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Part I: ABOUT US

Our Centre

Gledhill Avenue Child Care Centre (GACCC) is a not-for-profit organization offering licensed early learning and before-and-after school programs. Since the summer of 1989, we have operated out of Gledhill Junior Public School (GJPS), providing care for children in preschool through grade five.

GACCC works in partnership with families, our community, and other stakeholders to provide quality early learning and before-and-after programs with the aim of making every interaction a great experience. This handbook gives detailed descriptions of the organization's vision, mission, goals and approaches to ensure positive practices and relationships by outlining policies and procedures, and is available free of charge.

Board of Directors

The Board of Directors (BOD) is the governing body of GACCC and is responsible for the sustainability of the centre and the advancement of its mission and goals. This involves such activities as setting long-term goals, developing policies and procedures, financial planning/budgeting and ensuring the legal and regulatory obligations of the organization are met.

The Board works closely with the centre's Executive Director, who is responsible for oversight of the organizations day-to-day operations including staffing, programs, parent and child relations, enrollment and assisting with developing and maintaining the budget.

Parents are 'members' of the organization while they have a child enrolled at GACCC. All members are entitled to be nominated for the BOD. If elected, the time commitment is typically 1-2 hours per month for members-at-large, with some positions such as Chair and Treasurer requiring more time.

All parents are encouraged to attend the AGM and participate in the election of the new BOD. Each family is entitled to one vote at the AGM. Members are elected to the BOD for one-year terms at the Annual General Meeting (AGM). The board includes a Chairperson, Vice-chairperson, Treasurer, Secretary, and members-at-large. Additional committees are formed as necessary.

There is also an ongoing need for volunteers with diverse skills, abilities and interests to assist with various BOD projects and events throughout the year. If you are interested in joining the BOD or getting more information, please send an email to: GledhillBOD@gmail.com

Staff Roles

The Executive Director (E.D.) is responsible for the oversight and management of all centre operations. The Executive Director is the main point of contact, and consultant to the BOD..

The Site Supervisor is responsible for overseeing the daily operations of the centre and reports directly to the Executive Director. The Site Supervisor is the main point of contact for parents and families.

Registered Early Childhood Educators and Early Childhood Assistants are responsible for their individual programs, and for planning and implementing high-quality licensed childcare to children.

Licensed Child Care

In Ontario, the provincial government sets out rules and regulations for early childhood education and child care, with direct oversight by the Ministry of Education, which is responsible for licensing and ongoing monitoring of child care centres.

As a licensed child care centre, GACCC must adhere to the [Child Care and Early Years Act](#) (CCEYA) and all regulations under the CCEYA. The Ministry of Education conducts thorough inspections of our centre as part of the annual licensing process.

The Ministry of Education also works closely with local governments, including [Toronto Children's Services](#) (TCS), which play an important role in overseeing child care centres. TCS is responsible for planning and managing child care services in Toronto, administering fee subsidies, and allocating additional resources to families and centres providing care to children with a disability.

TCS has its own quality criteria and curriculum expectations for child care centres, outlined in the [Assessment for Quality Improvement](#) (AQI) guidelines. Each year, our centre is inspected for compliance with the AQI guidelines and each program is assigned a *Quality Rating*.

Program Statement & Valued Goals

Note: See Appendix B for the Centre's Program Statement.

GACCC's Program Statement describes our approach to child care and outlines the organization's core values.

Program Statement

GACCC will provide a stimulating, welcoming and nurturing environment for each child, recognizing that children are competent, capable, curious, and rich in potential. All children will be recognized as valuable regardless of their ethnic background, cultural or socio-economic differences and developmental needs.

GACCC's programs will provide developmentally-appropriate emergent curriculum to all children, enhancing children's developmental levels. Children will be provided with interesting, and enriching environments, materials and experiences that will deepen their sense of wonder, curiosity, and exploration.

Children will be taught and supported in learning the skills necessary to become critical thinkers, problem-solvers, and keen investigators of the world around them. Children will learn necessary self-help and independence skills; emotional regulation and positive social interaction and play, by engaging with supportive and knowledgeable Educators that value their thoughts, ideas, feelings, and experiences. Our goal will be to enhance each child's development, reveal each child's potential and increase each child's sense of self-worth.

