Family Handbook For Early Years Learning & Child Care Programs

NETWORK
CHILD CARE SERVICES
FOUNDED IN 1991



Network Child Care Services
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INTRODUCTION

Welcome to Network Child Care Services ("Network"). We take great pride in delivering quality early childhood educational programs that are designed to enhance the development and future of each child in our care, to set the foundation for lifelong learning.

Dedicated to providing equitable and inclusive access to quality child care, Network offers multi-site-based child care centres that are licensed by the Ministry of Education. To assure quality child care programs and compliance to operating standards and practices, Network's child care programs, policies, procedures and administrative practices have been developed in accordance with the requirements of the Child Care and Early Years Act, Toronto Children's Services' Assessment for Quality Improvement (AQI), Toronto Public Health, and Network's philosophy, and core values.

At Network, each child will benefit from the comforts of a safe, delightful stimulating, and nurturing child care environment. Through the experience and knowledge of our qualified child care staff members, children will be exposed to an inclusive environment that will nourish each child's unique traits, facilitate development, and inspire learning. Our enriched programs will provide opportunities that will stimulate and satisfy each child's natural curiosity and wonderment, encourage decision making and independence, foster the development of social skills and self-esteem, build confidence, promote respect for self and others, while heightening learning opportunities.

We are pleased to present Network's Family Handbook for Early Years Learning and Child Care Centres that outlines child care program information and program delivery policies, which we hope you will find informative and resourceful. Complete detailed policies, procedures and guidelines are accessible for review in the child care centre.

Thank you for choosing Network and entrusting us with the opportunity to work as dedicated partners with you, towards the development and care of your child.

Mission Statement

To provide exceptional early learning experiences and child care services to children and their families in a community of diverse needs.

Core Values

To provide enriched child care experiences and inspire optimum learning for each child, facilitating independence, confidence, social skills and a conscious appreciation for the unique traits and qualities of themselves and others.

To work collaboratively with families as partners in their child's growth, development and learning while demonstrating equality, dignity and respect.

To demonstrate appreciation for all staff members for their professional contribution and commitment in providing quality early learning experiences, and dedication in fulfilling Network's mission statement and goals.

To promote a diverse, inclusive, and equitable child care community dedicated to recognizing and including all children and families.

Canada Wide Early Learning Child Care System (CWELCC)

The CWELCC is a National Child Care Program intended to reduce child care fees for parents and provide more funding for better pay for early childhood educators. Families do not apply for any rebates. The new fees will be automatic once a licensed child care operator is enrolled and approved within the CWELCC system.

Network Child Care Services has been accepted into the CWELCC system and has signed an Agreement with the City of Toronto Children's Services.

Families who are eligible for reduced fees under CWELCC, will be rebated according to the following schedule:

- 25% off the Program's standard fee as of September 1, 2022. Retroactive to April 1, 2022.
- A fee reduction of $52.75% of the Program's standard fee as of April 1, 2022, effective January 1, 2023.
- As of January 1, 2025, all child care fees for children under 6 years old, eligible for CWELCC, will be a maximum daily rate of $22.00.
- Fee reductions according to the CWELCC guidelines until September 2025, to reach the average child care fee of $10 per day.

Who is eligible?

Families are eligible for reduced fees ("Base Fee") if their child:

- Is under the age of 6; or,
- Turns six years of age between January and June, and is enrolled in a licensed preschool or kindergarten age group in a before and/or after school program, until June 30; or,
- Turns six years of age after June 30 and is enrolled in a licensed kindergarten camp or in a before and/or after school program but will be eligible for reduced fees only until the last day of the month in which the child turns 6 years of age.

The 2025 CWELCC Fee for eligible children is a maximum daily fee of $22.00, referred to as **Base Fee,** to a minimum of $12.00. The **2025 Base Fees**, the "**Frozen (capped) Fees as of March 27, 2022"**, and the fee reduction amount for each program age group, are listed in the **"Daily Fee"** section of each program location below.

LOCATIONS AND CONTACT INFORMATION

Main Office

756 Ossington Avenue, Toronto, ON M6G 3T9

Tel: (416) 530-0722
Email: reception@networkchildcare.com
contact@networkchildcare.com

Office Hours: Monday to Friday 9:00 a.m. - 5:00 p.m.

Home Child Care

720 Ossington Avenue, Toronto, ON M6G 3T7

Intake and Admission:
Tel: (416) 530-0722 Ext. 4005
Direct Line: (437) 524-6131
Email: intakehcc@networkchildcare.com

Home Child Care Supervisor:
Tel: (416) 530-0722 Ext. 4014
Direct Line: (437) 524-6552
Email: lisa@networkchildcare.com

Daily Fees:

PROGRAM	Frozen Fee as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
0-2 YRS OLD FULL TIME	$50.79	$22.00	$28.79
0-2 YRS OLD PART TIME	$34.38	$16.24	$18.14
0-2 YRS EXTENDED	$67.23	$22.00	$45.23
2-4 YRS OLD FULL TIME	$46.02	$21.74	$24.28
2-4 YRS OLD PART TIME	$31.22	$14.75	$16.47
2-4 YRS EXTENDED	$60.85	$22.00	$38.85
4-6 YRS SCHOOL YEAR	$26.86	$12.69	$14.17
4-6 YRS SUMMER FULL TIME	$37.32	$17.63	$19.69
4-6 YRS SUMMER PART TIME	$25.38	$12.00	$13.38
4-6 YRS EXTENDED +12 HRS	$48.91	$22.00	$26.91
4-6 YRS WEEKEND FULL TIME	$37.32	$17.63	$19.69

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PROGRAM	Frozen Fee as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
4-6 YRS WEEKEND PART TIME	$26.86	$12.69	$14.17
6-12 YRS SCHOOL YEAR	$26.86	$32.00	$0.00
6-12 YRS SUMMER FULL TIME	$37.32	$45.00	$0.00
6-12 YRS SUMMER PART TIME	$25.38	$30.00	$0.00
6-12 YRS EXTENDED +12 HRS	$48.91	$59.00	$0.00
6-12 YRS WEEKEND FULL TIME	$37.32	$45.00	$0.00
6-12 YRS WEEKEND PART TIME	$26.86	$32.00	$0.00

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

West Locations

Dane Avenue Early Years Learning & Child Care Centre

120 Via Bagnato, Toronto, ON M6A 2S1
Tel: (416) 530-0722 Ext. 4044
Direct Line: (437) 524-6417
Email: dane@networkchildcare.com

Services Offered: 0 months to 4 years.

Hours of Operation: 7:30 a.m. - 6:00 p.m.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
INFANT FULL TIME 0 months – 1 year 6 months	$90.00	**$22.00**	$68.00
TODDLER 1 year 6 months – 2 years 6 months	$72.00	**$22.00**	$50.00
PRESCHOOL 2 years 6 months – 4 years	$54.00	**$22.00**	$32.00

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

Group Early Years Learning & Child Care Centre

756 Ossington Avenue, Toronto, ON M6G 3T9
Tel: (416) 530-0722 Ext. 4028
Direct Line: (437) 524-6176
Email: group@networkchildcare.com

Services Offered: 0 months to 4 years.

Hours of Operation: 7:30 a.m. - 6:00 p.m.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
INFANT FULL TIME 0 months – 1 year 6 months	$90.00	**$22.00**	$68.00
TODDLER 1 year 6 months – 2 years 6 months	$59.50	**$22.00**	$37.50
PRESCHOOL 2 years 6 months – 4 years	$54.00	**$22.00**	$32.00

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

Jubilee Early Years Learning and Child Care Centre

55 Emmett Avenue Toronto, ON M6M 2E4
Tel: (416) 530-0722 Ext. 4019
Direct Line: (437) 524-6554
Email: jubilee@networkchildcare.com

Hours of Operation: 7:00 a.m. - 6:00 p.m.

Services Offered: 0 months to 4 years.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
INFANT FULL TIME 0 months – 1 year 6 months	$88.00	**$22.00**	$66.00
TODDLER 1 year 6 months – 2 years 6 months	$74.00	**$22.00**	$52.00
PRESCHOOL 2 years 6 months – 4 years	$60.00	**$22.00**	$38.00

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

Just Kids Early Years Learning & Child Care Centre

1695 Keele Street, Toronto, ON M6M 3W7
Tel: (416) 530-0722 Ext. 4037
Direct Line: (437) 524-6169
Email: justkids@networkchildcare.com

Hours of Operation: 7:30 a.m. - 6:00 p.m.

Services Offered: 0 months to 4 years.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
INFANT FULL TIME 0 months – 1 year 6 months	$89.00	**$22.00**	$67.00
TODDLER 1 year 6 months – 2 years 6 months	$72.00	**$22.00**	$50.00
PRESCHOOL 2 years 6 months – 4 years	$55.00	**$22.00**	$33.00

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

Lansing Early Years Learning & Child Care Centre

49 Bogert Avenue, Toronto, ON, M2N 1K4
Tel: (416) 530-0722 Ext. 4059
Direct Line: (437) 524-6289
Email: lansing@networkchildcare.com

Hours of Operation: 7:00 a.m. - 6:00 p.m.

Services Offered: 0 months to 4 years.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
INFANT FULL TIME 0 months – 1 year 6 months	$82.00	**$22.00**	$60.00
TODDLER 1 year 6 months – 2 years 6 months	$65.00	**$22.00**	$43.00
PRESCHOOL 2 years 6 months – 4 years	$50.50	**$22.00**	$28.50

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

Liberty Village Child Care Centre

21 Western Battery Road, Toronto, ON M6K 0E5
Tel: (416) 530-0722 Ext. 4211
Email: libertyvillage@networkchildcare.com

Hours of Operation: 7:00 a.m. - 6:00 p.m.

Services Offered: 0 months to 4 years.

Daily Fees:

PROGRAM	Public Fee	2025 CWELCC Fee (Base Fee)
INFANT FULL TIME 0 months – 1 year 6 months	$93.40	**$22.00**
TODDLER 1 year 6 months – 2 years 6 months	$74.35	**$22.00**
PRESCHOOL 2 years 6 months – 4 years	$61.30	**$22.00**

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

Satellite Early Years Learning & Child Care Centre

720 Ossington Avenue, Toronto, ON M6G 3T7
Tel: (416) 530-0722 Ext. 4032
Direct Line: (437) 524-6559
Email: satellite@networkchildcare.com

Hours of Operation: 7:30 a.m. - 6:00 p.m.

Services Offered: 18 months to 4 years.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
TODDLER 1 year 6 months – 2 years 6 months	$59.50	**$22.00**	$37.50
PRESCHOOL 2 years 6 months – 4 years	$54.00	**$22.00**	$32.00

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

Wade Avenue Early Years Learning & Child Care Centre

544 Lansdowne Avenue, Toronto, ON M6H 3Y5
Tel: (416) 530-0722 Ext. 4052
Direct Line: (437) 524-6549
Email: wade@networkchildcare.com

Hours of Operation 7:30 a.m. - 6:00 p.m.

Services Offered: 18 months to 4 years.

Daily Fees: *(continued next page)*

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
TODDLER 1 year 6 months – 2 years 6 months	$65.00	**$22.00**	$43.00
PRESCHOOL 2 years 6 months – 4 years	$54.00	**$22.00**	$32.00

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

East Locations

Annunciation Catholic School Before and After School Program

65 Avonwick Gate, Toronto, ON M3A 2M8
Tel: (647) 289-8728
Direct Line: (437) 524-6355
Email: annunciation@networkchildcare.com

Services Offered: 4 years to 12 years.

