for volunteers, high school co-op students and college/university students.

Enrichments:

- Practice Council meetings
- Organizational e-learning modules
- Lunch and Learn Knowledge Connections
- Fundraising opportunities to contribute to program enhancements
- Educators receive ongoing training on collaborative practice, solution focused approach and strength-based interventions.

Provide documentation and review the impact of the strategies set out in this statement on the children and their families.

Holland Bloorview Nursery Schools' Early Learning and Development Leader and Site Facilitators will document accountability and adherence to the high-quality practices, commitments and strategies laid out in this program statement through evaluation using a monitoring checklist and through ongoing discussions.

- We will survey families, valuing their input and insight regarding their satisfaction.
- Performance and adherence to the practices outlined in the program statement will be reviewed with staff at annual Momentum meetings.
- All staff, volunteers and students review Program Statement annually or sooner as necessary. Any changes or amendments to this statement will also be reviewed.

Holland Bloorview Nursery Schools recognizes our Program Statement as a living document that evolves along with the practice of Early Childhood Education, the field of Early Learning and Development and the vision of Holland Bloorview Kids Rehabilitation Hospital.

Holland Bloorview

Kids Rehabilitation Hospital

Holland Bloorview Nursery Schools

Policies and Procedures 2024-2025

A full description of all policies and procedures are available for review in the Nursery School office.

Code of conduct

The Code of conduct is for all Holland Bloorview employees, volunteers, students, physicians, board members, researchers, foundation employees and business partners. This document provides standards for ethical behaviour. All employees are expected to conduct themselves in a manner which avoids conflicts of interest and to respond appropriately when a conflict of interest arises.

Holland Bloorview requires that all employees support Holland Bloorview's client rights and responsibilities:

- Quality care and service
- Shared decision-making
- Information and answers
- Courtesy, dignity and respect
- Promote a safe environment for everyone

Holland Bloorview Kids Rehabilitation Hospital expectations:

- Courtesy, dignity and respect
- Accurate, up-to-date information
- Partnership with employees
- Payment of costs not covered by your health card
- Feedback on how we're doing

Holland Bloorview Kids Rehabilitation Hospital recognizes that client safety is everyone's ethical responsibility.

- Safety and quality of service are our top priorities. Reporting of safety issues, adverse events, near misses and potential concerns is required with an expectation that all individuals are responsible to seek solutions.
- Safety issues are addressed in a blame-free and just manner which supports honesty, trust and accountability.
- All safety concerns raised are opportunities for quality improvement.

Holland Bloorview Kids Rehabilitation Hospital does not allow unfair business practices. Employees, students, volunteers or affiliates will not accept gifts, gratuities, favours or benefits of more than nominal value (more than \$50.00) from clients, families or other individuals or business organizations.

Privacy and confidentiality

At Holland Bloorview, we are committed to protecting your privacy. We collect and use your health information to provide the best care possible. We ensure that all our staff and students understand the importance of protecting your privacy rights and fulfilling our obligations.

Holland Bloorview's Privacy Policy and procedures are guided by the Personal Health Information Protection Act of Ontario and all other applicable laws.

Personal Health information: Is identifying information collected about an individual, whether oral or recorded. It includes information about an individual's health or health care history in relation to:

- The client's physical or developmental needs, including family history;
- The provision of health care to the individual;
- The identity of a health care provider or a substitute decision maker for the client.

How we collect, use and disclose personal health information

For children with special needs, information is documented on the electronic health record. The team at Holland Bloorview work as part of an interprofessional team. Only those who are involved in the children's care and planning for care will access the health record.

The personal information you give us helps to care for children and their families. We collect, use and share this information under the authority of the Personal Health Information Protection Act of Ontario. If you have any questions, please contact Holland Bloorview Kids Rehabilitation Hospital.

Limits of Confidentiality:

There are four situations where a member of the team must share Personal Health Information to others without consent.

- Where there is concern that a child is at risk of being harmed.
- When documentation is requested by a court of law.
- When the client is a danger to himself or others.
- When reporting of a healthcare provider becomes mandatory. In this case, the name of the child is not reported without expressed consent.
- There are legal exceptions where it is not necessary to obtain consent or explain the purposes for the collection, use or disclosure of personal information. For example, this exception would apply if there is an emergency that threatens the life, health or security of an individual, or to comply with a court order. (Toronto Public Health, Emergency Services, etc.).

