

Tender Years Co-operative School Inc.

Parent Handbook

2023 – 2024



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This handbook was developed for Tender Years Co-operative School Inc., and includes important information concerning the center. As a member of the center, please familiarize yourself with the policies and procedures outlined herein.

Every effort has been made to ensure that the information contained in this document is accurate and up-to-date. The Board of Directors of Tender Years Co-operative School Inc. may, at its sole discretion, make changes to this document from time to time as circumstances dictate.

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OUR STORY

Established in 1982, Tender Years Co-operative School Inc. is a non-profit, co-operative childcare center providing superior education to children from 18 months to seven years old. For over 35 years, through the consistent efforts of our dedicated parents and staff, we have earned a reputation for excellence in delivering an exceptional learning experience to our community's youngest learners. Our outstanding team of Registered Early Childhood Educators (RECEs) engage students through inspiring leadership and thoughtful planning.

Originally located on Glen Erin Drive in Mississauga, in 2014 we began leasing a separate wing of the Erindale United Church and moved to our current home at 1444 Dundas Crescent. This new environment allowed us to offer both full-day and half-day options for all our programs (toddler, preschool, and kindergarten boost), and our beautiful, quiet surroundings afforded us a large outdoor play area and ample parking.

The TYC Difference

Every child at Tender Years receives individualized attention from experienced RECEs who are dedicated to student success and development. An inclusive setting, TYC is committed to serving all learners, regardless of ability. We work closely with community agencies and families to ensure students with special needs are set up for success and have the greatest opportunity for growth and development. Please speak to the Center Manager prior to registration so that we can ensure that your child's needs are best understood and supported in the classroom environment.



Our classrooms introduce a variety of activities that stimulate learning while allowing each child to grow at their own pace. Each program encourages creative learning through fun activities including arts and crafts, music, song and dance, puzzles, dramatic play, sensory bins, and gross motor activities. Additional center events are often planned such as spirit days, animal shows, special guests, and our annual end of year celebration.

Our child-centred approach to learning includes time both indoors and outdoors in our two enclosed playground areas, one specifically designed and designated for our toddlers and a second for our preschool and kindergarten classes. TYC also has child size restroom facilities to help build confidence and independence, and our staff will work with you and your child on their potty-training journey.

Select programs offer two healthy snacks and a hot catered lunch, and Tender Years is happy to accommodate certain dietary needs/restrictions in our allergy sensitive and nut-free environment.

Code of Conduct

Tender Years Cooperative School Inc, strives to provide a safe and caring learning environment for children, staff, and families. We believe in equality, respect, and diversity.

It is unacceptable to discriminate against another person unreasonably on the basis of any characteristic set out in subsection 9(2) of the Human Rights Code.

The following people are expected to behave in a respectful manner and comply with this code of conduct:

- Management and Staff Members
- Children
- Parents/Guardians of children enrolled.
- All other visitors with our centre (visitors, professionals, students, volunteers)



Our centre maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will 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 Center Manager and / or licensee.

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 the Licensee.

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.

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

Parent Issues and/or Concerns

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, and so on) where appropriate.

Tender Years has an open door policy for all families. Should you have any concerns about your child, their classroom, staff or the center please bring it to the attention of the classroom educators and / or the center manager either in person or via email.

Parents/guardians are encouraged to take an active role in our child care center and regularly discuss what their child(ren) are experiencing with our program. As supported

by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

If an issue/concern is brought to the attention of a classroom teacher, they will be responsible for informing the center manager within 24 hours of receiving the issue/concern. The center will then respond to the parents regarding their concern/issue within 48 hours. The response will either be via email or in person depending on the nature of the issue / concern. The level of detail provided to the parent / guardian will respect and maintain confidentiality of all parties involved. All issues and concerns raised by parents/guardians are taken seriously by the Center Manager and Licencee.

Should you not want to speak directly to the staff or manager, there is a locked mailbox outside the front entrance where parent comments, suggestions, concerns etc., can be submitted with anonymity. These anonymous concerns, comments or suggestions will be replied to within 48 hours via email.

Our Goals

- To provide a fun, supportive, and stimulating start to learning that children will love and you can trust.
- To provide early childhood learning opportunities for toddlers, preschoolers, and kindergarten children (18 months to 7 years) in a unique co-op setting. The center is located in a dedicated facility that will challenge, enlighten, enrich, and support the individual needs and abilities of each child in a safe, enjoyable, and nurturing environment.
- To offer low student-to-educator ratios, exemplary and committed staff, and fully developed educational programs that help stimulate and develop creative



thinking and problem-solving skills through both child-directed and educator-directed activities. We strive to promote a positive self-image, cultivate friendships, and promote a strong sense of community.

- To support, encourage, and facilitate a co-operative working relationship with parents in order to meet the needs of the children entrusted to our care.
- To provide children with opportunities that support their social, emotional, cognitive, and physical growth and development. These skills will promote independence and provide a solid foundation for future formal education.

Licensing

Tender Years Co-operative School Inc. operates in compliance with:

- Ministry of Education, Toronto West Region, Child Care Quality and Assurance and Licensing Branch – Child Care and Early Years Act
- Region of Peel
- Peel Health Regulations
- Fire and Emergency Services – City of Mississauga



2023–2024 TYC CALENDAR

SCHOOL HOLIDAYS ~ NO CARE

Labour Day	September 4, 2023
Thanksgiving Day	October 9, 2023
Winter Break (inclusive)	December 25, 2023 – January 1, 2024
Family Day	February 19, 2024
Good Friday	March 29, 2024
Easter Monday	April 1, 2024
Victoria Day	May 20, 2024
Canada Day	July 1, 2024
Civic Holiday	August 5, 2024

PROFESSIONAL ACTIVITY DAYS ~ NO CARE

September 22, 2023	October 6, 2023	November 24, 2023	January 22, 2024
February 16, 2024	April 8, 2024	June 10, 2024	

* TYC follows Peel District School Board Elementary School Calendar for PA Day closures.

GENERAL MEMBERS MEETING

General Members Meeting #1 and Annual General Members Meeting	December 1, 2023
General Members Meeting #2	February 2, 2024
General Members Meeting #3	May 3, 2024

* Dates subject to change. Details of all General Meetings will generally be provided 2 weeks prior.

NOTE: General Meetings are **mandatory** for active families. Non-active families are encouraged to attend.

BOARD OF DIRECTORS MEETINGS (dates subject to change)

September 28, 2023	October 20, 2023	November 3, 2023	December 1, 2023
January 5, 2024	February 2, 2024	March 1, 2024	April 5, 2024
May 3, 2024	June 7, 2024	July 5, 2024	August 2, 2024



REGISTRATION POLICIES

Prior to registration, we encourage new parents to call the center to arrange a visit to our toddler, preschool, or kindergarten program with their child. This allows the parent and child to meet our staff, become familiar with the center and program, and ask any questions they may have.

Tender Years is an inclusive setting and has well-established relationships with community agencies (i.e., PIRS). If your child has been identified with some developmental delays or you have concerns about your child's development, it is mandatory that you speak to the Center Manager prior to registration.

Tender Years has signed the Canada Wide Early Learning and Child Care Agreement. The following fee schedules reflect the current reduced fees for the different care options.