Valued Goals

- Promote the health, safety and well-being of young children, families and educators.
- Support positive and responsive interactions between educators, children and families.
- Encourage and enable children to interact and communicate in a positive way and support their ability to self-regulate.

- Provide a developmentally appropriate, emergent curriculum that is child and family centred, and focused on the interests, skills and abilities of the children.
- Provide a wide range of activities and play experiences for children that focus on inquiry, exploration, play, self-expression, creativity and problem-solving.
- Provide an inclusive and equitable program that respects and embraces the individual characteristics, abilities and needs of each child and their families. Foster on-going partnerships and communication with families about our program and about their children.
- Actively engage with community partners and provide opportunities for the children and families to develop close connections with a range of community resources and supports. Provide continuous professional development and learning for all members of our child care team.
- Continually monitor the impact our Program Statement and Valued Goals have on the children, their families, our educators and community partners. Continually monitor the organization's compliance with the Ministry of Education, Toronto Children's Services, and Toronto Public Health.

Working in Partnership with Families

We understand that a child's family are the most important people in their life, and that our centre plays a supporting role while families are at work or school. Our staff are expected to work in partnership with and engage parents to provide the best possible care for each child. Parents are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing within our programs.

Diversity, Inclusion & Integration

We strive to cultivate an environment where diversity is celebrated and all families feel a sense of belonging. We are committed to providing care that is free from discrimination, harassment and barriers to equal opportunity by adhering to the following principles:

- Every child is a unique individual who is welcome to our program
- Children have the right to attend child care within the community of their choice
- We must be responsive to the needs of our community
- Our programming should be reflective of the varying needs of our participants
- Children are best supported when parents are involved in the inclusion process
- Everyone has the right to privacy and dignity
- Fair does not always mean equal

For children needing additional supports, an *Individualized Support Plan* will be developed in consultation with parents of the child. Our centre has also been assigned an *Every Child Belongs Resource Consultant* through Toronto Children's Services. This consultant spends time in our programs, evaluating and training our staff to support inclusive practices. They also help to develop strategies that support individual children and families, including working with families to develop Individualized Support Plans (ISPs) and/or making referrals for additional services when needed.

An *Individualized Anaphylaxis Plan* will be created for any child with an anaphylactic or life-threatening allergy, while for all other medical conditions an *Individualized Medical Plan* will be created. Our staff will be trained on the

preventative measures and emergency procedures in each *Individualized Plan* and will ensure that a copy of the plan is posted in the child's classroom at all times.

All *Individualized Plans* are developed in consultation with parents and, if appropriate, the child. An *Individualized Plan* is not complete until it has been reviewed and approved by the parent.

Multi-Household Families & Custody Arrangements

A child will only be released to the people indicated on a child's registration forms. In the event that a parent is requesting that another parent be restricted from picking up a child, a court endorsed custody order must be presented and kept on file. Once a parent has introduced and documented the other parent, each parent shares the same rights and obligations for the child.

Communication

Daily communications benefit the child, family, and staff, providing consistency for the child, support staff to understand the child and therefore plan for their success, and give families the opportunity to be part of their child's day. We encourage parents to contact staff with any questions.

To facilitate this, GACCC uses a digital platform, Lillio, to communicate with families. Staff use Lillio to share their weekly activity plans, menus, announcements, videos and photos, etc. with families. Parents and educators can also communicate directly with each other using Lillio.

At enrollment, parents will be sent an invitation to create a Lillio account, which can be accessed using a desktop [web browser](#) or the [mobile app](#). In addition to Lillio, parent-teacher meetings can be scheduled on an as-needed basis.

For urgent or sensitive matters, parents should contact the centre by phone at 647-325-8340. When leaving a voicemail, please make sure to include your child's first and last name and the best number to reach you at.

Centre-wide information such as newsletters, special event notices, closures, etc. will be posted on the parent information board (at Door 7) and/or sent to parents by email.

The Site Supervisor can be reached via Lillio or via email at supervisor@gledhillchildcare.ca

The Executive Director can be reached via Lillio or via email at director@gledhillchildcare.ca.