Connect2care portal:

Holland Bloorview has a client and family portal called Connect2care that allows our families to view their appointments, access clinical notes, and send and receive secure messages with their care providers. The easy to use, web-based portal is accessible from anywhere, at any time, and provides our families with a unique tool that allows them to be more actively involved in the care of their child.

If you are interested in enrolling in Connect2care or would like more information, please contact your Site Facilitator.

Access & equity policy (inclusion)

Holland Bloorview Nursery School Programs and Services is committed to an inclusive child care system that promotes positive and healthy environments and access to high quality child care for all children. Children have the right to be cared for in environments where their needs can be met and they can develop to their fullest potential.

Holland Bloorview Nursery School Programs and Services support the six elements of Childcare Inclusion defined by Special Link, The National Centre for Child Care Inclusion. These are as follows:

- Zero Reject- no child is excluded on the basis of level or type of disability.
- Natural Proportion – programs include children with disabilities in approximate proportion to their presence in the population.
- Full Participation –activities and routines are modified and adapted to include all children.
- Same Range of Program Options – Parents of children with disabilities have the same options that other parents have (e.g. full day, part day or flexible hours).
- Maximum Feasible Parent Participation –Parents are actively encouraged to participate in the childcare program.
- Pro-Action for Community Inclusion – Staff and parents promote inclusion in the whole community.

Anti-racism policy

Holland Bloorview Nursery School Programs and Services are committed to the principles of equity. Holland Bloorview Nursery School Programs and Services ensure that children and families have equitable access to racially sensitive and culturally appropriate services.

We believe that ethno-racial and linguistic diversity enriches and strengthens our community socially, culturally and economically and that racism creates barriers for children, families and communities.

It is required that all employees, students and volunteers report any racial incidents to Children's Services Division, Serious Occurrence and Contentious Issue Process. Holland Bloorview Kids Rehabilitation Hospital employees are bound by the Ontario Human Rights Code and Holland Bloorview Kids Rehabilitation Hospital Anti-Harassments and Anti-Discrimination Policy.

Program Statement Implementation Monitoring

The Program Statement Implementation Monitoring checklist is used to monitor the Program Statement, Individualized Support Plans and the behavior management practices of Holland Bloorview staff, students and volunteers. This detailed checklist sets out how the practices and Program Statement approaches are implemented, monitored and recorded in the areas of:

- Health, Safety, Nutrition and Well-Being
- Positive, Responsive Interactions
- Interaction and Communication
- Exploration, Play and Inquiry
- Child Initiated/Adult Supported Experiences
- Positive Learning Environments and Experiences
- Environment Supports Individual Needs of All Children
- Communication with Parents
- Community Involvement
- Continuous Professional Learning
- Evaluation of Impact of Program Statement Strategies

Prohibitive Practices:

The following actions will not be allowed under any circumstances and contravene the Prohibited Practices Policy.

- a) Corporal punishment of the child
- b) Physical restraint of the child, such as confining the child to a highchair, 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 childcare 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. O.Reg.126/16, s.34.

Monitoring Compliance and Contraventions

The Monitoring Compliance and Contraventions Checklist is used to monitor both compliance and contraventions to the policies, procedures and Individual Support Plans with its employees, students and volunteers through.

This policy applies to:

- Sanitary Practices
- Playground Outdoor Supervision
- Emergency Fire and Evacuation

- Anaphylactic Shock
- Medications
- Serious Occurrences
- Supervision of Students and Volunteers
- Wait List Policy

Standards of Care

Holland Bloorview identifies and develops standards of care for high risk, frequent or challenging situations. Standards of care are developed in partnership with our professional team including input from a parent representative. Standards of care provide guidelines and processes to address specific situations. These standards are available in the school office.

Withdrawal and Demit Policy

It is recognized that in some extreme situations wherein a child is endangering himself or others, it may be necessary to follow a demit policy. Should this occur, the demit procedure will be fully discussed with families.