Hours of Operation:

Before School	7:00 a.m. - 8:30 a.m.
After School	3:00 p.m. - 6:00 p.m.
Non-Instructional School Days	7:00 a.m. - 6:00 p.m.

Daily Fees:

PROGRAM	Frozen Fee as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)	
Kindergarten (4 years – 6 years)				
Before & After School	$ 30.00	**$14.18**	$15.82	
Before School Only	$ 14.50	**$12.00**	$ 2.50	
After School Only	$ 19.00	**$12.00**	$ 7.00	
Summer Camp	$ 40.50	**$19.14**	$21.36	
PD Day	$ 40.50	**$19.14**	$21.36	
Christmas/March Break	$ 40.50	**$19.14**	$21.36	
School Age (6 years – 12 years)		**2025 CWELCC Fee for Eligible Children**	**Fee Reduction Amount (2022 - 2025)**	**Public Fee (Non-Eligible CWELCC)**
Before & After School	$ 25.50	**$12.05**	$17.45	$31.00
Before School Only	$ 14.00	**$12.00**	$ 4.00	$17.00
After School Only	$ 18.00	**$12.00**	$ 8.50	$22.00
Summer Camp*	$ 36.00	**$17.01**	$22.99	$42.00
Christmas/March Break	$ 36.00	**$17.01**	$22.99	$42.00
PD Day	$ 36.00	**$17.01**	$22.99	$42.00

Children under 6-year-old placed in a School Age Room will be charged the kindergarten CWELCC eligible rates.
Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.
*Parents/Guardians that selected Summer Camp will be charged consecutively starting the end of the current school year to the start of the next school year.

Bendale Acres Early Years Learning & Child Care Centre

2920 Lawrence Avenue East, Toronto, ON, M1P 2T8
Tel: (416) 530-0722 Ext. 4108
Direct Line: (437) 524-6557
Email: bendale@networkchildcare.com

Services Offered: 0 months - 4 years.

Hours of Operation: 7:00 a.m. to 6:00 p.m.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
INFANT FULL TIME 0 months – 1 year 6 months	$89.50	**$22.00**	$67.50
TODDLER 1 year 6 months – 2 years 6 months	$68.50	**$22.00**	$46.50
PRESCHOOL 2 years 6 months – 4 years	$52.50	**$22.00**	$30.50

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

Child's Nest Infant & Toddler Early Years Learning & Child Care Centre

121 Cosburn Avenue, Toronto, ON M4J 2L1
Tel: (416) 530-0722 Ext. 4070
Direct Line: (437) 524-6363
Email: childsnest121@networkchildcare.com

Hours of Operation: 7:00 a.m. - 6:00 p.m.

Services Offered: 0 months to 2.5 years.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
INFANT FULL TIME 0 months – 1 year 6 months	$91.50	**$22.00**	$69.50
TODDLER 1 year 6 months – 2 years 6 months	$79.50	**$22.00**	$57.50

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

Child's Nest Early Years Learning & Child Care Centre

123 Cosburn Avenue, Toronto, ON M4J 2L1
Tel: (416) 530-0722 Ext. 4077
Direct Line: (437) 524-6115
Email: childsnest123@networkchildcare.com

Hours of Operation: 7:00 a.m. - 6:00 p.m.

Services Offered: 18 months to 4 years.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
TODDLER 1 year 6 months – 2 years 6 months	$79.50	**$22.00**	$57.50
PRESCHOOL 2 years 6 months – 4 years	$60.00	**$22.00**	$38.00

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

Holy Cross Catholic Elementary School Before & After School Program

299A Donlands Avenue, Toronto, ON M4J 3R7
Tel: (416) 530-0722 Ext. 4078
Direct Line: (437) 524-6514
Mobile: (416)885-3768
Email: holycross@networkchildcare.com

Hours of Operation:
Before School - Instructional School Days 7:00 a.m. - 9:00 a.m.
After School - Instructional School Days 3:30 p.m. - 6:00 p.m.
Non-Instructional School Days: 7:00 a.m. - 6:00 p.m.

Services Offered: 4 years to 12 years.

Daily Fees*:

PROGRAM	Frozen Fee as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
Kindergarten (4 years – 6 years)			
Before & After School	$ 30.00	**$14.18**	$15.82
Before School Only	$ 14.50	**$12.00**	$ 2.50
After School Only	$ 19.00	**$12.00**	$ 7.00
Summer Camp	$ 40.50	**$19.14**	$21.36
PD Day	$ 40.50	**$19.14**	$21.36
Christmas/March Break	$ 40.50	**$19.14**	$21.36

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School Age (6 years – 12 years)		2025 CWELCC Fee for Eligible Children	Fee Reduction Amount (2022 - 2025)	Public Fee (Non-Eligible CWELCC)
Before & After School	$ 25.50	**$12.05**	$17.45	**$31.00**
Before School Only	$ 14.00	**$12.00**	$ 4.00	**$17.00**
After School Only	$ 18.00	**$12.00**	$ 8.50	**$22.00**
Summer Camp*	$ 36.00	**$17.01**	$22.99	**$42.00**
Christmas/March Break	$ 36.00	**$17.01**	$22.99	**$42.00**
PD Day	$ 36.00	**$17.01**	$22.99	**$42.00**

Children under 6-year-old placed in a School Age Room will be charged the kindergarten CWELCC eligible rates.
Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.
*Parents/Guardians that selected Summer Camp will be charged consecutively starting the end of the current school year to the start of the next school year.

Metamorphosis Early Years Learning & Child Care Centre

40 Donlands Avenue, Toronto, ON M4J 3N6
Tel: (416) 530-0722 Ext. 4087
Direct Line: (437) 524-6508
Email: meta@networkchildcare.com

Hours of Operation: 7:30 a.m. - 6:00 p.m.

Services Offered: 18 months to 4 years.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
TODDLER 1 year 6 months – 2 years 6 months	$58.00	**$22.00**	$36.00
PRESCHOOL 2 years 6 months – 4 years	$55.00	**$22.00**	$33.00

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

Scarborough Locations

Saint Nicholas Early Years Learning & Child Care Centre

1020 McNicoll Avenue, Toronto, ON M1W 2J6
Tel: (416) 530-0722 Ext. 4095
Direct Line: (437) 524-6327
Email: stnicholas@networkchildcare.com

Hours of Operation: 7:00 a.m. - 6:00 p.m.

Services Offered: 0 months to 4 years.

Daily Fees: *(continued next page)*

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
INFANT FULL TIME 0 months – 1 year 6 months	$89.00	**$22.00**	$67.00
TODDLER 1 year 6 months – 2 years 6 months	$80.00	**$22.00**	$58.00
PRESCHOOL 2 years 6 months – 4 years	$60.00	**$22.00**	38.00

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

St. Agatha Catholic School Before and After School Program

49 Cathedral Bluffs Drive, Toronto, ON M1M 2T6
Tel: (416) 320-5807
Email: stagatha@networkchildcare.com

Hours of Operation:

Before School - Instructional School Days	7:00 a.m. - 9:00 a.m.
After School - Instructional School Days	3:30 p.m. - 6:00 p.m.
Non-Instructional School Days:	7:00 a.m. - 6:00 p.m.

Services Offered: 4 years to 12 years.

Daily Fees*:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)	
Kindergarten (4 years – 6 years)				
Before & After School	$ 30.00	**$14.18**	$15.82	
Before School Only	$ 14.50	**$12.00**	$ 2.50	
After School Only	$ 19.00	**$12.00**	$ 7.00	
Summer Camp*	$ 40.50	**$19.14**	$21.36	
PD Day	$ 40.50	**$19.14**	$21.36	
Christmas/March Break	$ 40.50	**$19.14**	$21.36	
School Age (6 years – 12 years)				
Before & After School	$ 25.50	**$12.05**	$17.45	**$31.00**
Before School Only	$ 14.00	**$12.00**	$ 4.00	**$17.00**
After School Only	$ 18.00	**$12.00**	$ 8.50	**$22.00**
Summer Camp	$ 36.00	**$17.01**	$22.99	**$42.00**
Christmas/March Break	$ 36.00	**$17.01**	$22.99	**$42.00**
PD Day	$ 36.00	**$17.01**	$22.99	**$42.00**

Children under 6-year-old placed in a School Age Room will be charged the kindergarten CWELCC eligible rates.
Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.
*Parents/Guardians that selected Summer Camp will be charged consecutively starting the end of the current school year to the start of the next school year.

St. Aidan Early Years Learning & Child Care Centre

3521 Finch Avenue East, Toronto, ON M1W 2S2
Tel: (416) 530-0722 Ext. 4092
Direct Line: (437) 524-6629
Email: staidan.eyl@networkchildcare.com

Hours of Operation: 7:15 a.m. - 6:00 p.m.

Services Offered: 0 months to 12 years.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
INFANT FULL TIME 0 months – 1 year 6 months	$84.00	**$22.00**	$62.00
TODDLER 1 year 6 months – 2 years 6 months	$53.00	**$22.00**	$31.00
PRESCHOOL 2 years 6 months – 4 years	$48.00	**$22.00**	$26.00
Kindergarten (4 years – 6 years)		**2025 CWELCC Fee (Base Fee)**	
Before & After School		**$14.88**	
Before School Only		**$12.00**	
After School Only		**$12.00**	
Summer Camp*		**$21.26**	
PD Day		**$21.26**	
Christmas/March Break		**$21.26**	
School Age (6 years – 12 years)		**2025 CWELCC Fee for Eligible Children**	**Public Fee (Non-Eligible CWELCC)**
Before & After School		**$ 12.52**	**$ 31.00**
Before School Only		**$ 12.00**	**$ 17.00**
After School Only		**$ 12.00**	**$ 22.00**
Summer Camp,		**$ 18.66**	**$ 42.00**
Christmas/March Break		**$ 18.66**	**$ 42.00**
PD Day		**$ 18.66**	**$ 42.00**

Children under 6-year-old placed in a School Age Room will be charged the kindergarten CWELCC eligible rates.
Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.
*Parents/Guardians that selected Summer Camp will be charged consecutively starting the end of the current school year to the start of the next school year.

St. Bartholomew Early Years Learning & Child Care Centre

51 Heather Road, Scarborough, ON M1S 2E2
Tel: (416) 530-0722 Ext. 4200
Direct Line: (437) 524-6651
Email: stbartsccc@networkchildcare.com

Hours of Operation: 7:00 a.m. - 6:00 p.m.

Services Offered: 0 months to 4 years.

Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
INFANT FULL TIME 0 months – 1 year 6 months	$93.28	**$22.00**	$71.42
TODDLER 1 year 6 months – 2 years 6 months	$74.36	**$22.00**	$52.36
PRESCHOOL 2 years 6 months – 4 years	$61.32	**$22.00**	39.32

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

St. Bartholomew Before and After School Program

51 Heather Road, Scarborough, ON M1S 2E2
Tel: (416) 530-0722 Ext. 4101
Direct Line: (437) 268-0090
Email: stbartsbanda@networkchildcare.com

Hours of Operation:
Before School - Instructional School Days 7:00 a.m. - 9:00 a.m.
After School - Instructional School Days 3:30 p.m. - 6:00 p.m.
Non-Instructional School Days: 7:00 a.m. - 6:00 p.m.

Services Offered: 4 years to 12 years.