Information Sharing with Gledhill Junior Public School

We are committed to maintaining the confidentiality of information about the children in our care and their families. However, we also encourage our educators to work in collaboration with the teachers at Gledhill Junior Public School (GJPS), which sometimes includes discussing children's needs and progress in order to develop consistent strategies to meet those needs.

Information about a child will not be shared between GACCC and the school without an *Information Sharing Consent Form* signed by their parent. In addition, all GACCC and GJPS staff are required to sign a confidentiality agreement.

For more information, please see the TDSB's *Child Care Information Sharing and Confidentiality Agreement Procedure* ([PR692](#)).

Parent Issues & Concerns

Note: Please see Appendix C for the centre's Resolving Concerns and Issues Policy.

In the event that parents have issues or concerns, they can communicate knowing that communication from all parties will be respectful and professional. Any issues or concerns will be held in the appropriate levels of confidentiality and will comply with the centre's *Resolving Issues & Concerns Policy and Procedures*. Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent will respect and maintain the confidentiality of all parties involved.

Parents are encouraged to observe the following steps when addressing issues or concerns:

- 1) Speak directly to your child's teacher. They are your best source of information, as they know your child. In programs with more than one regular staff member, you may want to speak with each educator.
- 2) If program staff are unable to resolve the issue or concern or if you need further clarification or assistance, parents may contact the Site Supervisor or designate.
- 3) For serious concerns, or for concerns regarding the Site Supervisor, parents may contact the Executive Director.
- 4) If a parent has been unable to resolve their issue/concern after following the process described above, a formal complaint may be made to GACCC's Board of Directors

Note: It is never acceptable for a parent to discuss any matter or conflict with another child at GACCC. Bring your concern to a staff member; never approach a child that is not yours!

Code of Conduct

GACCC seeks to provide a learning and working environment in which all individuals are treated with respect and dignity. **Every** member of our community including children, families (parents, grandparents, family friends, siblings, caregivers), centre staff (program staff, management, supply staff, volunteers, students), and board members, has the right to be safe and to feel safe in our school and child care community. The following code of conduct must be adhered to by any and all adults that will be involved in a child's experience at Gledhill Avenue Child Care Centre:

- All members of the organization's community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by the Ontario Human Rights Code.
- All adult members have the responsibility to act as role models of good behaviour. Foul language (swearing, name-calling, shouting) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.
- Inappropriate behaviour or harassment of any kind towards a child, parent or educator will result in immediate intervention up to and including the family's withdrawal from the centre, and/or police intervention. This type of behaviour includes, but is not limited to, harassment or intimidation by written note, email, words, gestures and/or body language.

- No weapons are allowed on Gledhill Junior Public School property or at any function operated by GACCC. The consequences for failure to comply will include, but are not limited to, the family's withdrawal from the centre.
- The privacy and confidentiality of our children, parents, educators, volunteers and students is important to us. All concerns and comments should be addressed using the steps described in GACCC's *Resolving Parent Concerns Policy and Procedures*. At all times, parents are expected to respect the privacy and confidentiality of all children.
- Any pictures taken at any of our programs or during events are for the private use of the family only. These pictures cannot be posted in online photo albums or social media.
- We understand that issues may arise from time to time, and while we try our best to resolve these situations, we expect that any issues are addressed in a respectful manner that is aligned with the mission, values, and goals of GACCC, as well as all applicable laws and legislation.

The code of conduct applies to all members of our community, whether at the centre or at GACCC-sponsored events and activities.

Our Pedagogy

Pedagogy refers to the ways that children learn and what an educator does to support their learning. Our centre is guided by the pedagogical principles outlined in [How Does Learning Happen? Ontario's Pedagogy for the Early Years](#) (HDLH) and its companion document, [Early Learning for Every Child Today: A framework for Ontario early childhood settings](#) (ELECT), which describe pedagogical approaches for supporting children's learning and development.

HDLH sets out broad goals for children and expectations for programs organized around the four foundations (belonging, well-being, engagement, expression) and the view of children as competent, capable and rich in potential.

ELECT assists educators to observe and document children's emerging skills by providing an overview of child development. Understanding child development allows us to provide care that is responsive to the development, needs and interests of each child.