In accordance with the Accessibility for Ontarians with Disabilities Act, Tender Years is committed to excellence in serving all customers including children with disabilities. All customers with disabilities will be treated with independence, dignity, integrity, and provided equal opportunities.

Center registration and placement can only be confirmed upon completion and receipt of **all forms in the registration package, all necessary immunization information, and the required fee payments.**

Waiting List

Should a family wish to enroll their child at Tender Years but the center is at capacity for the program suitable for their child's age group, we will do our best to accommodate their child in another program. Should we not be able to accommodate, then we will happily place the child on a waiting list for the program of their choice.



Names are placed on a waiting list in the order of interest. We operate on a first come, first serve basis. When a spot becomes available, the family first on the list will be contacted and offered a placement. That family then has 24 hours to accept the placement or Tender Years will move to the next family on the list.

Should a family wish to place their child on our wait list prior to their child being of age (i.e., a newborn wanting space in the Toddler program), we will accept names in these circumstances. We encourage families to contact two months prior to their hopeful start date to ensure that space is available. Parents are welcome to contact us about their child's status on the waiting list at any time, in a manner that protects the personal information of other families. Please note that, effective September 1, 2016, licensed child care centres are no longer permitted to charge fees in order to place a child on a waitlist for care (*Ontario Regulation 137/15 section 75.1*).

This waiting list policy is reviewed by management, board members and staff.

Withdrawal

In the unlikely and unfortunate event that you need to withdraw your child from Tender Years, a minimum of **30 days written notice** is required in order to avoid payment for the following month. Monthly fees are refundable with the exception of the non-refundable registration fee. The General Meeting deposit is refundable in full or in part dependent on the time of withdrawal and the number of general meetings attended.

In the case of prolonged illness or absenteeism (i.e. vacations), a place will be held in the childcare center as long as fees are paid and the parents fulfill their co-operative agreement.

PROGRAM INFORMATION

Tender Years Co-operative School Inc. is licensed by the Ministry of Education to accommodate the following number of children:

- 14 Toddlers (18 months – 2.5 years old)
- 48 Preschoolers (2.5 – 4 years old)
- 11 Kindergarteners (3.6 – 7 years old)

Full Day and School Day programs are provided throughout the calendar year. Half-day programs are offered from September to June for only the Preschool and Kindergarten Boost Programs.

TODDLER PROGRAM

With a 5:1 student-educator ratio, children in our Toddler program (18 months to 2.5 years) receive individualized attention from experienced RECEs who are dedicated to student success and development.

Scheduling	Participation	5-day	3-day	2-day	Inclusions
Before Care 7:30am – 9:00pm CWELCC	Non-active	\$80 \$37.80	\$50 \$23.65	\$36 \$17.00	Before Care Snack Morning Snack Lunch Afternoon Snack
School Day 9:00am – 4:00pm CWELCC	Non-active	\$1,254 \$592.52	\$820 \$387.45	\$643 \$303.82	Morning snack Lunch Afternoon Snack
After Care 4:00pm – 6:00pm CWELCC		\$80 \$37.80	\$50 \$23.65	\$36 \$17.00	Morning Snack Lunch Afternoon Snack After Care Snack



PRESCHOOL PROGRAM

With an 8:1 student-educator ratio, children in our Preschool classes (2.5 to 4 years) receive individualized attention from experienced RECEs who are dedicated to student success and development.

Scheduling	Participation	5-day	3-day	2-day	Inclusions
Before Care 7:30am – 9:00pm CWELCC	Non-active	\$72 \$34.02	\$46 \$21.75	\$33 \$15.60	Before Care Snack Morning Snack Lunch Afternoon Snack
School Day 9:00am – 4:00pm CWELCC	Non-active	\$1,231 \$581.65	\$806 \$380.84	\$631 \$298.15	Morning snack Lunch Afternoon Snack
After Care 4:00pm – 6:00pm CWELCC	Non-active	\$72 \$34.02	\$46 \$21.75	\$33 \$15.60	Morning Snack Lunch Afternoon Snack After Care Snack

KINDERGARTEN BOOST PROGRAM

With a 8:1 student-educator ratio, children in our Kindergarten Boost class (3.6 to 6 years) receive individualized attention from experienced RECEs who are dedicated to student success and development.

Scheduling	Participation	5-day	3-day	2-day	Inclusions
Before Care 7:30am – 9:00pm CWELCC	Non-active	\$72 \$34.02	\$46 \$21.75	\$33 \$15.60	Before Care Snack Morning Snack Lunch Afternoon Snack
School Day 9:00am – 4:00pm CWELCC	Non-active	\$1,231 \$581.65	\$806 \$380.84	\$631 \$298.15	Morning snack Lunch Afternoon Snack
After Care 4:00pm – 6:00pm CWELCC	Non-active	\$72 \$34.02	\$46 \$21.75	\$33 \$15.60	Morning Snack Lunch Afternoon Snack After Care Snack



TUITION INFORMATION

Our programs are all competitively priced, and fees are billed on a monthly basis. All fees reflect the above noted center closures (see Center Calendar for specific dates). TYC has opted in for the Canada Wide Early Learning and Child Care Agreement.

At the time a child is registered, the following base fees are due:

- Non-refundable Registration Fee: \$37.80
- General Meeting Deposit: \$100.00 (applies to active families ONLY; refundable with a 30-day notice)
- Special Events Fee: \$50.00

Fees are **not** refunded due to illness, vacation, facility, or weather related issues. A 5% discount on tuition fees is applicable to a second child registered.

General Meeting Deposit – All active families are required to attend four (4) General Meetings scheduled throughout the year. Upon registration, each active family must provide a cheque for \$100.00. Returns in increments of \$25.00 will be made to each active family upon documented attendance at each General Meeting.

It is mandatory that all active members attend the first General Meeting at the beginning of the year in September. The purpose of this meeting is to review the policies of the childcare center, the Early Years and Child Care Act, Peel Health requirements, and any changes from the previous year. This meeting will also give parents the opportunity to ask questions and get to know other parents. Non-active members are strongly encouraged to attend this meeting as well.

Active Families

As a co-operative, we rely on our families to be actively engaged and assist us in

running the center, activities, and events (such as by serving on a committee or team). We welcome your involvement as an integral part of Tender Years and offer a discount on monthly fees for those interested in participating.

Families can get up to \$110 back on student fees each month for their participation in the center (\$22 per hour is earned for a maximum of 5 active hours per month).

Non-Active Families

Tender Years respects the fact that not every family is able to be actively involved with the center and offers a limited number of spaces for non-active families.

Please note that **tuition will be higher for non-active families** in order to reflect the contribution of active families.

Child Care Fee Subsidy

Should a family require fee assistance, they can apply with the Region of Peel. Full eligibility details and a child care fee subsidy estimator can be found at peelregion.ca/hsapply or by calling 905-793-9200.

PAYMENT POLICIES

Accepted methods of payment for Tender Years fees are:

- Email money transfer (admin@tenderyears.ca) with a password of 9059491949
- VISA or MasterCard (a 2.5% credit card fee is applicable)
- Personal cheque made payable to Tender Years Co-operative School Inc.

While our preferred method of payment at this time is by email money transfer or credit card, we will still accept payment by cheque.