Daily Fees*:

PROGRAM	Capped Fee as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
Kindergarten (4 years – 6 years)			
Before & After School	$31.50	**$14.88**	$16.62
Before School Only	$15.25	**$12.00**	$ 3.25
After School Only	$20.00	**$12.00**	$ 8.00
Summer Camp*	$45.00	**$21.26**	$23.74
PD Day	$45.00	**$21.26**	$23.74
Christmas/March Break	$45.00	**$21.26**	$23.74

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School Age (6 years – 12 years)				
Before & After School	$26.50	**$ 12.52**	$16.98	**$ 31.00**
Before School Only	$15.00	**$ 12.00**	$ 4.00	**$ 17.00**
After School Only	$19.00	**$ 12.00**	$ 8.50	**$ 22.00**
Summer Camp,	$39.50	**$ 18.66**	$21.34	**$ 42.00**
Christmas/March Break	$39.50	**$ 18.66**	$21.34	**$ 42.00**
PD Day	$39.50	**$ 18.66**	$21.34	**$ 42.00**

Children under 6-year-old placed in a School Age Room will be charged the kindergarten CWELCC eligible rates.
Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.
*Parents/Guardians that selected Summer Camp will be charged consecutively starting the end of the current school year to the start of the next school year.

St. Gabriel Lalemant Early Years Learning & Child Care Centre

160 Crow Trail, Toronto, ON M1B 1Y3
Tel: (416) 530-0722 Ext. 4056
Direct Line: (437) 524-6338
Email: stgabriel.eyl@networkchildcare.com

Hours of Operation: 7:00 a.m. - 6:00 p.m.
Services Offered: 18 months to 4 years.
Daily Fees:

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)
TODDLER 1 year 6 months – 2 years 6 months	$58.00	**$22.00**	$36.00
PRESCHOOL 2 years 6 months – 4 years	$50.00	**$22.00**	$28.00

Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.

St. Maria Goretti Catholic Elementary School Before & After School Program

21 Kenmark Boulevard, Toronto, ON M1K 3N8
Tel: (416) 206-8374
Direct Line: (437) 524-6550
Email: stmariagoretti@networkchildcare.com

Hours of Operation:
Before School - Instructional School Days 7:00 a.m. - 8:30 a.m.
After School - Instructional School Days 3:00 p.m. - 6:00 p.m.
Non-Instructional School Days 7:00 a.m. - 6:00 p.m.
Services Offered: 4 years to 12 years.
Daily Fees*: *(continued next page)*

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fees (Base Fee)	Fee Reduction Amount (2022 - 2025)
Kindergarten (4 years – 6 years)			
Before & After School	$ 30.00	**$14.18**	$15.82
Before School Only	$ 14.50	**$12.00**	$ 2.50
After School Only	$ 19.00	**$12.00**	$ 7.00
Summer Camp	$ 40.50	**$19.14**	$21.36
PD Day	$ 40.50	**$19.14**	$21.36
Christmas/March Break	$ 40.50	**$19.14**	$21.36

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fees for Eligible Children	Fee Reduction Amount (2022 - 2025)	Public Fees (Non-Eligible CWELCC)
School Age (6 years – 12 years)				
Before & After School	$ 25.50	**$12.05**	$17.45	**$31.00**
Before School Only	$ 14.00	**$12.00**	$ 4.00	**$17.00**
After School Only	$ 18.00	**$12.00**	$ 8.50	**$22.00**
Summer Camp*	$ 36.00	**$17.01**	$22.99	**$42.00**
Christmas/March Break	$ 36.00	**$17.01**	$22.99	**$42.00**
PD Day	$ 36.00	**$17.01**	$22.99	**$42.00**

Children under 6-year-old placed in a School Age Room will be charged the kindergarten CWELCC eligible rates.
Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.
*Parents/Guardians that selected Summer Camp will be charged consecutively starting the end of the current school year to the start of the next school year.

St. Victor Catholic School Before and After School Program

20 Bernadine Street, Toronto, ON M1P 4M2
Tel: (647) 289-7259
Direct Line: (437) 524-6477
Email: stvictor@networkchildcare.com

Hours of Operation:

Before School - Instructional School Days	7:00 a.m. - 8:30 a.m.
After School - Instructional School Days	3:00 p.m. - 6:00 p.m.
Non-Instructional School Days	7:00 a.m. - 6:00 p.m.

Services Offered: 4 years to 12 years.

Daily Fees*:**(continued next page)*

PROGRAM	Frozen Fees as of March 27, 2022	2025 CWELCC Fee (Base Fee)	Fee Reduction Amount (2022 - 2025)	
Kindergarten (4 years – 6 years)				
Before & After School	$ 30.00	**$14.18**	$15.82	
Before School Only	$ 14.50	**$12.00**	$ 2.50	
After School Only	$ 19.00	**$12.00**	$ 7.00	
Summer Camp*	$ 40.50	**$19.14**	$21.36	
PD Day	$ 40.50	**$19.14**	$21.36	
Christmas/March Break	$ 40.50	**$19.14**	$21.36	
School Age (6 years – 12 years)		**2025 CWELCC Fee for Eligible Children**	**Fee Reduction Amount (2022 - 2025)**	**Public Fee (Non-Eligible CWELCC)**
Before & After School	$ 25.50	**$12.05**	$17.45	**$31.00**
Before School Only	$ 14.00	**$12.00**	$ 4.00	**$17.00**
After School Only	$ 18.00	**$12.00**	$ 8.50	**$22.00**
Summer Camp	$ 36.00	**$17.01**	$22.99	**$42.00**
Christmas/March Break	$ 36.00	**$17.01**	$22.99	**$42.00**
PD Day	$ 36.00	**$17.01**	$22.99	**$42.00**

Children under 6-year-old placed in a School Age Room will be charged the kindergarten CWELCC eligible rates.
Non-base fees: $45.00 for payments returned by the financial institution for NSF, if applicable.
*Parents/Guardians that selected Summer Camp will be charged consecutively starting the end of the current school year to the start of the next school year.

PROGRAM POLICIES

Network offers flexible hours of operation, Monday through Friday, twelve months per year, excluding statutory holidays. Hours of operation vary at each child care centre, and each child's daily hours of care are discussed and mutually agreed upon by parents/ guardians, and the Site Supervisor at the time of admission into the child care program.

STATUTORY HOLIDAYS

Network is closed on all statutory holidays as follows:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day - December 25
- Boxing Day

ADMISSION AND WAITING LIST PROCEDURE

Children are admitted into the child care programs on a "first come, first serve basis", depending on space availability. If enrollment is at full capacity, the child's name is placed on a waiting list, and the parents/guardians are contacted as soon as space is available.

Waiting List

1. Parents/guardians who are interested in placing their child on a wait list for admission in any of Network's child care programs, may request to be placed on a waiting list. The waiting list is accessed and monitored by the Site Supervisor to review the status of the waiting list and provide information to a prospective parent/guardian about the waiting list or about a child's position on the waiting list.

2. Network does not charge parents/guardians a fee or deposit to place their child's name on Network's waiting list.

3. The Site Supervisor periodically follows up with the parent/guardian on the Waiting List to provide the parent/guardian with an update of space availability, position of their child's name on the waiting list, or to enquire of any changes to the child's child care needs.

4. The confidentiality and personal information of each child on the waiting list is strictly protected, managed and accessed by Network's Site Supervisor Program Manager for the purpose of administering the waiting list to place a child, to review the status of the

waiting list, to provide information to a prospective parent/guardian about the waiting list or about a child's position on the waiting list.

a) The waiting list may be made available for review by Network to a parent/guardian while protecting the information, privacy and confidentiality of each child listed, always.

5. A child on the waiting list is admitted into the child care program on a first-come first-serve basis. Priority for admission into Network's child care program is given to:

   a) A child currently enrolled in Network's child care program and who needs to move to spot in the next age-group program that becomes available. For example, a preschool spot will be given to a child currently enrolled in the toddler program of the child care program who will be a preschool student and required to move into the preschool room.

b) A child on the waiting list who has a sibling currently enrolled in the child care program.

c) A child currently enrolled in any of Network's other child care programs, waiting to transfer in the child care program.

d) If the priority placement has been met, the Site Supervisor then refers to the first child whose name appears on the Waiting List. The Site Supervisor contacts the child's parent/guardian to inform them of the space availability. If the parent/guardian does not accept the spot, the child's name will either be removed from the waiting list or placed at the end of the waiting list, depending on the parent's request. The Site Supervisor contacts the next child's parent/guardian on the waiting list.

6. Upon being offered a secure spot in the child care program, the parent/guardian and the child meet with the Site Supervisor for an orientation of the child care centre. During the orientation, parents/guardians and the Site Supervisor discuss the child's needs, abilities, interests, cultural observances, and any special instruction regarding health, rest or nutrition. Parents/guardians are provided with the enrollment forms and documentation that are required on the child's first day of admission to the program.

ACCESSIBILITY

Network is committed to developing policies, practices, and procedures that provide accessible quality services to its clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Network is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with *Ontario Regulation 429.07 Accessibility Standards for Customer Service (AODA).*

INCLUSION

Network includes the participation of all children in the child care program, with varying developmental, educational, and cultural needs and abilities. Network strives to include children with varying needs within naturally occurring proportions, providing that the child care centre can meet the child's needs with all reasonable modifications in place. Network's detailed *Inclusion and Referral Policy* is available at the child care program location.

WITHDRAWAL POLICY

Parents/guardians who wish to withdraw their child from the child care program or transfer to another child care centre, are required to provide a minimum of two weeks written notice to the Site Supervisor. If a child is withdrawn without notice, payment of two weeks' full fees will be required in lieu of notice. Parents are required to ensure their account is in good standing before a transfer can be approved.

ATTENDANCE, ARRIVAL AND DEPARTURE POLICIES

Child care staff anticipate your child's daily arrival, and kindly request that parents/guardians inform the child care staff if their child will be absent or arriving late on a particular day.

Attendance Policy for Families with a Fee Subsidy

Toronto Children's Services' (TCS) *Absent Day* policy regarding absent days from child care for children and families will be followed by Network and families who receive a fee subsidy. According to TCS' policy:

- Each child with a fee subsidy is allowed to have up to 50 absent days per calendar year (January - December). Statutory holidays and days that a program does not offer service are excluded.
- Children who are admitted to the child care program after June 30th are allowed 25 absent days for the calendar year.
- The parent/guardian is responsible for the assessed fees when a child is absent.
- If a child is absent for more than their allowable absent days in a year the parent/guardian is responsible for paying the full cost of care, unless an appeal is approved by TCS through an appeal process.
- **Appeal Process:** Families who have taken all their allowable absent days may request an additional 15 absent days (totaling 65) by submitting an appeal to their TCS Caseworker with supporting documentation. Appeals are reviewed and decided by TCS Internal Review Committee.

- Network is required to submit accurate monthly attendance to TCS, ensuring absent day count is up to date and accurate.

SAFE ARRIVAL AND DEPARTURE OF CHILDREN

Network Child Care Services' ("Network") has developed a Safe Arrival and Departure Policy, intended to support the safe arrival and dismissal of children attending Network's child care programs.

The policy provides Network staff and parents/guardians 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 child care centre at the expected time, as well as steps to follow to ensure the safe dismissal of a child.

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 Details

1. Network ensures that any child enrolled and receiving child care in one of Network's child care programs will only be released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization that the child care staff may release the child to.

2. Network child care staff will only release a child to another individual over the age of twelve (12) years with prior written permission from the parent/guardian.

3. Network child care staff will not release a child enrolled in the child care program without adult supervision, or to walk home from the child care program unless there are extenuating circumstances, and written authorization is obtained from the parent/guardian. All requests for Network to release a child to walk home alone shall be reviewed by Network's Site Supervisor and Program Manager, and specific instructions shall be developed in collaboration with the child's parent/guardian.