The City of Toronto's [Assessment for Quality Improvement](#) (AQI) guidelines are designed to support and build on the pedagogical approaches outlined in HDLH and ELECT.

Our Curriculum

GACCC uses an emergent curriculum that reflects HDLH and ELECT. Emergent curriculum refers to an approach to teaching and program planning that focuses on being responsive to children's interests ('child-initiated') to create meaningful learning experiences. In an emergent learning environment, educators prioritize active participation, relationship building, flexible and adaptable methods, inquiry, and play-based learning.

The program spaces are arranged into different 'learning areas' (e.g. sensory, construction, art) that are open and accessible to the children throughout their day. Within the learning areas, we provide a variety of play materials for the children.

Educators adapt the program and materials as needed to ensure all children are able to actively explore and engage in play on their own and with their peers. The materials in each program will reflect the children's changing interests.

Program Plans

Educators develop and implement planned daily programs to provide the children with a wide variety of challenging and stimulating activities and learning experiences based on the children's interests and developmental needs.

Educators follow the lead of the child, adapting the planned program to support children's spontaneity, abilities and interests. They encourage the children to adapt the planned learning experiences through play and exploration by adding materials, asking open-ended questions and providing new challenges.

The weekly program plan describing the planned and spontaneous learning experiences for each group of children is posted in a location that's accessible to parents. Families are encouraged to discuss the planned program and provide feedback.

Observations

Observations are critical to developing child-initiated program plans. Educators learn about the children by observing and interacting with them throughout the day. They document these observations to better understand each child's changing interests, skills, developmental needs, and accomplishments. Staff use these observations to ensure that program planning is based on the children's interests. Observations are also used to set out goals for the children's learning and development, which are also incorporated into the program plans.

For children enrolled in the Preschool program, staff compile portfolios that document each child's developmental progress, including observations, artwork, photographs and developmental assessments. Portfolios are available to families for them to look through at their leisure. Parents also receive regular updates about their child through Lillio's daily reports.

Part II: GENERAL INFORMATION

Programs and Ages Served

GACCC operates a year-round full-day preschool program and before- and after-school programs (BASP) for children who attend GJPS. On 'non-instructional days' (i.e. PA Days, March Break) we provide full-day care for the children enrolled in our BASP programs. During the summer break we run a full-day kinder/school-age program with registration open to the public.

Licensed Age Group:	Ages Served:	Programs:
Preschool	30 months to 6 years	<ul style="list-style-type: none"> ▪ Full-day (year-round)
Kindergarten	44 months to 68 months	<ul style="list-style-type: none"> ▪ Before- and After-School (FDK)¹ ▪ Full-day (school breaks & PA days)¹ ▪ Summer Camp
School-age	68 months to 11 years	<ul style="list-style-type: none"> ▪ Before- and After-School¹ ▪ Full-day (school breaks & PA days)¹ ▪ Summer Camp

¹ GJPS students only

Days and Hours of Operation

Note: See Appendix A.1 for this year's Closure Dates.

GACCC follows the [TDSB's Elementary School Year Calendar](#), offering before- and after-school programs (BASP) for kinder- and school-aged children on instructional days. On non-instructional days, including TDSB P.A. Days, and some board-designated holidays, including March Break and the Summer Break, we offer full-day programs for Kinder and School-age children who are registered in the centre's before-and-after school program, in addition to our regular preschool program.

Program:	Operating Hours:	
	Instructional Days	Non-Instructional Days
Preschool	7:00 a.m. to 6:00 p.m.	7:00 a.m. to 6:00 p.m.
Kindergarten	7:00 a.m. to 8:40 a.m. 3:20 p.m. to 6:00 p.m.	7:00 a.m. to 6:00 p.m.
School-age	7:00 a.m. to 8:40 a.m. 3:20 p.m. to 6:00 p.m.	7:00 a.m. to 6:00 p.m.

Holidays Observed

GACCC is closed for the following public holidays: Labour Day, Thanksgiving Day, Christmas Day, Boxing Day, New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, and the Civic Holiday.