Late Payments

Tuition is due by the 1st of every month. Should tuition payments be late or declined, TYC will notify the parent/guardian. Payment is due immediately and **an additional \$45 late payment fee will apply.** Failure to comply will result in the suspension of the child from program for one week, during which time you must pay the full amount owed. Upon receipt of the full payment, your child may return to program. Continued failure to pay tuition late will result in the termination of services and withdrawal of the child from the program.

N.S.F. Cheques – Should a cheque be returned to the center due to insufficient funds, the amount of the cheque plus a **\$45.00 fee will apply that must be paid in cash.** Payment is due within one week of being notified. Failure to comply will result in the suspension of your child from the center for one week during which time you must pay the full amount owed. Upon receipt of the full payment, your child may return to the center. Continued failure to pay fees will result in the termination of services and withdrawal of the child from the center.

PICK UP AND DROP OFF PROCEDURES

For all programs, an authorized parent, guardian, or caregiver must accompany child(ren) to the classroom and wait for them to be greeted by an educator.

If someone other than those authorized will be picking up your child, you must notify the center in writing ahead of time. **We will not release any child without authorization from a parent or guardian.** All car pools must register with the office.

The center must be kept up-to-date on the names and phone numbers of emergency contacts and those authorized to pick up your child. Staff will request photo identification of authorized drivers at pick up if they have never seen this person before.

Program	Drop Off	Pick Up
Before Care 7:30am – 9:00am	Doors open at 7:30am	
School Day 9:00am – 4:00pm	Doors open at 8:55am	No later than 4:00pm*
Full Day 7:30am – 6:00pm 9:00am – 6:00pm	Doors open at 7:30am Doors open at 8:55am	No later than 6:00pm*

***Late fees after designated pick up times are subject to a non-base fee of \$5.00/minute**

Please be advised that staff will offer a verbal warning if pick up is too late, and the time will be recorded on a late arrival form. Should arrivals continue to go beyond the aforementioned time frame, at the discretion of the Board of Directors, you may be levied a fine. In the case of unforeseen circumstances, please notify the center by calling 905-949-1949 that you will be late picking up your child and state the reason.



SAFE ARRIVAL AND DISMISSAL

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

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

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

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

Policy

General

- Tender Years Co-Operative School, Inc. will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Tender Years Co-Operative School, Inc. will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.
- A child will not be accepted into care after **11:00am** unless parents notify staff in advance.

Procedures

ACCEPTING A CHILD INTO CARE

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

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

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - Inform the Programming Supervisor and/or the Center Manager and they must commence contacting the child's parent/guardian no later than 10:30am. Staff shall call parent/guardian, send text message or email via program's communication app. The Programming Supervisor or Center Manager must contact the family at least once and leave a message or make contact with an adult to confirm the child's absence.
 - If the adult does not respond to confirm the child's absence, the Emergency Contact listed on the child's Registration Form will be contacted.
 - If the staff are not able to reach any of the above contacts, the Programming Supervisor or Center Manager will contact the police.

2. Once the child's absence has been confirmed, 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.

RELEASING A CHILD FROM CARE

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),

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

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

Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up by **5:55pm**, then staff shall proceed with contacting parent/guardian, the staff shall contact the parent/guardian by phone call, text message, and via the program's communication app and advise that the child is still in care and has not been picked up.

1. Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
2. Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed."

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by **6:00pm**, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the Emergency Contacts on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by **6:45pm**, staff shall proceed with contacting the local Children's Aid Society (CAS) at (905) 363-6131. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Glossary

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

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

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

PROGRAM STATEMENT

(CCEYA, 2014)

Tender Years Cooperative School Inc. is dedicated to supporting children's physical and cognitive development, health, and well being. We focus on active learning, exploration, play, and inquiry-based learning. We see our children and their families as competent, capable, curious, and rich in potential, as well as active participants in all aspects of our programs and center.

The *Child Care and Early Years Act, 2014* is focused on strengthening its child care programs and ensuring high quality experiences for children. The Ministry of Education issues policy statements regarding program and pedagogy for the purpose of guiding operators of child care and early years programs. Tender Years utilizes *How Does Learning Happen?* (<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>) to guide our class curriculums. *How Does Learning Happen?* is organized around four foundational conditions that are considered essential to cognitive learning and healthy development for children:

1. **Belonging** refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others, and making contributions as part of a group or community and in the natural world.
2. **Well-being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self regulation skills.
3. **Engagement** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. This type of play and inquiry helps develop skills like problem solving, creative thinking, and innovating, which are essential for learning and success in childcare and beyond.
4. **Expression** or communication (to be heard, as well as to listen) may take many different forms. Through body language, words, and the use of materials,



children develop capacities for increasingly complex communication. The exploration of materials supports the development of creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

Program Statement Implementation Policy

In accordance with the *Ontario Regulation 137/15, Section 48*, Tender Years does not permit the following:

- The corporal punishment of a child;
- Deliberate use of harsh or degrading measures on a child that would humiliate the child or undermine his or her self-respect;
- Deprive a child of basic needs including food, shelter, clothing, or bedding;
- Locking the exits of the child care center for the purpose of confining a child; or using a locked or lockable room or structure to confine the child if he or she has been separated from other children;
- 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;
- Inflicting any bodily harm on children including making children eat or drink against their will.

Failure to comply with the above conditions may result in a verbal warning, written warning, or dismissal of a Tender Years' employee, supply educator, support staff, volunteer, or student, depending on the seriousness of the offense, and as decided by the Board of Directors.

The Center Manager and the President of Tender Years Co-operative School Inc. will consistently monitor the practices of all employees, volunteers, and students during the

center year. A written record of observations will be recorded on a monitoring sheet that will be kept in staff, volunteer, or student files in the office.

All staff, volunteers, and students will read and sign off on the Program Statement prior to interacting with any child at Tender Years, or upon modification of the Program Statement.

Management will review all signed acknowledgments by any staff, volunteers, and students, to indicate that the process has been completed. The Center Manager must be confident that all staff, volunteers, and students are fully aware and understand the Program Statement and its implementation.

All Early Childhood Educators have made a commitment to abide by the standards of their profession as set out in the *College of Early Childhood Educators Code of Ethics and Standards of Practice*. All Early Childhood Educators hold themselves accountable, and will use the *Code of Ethics and Standards of Practice*, and the *CCEYA* to guide their decisions and teaching practice.

Employee Expectations

Staff will promote the health, safety, and well-being of each child by providing a clean and safe environment, nutrition based on Canada's Food Guide, access to drinking water throughout the day, and eliminating any environmental issues that may cause injury. Staff will familiarize themselves with all information concerning any medical conditions or requirements, exceptions, allergies, dietary restrictions, and parental preferences with respect to diet, exercise, and rest time.

Staff will help foster positive and responsive interactions among children, parents, child care providers, and staff. The Management Team and Board of Directors will support this through the hiring of qualified, attentive, interactive, and well-trained Registered Early Childhood Educators (RECE).

Staff will encourage children to interact and communicate in a positive way, and by acknowledging that children are competent and capable individuals, help nurture the development of self-regulation in children. Self-regulation is defined as a child's ability to gain control of bodily functions, manage powerful emotions, and maintain focus and attention.

Tender Years' programs will provide child-initiated and adult-supported experiences, and staff will foster children's exploration, play, and inquiry in a safe environment. Educators will plan and create a positive learning environment based on the interests of all children, while at the same time supporting each child's unique learning and developmental needs.