4. Where a child does not arrive in care as expected or is not picked up as expected, child care staff must follow the Safe Arrival and Dismissal Procedures set out below.

   Methods of Parent/Guardian Communication: Parents/guardians are required to inform the child care program staff of any changes in their child's drop off or pick up arrangement, or if their child will be absent or late arrival to the child program for each day, by using one of the following methods of communication:

   i. Phone call to the child care centre Supervisor or Registered Early Childhood Educator (RECE).
   ii. Leaving a voice mail message.
   iii. Written notice.

iv. Email.
v. Storypark.
vi. Text message (for Before and After School Programs with no land line).

Safe Arrival Procedures

1. Each child's arrival and departure times are discussed with the Site Supervisor of the child care program, at the time of registration and orientation to the child care program. Parents/guardians are required to inform the Site Supervisor if there are changes to the agreed upon arrival or departure times.

2. **Infant, Toddler and Preschool Program.**

   For a child enrolled in Network's Infant, Toddler, or Preschool program, the child's parent/guardian is required to call the child care centre by 9:00 a.m. to inform the Site Supervisor or child care program staff if their child will be arriving late, or if their child will be absent each day.

3. Kindergarten and School Age Program.

   For a child enrolled in Network's Kindergarten or School Age Before and After School Programs (B&A Program), the child's parent/guardian is required to call or send a detailed text message to the B&A Program by 9:00 a.m. to inform the staff if their child will be arriving late or if their child will be absent.

Where a Child Has Not Arrived at the Child Care Centre by 10:00 a.m.

For Children Enrolled in Network's Full Day Child Care Program (Infant, Toddler, Preschool Programs and Non-Instructional School Days for Kindergarten and School Age Children):

1. Where a child does not arrive at the child care centre by 10:00 a.m. and the child's parent/guardian has not communicated a change in drop-off time or advised of the child's absence (e.g., by calling the child care centre, leaving a voice message, or advising the closing staff at pick-up on the prior day), the child care program staff commence contacting the child's parent(s)/guardian(s) by 10:05 a.m. by telephone, at their home, mobile, work or other contact number provided by the parent/guardian. Staff will leave a detailed message if the parent/guardian does not respond and send a text message to the parent/guardian.

2. If no response from the parent/guardian is received **after 10 minutes**, the Site Supervisor, designate or program staff, will continue to call the child's parent(s)/guardian(s) **every 10 minutes,** up to 30 minutes, and send an email and message via program's communication app (i.e. Storypark) to the parent/guardians advising them of the child's absence.

3. If after 30 minutes of unsuccessful attempts to contact the child's parent/guardian to confirm the child's absence as per the procedure above, the Site Supervisor, designate,

or program staff will contact the emergency contact individuals listed on the child's Application and Emergency Information Form to assist in reaching the parent/guardian.

4. 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.

For Kindergarten and School Age Children Enrolled in the Before or After School Program:

1. Where a child enrolled in the Before School Program does not arrive by the time the school bell rings, no additional steps will be taken, since the school will follow their own protocol regarding safe arrival.

   For non-instructional school days, the procedures in #1, above, will be followed.

2. Where a Kindergarten or School Age child enrolled in the After School program, does not arrive at the After Schol program 10 minutes after the school dismissal bell, the After School program staff will immediately inform the Site Supervisor, or designate. The Site Supervisor will check the child's attendance with the school's office to determine if the child was absent from school or dismissed earlier.

3. If the Site Supervisor/designate is unable to confirm the child's absence with the school, the Site Supervisor will check the school premises to locate the child. If the child is not located, the Site Supervisor will contact the child's parent/guardian by calling and leaving a detailed message and sending a text message. If after 10 minutes, no response is received from the child's parent, an email will be sent to the parent/guardian requesting confirmation of absence.

4. If after speaking with child's parent/guardian it is confirmed that the child attended school and was expected to arrive at the After School program, but did not arrive, the Site Supervisor will contact the police to report the missing child.

Safe Release of a Child from the Child Care Program

1. Parents/guardians are required to list any individual authorized to pick up their children on Network's *Application and Emergency Information Form.*

2. Parents/guardians who cannot pick up their child from the child care centre are required to inform the Site Supervisor or the Registered Early Childhood Educator (RECE) responsible for their child, as soon as possible. Parents/guardians are required to provide the child care staff with the name and description of the person authorized to pick up their child. Any person authorized to pick up a child from the child care centre must show identification to the child care staff member on duty before the child can be released.

3. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written

authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

a. the child care staff will confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
b. where the above is not possible, ask the parent/guardian, or authorized individual for photo identification and confirm the individual's information against the parent/guardian or authorized individual's name on the child's file or written authorization.

4. Once a parent/guardian, or authorized individual arrives to pick up their child, they assume responsibility for their child, and the child care staff member on duty shall record the child's pick-up time on the attendance record.

Custody Agreement

1. Parents/guardians are required to inform the Site Supervisor of the legal status of custody regarding their child and provide a copy of any existing Court Order at the time of admissions into the child care program, or as soon as there is a change in custody status.

2. Network's child care staff cannot deny a child's parent/guardian from picking up or seeing their child at the child care centre, unless there is a written Court Order on file at the child care program premises which prohibits this. Without a Court Order, both parents/guardians have the same right to pick-up and access their child at child care premise

Late Pick Up

1. Parents/guardians are asked to contact the child care program staff to advise the staff if they will be late in picking up their child at the end of the day.

2. Parents/guardians are required to have alternative pick-up arrangements in place, in the event of circumstances where a parent/guardian is unable to pick up their child by the time the child care program closes.

3. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up 6:10 p.m., the Site Supervisor, designate, or RECE shall contact the parent/guardian at all available phone numbers, leave messages and send a text message to advise that the child is still in care and has not been picked up.

4. Where the child care staff is unable to reach the parent/guardian, staff child care must call the parent/guardian again, leave a message and send text message. 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 voice message to contact the centre.

5. If the child care program staff are not able to reach the child's parent/guardian by 6:30 p.m. the child care staff will attempt to reach the child's emergency contacts person that the parents/guardians previously listed on the Application and Emergency Information Form.

6. As a last resort, child care program staff are required to contact a local Children's Aid Society to report any child who has not been picked up, or whose parent/guardian has not contacted the child care program staff by 7:30 p.m.

7. If repetitive late pick-ups occur, the Site Supervisor will meet with the parent/guardian to discuss and determine whether the centre hours meet the family's needs. If continued lateness is expected or continues, the Site Supervisor will support the family to explore alternate child care arrangements that are more suitable to the family's needs. A notice of withdrawal from care may be issued for unresolved patterns of lateness.

Network's Withdrawal of Services Policy (Policy #CCC-4.7) is followed in the event of continuous lateness in picking up the child at the end of the day.

PROGRAM STATEMENT

Network Child Care Services believes that children, families and staff are capable, competent, curious and rich in potential. We are committed to collaborating with children, their families and with each other as educators to create high quality early learning and care environments that take strength-based approach to learning and development in which children, parents and educators are co-learners.

How Does Learning Happen? Is the Foundation of our Program

Network's Program Statement is consistent with the Ministry of Education's policy on programming and pedagogy and is based on the ***How Does Learning Happen?*** document. Our program will support each child in our care to achieve the following **goals** and will meet the **expectations** for programs building on the four **foundations** for healthy growth and development:

Foundations	Goals for Children	Expectations for Programs
Belonging	Every child has a sense of belonging when he/she is connected to others and contributes to his/her world.	Cultivate respectful relationships and connections to create a sense of belonging among and between children, adults and the world around them.
Well-Being	• Every child is developing a sense of self and health and well-being.	• Nurture children's healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with her/his senses, bodies and minds.	Provide environments and experiences to engage children in active, creative, and meaningful exploration and learning.
Expression	Every child is a capable communicator who is able to express himself/herself in many ways.	Foster communication and expression in all forms.

Our Overarching Strategies

Our program has worked to incorporate and embed the Early Learning for Every Child Today (ELECT) principles, along with the provincial pedagogy for early learning, to strengthen the quality of our programs and ensure high-quality experiences that promote the health, safety, nutrition and well-being of children.

Working collaboratively, we will plan for and create positive early learning environments that:

a) Promote the health, safety and well-being of young children, families and educators.

You will see:

- Photographs and names of all the staff posted;
- Well organized environments, with lots of materials that are easily accessible to the children – the children don't have to ask for everything that they need;
- A process to sign your child in and out of the program, to ensure they are safely supervised;
- Diverse and healthy menus, which follow Canada's Food Guide;

- Children and staff washing their hands frequently throughout the day to promote good hygiene and to reduce the spread of illness;
- Snacks are available to the children who arrive early and are set out for the children to serve themselves. Water is always available to the children throughout the day;
- At meal times, educators sit and eat with the children and there is lots of conversation;
- Children serve themselves and are encouraged but never forced to try new foods;
- Lots of opportunities for gross motor play; children are encouraged to use their entire bodies to explore the world;
- Positive language that emphasizes accomplishment and effort;
- The centre is kept clean throughout the day, and is professionally cleaned on a nightly basis;
- All visitors are required to sign in and out of the centre;
- Posting of children's allergy information throughout centre;
- Educators modeling appropriate health concepts;
- Proper maintenance of child-to-adult ratios;
- Evidence of regular playground safety checks;
- Complete and up-to-date emergency information kept on site for each child;
- Educators documenting and reporting accidents and illnesses;
- Based on current research related to children and screen time, there are no televisions, or video games in the programs for the children. In the preschool rooms there are computers, and staff will assist children to look up information on the Internet to expand or enhance their play and learning; and
- Educators follow the health and safety guidelines set out by the Ministry of Education, Toronto Public Health, and City of Toronto Children's Services.

Healthy Food and Active Play Make a Difference

Additionally, opportunities for rest and a balance between active and more reflective play are strategies that will be implemented to support positive interactions and facilitate healthy development.

b) Support positive and responsive interactions between educators, children and families.

You will see:

- During the process to enrol your child at our centre, the Executive Director or designate will provide you with a tour of facility, introduce you and your child to the Educators, and compile information about your child's specific needs, likes and dislikes, and what comforts your child. This will allow staff to begin to build an understanding of your child's individual needs;
- Educators who greet and welcome you and your child upon arrival at the program;
- Educators using calm voices and at the child's level for face-to-face interactions;
- Parents and educators talking together, sharing information and knowledge about each child;
- Educators who acknowledge and engage with children, respecting their actual feelings; and
- Provision of a daily emotions board, where applicable, to support emotion recognition in children.

Strategies to Support and Strengthen Positive Interactions

Positive interactions are encouraged and supported by the development of enriched environments where all children belong and where there are a range of interesting, intriguing and developmentally appropriate activities options to engage children. Educators are reflective practitioners whose knowledge and understanding of the individual children and child development supports positive behaviours on the part of children, educators and families. The focus on the positive is a key component of our affirming approach.

Questions educators ask themselves:

- How do I **engage** with children in a way that builds on their strengths as opposed to identifying what they are doing "wrong"?
- Am I **learning** too? How do I respond when a child asks me something that I don't know? Do I redirect the child to something else or do I respond: "Let's find out together!"
- Am I **moving away** from viewing play as just something children do and **moving towards** viewing play as intentional and inquiry based; a way for children to **express** themselves in multiple ways?
- Am I having fun? Is at least a part of each day filled with a **shared sense of joy** that is the wonder of new learning for me and the children with whom I engage? What are the clues that demonstrate that I am engaged and interested in what I am doing?

Supporting Children to Manage their Behaviour

Children benefit socially, emotionally and physically from our positive approach. Educators focus on helping the children understand their feelings and emotions and provide support to help children regulate their behaviour.