Families will be charged a fee payment for these holidays. For Preschool, this is the daily fee rate. For Kindergarten and School Age, this is the Before & After School rate.

Planned Closures

In addition to the holidays listed above, GACCC has the following planned closures:

- **Easter Monday:** The centre will be closed to provide professional development and training for staff.
- **Summer Closure:** The centre is closed on the Friday prior to Labour Day.

Families are not charged fees for these planned closure dates.

Unscheduled Closures

While every attempt is made to maintain normal operations and services for our families, it may occasionally be necessary to close the centre. If Gledhill Junior Public School is closed due to inclement weather, evacuation or emergency situations, Gledhill Avenue Child Care Centre will also be closed and regular child care fees will still apply.

Note: Our centre is independent from the school board and we are not typically given any information regarding unscheduled closures in advance of announcements made to the public.

Inclement Weather - Classes Cancelled

GACCC adheres to the TDSB's Severe Weather Procedure. Inclement weather refers to any severe or harsh weather condition such as blizzards, flooding, violent storms, etc. On rare occasions where severe weather or other potentially hazardous road conditions pose a danger, the TDSB may deem it necessary to cancel classes in order to keep schools closed.

- If classes are cancelled in order to keep schools closed for the day, information will be posted on the TDSB website, TDSB social media and provided to local media by 6:00 a.m.

In the event that the TDSB orders a full-day cancellation of classes, our centre will also remain closed. On non-instructional days, GACCC's Executive Director or designate may also decide to cancel GACCC's child care program, at their discretion.

- If child care services are cancelled in order to keep GACCC closed for the day, parents will be notified by Lillio message and/or email by 6:30 a.m.

Our centre is not impacted by school bus cancellations, and will remain open in the event that the TDSB cancels school buses due to severe weather.

Inclement Weather - Early Dismissal

If the weather is such that the centre needs to close during the day, parents will be notified and asked to pick up their children soon as possible. Late pick-up fees are applicable even during inclement weather. Parents are asked to ensure that they have a reliable plan in case an emergency prevents them from picking up their children on time. Fees will be unaffected by any closures due to extreme weather or other emergency or extenuating circumstances.

- If the TDSB orders an early closure of schools, they will make the decision and notify all schools by 12:00 p.m., information will be posted on the TDSB website, TDSB social media and provided to local media.
- The TDSB will not send home any student in JK to Grade 5 until parents have been notified and the principal is assured that suitable arrangements have been made for the child's supervision.

- GACCC will also notify families by Lillio message and/or email as soon as we are notified of the early closure.
- While our centre will not open for after-school care, we will work in partnership with GJPS to ensure that children are safely supervised until they are picked up.

Modified Hours for Field Trip Accommodations

GACCC may modify the operational hours for its Kindergarten and School Age programs (shouldn't be there), during the summer weeks on field trip days. Modified hours will be communicated to families prior to the start of the summer camp programs.

Facilities

GACCC operates out of Gledhill Junior Public School (GJPS) by leasing program space from the Toronto District School Board (TDSB). While we have the exclusive use of our preschool classroom and the center's kitchen/office, our before-and-after school programs operate in classrooms designated as "shared use spaces," which are used by the school during the day.

Parking

Please be advised that the school parking lot off of King Edward Drive is intended for TDSB staff and should only be used by parents outside of school hours. Our lease does not include any dedicated parking spaces for our centre. Limited short-term street parking is available on Gledhill Avenue and King Edward Drive for pick-ups and drop-offs. There is also paid parking in a municipal lot ('Green P' lot #20) located behind the school yard at 99 Cedarville Avenue.

Fees for Child Care Services

Note: See Appendix A.2 for the Centre's current Fee Schedule.

GACCC welcomes both 'full-fee' families and those whose childcare fees are subsidized through the City of Toronto. Our monthly billing is based on a daily rate per child. An annually revised Fee Schedule is posted on the parent information board next to our office and is distributed to families in January of each year. Parents will be notified at least 30 days in advance if fees are to be increased.

Regular fees are charged for days when your child is absent, for unplanned closures due to weather conditions, and for other circumstances beyond our control.

No fees are charged for scheduled closures (see '[Planned Closures](#)').