Every effort will be made to avoid withdrawals but in the event a withdraw cannot be avoided, all steps as outlined in the Demit Policy must be conducted. The family and client will be informed and supported throughout the process utilizing all available resources.

Child abuse policy and duty to report

Every child has a right to be protected against all forms of neglect, cruelty and exploitation. It is the responsibility of each employee, student and volunteer to report each reasonable suspicion that a client is being abused, was abused or is at risk of being abused to the Child Protection Services.

Serious occurrence

All serious occurrences must be reported to Ministry of Education, City of Toronto and Holland Bloorview Kids

Rehabilitation Hospital. A full description of serious occurrence policies and procedures is documented in Holland Bloorview Nursery School Programs Policies and Procedures Manual.

All licensed childcare operators are required to post the serious occurrence notification report in a visible place in the centre near the child care license or License Summary Chart.

This report will be posted within 24 hours of becoming aware of an occurrence or when the operator deems the occurrence to be serious as set out under the Serious Occurrence Reporting Procedures. 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 the operator, the form remains posted for 10 days from the day of the update.

Holland Bloorview Nursery Programs will retain the Serious Occurrence Notification form for at least three years from the date of the occurrence and make the forms available for current and prospective parents/guardians, licensing and municipal children's services staff upon request.

Operators must ensure the protection of privacy and personal information, no child or employee names, initials, and age or birth date of child or age group identifiers e.g., preschool room; toddler room are to be used on the Serious Occurrence Notification Form.

Biting incidents

Holland Bloorview Nursery Schools recognize that biting is a natural developmental occurrence, like toileting accidents and tantrums. While biting is an unavoidable consequence of group care, Holland Bloorview Nursery School employees will strive to prevent the occurrence of biting incidents wherever possible, through the monitoring and facilitating of children's play especially when they are in close proximity to each other.

In the event of a biting incident Holland Bloorview Nursery School employees are required to follow procedures that are consistent with Toronto Public Health guidelines by:

- Providing appropriate first aid.
- Contacting the parents/guardians of those involved in the incident.
- Biter and person bitten may wish to seek medical consultation regarding post exposure immunization and advice.
- Toronto Public Health may be able to assess the incident and provide direction to the parents and physician if necessary. You can get more information at the City of Toronto website under Child Care Centre Hygiene.

Incident reporting (Holland Bloorview Kids Rehabilitation Hospital)

It is the policy of Holland Bloorview Kids Rehabilitation Hospital that any incidents including an individual occurrence or event that may cause injury or impact the health and safety of a person must be reported to Occupational Health and Safety.

Incidents include not only injuries, but also near misses, spills, property damage or theft. The goal of incident report is to make the school environment safer and risk free for everyone.

Anaphylactic shock

Anaphylactic shock is a serious state of shock brought about by hypersensitivity to an allergen such as drugs, foreign protein or toxin, bee or wasp sting. Initial symptoms of an allergic reaction are: sneezing, coughing, itching, redness of the skin, flushing, facial swelling, hives, anxiety, and/or gastrointestinal complaints (nausea, vomiting, abdominal cramps). These symptoms increase in severity very rapidly

and may progress to: respiratory distress, weakness, dizziness, irregular pulse and collapse.

Holland Bloorview Nursery School employees will make every effort to remove any known allergens (if possible) that pose a threat to a child as per allergy documentation received on each child.

Any snacks provided by families to be shared with the group on their child's birthday will be store bought with list of ingredients on box.

In special circumstances, where snack is to be provided from home for a child with specific feeding restrictions/needs, Site Facilitator will ensure that the food/drink provided will meet the restrictions as per the allergies identified in the child's classroom. Food/drink provided from home will be clearly labelled with child's name and date of birth and will be stored in a separate sealed container.

Holland Bloorview Nursery School Programs will administer medication prescribed by a physician and within the bounds of this policy only. The parent/guardian will provide training on the plan and on the administration of the Epi-pen, which must accompany the child to school each day. The nursery school program employees will take all reasonable precautions in the storage, maintenance and administration of an Epi-pen. Please contact the site facilitator or executive assistant to arrange a time and date to train employees.

Medications

In some circumstances Holland Bloorview Nursery School Programs will administer certain medications.