Prohibited Practices

Network staff members, volunteers participating in the child care program, or students on educational placements in Network's program, are prohibited from engaging in any prohibited practices as defined by the Ministry of Education's CCEYA. The following prohibited practises are never permitted in any of Network's child care programs and are serious violations that are reportable as child abuse in accordance with the Ministry of Education's *CCEYA* regulations and Network's *Child Abuse Policy*:

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.

Any allegation of child abuse will be immediately reported to child welfare authorities and the Ministry of Education. In the event of any violation of the behaviour guidance expectations as described above, educators and/or staff will be subject to Network's *Progressive Discipline Policy*.

c) Encourage and enable children to interact and communicate in a myriad of ways with each other, with educators and with their communities.

You will see many different ways for children to communicate their ideas, thoughts and feelings including:

- Painting, drawing, modelling with clay, plasticine and other art and creative / sensory materials;
- Telling or writing stories;
- Singing;
- Dancing;
- Talking with educators;
- Talking with other children;
- Building with blocks and other building materials;
- Conducting experiments;
- Solving problems;
- Participation in dramatic or life play;
- Planned excursions outside of the centre site, to promote children's connection to their local community;
- Educators getting down to children's level;
- Visual schedules and examples of different languages, cultural practices, posted throughout the centre; and
- Educators scribing for children to capture their individual impressions.

d) Foster exploration and inquiry that is play based. Evidence from diverse fields of study tells us that when children are playing, they are learning.

You will see:

- Children making sense of the world around them through play;
- Play that is supported by caring adults in environments with materials, space and time that encourage complex thinking and aid children to gain essential skills. These skills include creative problem-solving, learning to get along with others, coping with challenges, overcoming obstacles, and learning to focus their attention. These are foundational activities that promote the development of literacy, numeracy and other important life skill;
- Families sharing materials from their culture for exploration;
- Educators operating as play partners; and
- Educators encouraging children to explore entire space.

Supporting Healthy Development and Learning

At our child care program, each child's specific strengths, needs and developmental goals are identified. Educators set goals through individual attention, inquiry play-based learning activities, and positive learning environments in which each child's learning and development is supported. Educators focus on children's social, emotional, physical, creative, and cognitive development in a holistic way. This approach will be strengthened by:

1) Preparing the environment to foster learning and development;
2) Building on the children's ideas, questions, and theories as observed in play;
3) A collaborative approach that incorporates discussion amongst team members about how to support deeper exploration; and
4) Inviting and engaging others in the continuing process of program development including parents, the children themselves and other community partners including but not limited to educators within the school system.

Children learn through exploration, play, and inquiry with the educators as co-learners. Educators have thoughtful exchanges with children, which encourages them to interact and communicate in a positive way and promotes their ability to self-regulate. We use children's portfolios, learning stories, pictures and other pedagogical documentation of children's activities on an ongoing basis to study, interpret, make visible, and help inform children's learning and development, as well as the overall program.

e) Provide both child initiated and adult supported experiences to foster development.

You will see:

- Weekly Program Plans posted with a variety of Educator planned activities, which will be added to throughout the week as the children expand on the activities or move forward in new directions;
- The number of transitions during the day are limited; children do not spend a lot of time lining up or waiting for activities to take place; and
- Times when the child takes the lead in planning the activity and times when the educator builds on observation to develop and implement activities that support each child to stretch his/her skills and abilities.

f) Provide many opportunities for a range of experiences that support each child's learning and development.

You will see:

- Children actively engaged in activities, usually in small groups;
- Children and staff are smiling, laughing and having fun; playing and learning together;

- Educators observing and making documentation about children to build on the children's experiences;
- Educators discussing the documentation with the children and families;
- A focus on learning through play with educators encouraging and supporting questions, answers and problem solving on the part of the children; and,
- Rooms that are rearranged frequently to reflect the individual interests of the children.

g) Incorporate a range of different experience modalities including indoor and outdoor play, active play, quiet play, rest and quiet time considering the individual needs of children.

You will see:

- Well stocked toy shelves and creative materials available to the children;
- Quiet, comfortable spaces for reading or quiet individual activities or rest;
- Children engaged in a range of different activities throughout the day;
- Children taking the lead; actively shaping their play;
- Educators listening and learning from the children as much as the children listen and learn from the educators;
- Educators encouraging children to explore nature and their natural environments;
- Quiet activities provided for children who do not require a nap during rest times;
- Rooms that are set up to accommodate activities in all developmental areas.

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

You will see:

- Educators seeking out opportunities to talk with parents without ignoring the needs of the children;
- For Infants and Toddlers, daily information sheets completed by the Educators for parents;
- Educators assessing each child's development with the results being shared with parents (using Nipissing District Developmental Screen and any other appropriate assessment tool);
- Opportunities, both planned and informal for parents and educators to share ideas about how best to support each child; and
- Portfolios for each child which are accessible to parents.

Parents as Partners

Educators foster engagement and ongoing communications with families regarding the program and their child. We strive to build positive and responsive relationships with children and their families. We recognize and value each family for their unique strengths, perspectives and contributions to our program. Families are encouraged to participate in our program; we are partners in supporting the development of healthy, happy, capable and competent children.

A strong, respectful and equitable relationship with parents is key to our ability to fully engage as co-learners with the children and with their families. To this end, we seek out ways to engage parents in a way that meets their needs and builds on strengths while respecting the challenges that face young families including long commutes, time pressures and the busyness inherent in raising a family.

Strategies include but are not limited to:

- An “open door” policy that welcomes parents to drop off and pick up at the times that work best for their family within the hours that the centre is open and allows them to drop-in to observe whenever convenient for the parent;
- Informal discussions daily;
- Posted documentation of activities, interactions and engagement;
- Parent/educator (and sometimes child) interviews;
- Sharing resources and materials about community supports and activities;
- Inviting parent participation in the development of curriculum;
- Inviting and encouraging parents to participate directly in the day-to-day activities of the centre;
- Inviting parents to participate in centre committees, Network AGM and Board Meetings;
- Facilitating social and open house activities; and
- Encouraging parent feedback through the provision of questionnaires, a suggestion box, and newsletters.

Key ideas and messages we share with parents:

- Our program is **play and inquiry based** because research tells us that this is the way children learn best. A play-based program provides the kinds of opportunities that children need to be fully **engaged** and to learn how to **express** themselves many ways. We will be sharing our learning with and about your children in many ways;

- What do you think that it is important that I know about your child to support his/her **well-being**?
- These are our **goals for your children,** and this is what we will be doing with your child to support the achievement of these goals (outline the program expectations); and
- How can we support your **engagement** with our program so that you feel that you **belong**? What works for you, your schedule and your family?

i) Actively engage with community partners and provide opportunities for the children and families to develop close connections with a range of community supports.

You will see:

- Planned excursions to community services and programs such as the local library, grocery stores and other neighbourhood locations, making sure to advise parents of these plans;
- Community partners invited in to the centre to speak to children and families;
- Use of community partners as a resource and support to families, children and staff;
- The centre participating in community fundraising;
- Opportunities for training with local schools are explored;
- Placement programs operating in the centre, with college / university students doing practicums under Educator supervision; and
- Educator Mentoring, where applicable, with local High School Parenting and Child Care programs.

j) Strengthen the capacity of educators to collaborate effectively with children, families and their colleagues through the provision of ongoing opportunities for continuous professional learning.

You will see:

- Staff encouraged and supported to attend professional development;
- Registered Early Childhood Educators are required by their membership in the College of Early Childhood Educators to commit to their own ongoing professional learning;
- New ideas and strategies to support children's development introduced throughout the program; and,
- Materials and research shared with parents.

Continuous Professional Learning for Educators

Our early learning and child care centres are environments that support educators, and others who interact with children, to continually self-reflect, have discussions, foster ongoing collaboration, and engage in continuous professional learning, in order to provide the best possible learning environment for children. Staff are required to participate in on-going many professional development and training sessions as well, staff and educators are provided with optional continuing education health series thorough the year, including health and safety related training such as Standard First Aid and Infant Child CPR; Occupational Health and Safety training, and WHIMIS.

In addition,

- Staff are encouraged to participate in up to three personal professional learning opportunities each year, based on their Performance Management learning goals;
- Staff have scheduled planning time each week;
- Staff meet together to share ideas and information and to develop programs;
- Staff are encouraged and supported to participate on community networks or committees; and
- RECE's are encouraged to participate in the College of Early Childhood Educators Continuous Professional Learning Program.

k) Use many languages to document and review the experiences of the children and the educators to:

- Provide an ongoing record of development;
- Provide tools to enable educators to reflect on the impact of their activities and strategies; and
- Provide a visual and oral record that enables parents to review and explore the developmental trajectory of their child.

You will see:

- Documentation posted on the walls that tells and shows you what the children are doing;
- Different methods of recording observations about what the children are accomplishing.

A Commitment to Continuous Improvement

All new child care staff, students and volunteers are required to review Network's Program statement prior to interaction with children in care of Network, and any time the Program Statement is modified. Staff will regularly review on-going plans and activities to

assess whether there is a positive impact on each child's experience and will develop additional effective strategies when needed. All staff are required to review the Program Statement on an annual basis or if there is a change to the Program Statement. This will be accomplished at a year end staff team meeting which provides an opportunity to reflect on the successes and challenges of the past year and to set goals for the upcoming year.

PROGRAM PLAN

Weekly program plans are visibly posted in all activity rooms of the child care centre and on Storypark platform. The program plans indicate the planned activities, learning outcomes, materials available to the children, family and community involvement as alternative learning outcomes, and include a diversity checklist. Program plans are posted in advance for review, in order that we may encourage collaboration and input with parents/guardians to program planning.

Daily Schedule

The children's daily schedules are posted in each room of the child care centre and indicate the planned time for indoor and outdoor activities, quiet and active, individual, small and large group, child and staff-initiated activities, and alternate activities.

INFANT PROGRAM

The infant program provides a nurturing, caring and inclusive, individualized program that respects each infant's specific abilities, needs and strengths. Infants are offered experiences that appeal to their senses, enrich their language and communication development through positive interactions, and contribute to their overall growth and development.

Parents/guardians shall be responsible to provide the child care centre with the following items for each infant in care:

- Diapers and diaper change supplies (i.e., cream, powder)
- Baby formula. The child care centre will supply milk.
- Baby food or special dietary food, stored in a sealed container and labeled with the infant's name. Unused portions of food shall be returned to the parent/guardian at the end of each day.
- For infants who drink from a bottle, a bottle labeled with the child's name.
- At least two complete changes of clothing (i.e., shirt, bottom, undershirt, socks).

Feeding Infants Under 1 Year Old

Infants under the age of one year shall have written instructions from their parent/guardian regarding feeding. Infants are fed in accordance with the written instructions obtained from the parent/guardian, and are updated every two months, or more often as required.

Parents/guardians shall provide the Site Supervisor with written feeding instruction by the first day the infant attends child care, using Network's Feeding Schedule for Children 0–1-Year-Old form.

All food or drink supplied by the infant's parent/guardian shall be stored in a labeled container with the infant's name on it, prepared and served in a manner that retains nutritional value and prevents contamination.

Sleep Policy for Infants 0–1-Year-Old

Under the regulations of the *Child Care and Early Years Act*, child care staff members are required to place children under the age of 12 months old to sleep in a manner recommended in Public Health Agency of Canada's, *"Joint Statement on Safe Sleep",* unless the child's physician recommends otherwise in writing. Infants will be placed on their back for sleep.