Children who are enrolled in the before- and after-school programs will be charged the full-day rate for PA Days and school breaks, whether they attend or not. GACCC operates summer camp programs for Kindergarten and School Age children. GACCC is currently reviewing changes to the summer camp enrollment structure. More details regarding GACCC's 2026 summer camp program will be communicated in December 2025. The Kindergarten Summer Camp Program will have mandatory enrollment for the full summer, and the School Age Summer Camp Program will have a minimum enrollment requirement pending GACCC's available funding and revenue streams for the 2026 fiscal year.

Canada Wide Early Learning and Child Care Agreement (CWELCC)

Note: Please see Appendix H for the CWELCC Family FAQ

In March 2022, Ontario signed a historic deal with the federal government called the Canada Wide Early Learning and Child Care Agreement (CWELCC) that will lower licensed childcare fees to an average of \$10 a day by September 2025. Gledhill Avenue Child Care Centre is currently enrolled in the CWELCC, and has amended its service agreement with the City of Toronto to include this agreement in the Centre's fee collection policy.

All full fee-paying families with children in our Preschool and Kindergarten programs will see a mandated reduction in childcare fees for the period of January 1, 2025 to December 31, 2025. The maximum fees charged for Preschool and Kindergarten programs is \$22.00 per day.

School-age fees are not included in the CWELCC and all enrolled School Age children will have the regular school-age rates applied to their accounts. Families receiving child care subsidy through the City of Toronto, will receive their adjusted rates directly from Toronto Children's Services. A posted Fee Memo is available outside of the Centre office.

Fee Payments

GACCC uses Lillio's online billing tool to invoice families and process fee payments. Families will receive an invoice on the first of each month. If the first falls on a weekend or holiday, invoices will be issued on the next business day when the center is open. Fees must be paid monthly in advance and are due by the 5th of the month.

Billed Stat Holidays

GACCC charges regular child care fees for all statutory holidays listed in the Observed Holidays section on page 14. For Preschool, this is the daily fee rate. For Kindergarten and School Age, this is the Before & After School rate.

Payment Setup

At enrollment, families must:

- Add their banking information to the Lillio App and select their preferred payment method.
- Provide a copy of their banking details to GACCC management for record-keeping.

Payment Options

Families can choose between the following monthly payment options:

- **Auto-Payment:** Payments are automatically processed each month.
- **Manual Payment:** Families must ensure payments are submitted on or before the due date.
- If auto-payment is not enabled, families are responsible for manually submitting their payment each month.

Lillio Payment Support

For assistance with Lillio payments, please refer to the following resources:

[How to Update Billing Information](#)

[How to Enable Auto-Pay](#)

[How to View an Invoice](#)

[How to Pay an Invoice](#)

Late Payments & Fees

A \$5.00 per week late fee (up to a maximum of \$40.00) may be applied to overdue payments.

A \$40.00 service charge may be applied for returned payments.

Failure to pay fees on time may result in withdrawal from the program.

Fee Refunds and Credits

If a family is erroneously billed for child care services, GACCC will issue either a refund or a credit toward future child care fees. Families may choose their preferred option.

Refunds:

- Refunds will be processed via Interac e-Transfer or by cheque.
- Families opting for an Interac e-Transfer (when available) must confirm the email address to which the transfer should be sent.
- Refunds will be processed within five (5) business days after an error in the family's monthly child care billing has been identified.

Credits:

- If a family chooses a credit, GACCC will provide written confirmation of the total credit amount and the future fees to which the credit will be applied.

Registration Deposit

GACCC does not require a deposit to secure your child care space. Payment for your child's first month of child care services must be made on the due date provided on your first invoice.

Fee Assistance

Our Centre has a service agreement with Toronto Children's Services (TCS) to provide child care for families who receive a *Child Care Fee Subsidy* to help with the cost of licensed child care.

Note: The Child Care Fee Subsidy waitlist is separate from GACCC's child care waitlist. **Families who have applied to the City of Toronto's subsidy waiting list must also contact GACCC directly to register for our centre's waitlist.**

For eligible families, TCS will determine how much of the daily child care fee will be subsidized and how much the family will have to pay. Unless TCS has made other arrangements, families will pay the non-subsidized portion of the fees directly to GACCC using the same online billing process as non-subsidized families.