Parents/guardians will be provided with an Administration of Medication Form which will be kept in the child's central file.

Medical Needs:

Our program is committed to promoting access to early childhood education for children with medical needs.

It is important to note that Holland Bloorview Nursery School is not located within the medical facility and the staff of the nursery school are not medically trained.

Please inform the school of any medical needs your child may have prior to school admission.

Non-Prescription Skin Products

In some circumstances Holland Bloorview Nursery School Programs will administer over-the-counter medications (i.e., Sunscreen, diaper cream, insect repellent, and lotions).

Parents/guardians will be provided with an Authorization for Non-Prescription Skin Products which will be kept in the child's central file

Handwashing & sanitary practices

According to Toronto Public Health staff will assist children with cleaning hands for the following activities: before and after sensory play activities; after outdoor play, before and after handling pets, after using the washroom, and when sneezing or coughing. Holland Bloorview Nursery School provides children with wipes and hand sanitizer prior to having snack.

If First Aid Treatment is necessary, soap and water will be used to clean the affected area.

Smoke-free centre

- No person is permitted to smoke or hold a lighted cigarette in a childcare setting or in a playground whether children are present or not.
- Every employee, student, volunteer, parent/guardian, visitor is to be informed that smoking is prohibited.
- “No Smoking” signs are to be posted throughout the centre and in all washrooms.
- Any person who refuses to comply is in contravention of the Smoke-Free Ontario Act.

Local Health department may be contacted for more information.

Photographs

Photographs of your child may not be taken at school without prior signed authorization from the parent/guardian. All photographs taken at school are for school use only and will not be released to anyone without prior signed consent of the parent/guardian.

Waitlist Management Policy

Holland Bloorview Nursery Schools will strive to accommodate all requests for the registration of a child in our program. Holland Bloorview Nursery School’s Executive Assistants and/or Site Facilitators maintain a site-specific waitlist for children who are typically developing and a central waitlist for children with disabilities. These waitlists are categorized and maintained by age group.

Waitlist priority will be based on a first-come-first-served basis. Holland Bloorview Nursery Schools reserve the right to manage the waitlist in the best interest of their specialized toddler and preschool programs. Admission will be granted at the Nursery School at the Site Facilitator’s discretion based

on program needs and space availability in the requested age group.

A parent/guardian or any healthcare professional may make referrals by telephone, fax, email or mail. Referrals are recorded on the waitlist according to the date it was received. There is no fee required to place a child's name on the waitlist.

Children with Disabilities:

- The Nursery School waitlist for children with disabilities is monitored and updated regularly.
- Parents/guardians whose child's name is on the waitlist are contacted by email/phone-call in the Fall/Winter to confirm whether or not they wish to remain on the waitlist.
- If a parent/guardian indicates that they no longer wish to remain on the nursery school waitlist, the child's name and other family information is moved to the Discharged List.
- If the parent/guardian is contacted to discuss enrollment in the nursery schools and the parent/guardian does not respond within the timeline indicated or declines the spot being offered, the child's name will be removed from the waiting list.
- At the request of the parent/guardian, a child's name may be placed back on the waitlist at any time and will be reinstated according to the date of the reinstatement request.
- Upon request, tours are made available to interested parents/guardian.

The process in which children on the waitlist are admitted to the Nursery School for the following September to June school year is as follows:

1. When a space that will accommodate a child's needs,

within the requested/age-appropriate class becomes available, parents/ guardians are notified.

2. Notification occurs in the order in which their child's name appears on the waitlist.
3. At the time of notification, information about Holland Bloorview Nursery School programs and other hospital programs and services is provided.
4. An intake appointment with the parent/guardian is scheduled.
5. Following the intake meeting, parents/ guardians are given one week to either accept or decline the offered placement.
6. Where a parent has not responded within the given timeframe, the child will be placed on the Discharged List and the next child on the waiting list will be contacted.
7. At the request of the parent/guardian, a child's name may be placed back on the waitlist at any time and will be reinstated according to the date of the reinstatement request.
8. The above steps: 1-4 inclusive continue until all placements are filled.
9. Should a child withdraw from the program during the school year; steps 1-4 are repeated until the placement is filled.
10. Tours are made available to interested families throughout the school year.