Network's Site Supervisor will consult with the parent/guardian regarding the infant's sleeping arrangements at the time of enrollment to the child care program, and when the child transitions between program rooms, or upon the parent/guardian's request.

Sleeping children are constantly monitored by child care staff for indicators of distress or unusual behaviours. Any observances of significant changes in a child's sleeping pattern or behaviours during sleep shall be documented and communicated to the child's parent/guardian. Adjustments in which the child is supervised during sleep shall be discussed with the parent/guardian and implemented by Network's child care staff members.

TOILET ROUTINE AND DIAPER CHANGES

Toileting and diaper changes are an integral part of the children's daily routine. Children have open access to washroom facilities and are encouraged to use the toilet and follow proper hand washing procedures.

Upon admissions into the child care program, parents/guardians are required to provide instructions and information on Network's Application and Emergency Information Form, regarding diapering or toileting procedures, including the request for child care staff members to apply any diapering related creams/lotions on the child.

Diaper Change

Diaper change facilities are available in the infant and toddler washrooms of the child care centre. Diapers are changed as part of the children's daily routine and as they become soiled. Parents/guardians are required to supply their own diapers, wipes, lotions and/or creams, which are labeled with the child's name, and stored in the diaper change area. Instructions for diapering shall be provided by parents on the Application and Emergency Information Form at the time of admission to the program.

Parents are asked to ensure their child arrives to child care with a clean diaper.

SCHOOL AGE PROGRAM

The School Age Program offers care to children who attend full time elementary school, starting from kindergarten to Grade 6. Programs are offered before and/or after school, and on non-instructional school days (i.e., P.D. Days), March Break, Winter/Christmas Break Closure, and summer break.

Field Trips, Specialized Activities and Non-Instructional School Days

Throughout the school year and on non-instructional school days (i.e., PD Days, March Break, etc.) specialized onsite activities are planned for the children to enrich the program experiences. Parents/guardians will receive detailed newsletter describing the activities and special events along with a permission form for their child to participate. Examples of specialized activities may include music programs, sports and recreational programs, yoga class, language heritage classes, and tutoring classes.

Field trips are planned as an opportunity for extending the program's goals and children's interests. When field trips are planned, they are developmentally appropriate to ensure children's safety. Prior to the trip day, parents/guardians are given field trip permission forms that detail the trip information. Parents/guardians must give signed permission in order for their child to participate on field trips.

Field trips may also be on site, in which case expert guest or events are held for the children to extend learning.

PROGRAM STAFF INFORMATION

All Registered Early Childhood Educators (RECE) hold either a bachelor's degree or Diploma in Early Childhood Education and are registered, in good standing with the College of Early Childhood Educators. Assistant teachers and support staff members hold certification as early childhood assistants (ECA) and/or have extensive experience and training in the field of child care. Staff members are supported by Network to be

routinely involved in continuous professional learning, in keeping with current child care protocol.

School Age Program Staff

Before and After School program staff are qualified with a bachelor's degree or diploma as a Child and Youth Worker (CYW) or Registered Early Childhood Educators, registered and in good standing with the College of Early Childhood Educators.

As a requirement of the *Child Care and Early Years Act* (CCEYA), all program staff members are trained and certified in First Aid and Infant and Child CPR.

All child care staff members provide Network with a criminal reference check and /or vulnerable sector check that is renewed on an ongoing basis, as well as an up-to-date medical and immunization record.

Students and Volunteers

Network is an active participant in educational student placement programs with Ontario Colleges, Toronto Metropolitan University (formerly Ryerson University), Ontario Institute for Studies in Education (OISE), cooperative learning students from the Toronto District School Board, and Toronto District Separate School Board. Cooperative education students are a tremendous asset to the program as they contribute ideas to program delivery, form positive relationships with the children, provides assistance and support to the staff, and provide assistance to parents in meeting requests.

Network implements a *Volunteers and Placement Student Supervision Policy* which prohibits placement students and volunteers from unsupervised access to the children in the child care centre and requires volunteers and students to follow the same guidelines, requirements and provisions of the *Child Care and Early Years Act* as required by staff members. Network's complete Volunteers and Placement Student Policy is available in the child care centre.

Students and volunteers are always supervised by a Registered Early Childhood Educator and are not permitted to be left alone with any child participating in the child care program.

OUTDOOR ACTIVITIES

Children participate in outdoor activities as an extension to their daily schedule. Outdoor activities are planned to reflect the goals of the overall program. While outdoors, children are provided with additional equipment, toys and materials that provide experiences for active and quiet, large and small muscle, construction, dramatic, individual, and small group activities.

Inclement Weather

Outdoor activities may be limited due to inclement weather conditions. Program activities are altered for children to stay outdoors for shorter periods during seasonal conditions. Network follows all current Toronto Public Health guidelines and recommendation regarding cold weather restrictions. The Canadian Pediatric Society recommends keeping children indoors at -27 windchill or colder and reducing the amount of time outdoors at -15C or colder.

Heat and Smog Alert Policy

A Smog Alert is issued by the Ministry of the Environment when smog conditions are expected to reach dangerous levels in Ontario and the Air Quality Index (AQI).

During a Heat and/or Smog Alert, outdoor program planned activities are altered in order to protect all children and minimize their exposure to air pollutants and extreme heat. Network's complete *Heat and Smog Alert Policy and Guidelines* is posted and accessible at the child care centre.

Field Trips

Field trips are planned as an opportunity for extending the program's goals and children's interests. When field trips are planned, they are developmentally appropriate to ensure children's safety. Prior to the trip day, parents/guardians are given field trip permission forms that detail the trip information. Parents/guardians must give signed permission in order for their child to participate on field trips.
Field trips may also be on site, in which case expert guest or events are held for the children to extend learning.

SLEEP/REST PERIOD

Sleep and rest period in the child care centre is a routine part of the children's daily schedule. Parents are consulted in respect to the child's arrangements at the time of orientation and/or transition to another program room. Children are provided with a designated cot labeled with their name. Sheets and blankets are provided for each child and are laundered at least once a week, or as they become soiled. Children may also bring in a soft toy or blanket to be used during sleep period.

During rest period, children are encouraged to lie on their designated bed and rest. Child care staff members are required to place children under the age of 12 months old to sleep in a manner recommended in Public Health Agency of Canada's, "Joint Statement on Safe Sleep", unless the child's physician recommends otherwise in writing.

Network's Site Supervisor shall consult with each child's parent/guardian regarding the child's sleeping arrangements at the time of enrollment to the child care program, and when a child transitions between program rooms, or upon the parent/guardian's request.

Sleeping children are constantly monitored by child care staff for indicators of distress or unusual behaviours. Any observances of significant changes in a child's sleeping pattern or behaviours during sleep shall be documented and communicated to the child's parent/guardian. Adjustments in which the child is supervised during sleep shall be discussed with the parent/guardian and implemented by Network's child care staff members.

Network recognizes the need for sleep and rest varies among children. Therefore, a child who attends Network's toddler, preschool or kindergarten program may be permitted to sleep, rest or engage in quiet activities based on the child's needs and individual schedule.

CLOTHING

Parents/guardians are requested to bring in an extra set of clothing, clearly labeled with the child's name, and placed in their cubby. Kindly ensure your child has appropriate clothing and footwear for seasonal conditions.

Children are required to wear comfortable shoes when they are indoors. Please provide running shoes that your child may keep at the child care centre in their designated shoe cubbies.

Cubbies

Each child is assigned a cubby that is used to store children's extra clothing, shoes, and personal belongings.

Lost and Found

A lost and found bin is located in the cubby area of the child care centre. Parents/guardians are asked to periodically check the lost and found for any items that may belong to their child. The child care staff members cannot be responsible for any items or clothing that is lost or dam- aged. Items left unclaimed for more than two (2) months will be donated to local charities.

NUTRITION

Network ensures all children attending the child care program receive nutritious meals, snacks and beverages that meet requirements of "Canada's Food Guide", "Canada's Food Guide – First Nations, Inuit and Metis" or "Nutrition for Healthy Term Infants", as applicable. Network will strive to accommodate all dietary requirements in addressing any health issues and respecting parent/guardian dietary requests and preferences. Parents/guardians are required to provide written instructions and information about their

child's dietary, feeding arrangements, food allergies, or anaphylaxis on the application form, at the time of admission into the child care program.

Food Allergies/Diet Restrictions

Children who have food restrictions and special diets for allergic, cultural or dietary reasons will be accommodated by an appropriate substitute. Parents/guardians are required to provide written instructions to the site supervisor about the child's allergies and diet restrictions at the time of admission, in Network's Application *and Emergency Consent Form*. Updated allergies and special diet list are posted in the kitchen and each room of the child care centre.

Anaphylaxis

Network has implemented an anaphylaxis policy which supports the needs of all children enrolled in care who have a severe, and potentially life-threatening allergy to food, medicine, chemicals and any other material. Network will reduce the children's risk of exposure to all anaphylactic causing agents, by avoiding any products in areas of the child care centre directly exposed to children.

An updated *Anaphylactic List* is posted in the child care centre advising all parents/guardians and other individuals entering the child care centre of the foods and anaphylactic causing agents that shall be avoided in the child care centre. Network's complete *Anaphylactic Policy* is available in the child care centre.

Menus

Weekly menus are posted in the child care centre for the current and following weeks. Copies of menus are also available to parents/guardians to assist with home meal planning.

Outside Food

For the health and safety of all children attending Infant, Toddler and Preschool programs, outside food is not permitted in the child care centre. Children, 3.8 years and older are permitted to bring outside food to the child care program, following Toronto Public's Health safe handling and storage of food guidelines, and Network's Anaphylactic Policy.

Outside food is permitted during birthday celebrations or other observed celebrations in the child care centre. Parents/guardians may bring fruit, vegetables and healthy 'nut-free' snacks.

Network will provide all parents/guardians the information of anaphylaxis/food allergy that current children have at each child care premises. Parents/guardians are required to avoid all anaphylactic or allergy causing foods brought from home. Parents/guardians who bring food from home to the child care premises are required to sign the Anaphylactic Policy acknowledgement form with Network.

Parents/guardians who need to bring outside to the child care premises, are required to prepare the food (meals & snacks) in one enclosed container labeled with the child's full name.

When bringing outside food (food from home), the outside food must be given the child care staff directly, at the time of drop off or entry to the child care program. The child care staff will keep the food secured and refrigerated as necessary.

All outside food must be clearly labelled with the contents.

Bottles and Breast-Feeding

Network is proud to have a breast-feeding friendly environment that supports breast feeding mothers and children. Mothers who choose to continue breast-feeding their children who are enrolled in the child care centre are provided with a comfortable quiet area for breast-feeding.

For children who drink from bottles, parents/guardians are required to provide a bottle labeled with the child's name. Instructions on bottle feeding shall be provided by the parent/guardian on Network's *Application and Emergency Information Form*, at the time of enrollment.

PARENT INVOLVEMENT

The staff at Network aim to work in partnership with parents/guardians and families. Network's child care staff members recognize the needs of each child and their family when planning programs. To maintain a working partnership with families, Network strongly encourages parent involvement in the program. Network encourages parental involvement at whatever level they choose and in a manner that reflects their interests and talents. Opportunities for parent involvement may include participation in the daily program, contribution to program planning (i.e., activities, songs around cultural celebrations), participation at special events and field trips, fund raising, marketing/advertising the child care centre, contributions to newsletters, participation at workshops and involvement in parent committees.

Parent –Staff Communication

Parent communication is extremely important as information regarding the development and changes in a child's life should not be missed. Network encourages parents/guardians and staff members to communicate and share information concerning their individual child's activities and development.