Each child will experience indoor and outdoor play (weather permitting), as well as active play, rest, and quiet time. Consideration will be given to each child's needs.

Staff will maintain open and ongoing communication with parents about the program and the development of their children. Communication with parents is an integral part of Tender Years being a co-operative center. Each program educator will document their observations of the children, and anything relevant to a particular child will be shared with the parents or guardians (i.e., via Seesaw).

Staff will be provided with ongoing opportunities for professional learning, critical reflection, and active discussion with others about pedagogy and current educational practice. Professional development increases the knowledge and skills that educators bring to the center and their classrooms and in turn, engages students. Ongoing professional learning is the groundwork for positive changes in the center. Tender Years' educators will remain committed to participating in professional development workshops and furthering themselves as educators for personal skills, the center, and as per Raising the Bar in Peel expectations (www.peelregion.ca/social-services/pdfs/

raising-the-bar.pdf).

Staff will be encouraged to seek out opportunities to learn from those in our community and invite them to be a part of our childcare community.

Staff will work collaboratively in order to provide a safe, secure, healthy, and inviting environment for all TYC families.

INCLUSION AND PROGRESS

At Tender Years Cooperative School Inc., we believe that **all children** have the right to attend quality child care, regardless of their abilities, gender, appearance, race, culture, religion, family composition, or language, **as every child is unique and has something to offer**. We welcome all children into our warm, nurturing environment, which provides an opportunity for each child to reach their full potential in partnership with their families.

Our program provides flexibility by adapting different teaching techniques so that every child has the chance to learn, and educators will modify their classrooms or learning materials to meet the individual needs of the children in their care. Through collaboration with community support resources, staff, parents, and children work together to provide a beneficial learning environment for successful inclusion.

TYC recognizes that encouraging inclusivity and respect helps students achieve success, knowing that they are safe, nurtured, welcomed, respected, and included. Tender Years is committed to ensuring that all children feel a sense of belonging, well being, engagement, and expression as outlined in *How Does Learning Happen?* (www.edu.gov.ca/childcare/HowLearningHappens.pdf).

Tender Years upholds the principles of respect for human rights and fundamental freedoms promoted in the *Canadian Charter of Rights and Freedoms, Constitution Act*

1982, and confirmed in the *Ontario Human Rights Code*. The Tender Years Board of Directors and its staff are committed to the elimination of all types of discrimination.

TYC staff actively promotes a diverse, anti-biased, and non-discriminating learning program throughout the year, and respect for the diverse perspectives of the entire childcare community will be reflected in all areas of teaching, learning, and administrative culture. We will make every effort to identify and remove discriminating biases and systemic barriers that may limit access to and opportunities for effective student engagement and achievement. Our goal is to ensure that Tender Years remains inclusive and proudly reflects its diverse membership and community.

TYC's Diversity and Inclusion Policy is reviewed by the management team, board members, and staff, and is provided to all parents in the Parent Handbook.

Guiding Principles for Inclusion

Staff will be encouraged to seek out opportunities to learn from those in our community and invite them to be a part of our childcare community.

- All children and their families are welcome and bring value to our programs;
- Staff will strive to recognize and support each child based on their individual needs;
- Everyone's privacy and dignity is respected: children, families, and staff;
- Uniqueness, abilities, and diversity are celebrated and nurtured;
- All staff, educators, and administration are committed to developing an equitable and inclusive education environment;
- Personnel are encouraged to acquire the knowledge, skills, attitudes, and behaviours necessary to identify and eliminate discriminatory biases and systemic barriers.

To ensure an inclusive curriculum and assessment practice, in both content and delivery, Tender Years recognizes and affirms the life experiences of all students.

TYC appreciates that language proficiency is necessary for all students to achieve their full potential and that many students and their families use a first language other than the two official Canadian languages (English and French). Our center's staff and Board of Directors affirm and value the linguistic and cultural diversity of its population.

To provide successful inclusion of all children, the following strategies are to be followed:

- A strong, open, and transparent relationship with parents;
- If a community agency is involved with a child, the center manager, staff, parents, and the agency will develop individual program plans to support the child and will continually reassess goals;
- The Board of Directors and Management advise all parents of Tender Years' inclusion policies upon registration, and through positive messaging throughout the year;
- Parents are welcome to share their cultural diversities and celebrations throughout the year to enhance our programs, provided they have discussed their ideas with the Center Manager in advance.

Communication of Progress

Strong communication is maintained between home, the center, and any other support agencies to ensure a successful, inclusive environment for all children and their families. A resource consultant from Peel Inclusion Resource Services (PIRS) is available to support the staff, children, and families at the center to ensure individual needs are being met.

Parents/guardians are always welcome to provide feedback, comments, or suggestions regarding their child's program, or to request a meeting with the supervising educators.

PARENTAL INVOLVEMENT

In our co-operative setting, we believe that a child benefits most when parents and educators share common goals for the individual child. It is essential that there is open and fluid communication between parents and educators.

TYC educators are eager to support, encourage, and share ideas with each parent and welcome any suggestions for ways to improve service for children and families.

Tender Years is a co-operative childcare. It is therefore of utmost importance that you fulfill all your responsibilities as an active member of the center. However, we respect the fact that not every family is able to be actively involved with the center. As such, TYC offers a limited number of spaces for non-active families, and fees will be higher to reflect the contribution our active families make.

As **active members**, we welcome your involvement as an integral part of Tender Years and offer a discount on monthly fees for those interested in participating. Active members must attend **four (4)** General Meetings and commit to participating on a team or committee.

The following are some areas of parent involvement:

- Active co-operative parents are required to attend and participate in four General Meetings scheduled for September, December, March, and June.
- Active co-operative parents contribute to the smooth day-to-day functioning of the center by volunteering to be on at least one center support team or committee per child.
- Parents are invited to attend parent education workshops that may be offered during the year.
- Parents and alumni are encouraged to attend any and all fundraising events.



Non-active members are also encouraged to attend General Meetings, though they are not required to participate on a team/committee. All parents are asked to participate in fundraising activities and special events at the childcare.

Parent Inquiries

Should a parent have any questions or concerns regarding their child in program, please address them with the Center Manager or Lead Educator in that classroom, after program hours, **not during program time**. Feel free to call the office to leave a message for the educator, to have them give you a call at their first available opportunity. If it is of an urgent nature, please call the Center Manager.

If there are queries regarding other matters related to the care of your child please speak to the Center Manager, the Board President, or other members of the Board of Directors.

PROGRAM POLICIES

Our educators are responsible for the delivery of a quality early childhood program in each classroom. All educators are involved in curriculum planning, preparing needed materials, evaluating children, attending conferences, and carrying out every aspect of the program.

1. **Program Plans:** Daily program activities, art schedules, snacks, and menu plans are posted in the hallway. Please check boards and/or Seesaw regularly for any current notices.
2. **Nutritious Snacks:** Snacks will be provided during the morning and afternoon programs. An alternate choice will be given to those with special dietary needs, allergies, or food restrictions. Snacks are carefully monitored and prepared on the premises. **There will be absolutely NO distribution of food brought from**

home by parents/guardians/caregivers.