Children who are typically developing:

- The Nursery School Waitlist is monitored and updated regularly.
- Applications are accepted throughout the school year.
- Upon request, tours are made available to interested parents/guardians.
- Offers for placement are made via email/phone call to the families on the waitlist when a space becomes available.

- Spaces are allocated to families on a first-come-first-served basis.
- Should a child withdraw from the program during the school year; steps 1-4 are repeated until the placement is filled.

Status on the waitlist for children with disabilities and for typically developing children:

Upon request, parents/guardians will be notified when the maximum capacity of the program has been reached and spaces are unavailable for new children to be enrolled. Status of the child's current position on the appropriate waitlist will be made available to parents/ guardians upon request either in person or by telephone to ensure that their personal information is protected. Names of other children or families will not be shared with other individuals. Under the legislation of the Personal Health Information Protection Act (PHIPA), the waitlist will not be shown to families to protect their privacy and confidentiality.

Safe Arrival and Dismissal Policy

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, 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 Nursery Schools 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.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document

General

1. Holland Bloorview Nursery Schools will ensure that any child receiving care at the Nursery Schools is only dismissed into the care of the child's parent/guardian or an individual that the parent/guardian has provided written authorization for the child to be dismissed to. The Nursery Schools will not dismiss any children without supervision and under no circumstances will any children be released from care to walk home alone.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the same arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

1. 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. Where the parent/guardian has indicated that someone other than the child's parent/guardian will be picking up, the staff must confirm that the person is listed on the "application enrollment form" or where the individual is not listed, ask the parent/guardian to provide authorization for pick up in writing. Parents will be informed that the authorized individual should be prepared to show photo ID upon request.
 - 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

1. Where a child does not arrive at the Nursery School and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message/email or advised the staff) the classroom staff must:
 - Inform the Site Facilitator/Designate or Administrator and they must commence contacting the child's parent/guardian no later than 10:00 AM for the morning program and 2:00 PM for the afternoon program. Site Facilitator/Designate or Administrator shall call the child's parent/guardian at least once and leave a message if no direct contact has been established.
 - If the child's absence has been confirmed, classroom staff shall document the child's absence on the attendance record. Any additional information about the child's absence will be recorded in the daily written record.

Dismissing a child from care

1. The staff who is supervising the child at the time of pick-up shall only dismiss the child into the care of the child's parent/guardian or individual that the parent/guardian has provided written authorization that the Nursery School may dismiss the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), staff shall:
 - Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/ guardian/

authorized individual's name in the child's file or written authorization.

- If the identification of the individual cannot be confirmed (i.e., no photo ID) the staff must Inform the Site Facilitator/Designate or Administrator and they must commence contacting the child's parent/guardian for a confirmation before a child is released.

Where a child has not been picked up as expected

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from the Nursery School and the child has not been picked up within 15 minutes of the expected pick up time. The Site Facilitator/Designate or Administrator shall contact the parent/guardian by phone call and advise that the child is still in care and has not been picked up.
 - Where the Site Facilitator/Designate or Administrator are 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 Site Facilitator/Designate or Administrator shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the Nursery School.
 - If the Site Facilitator/Designate or Administrator are unable to reach the parent/guardian or authorized individuals who are responsible for picking up the child, they shall contact all other authorized individuals listed on the child's 'application enrolment form'. Site Facilitator/Designate will inform Holland

Bloorview Early Learning and Development Operations Manager.

- One staff shall stay with the child, while the Site Facilitator/Designate or Administrator proceeds with making the above calls. Where a parent/guardian or authorized individual who was supposed to pick up a child from the Nursery School and has not answered calls or arrived within 30 minutes of the end of their scheduled program, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Where the Site Facilitator/Designate or Administrator has not been able to reach the parent/guardian, authorized individual or emergency contacts within an hour of the scheduled end of program, Site Facilitator/Designate or Administrator will contact their Clinical Operations Manager to inform them of the situation and then call their local Child Protection Agency at 416-924-4640. Staff shall follow the Child Protection Agency's direction with respect to next steps. Site Facilitator/Designate will inform Holland Bloorview Early Learning and Development Lead and Operations Manager.