Daily written communication is provided through daily communication tools, including Storypark, Individual Observation Records, newsletters, posted notices on the parent

board, and memos to parents. Parent/guardian feedback and input is always encouraged. Suggestion boxes are available in the child care centres for feedback and input, and a formal opportunity is provided by an annual completion of a parent/guardian questionnaire.

Storypark Communication Tool

Storypark is an App used by Network as an effective communication platform and pedagogical documentation software for educators and families to stay connected and exchange communication, share important updates, messages, photos, children's routines and learning.

Storypark a simple digital application to communicate directly and securely with the Educators who care for your child. We share your child's educational journey within our centre with regular pictures and video updates, record the important milestones and development, as well as messaging and commenting functions so you can share ideas, concerns or feedback with staff or alongside other families in our centre. You control who has access to your child's Storypark portfolio, at no cost to you, and their Storypark portfolio can follow them to other participating institutions after they graduate from Network so they can build on the foundations they've built with us.

Network has implemented the **Storypark App** so that parents are able to:

- communicate with your child's Educators quickly and effectively through iPhone and Android devices using the Storypark App.
- improve understanding of each child's interests and abilities so they receive even better support.
- deepen relationships and strengthen communication.
- share videos, photos and text capturing children's learning and development.
- create a portfolio of your child's learning that travels with your child and can be accessed by you forever.
- capture family culture and heritage;
- Share your child's life and development with your chosen Friends and Family around the world – connecting families regardless of the distance.

Parent Support

The Registered Early Childhood Educators can provide information to parents/guardians to gain knowledge about early child development and parenting issues. Resource materials for parents/guardians are readily available at the child care centre.

Conduct

Network's programs maintain 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, or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Site Supervisor and/or Program Manager. Network's *Workplace Harassment and Workplace Violence Policy* shall be referred to.

PARENT ISSUES AND CONCERNS

Network encourages parents/guardians of each child enrolled in the child care program to regularly communicate with Network's child care staff members about what their child is experiencing in the child care program. As supported by Network's Program Statement, Network supports positive and responsive interactions among the children, parents/guardians, child care staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children.

Network's staff will make every effort to be available to engage parents/guardians in conversations and support a positive experience during every interaction.

Network provides a transparent process for parents/guardians, and staff to use when parents/guardians bring forward issues/concerns. All issues and concerns raised by parents/guardians are taken seriously by Network and will be addressed according to the nature of the concern and procedures below, to the satisfaction of all parties and as quickly as possible.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program or Room Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to: • the classroom staff directly, or • the Site Supervisor, or • Program Manager	1. Address the issue/concern at the time it is raised, or 2. Arrange for a meeting with the parent/guardian within 2 business days. Document the issues/concerns in detail. Documentation should include:

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
General, Program, or Operations Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to: • The Site Supervisor or • Program Manger.	a) the date and time the issue/concern was received; b) the name of the person who received the issue/concern; c) the name of the person reporting the issue/concern; d) the details of the issue/concern; e) any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Child Care Staff, Site Supervisor, Related	Raise the issue or concern to: • the individual directly, or • the Site Supervisor or • the Program Manager All issues or concerns about the conduct of staff, which puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	1. Address the issue/concern at the time it is raised, or 2. Arrange for a meeting with the parent/guardian within 2 business days. Document the issues/concerns in detail. Documentation should include: a) the date and time the issue/concern was received; b) the name of the person who received the issue/concern; c) the name of the person reporting the issue/concern; d) the details of the issue/concern; e) any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student and Volunteers	Raise the issue or concern to: • the RECE responsible for supervising the volunteer or student, or • the Site Supervisor and/or licensee. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Site Supervisor as soon as parents/guardians become aware of the situation.	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Concerns about the suspected abuse or neglect of a child	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.	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. Any Network staff, student or volunteer who become aware of such concerns are also responsible for reporting this information to CAS according to Network's Child Abuse Policy.

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Network's Executive Director at Network's Main Office

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

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

CONTACTS

Site Supervisor: Posted on the Parent Board at the Child Care Program

Program Manager: Posted on the Parent Board at the Child Care Program

Network's Executive Director: Spyros Volonakis, (416) 530-0722, Ext. 4000.
spyros@networkchildcare.com

Toronto Children's Services Consultant: Posted on the Parent Board at the Child Care Program location.

College of Early Childhood Educators: (416) 961-8588

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Confidentiality

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

Conduct

Network's programs maintain high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Site Supervisor and/or Program Manager.

WITHDRAWAL OF CHILD CARE SERVICES POLICY

Network may deny admission of a child, or withdraw a child from the child care program if any of the following circumstances occur at the child care centre: *(Network's detailed policy is accessible in the child care centre):*

1. Non-payment of child care fees for at least one month after statement has been provided to parent/guardian.
2. Parent/guardian fails to provide the requested required health information, immunization information, or emergency information for the child in care, after ten days of admission to the child care program.
3. Parent/guardian provide outdated, incomplete, or incorrect emergency information (i.e., phone numbers) for the child in care, which results in no one being reachable within an hour of trying, for the third time in a calendar year.
4. Abusive behaviors, use of derogatory language, and/or verbal threats towards child care staff members, children, other parents/guardian, or property of the child care centre, made by a parent/ guardian or an individual affiliated with the child.
5. Inability of the child care staff to adequately meet the child's needs, even with support systems in place.
6. Lack of cooperation from parent/guardians with Network's staff members' efforts to resolve differences, and/or to meet the child's needs through parent and staff meetings, or the use of outside resources and/or services.
7. Continuous lateness in picking up the child at the end of the day.
8. Non-compliance with Network's stated policies and guidelines.

Withdrawal of Services Due to Program 'Move-Up' Policy

A child who is considered of age to move up to a subsequent child care program may be required to find an alternative child care program due to any of the following circumstances:

1. A child enrolled in a preschool program who will attend kindergarten in September of that year, may be required to find alternative child care arrangements if there are children waiting to attend the preschool program.
2. A child enrolled in a toddler program who becomes thirty (30) months old, requiring moving up to a preschool program but vacancy in the preschool program room is not available, and over-age approval for the child to remain in the current toddler program cannot be granted.
3. A child enrolled in an infant program who becomes eighteen (18) months, requiring moving up to a toddler program but vacancy in the toddler program room is not

available, and over-age approval for the child to remain in the current infant program cannot be granted.

HEALTH & SAFETY POLICIES

Network's health and safety policies have been developed and implemented to promote children's health and well-being and meet the requirements of the Ministry of Education's Child *Care and Early Years Act* (CCEYA) and Toronto Public Health.

Contact and Emergency Information / Change of Information

Parents/guardians are asked to please notify the program staff of any changes to parent/guardian and emergency contact information, telephone numbers, address and the list of authorized persons allowed to pick up the child from the program.
Change of information may also include alterations to custody agreements. Please ensure that the program staff has a copy of the most up to date documentation for the child's file.

Immunization

To protect the health of all children attending the child care program, before a child may be admitted to the child care program, Network is required to obtain a record of immunization, for each child who does not attend a publicly funded school. Parents/guardians are required to provide the Site Supervisor with an up-to-date immunization record using Toronto Public Health's *Request for Immunization Information* form, obtained from the Site Supervisor or by providing an updated photocopy of the child's immunization record (yellow card).

Toronto's Medical Office of Health recommends that all children who attend child care are immunized according to the current Ontario Publicly Funded Immunization Schedule (refer to www.toronto.ca/health).

Exempt from Immunization

Parents/guardians who choose to not immunize their child for medical, religious or conscience reasons, are required under the Child Care and Early Years Act to provide Network with a completed and notarized Ministry of Education *Statement of Conscience or Religious Belief for Child Form* or a *Statement of Medical Exemption for Child Form* provided by the child care centre. The documentation shall be kept in the child's file.

If an infection or outbreak occurs in the child care centre, any child who is exempt from immunization may be required to stay out of the child care centre until the outbreak is declared over to minimize the risk of spreading the disease.

Parents/guardians should contact their doctor or health care provider if they have questions regarding their child's immunization records or to update any missing immunization for their child.

For free translation of immunization records, interpreter services or more information on childhood vaccines and schedules, contact Toronto Public Health at (416)392-1250.

SICK CHILDREN

Children who become sick should not attend the child care centre. Not only will the physical activity be too demanding on the child, but other children and staff members may also become infected. Children who are sick with the following conditions will need to be excluded from the child care program until they are free from symptoms for at least 24 hours *(Network's detailed policy is available in the child care centre):*

- Fever over 38 degrees centigrade.
- Acute cold with fever, runny nose and eyes, coughing and sore throat.
- Difficulty with breathing.
- Unexplained or undiagnosed pain.
- Sore throat and difficulty swallowing.
- Undiagnosed skin or eye rash.
- Headache and stiff neck.
- Unexplained diarrhea or loose stool combined with vomiting and abdominal cramps.
- Severe itching of body and scalp.
- Undiagnosed, chronic coughing
- Known or suspected communicable disease as identified by Toronto Public Health's Guidelines for Communicable Diseases list.

Children, who become sick while in care, will be placed in a supervised area to rest until they are picked up by a parent/guardian or other authorized person. Parents/guardians will be contacted to pick up their child. If the parent/guardian cannot be reached, the emergency contact person will be called.

Parents/guardians shall ensure that the child care staff members have an emergency number to contact in case of illness.
Following exclusion from the child care program, a child may return to child care when:

- The child feels well enough to participate in program activities, and;
- The child is free from symptoms for at least 24 hours if cause is unknown, or;
- In cases of common communicable disease, directed by City of Toronto Public
- Health Guidelines for Communicable Diseases, or;
- Written permission to return to child care is obtained from a physician.

Network's *COVID-19 Response Plan Policies, Procedures and Guidelines* are followed for any illness related to COVID-19.

Communicable Diseases

When a child is diagnosed with a communicable disease (e.g., Chicken pox) as identified by the City of Toronto Public Health, the site supervisor is required to advise Toronto Public Health and the families of other children in the program. A list of common communicable diseases is posted in each child care centre for reference.

Any child who has recovered from a contagious communicable disease shall be examined by a medical doctor before returning to the child care centre.

Outbreak Policy

An outbreak of illness refers to anytime the number of ill or absent children or staff members exceeds the normal numbers during a certain time period. In the event of an outbreak, Network's *Outbreak Action Plan* and directions from the City of Toronto Public Health will be followed.

Special Health Care Needs

Parents/guardians of children with special health care needs such as monitoring for allergies and the use of medical equipment (i.e., inhaler), are required to inform the site supervisor and document any information about the child's health care needs on Network's *Application and Emergency Information* form at the time of enrollment. Information should include:

- Name of allergens and specific symptoms;
- Steps to take to prevent exposure to the allergens;
- Symptoms or conditions staff members should be aware of;
- Actions to be taken when a child has symptoms;
- The name of medication the physician has prescribed;
- How to handle emergency situations.

If a child is prescribed an adrenaline kit for allergies or an inhaler for asthma, the equipment must accompany the child and is be kept in the same general area as the child.

EMERGENCY MANAGEMENT

Each child care program location has written Emergency Management Procedures, which are posted in the child care premises. In the event of an emergency or an evacuation of the child care centre, the Site Supervisor and/or program staff will notify parents/guardians of the situation by phone or email. Where possible, the Site Supervisor will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated and include the details of the evacuation site location and contact information in the message.

MEDICATION POLICY

Prescribed medication may be administered to a child as directed by a licensed doctor or naturopath, with written parent/guardian consent on Network's *Medication Consent* form. Medication must be a current prescription, in its original container, labeled with the child's name, and amount of dosage to be dispensed.