3. **Catered Lunch:** A hot, nutritious catered lunch will be provided to all the children enrolled in childcare day and full day programs. The lunch is provided by Yummy Catering (www.yummycatering.ca) and supervised by staff members in their respective classes.
4. **Birthdays:** A child's birthday is celebrated in-class on the **first program day on or after the actual birthday**. Summer birthdays are celebrated in May or June. Due to allergies, **no birthday snacks are permitted from home**.
5. **Field Trips:** In accordance with Ministry of Education recommendations, children in Preschool and Kindergarten programs will take part in field trips located off childcare property. Toddler-aged children will take part in specially planned activities on site. Parents will be notified of upcoming field trips through flyers in their child's hook or cubby. Buses will be booked for most field trips. Parents and/or caregivers are welcome to join us on our field trips but it is not required. ***All field trip participants must first have a valid Vulnerable Sector Police Check on file with the childcare.*** A child's participation in field trips is not affected if parents are unable to accompany their children. A safe adult to children ratio will be maintained on all center trips. An extra fee will be charged for field trips. Field trip **deadline dates will be adhered to**, so please return notices on time. If a parent does not wish their child to attend a trip, the Management Team must be advised.
6. **Progress Updates:** All educators will give parents basic verbal progress updates on their child(ren) throughout the year. Should any questions arise from these updates, parents are welcome to call and speak to the CEO or arrange an interview with the program educators. As well, the CEO or educator may contact parents should they have any concerns about a child.
7. **Children's Belongings:** Children are encouraged to come to childcare with a large backpack, which contains a change of clothing, appropriate in-class shoes, and other items as required. We also recommend splash pants for fall and spring. For children who are not yet toilet trained, parents are required to provide

pull-ups, diapers, wipes and so on. Each child will be assigned a labeled hook or cubby near their classroom on which they can put their backpack, coats, etc. Boots can be stored beneath their cubby shelf. Please label all backpacks, outerwear, etc., with the child's name so items can be easily identified. Children are discouraged from bringing any personal toys to the center. If they do so, the items will be placed in their backpack so as not to lose them while they are at the center.

8. **Rest Period:** As per *Child Care and Early Years Act* requirements, there is a rest period in the afternoon for children in the school day and full day toddler and preschool programs. We encourage parents to bring a child's favourite blanket or sleep toy to promote and ensure a sense of complete security for the child while they rest. Each child will have the opportunity for a rest period not exceeding two hours in length following lunch. Children who attend Kindergarten may have a short rest period or quiet time after lunch. It is recognized that the need for rest and sleep varies greatly at different ages and even among children of the same age. For those children who remain awake, provisions will be made for supervised quiet activities.
9. **Outdoor Play:** It is a license requirement that all children play outside, weather permitting. **Please dress your children in weather appropriate clothing appropriate for the day** (i.e., jackets, hats, scarves, mittens, rain-boots, boots, splash pants, snow pants, and so on). If your child has been ill, he/she should return to the centre only when well enough to participate in outdoor activities. Children are not permitted to stay inside, as staffing does not allow for this. Children require sunscreen from April to September. Parents must supply and clearly label their child's own sunscreen.
10. **Center Closure/Event Cancellation Notice:** During the winter months, we may need to close the center or cancel programs because of inclement weather. Information giving details of any closure or cancellation will be posted on SeeSaw, Facebook (www.facebook.com/Tenderyearscoop) and Instagram (@tycmississauga).

OPERATIONS POLICIES

As a co-operative childcare, Tender Years is **owned and operated by the parents of the children attending the center**. Each family is a member of the center. For that reason, attendance at General Meetings is important, as it is your chance to help decide the direction of the center. Our Board of Directors is made up of parents, who oversee the operations of the center.

General Meetings

Tender Years has chosen to employ full-time educators to maintain consistent interaction with the children and a full-time Center Manager and administrator to assist in the day-to-day operations of the center.

General Meetings are held in December, February, and June. Attendance is **mandatory for active members and strongly encouraged for non-active members**. During the final meeting of the year, the Board of Directors for the upcoming year will be elected.

If you must be absent from a General Meeting, please notify the center in writing prior to your absence. Alternative arrangements will be made to deliver to you any missed information from the meeting.

A fine will be levied for absence at General Meetings and is at the discretion of the Board of Directors. At the General Meeting in May of 1993, the membership voted to impose such a fine system. The fine will be \$25 per missed meeting.

Active Member Roles and Requirements

From each active family, **one parent or guardian must commit to actively participating in the center up to a maximum of 5 hours per month to a particular role within the center**. Roles will be re-evaluated every September and positions will



be offered or assigned (based on need) on or soon after registration. Each role will have special duties, requirements, and responsibilities. Failure to complete the tasks for your chosen or assigned role on two occasions will result in immediate action on the part of the center or Board of Directors, and could include the forfeiture of your active member status.

A warning will be issued for the first offence, and a second failure to complete will result in the loss of the active member status. The member will be given the option of non active membership, if available, or could be expelled from the center.

Tender Years will take under consideration any mitigating circumstances and reserves the right to alter this stipulation based on individual circumstance.

Privacy and Confidentiality

In compliance with Privacy Legislation, all information regarding the children, families, and staff in our center is **PRIVATE AND CONFIDENTIAL**. A parent or guardian is only entitled to information on the actions, social behaviour, emotional status, or cognitive abilities of their own child.

All reasonable care and caution in protecting printed or written confidential information from casual observation, unauthorized perusal, or other abuse will be exercised. Only Tender Years' staff and the Ministry of Education Program Advisor, during their mandatory annual inspection, will have access to the children's records. All client information, which comes to our knowledge, will be considered confidential and will not be released to any agency or third party without signed authorization by the parent(s) or guardian(s). The center's membership list may not be used for personal/business solicitation by any member or staff person. The center may release information regarding a child or his/her family, without parental consent, to officials of: (a) the Courts (following a warrant or a court order); (b) the office of the Ombudsman; (c) the Ministry of Education; and, (d) the Children's Aid Society.



HEALTH AND SAFETY POLICIES

1. Children must not cross the parking lot without an adult.
2. Parent(s) (or carpool driver, or guardian) must accompany the child(ren) into the classroom and wait for them to be greeted by a program educator.
3. Enhance Health and Safety COVID-19 Protocols are being adhered to following Peel Public Health and the Ministry of Educations guidelines. Their documents are periodically updated as COVID-19 is a fluid situation. Although there are two documents, Peel Public Health's, (Municipal Government) protocols supersedes the Ministry of Education, (Provincial Government). The links to their current documents can be found at:
 - https://peelregion.ca/coronavirus/childcare/providers/_media/enhanced-health-safety-protocols/licensed-child-care/COVID-19-enhanced-health-and-safety-protocols.pdf
 - <https://www.ontario.ca/page/operational-guidance-during-covid-19-outbreak-child-care>
4. Should a bus break down while on a field trip, everyone shall remain in the vehicle until assistance arrives. Should there be a prolonged delay, the center office will be contacted. Parents, guardians, and emergency contacts will be notified accordingly.
5. All staff must know the location of the main fuse box and how to turn off the electricity. Every staff person should be prepared to quickly turn off the electricity in the event that a child or adult has received an electric shock and needs to be separated from the contact point, or when any other electrical emergency arises.
6. A designated staff person shall inspect each classroom on a **daily basis** for any hazards or safety concerns. Any repairs will be handled promptly.
7. Rooms, hallways, and exits shall be kept orderly and free from obstacles and debris. They must be adequately illuminated, and exit signs will remain lit at all times.
8. The Management Team and Board of Directors will ensure monthly "**Health &**

Safety Inspections” are completed in the Toddler, Preschool, and Kindergarten classrooms, staff room, bathrooms, and storage areas.