Non-prescribed, over-the-counter medication (i.e., Tylenol, Advil), cannot be administered to a child unless the non-prescribed medication is accompanied by written instructions from the prescribing doctor or naturopath.
Any child who has recovered from a contagious communicable disease should be examined by a medical doctor before returning to the child care centre.
Network's complete *Medication Policy* is available in the child care centre.

ACCIDENTS

In the event that a child has an accident while participating in the child care program, immediate first aid treatment will be applied. Child care staff will notify the child's parent/guardian if their child is injured and the injury may affect the health, safety of well-being of their child. On the communication platform (currently Storypark), an Incident Report form is completed by the child care staff member who has knowledge of the incident. An Accident/Incident Report Form is immediately made available to the child's parent to review and acknowledge.

A hard copy of the Accident/Incident Report form is given to the the child's parent/guardian, when their child is picked up from the child care program.

All child care staff members have certified First Aid training. However, if a child has an accident that cannot be treated at the child care centre, the child will be attended to by a licensed medical physician, and the child's parents/guardians will be contacted immediately.

VULNERABLE SECTOR CHECK POLICY

The *Child Care and Early Years Act*, requires that all child care staff members, students, volunteers, or any individual who has contact with the children complete ongoing criminal reference check requirements, to ensure the increased safety and well-being of all children in care.

ANTI-BIAS, ANTI-RACISM POLICY

Network actively maintains an environment that is free from biased or racist expressions and attitudes, and identifies, challenges, and eliminates racism in all forms wherever they exist. Network's *Anti-Bias, Anti-Racism Policy* is posted in each room of the child care centre, and is strictly enforced, at all times.

PROHIBITIED PRACTICES AND BEHAVIOUR GUIDANCE

Children's behaviour is guided by a supportive approach that encourages positive, responsive interactions with other children and adults in the program. Negative or punitive approaches to managing behaviours not permitted.

Network implements a Behaviour Guidance policy which outlines behaviour guidance practices that are acceptable and must be followed at all times. All child care staff members, students, and volunteers who participate in the child care program, are required to review Network's Behaviour Guidance policy before they may participate in the child care program, and routinely thereafter, as a requirement of their participation in the child care program.

Prohibited Practices

Network staff members, volunteers participating in the child care program, or students on educational placements in Network's program, are prohibited from engaging in any prohibited practices as defined by the Ministry of Education's *Child Care and Early Years Act (CCEYA).*

The following prohibited practises are never permitted in any of Network's child care programs and are serious violations that are reportable as child abuse in accordance with the Ministry of Education's *CCEYA* regulations and Network's *Child Abuse Policy*:

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.

Any allegation of child abuse will be immediately reported to child welfare authorities and the Ministry of Education. In the event of any violation of the behaviour guidance expectations as described above, educators and/or staff will be subject to Network's *Progressive Discipline Policy*.

Any individual affiliated with Network who observes mistreatment of any child must follow Network's Child Abuse Policy.

CHILD ABUSE REPORTING POLICY

Every person in Ontario is required under the *Child and Family Services Act* to report his/her belief that a child may need protection: *"A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society."*
The obligation to report includes all individuals including staff and members of the public.

It is a requirement of the *Child Care and Early Years Act* and Network's *Child Abuse Policy,* that child care staff members report to a Children's Aid Society of any suspected signs or suspicions of child abuse or that a child may need protection.

i. The Children's Aid Society at (416) 924-4646;

ii. The Catholic Children's Aid Society at (416) 395-1500 (if the child's family is known to be of Catholic faith);

iii. The Jewish Family and Child Service at (416) 638-7800 (if the child's family is of Jewish faith);

iv. Native Child and Family Services at (416) 969-8510 (if the child is Native/ Aboriginal).

SMOKE-FREE CENTRE POLICY

In accordance with the *Smoke Free Ontario Act*, child care staff members, students, volunteers, parents/guardians, or visitors to the child care centre are prohibited from smoking or holding a lit cigarette or vape in the child care centre premises or on the playground of the child care centre, whether children are present or not.

SERIOUS OCCURRENCE REPORTING POLICY

In accordance with the requirements of the *Child Care and Early Years Act [O. Reg. 126/16, s. 1 (2,7,9)]*, information about any incident of a serious occurrence, including allegations or observations of child abuse that occurs in the child care centre, will be posted in the child care centre for parents/guardians to access, following the conclusion of an investigation by the authorized officials.

A serious occurrence includes:

a) the death of a child who receives child care at a home child care premises or child care centre,

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

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

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

e) an unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre. (“incident grave”)

The posting of a serious occurrence provides parents/guardians information about the incident, outlines follow up actions taken, and the outcomes, while respecting the privacy of the individuals involved.

FEES POLICY

Upon enrollment to the child care program, a Financial Agreement between Network Child Care Services ("Network") and the parent/guardian is reviewed and signed. The Financial Agreement includes all details regarding fee payments. **The complete Financial Agreement is included in the *Appendix* of this Family Handbook.**

PRE-AUTHORIZED DEBIT AGREEMENT (PAD)

Payment for child care fees is due monthly and are processed by Pre-Authorized Debit Payment (PAD). PAD is debited from Daycare Payment MSP (TELECOM OPTIONS) from parent/guardian's bank account on the 15th day of each month.

For any new clients starting after the 14th day of the month, or clients with an NSF, there will be a second withdrawal attempt on the 22nd of the month by Daycare Payment MSP (TELECOM OPTIONS).

Parents/guardians are responsible for providing Network with an updated email and mailing address to receive invoices, receipts and other financial related communications.

Unless a fee subsidy is obtained, parents/guardians are responsible for paying the full daily fee or base fee, with no deductions for absences, holidays, or vacation time.

FEE POLICY – ALL PARENTS

Overdue Fees and Payment Returned Non-Sufficient Funds (NSF)

Network Child Care Services reserves the right to suspend or terminate childcare services if fees are in arrears for more than one month.

Payments returned by the financial institution for NSF will result in a $45.00 non-base fee administration charge. The $45.00 non-base fee charge plus the child care fee will be debited from the parent/guardian's account on the 22nd day of the month.

Two NSF payments may result in suspension or termination of child care services. Two (2) consecutive NSFs will result in the automatic suspension of childcare services. Network will give priority on the waitlist to re-enroll once payment is received. Any unsuccessful attempt to collect the outstanding balance will result in the account being turned over to a Collection Agency.

Absences and Vacation

Parents/guardian are kindly reminded to inform the child care Site Supervisor when their child will be absent or on vacation. Unless a fee subsidy is obtained, parents/guardians

are responsible for paying the full daily fee, with no deductions for absences, holidays, or vacation time.

Allowable Absent Days

Subsidized parents must keep track of their allowable absent days during the year. Any day over the allowable days will be charged at the full fee rate.

Statutory Holidays

Parents/guardians shall be responsible for paying their daily fee for statutory holidays.

If the statutory holiday falls on a day that the child is expected to attend the child care program, parents/guardians shall be responsible for paying their daily fee.

Withdrawal Notice

A minimum of two weeks' written notice must be given to the centre supervisor prior to the child's withdrawal from the program. If proper notice is not given, two weeks of childcare fees at the full fee rate will be charged in lieu of notice.

Income Tax Receipts

Income tax receipts are issued by the last business day in February of each calendar year for childcare fees paid in the previous year to the primary contact on file.

Refunds/Credits

All credits and refunds will be reviewed on an individual basis and assessed by Network's Management.

a) In the event of an overcharge, an error in billing, or withdrawal of service with proper notice, Network will calculate the amount and apply a credit to the family's account. A refund will be issued and mailed to the family within thirty (30) to forty five (45) days of becoming aware of the overcharge, an error in billing, or withdrawal of service with proper notice.

b) If the proper withdrawal notice has not been given, any potential credits will be first applied to the two (2) weeks of no notice fees. If there is a remaining credit balance, the refund will be mailed to the family within 30 to 45 days from the date of withdrawal.

c) Families who receive a fee subsidy may see an adjustment to their invoice/refund pending Toronto Children Services' final decision. These adjustments may take several months. Once the adjustments are finalized and communicated to Network, Network will follow the process and timeline of point (a) above.

FEE POLICIES EXCLUSIVE TO SUBSIDIZED PARENTS

1. Each child with a fee subsidy is allowed to have up to 50 absent days per calendar year (January - December). The parent/guardian is responsible for paying the full cost of care for any absent days beyond 50 days.

2. Subsidized children can be absent for no more than 20 consecutive days. The parent/guardian is responsible for paying the full cost of care for any absent days over 20 consecutive days until the child returns physically to the childcare program.

3. Subsidized children who are planning to withdraw after a prolonged absence or vacation must attend the program physically on the last day of their planned withdrawal. Not returning to the program means Toronto Children's Services (TCS) will not cover the costs for the days absent. Any days not funded by TCS will become the parent's financial responsibility.

4. Children who are admitted to the child care program after July 1st (July – December) are allotted 25 absent days.

5. Requests for additional absent days, beyond the 50 allowable days may be approved through an appeal process.

   Appeal Process: Families who have taken all their allowable absent days may request an additional 15 absent days (totaling 65) by submitting an appeal to their TCS Caseworker with supporting documentation. Appeals are reviewed and decided by TCS Internal Review Committee.

POLICIES EXCLUSIVE TO PARENTS OF THE BEFORE AND AFTER SCHOOL PROGRAM

1. **STATUTORY HOLIDAYS**. Parents/guardians shall be responsible for paying their daily fees for statutory holidays. If the statutory holiday falls during the academic school year (i.e., September to June) and the child is enrolled to attend the B&A program on the day on which the statutory holiday falls, the parent/guardian shall be responsible for paying their daily fee. If a parent/guardian has selected to enroll their child in the childcare program during Non-Instructional School Days, i.e., Christmas/Winter Break, March Break, and Summer Camp, and a statutory holiday falls within that time, the parent/guardian shall be responsible for paying their daily fee.

2. In the event of an unplanned school closure due to an emergency, including inclement weather, or a school strike, and if the child's B & A school program is closed, the parent/guardian is required to pay their daily fee.

3. The parent/guardian agrees to provide the childcare program with 1 month's written notice of any change to their child's attendance schedule.

Account Inquiries

Account inquiries may be made by calling Network's Accounting Department responsible for the child care program that your child is enrolled.

If you have any questions regarding payments and withdrawals, please contact our Finance Team

Position	Contact Person	Name Of Centre
Accounting Analyst	**Joan Lopez**	
Phone:	416-530-0722 Ext. 4012	Metamorphosis CCC
Email:	ar@networkchildcare.com	St. Nicholas CCC
		St. Aidan CCC
		St. Victor - B & A Program
		Bendale Acres CCC
Accounting Analyst	**Nastaran Jami**	
Phone:	416-530-0722 Ext. 4010	Group Centre
Email:	ar@networkchildcare.com	Satellite CCC
		Dane Avenue
		St. Agatha B & A Program
		Lansing CCC
		Annunciation B & A Program
Accounting Analyst	**Sally Bacchus**	
Phone:	416-530-0722 Ext. 4011	Just Kids CCC
Email:	ar@networkchildcare.com	St. Gabriel CCC
		Child's Nest 121
		Child's Nest 123
		Holy Cross B & A Program
		St. Maria B & A Program
Accounting Analyst	**Milena Ortegon**	
Phone:	416-530-0722 Ext. 4122	Wade Avenue CCC
Email:	ar@networkchildcare.com	Jubilee CCC
		St. Bartholomew
		Liberty Village CCC

Appendix: Financial Agreement