9. On a daily basis, prior to the children playing in the playgrounds, a designated educator will check the outdoor playground and equipment to ensure that it is safe and free of debris.
10. In accordance with the **Safe Drinking Water Act, 2002, O.Reg. 173/03 and the Child Care and Early Years Act**, a licensed laboratory tests the water at Tender Years annually for lead content. As required by law, the water taps are flushed for five minutes every morning, prior to the children’s arrival at childcare.
11. A Region of Peel Health Inspector will inspect the center annually to ensure the center is in compliance with health guidelines regarding food preparation, sanitary policies, and procedures, immunizations for children and staff, and emergency contingency plans. They will provide a “Green Inspection Summary” if all items are in compliance with the regulations.
12. **Smoking Policy:** Smoking on childcare grounds, including in the center, is strictly prohibited. Smoking is not permitted within nine (9) meters from any entrance or exit of buildings owned by Erindale United Church.

Health and Illness

1. All children must have current immunizations and a complete health statement **before** entering the childcare center. If a parent chooses not to immunize their child, a Statement of Medical Exemption from the Region of Peel, or a Statement of Conscience, or Religious Belief Affidavit must accompany the registration package prior to the child being enrolled in the program.
2. **Please inform the center or administrator if your child will be absent from class.** Communicable diseases or prolonged illnesses must be reported at once to the Center Manager (i.e. whooping cough, measles, chicken pox, pink eye, lice, and so on). The center is obligated to notify **Peel Health** of any reportable communicable diseases and any outbreaks of disease (905.799.7700).
3. Parents are asked to keep home any child showing signs of ill health (i.e., a child

has a fever, undiagnosed rashes, diarrhea, vomiting, discharge from the eyes or ears, yellow/green runny nose and coughing, and the like). **The child must be symptom free of their illness for a minimum of 24 hours before being allowed to return to the center. A child whose symptoms include vomiting or diarrhea must be symptom free for a minimum of 48 hours.** If a child is recovering from a cold or other illness and no longer has a fever or is no longer contagious, the child may return to program. In some cases of illness, we may request a written doctor's authorization before the child returns to program.

4. The parent or guardian shall be notified by telephone, if their child, who was sent to the center, subsequently shows signs of illness or injury. A child who becomes ill while in care will be given a quiet place to rest, away from the other children. The parent(s), guardian(s), or emergency contact(s) will be called to pick up the child within the hour. The child will be attended to by an educator or other adult while waiting for the parent, guardian, or emergency contact to arrive.
5. Parents will be notified should their child be exposed to a contagious disease. Notices will be emailed to families notifying them of their child's possible exposure to a communicable illness. Notices may also be posted on bulletin boards or by written advisories.
6. On the child's arrival, staff will observe and record any signs of illness, bruises, or small injuries, on the Daily Health Record and may question parents on how the injuries were sustained. They will record the children's absence on both the attendance and on the Daily Log.
7. In the case of prolonged illness or absenteeism, a place will be held in the center as long as fees are paid and the parents fulfill their co-operative agreement.
8. **Suspected Child Abuse:** It is the legal responsibility of every person, including educators, parents, volunteers, students, or support staff that has contact with a childcare centre, to report the suspicion of child abuse (physical, sexual, emotional, or neglect) directly by telephone to the Peel Children's Aid Society. Persons failing to report the suspicion of child abuse are subject to legal action. All staff shall be familiar with definitions, procedures, and responsibilities in this

matter. (Child and Family Services Act. 1984, section 68 (2)(3)(4) and section 81 (1) (b).

9. Educators shall record any **accidents or injuries** incurred during program on an Accident form and in the Daily Log, which are to be analyzed once a month to prevent recurring accidents.

Administration of Medications

Tender Years' staff will administer prescribed medication in response to incidents or illnesses that are life-threatening (i.e., difficulty breathing, allergic reactions, exposure to allergens, asthma, seizures, diabetes, and so on). As well, in full-day programs, Tender Years staff will administer prescribed medication (i.e., antibiotics), provided the medication is in a bottle that is clearly labeled with the child's name, doctor's name, and appropriate dosage. A parent must fill out an Administration of Medication form to have staff administer the medication. Staff will fill out the Administration of Medication Record to record all instances when the medication is given to a child. Parents are responsible for telling staff if the medication needs to be refrigerated and it will be kept in a locked box in the kitchen refrigerator. Parents are also responsible for taking home the medication at the end of the day. In each classroom, non-refrigerated medication will be kept in a locked box on a high shelf out of reach of the children. An RECE is responsible for administering the medication to the child.

Anaphylaxis

Every effort is made to ensure that nut products never enter the centre as we have children enrolled who are severely allergic. Parents of children who have been diagnosed with an anaphylaxis illness, diabetes, or other life-threatening illnesses, must attend a parent/staff anaphylactic training meeting to review Anaphylactic and Special Medical Condition policies and fill out an **Individual Action Plan for Child with Special Medical Condition and Administration of Medication** form. The prescribed medication must have a pharmacy label, with child's name, Doctor's name, amount to be given, and with clear expiry dates. If a child is to be

given Benadryl or a similar product, an **unopened bottle** must be provided and will be kept in a locked medication box in each classroom. Epipens will be kept on the educators in the classroom and will travel to and from the playground during outdoor play. It is the parent's responsibility to replenish medications that may expire during the course of the year.

In cases where a child has food allergies and the meals and snacks provided by the childcare centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented. Ensure that parents label food brought to the childcare centre with the child's full name and the date the food arrived at the childcare centre, and that parents provide a written list of all ingredients. Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.

Should an emergency arise, all steps will be followed as indicated on the Individual Action Plan and Administration of Medication forms. **Only the Lead Educator and Center Manager (or a designated educator should the center manager be absent) are authorized to administer emergency medication.** Parents will be notified immediately after the emergency steps have been followed.

Emergency Care Procedures

1. A parent's consent form, which is in the registration package, must be filled out to authorize emergency care. If a parent, guardian, or child's own doctor cannot be reached in an emergency, 911 will be called and the child will be taken to the nearest hospital, accompanied by a designated staff member and the parent consent form. **If the emergency is extremely urgent 911 will be called first and then immediately thereafter the parents/guardians will be called.**
2. All staff persons are trained in the administration of standard first aid and C.P.R. level C, and will administer first-aid as necessary. Staff members are recertified

every two years and review all emergency policies on an annual basis.

3. If a power failure occurs, resulting in prolonged loss of electricity, parents and guardians will be called by the Management Team, staff, or a Board member to come pick up their children.
4. Should an educator become ill during class, a substitute from the approved supply educator list will be called. The Program Supervisor can step into the role of classroom educator for a short time if required.
5. Staff and children shall be familiar with fire evacuation procedures through monthly fire drills (sounded by a designated person). Staff shall be familiar with and follow the evacuation plan posted in the room they are occupying.
6. Attendance will be taken upon the child's arrival each day and the educators will **always** know who and how many students are present and absent.
7. In case of an emergency requiring the evacuation of the centre, staff will walk the children to Tender Years' Emergency Evacuation Site:

Heritage Orthodontics
1556 Dundas Street West
Mississauga, ON L5C 1E4

Parents and guardians will be notified by telephone to pick up their children at Heritage Orthodontics.

Our backup emergency plan for the after care program (4:00pm – 6:00pm) is:

Region of Peel Police Station, Division 11
330 Erin Mills Parkway
Mississauga, ON, L5L 1A1

Educators and children will travel by taxi to this site and parents and guardians will be notified to pick up at this location.

BEHAVIOUR MANAGEMENT POLICIES

As educators who genuinely love our children and are concerned for their well being, we believe that a varied and interesting program, offered in a non-competitive atmosphere, is essential to fostering a positive classroom environment, thereby helping prevent many potential discipline problems.

Classroom expectations are explained to children in a group at the beginning of each year. With the introduction of each new activity, new play centre, or new piece of equipment, instructions are given on how to use and play with the equipment.

Behaviour Management

Tender Years' policy on behaviour management is in compliance with the Child Care and Early Years Act. As such the center adheres to the following:

1. The center does not permit the corporal punishment of any child, by our employees, volunteers, or students, or any other person in our center location or on program field trips.
2. There will be no deliberate, harsh, or degrading measures used on a child that could humiliate or undermine a child's self-respect, nor any deprivation of a child's basic needs including but not limited to food, shelter, or clothing.
3. The exits of our center are not locked for the purpose of confining a child unless a child's safety is in jeopardy, with the approval of the Center Manager or designate.
4. There is to be no use of locked or lockable rooms or structure(s) to confine a child who has been removed from other children.
5. Should a problem situation occur in the classroom, the educator will manage the situation by speaking to the children involved, discuss problem-solving techniques, and then redirect the child to another area of play, if necessary. If the safety of other children is an issue, the educator will remove the child to a clear

area in the classroom.

6. Only Tender Years' staff will have direct unsupervised access to the children enrolled in the center. At no time is a student or volunteer to have direct unsupervised access to a child in the center. Students and volunteers are not counted in the educator to student ratios.

Requested Withdrawal

Withdrawal is a last resort. A child's withdrawal from Tender Years will only be requested after the educators and Board of Directors, with the assistance of any community services such as PIRS, have exhausted all resources and strategies available. Prior to a request for withdrawal being issued, the following will take place:

1. Documentation of observations (programming, schedules, behaviours, ABC's, any reported incidents, and so on);
2. Implementation of individual programming;
3. Work collaboratively with community agencies; and,
4. Maintain open communication with parents/guardians.

At the discretion of the Board of Directors, parents or guardians may be asked to withdraw their child:

- Due to a child's failure to participate (i.e., an inability to settle into the program and/or the child remains constantly distressed). With parents' or guardians' consent, the child would be given follow-up staff support, staff home visits, and an opportunity to return to a program the following semester or year.
- Due to a child's continuous aggressive behaviour toward their peers and/or educators (i.e., excessive biting, hitting, and the like), where injuries occur and the safety of the other children and the staff is compromised.
- Due to the parent's or guardian's failure to participate or fulfill their duties as an active member, or failure to pay fines resulting in not fulfilling their active duties.
- If the parents' or guardians' attitudes and philosophies are at odds with those of the majority such that co-operation is not feasible.

- Due to harassment or any form of abuse towards staff, Board of Directors, or general members.

The Co-operative may, upon resolution of the Board of Directors, expel any member thereof for cause, provided such member has been given notice of the intended expulsion and an opportunity to appear before a hearing of the Board of Directors.

Parent Issues and Concerns

Tender Years Cooperative School is focused on consistent collaboration with parents and guardians to ensure that all concerns are addressed and taken care of. We support positive and responsive interactions among the children, parents/guardians, child care providers, and staff, and prioritize engagement and ongoing communication with parents/guardians about the program and their children. Should any parent/guardian have any issues or concerns, the following process is to be followed:

Step 1: Parents/guardian(s) are to speak with their child's educator after program hours. The dialogue must be recorded/documentated by the educator and shared with the Center Manager.

Step 2: If the concerns regarding the program/staff are not resolved in the first step, parents/guardians are to contact the Center Manager (verbally or written). The Center Manager will document the issue and have a response time of 24-48 hours. Both the Center Manager and parent/guardian will formulate an action plan to meet their needs and resolve the issue. The action plan will be shared with staff and followed immediately.

Step 3: If concerns are still not being addressed to the satisfaction of the parent/guardian, the parent will be asked to contact the Parent Liaison for Tender Years. The Parent Liaison will discuss next steps with the parent, center manager, and other Board members immediately.

To ensure quality assurance all steps must be followed in order.

TENDER YEARS CO-OPERATIVE SCHOOL INC. CONSTITUTION

(Revised: December 4, 2019)

ARTICLE I – NAME

The name of this organization shall be Tender Years Co-operative School Inc., hereinafter referred to as “the school”. The school is a parent co-operative, non sectarian and non-profit. The school serves toddler, pre-school, and kindergarten aged children.

ARTICLE II – REGULATIONS

The school will be regulated by the Ministry of Community and Social Services, Province of Ontario, under the Day Nurseries Act and by the constitution of the corporation.

ARTICLE III – MEMBERSHIP

1. Membership shall consist of active members, non-active members, and associate members.
2. Active and non-active members shall be the parents or guardians of each enrolled child.
3. No more than 45% of the total available enrolment can be comprised of non-active members.
4. Associate members shall be any individuals interested in the school. They shall have a vote in the affairs of the school.
5. No more than 49% of the total membership may be comprised of associate members.

ARTICLE IV – BOARD OF DIRECTORS

1. The Board of Directors shall be comprised of active and associate members and shall include the following: President, Secretary, Treasurer, and up to five more



Board members who will hold various positions from time to time (for example including, but not limited to: Vice-President, Special Events Chair, and Past President). The Board of Directors will not exceed **eight (8)** people.

2. The offices of President and Treasurer, or those with signing authority, must be held by active members.
3. The office of Treasurer shall not be held for more than two (2) years. All remaining offices shall not be held for more than 4 years.
4. The term of office shall be from July 1st until the following June 30th.
5. A quorum of the Board of Directors shall be half of the Directors plus one.
6. Attendance is required at all executive meetings. Attendance by teleconference or videoconference is acceptable. More than three consecutive absences will terminate the executive position. An executive member may apply for a leave of absence for a maximum of one month. One application in writing only.
7. At executive meetings, each Board member but the chair shall have one vote. Voting shall be by a show of hands, and in the case of a tie, the chairperson shall cast the deciding vote. A second ballot can be held on demand.
8. Board members must be Canadian citizens or Permanent Residents and may not be currently involved in a personal bankruptcy.
9. All members may attend executive meetings on a non-voting basis.
10. The Board of Directors will make available in a timely fashion, a copy of the minutes of Executive Board meetings to any member that requests them. Care must be taken to remove any confidential material from them.
11. Upon dissolution and after the payment of all debts and liabilities, the co-operative's remaining property shall be distributed or disposed of to charitable organizations carrying on their activities solely within Canada.
12. Board members wishing to withdraw from the Board of Directors before the end of their term of office shall do so with at least **thirty (30)** days written notice.

ARTICLE V – NOMINATIONS AND ELECTIONS

1. The executive for the coming year shall be elected at the last General Meeting of

the school year.

2. Nominations for the Board of Directors shall be accepted prior to the election.
3. The Board may appoint a member to fill a vacancy until the next opportunity to hold an election.
4. At the end of their term of office, Board members shall make every reasonable effort to facilitate a smooth transition when a new executive is elected. This will include, but is not limited to, the transfer and/or release of any and all information relating to any school account or permission that the Board member was in possession of during their term of office.

ARTICLE VI – GENERAL MEETINGS

1. Attendance is mandatory for all active members.
2. Three general meetings will be held during the school year at which time all members will be eligible to vote. During the last general meeting of the school year, an executive for the coming year will be elected.
3. Five members may call general meetings. Notification of such meetings must be made in writing to the Board of Directors at least one week prior to the meeting.

ARTICLE VII – STAFF

The Board of Directors, who shall determine salaries, policies and other benefits, shall hire staff.

ARTICLE VIII – VOTING PROCEDURES

1. Amendments to the constitution: any amendments, which would supersede any part of the constitution, must be passed by a majority vote of the membership present at the General Meeting. Proposed changes shall be outlined in an agenda and notice distributed to the membership at least seven (7) days prior to the vote.
2. At any General or Parent Meeting of the school, a majority vote is the membership present, providing that there has been adequate notice of the

meeting. Each family has one (1) vote.

3. The voting shall be first of all, by a show of hands. A ballot can be held, if demanded, by two (2) members present or at the discretion of the chairperson. In the case of a tie, the chairperson shall cast the deciding vote.
4. A quorum of the membership shall be 25% of the membership, plus one.

ARTICLE IX – FINANCES

1. The fiscal year of the school shall be the twelve months from July 1st to June 30th.
2. There shall be an audit by an independent qualified individual (someone other than the Board of Directors) or firm appointed by the Board of Directors. The audited financial statement shall be reported at the second General Meeting.
3. Cheques on the school's bank account and drafts drawn or accepted by the school shall be signed or drawn up by at least two signing officers of the Board of Directors.
4. The Board of Directors must approve the budget.

ARTICLE X – CONTRACTS

All contracts, entered into in the name of the school, must be approved by the Board of Directors and signed in duplicate by the President and/or Secretary or Treasurer or by any other person authorized especially or generally by resolution of the Board of Directors and the person under contract.

ARTICLE XI – TERMINATION OF MEMBERSHIP

1. At the discretion of the Board of Directors, parents may be asked to withdraw their child(ren):
 - due to the child's failure to participate,
 - due to the parent's failure to participate,
 - if the parent's attitudes and philosophies are at odds with the majority of the co-operative and if cooperation is impossible,

- due to medical reasons.
2. The co-operative may, upon resolution of the Board of Directors, expel any member thereof for cause, provided such member shall have been given notice of the intended expulsion and an opportunity of appearing before a hearing of the Board of Directors.
 3. Where a parent desires to withdraw a child, written intent must be submitted giving thirty days' notice. Withdrawal, on or after February 1st, will result in the June fee being non-refundable.
 4. An unrelenting member in bad standing will be asked to withdraw their child from the school.

ARTICLE XII – FEES

1. The fees for the child will be based on a per session basis as determined by the Board of Directors.
2. The fee set for non-active parents will be considerable higher than that of an active parent as determined by the Board of Directors.
3. Should a cheque be returned to the school due to insufficient funds, the amount of the cheque, plus a bank fee, must be paid in cash. Payment is due within one week of being notified. If the outstanding balance is unpaid after one week's notice, a fee of \$5 per day will be applied to the balance until it is paid in full. Upon receipt of the full payment, your child may return to school. Continued failure to pay the fine will result in the expulsion of the child from the school.

ARTICLE XIII – FINES

Fines may be levied from time to time at the discretion of the Board of Directors to discourage misdemeanours, missed bingos, late pick-ups, and lack of team commitment. A member who continually fails to pay such fines will be considered a member in bad standing resulting in possible dismissal.

ARTICLE XIV – DUTIES OF MEMBERS

1. Active parents or guardians must participate on teams and committees as determined by the Board of Directors to fulfill the cooperative commitment. 2. Non-active members will not be required to participate on a team or committee. 3. All active members must attend Orientation and General Meetings. 4. Information on children of the families in our school is private and confidential. At no point is a parent entitled to information on the actions, behaviour, social, emotional status, or cognitive abilities of a child other than their own.

ARTICLE XV – DIRECTORS’ LIABILITY

Every Director and Officer of the Co-operative, and his or her heir, executors and administrators, respectively, shall from time to time and at all times be indemnified and saved harmless out of the funds of the corporation only from and against:

- All costs, charge, and expenses whatsoever such director or officer sustains or incurs in or about any action suit or proceeding that is brought, commenced or prosecuted against him/her for or in respect of any act, deed, matter or thing whatsoever, made done or permitted by him/her, in or about the execution of the duties of his/her office
- All other costs, charge and expense he/she sustains or incurs in or about or in relation to the affairs of the co-operative, except such costs, charges and expenses as are occasioned by his or her own negligence or default, or failure to act honestly, and in good faith with a view to the best interests of the co-operative.

MINISTRY OF EDUCATION POLICIES

In order to provide more transparency to parents with children in child care centres, in 2011 the Ministry of Education requires childcares to implement and communicate the following **policies** to parents in our center:

Licensing Summaries

A program advisor from the Ministry of Education comes in annually to license the center for the next year of operation. The program advisor observes staff and child interactions, watches the children in action, reviews and ensures all procedures are followed, and checks children and staff files to verify that all required information and immunizations are up-to-date. At the time of licensing, a report will be issued to inform the center of anything needing to be corrected or dealt with prior to the issuance of a new license. A license summary must be posted, along with the new license on the hallway bulletin board. Parents and guardians are welcome to inquire about any recommendations made at the time of licensing.

Serious Occurrences

Should any type of serious occurrence occur, as defined by the Ministry of Education Serious Occurrence Reporting Procedures, the Center Manager will immediately notify the Ministry by submitting a Serious Occurrence Initial Notification Report. Within 24-hours of the occurrence, the Center Manager must also post a Serious Occurrence Notification Form to communicate information of the occurrence to all parents and guardians. The Notification Form will be posted on the hallway bulletin board, near the licensing information, for a minimum of ten (10) business days. If the form is updated with additional information, such as additional actions taken by the center, the form remains posted for ten (10) days from the date of the update.

Supervision Policy for Volunteers and Students

In 2011, a new policy was developed and implemented by all child care centres addressing the supervision of volunteers and placement students in child care programs. In keeping with this policy, parents should be assured that **only** Tender Years' employees are permitted to have direct unsupervised access with the children in our center. Placement students and volunteer parents are not counted in staffing ratios, as it is Tender Years' policy to bring in a supply educator when a Tender Years' educator is absent. Behaviour management policies and guidelines are reviewed with all placement students and volunteers prior to starting their time at Tender Years. All placement students and parent volunteers are required to complete a Vulnerable Sector Check prior to starting at Tender Years.

Please speak to the Center Manager for further information regarding these policies.