Families who receive a fee subsidy from the City of Toronto must follow the attendance and vacation guidelines established by the City of Toronto, Children's Services Department. Child Care Fee Subsidy applications can be submitted [online](#) or by calling 3-1-1. There is a waitlist, so it is recommended to apply as soon as possible.

More information can be found on the City of Toronto's website under [Help with the Cost of Licensed Child Care](#).

Arrival & Departure of Children

GACCC staff follow the [Safe Arrival and Dismissal Policy](#) and procedures to ensure that children arrive safely to our programs, and to ensure that absent children are accounted for.

Arrivals (Dropping Off)

All of our programs begin accepting children into care at 7:00 a.m. Each child must be accompanied by a parent in order to be admitted to the centre. Parents must be sure that their child is under the supervision of the staff before leaving the premises. Children should never be left outside or in the hallways without supervision.

On instructional days, children in GACCC's kindergarten and school-age program are released from the before-school programs into the supervision of GJPS teachers at the first bell (8:40 a.m.). To ensure a safe and smooth transition process, no children are accepted into before-school care after 8:30 a.m.

Transitions Between Child Care and School

At the start of our after-school programs, kindergarten children are transferred directly to GACCC staff by their daytime school teachers. Children in grades one to five are instructed to promptly make their way to their designated after-school classrooms and/or meeting location. Attendance is taken immediately upon the children's arrival to the program to ensure that all children are accounted for at all times.

If a child will be absent from the after-school program, parents are asked to inform GACCC of their child's absence by sending a Lillio message or leaving a voicemail with the date, their child's name, and the reason for the absence.

Considerations for Full-Day Programs

Between 11:30 a.m. to 2:30 p.m. can be a difficult time for Preschool children to part from their family since this time of day is when the children are toileting, getting ready for lunch and enjoying their rest time. Where possible, we prefer to limit the arrivals and departures access to the Centre during this time to ensure all children in the program feel safe and settled in their quiet space and to limit disruption during a busy routine. Accommodations can be made ahead of time if you need to occasionally drop off or pick up your child between 11:30 a.m. to 2:30 p.m.

On non-instructional days, our full-day Kinder and School-age programs follow a routine with various parts of the curriculum addressed in different parts of the day. As with preschool, it is our recommendation that children be dropped-off by 9:30 a.m. in order to allow children to settle into the programs and to maintain continuity on days where they will be attending full-day programs. Likewise, if your child will be absent or if you plan to have a later drop-off, parents are asked to notify the staff ahead of time.

Departures (Picking Up)

Families are asked to respect the Centre's closing time and to remember that the staff are on personal time after 6:00 p.m. If your family requires an extended routine to prepare for departure from the Centre, please ensure that you arrive before 6:00 p.m. to allow time for this; alternatively, we invite you to contact program staff to discuss possible strategies to help facilitate the departure routine.

Many families have a support system of people who will also pick up their child at the end of the day. Please ensure that the staff are notified in advance of any alternate arrangements. Children will not be released to any person without authorization or confirmation from the parent. The person will be required to provide identification. If staff are not aware of alternate arrangements, staff are required to confirm with the parents by phone and verify identification before releasing the child. We encourage you to provide contact information in advance for anyone who the child may be released to other than yourself.

In the event that someone has arrived to pick up a child and the above stated criteria have not been met staff will attempt to contact the parent. If this process results in the child remaining at the centre beyond 6:00 pm, late charges will apply. Until a parent is reached, the child will not be released.

After-Hours Penalty (Late Fees)

GACCC's lease allows us access to the school from 7:00 a.m. until 6:00 p.m. Families are asked to leave the Centre promptly as staff are required to secure their classrooms and vacate the premises at 6:00 p.m. so that the building can be properly cleaned and secured by the school's caretakers.

If the centre has not been contacted by the parent(s) to notify staff that they will be late to pick up their child, staff will attempt to reach one of the child's emergency contacts that you provided. If the parents and emergency contacts cannot be reached by 6:30 p.m., as a last resort, staff will contact the appropriate Child Protection Agency (e.g. Children's Aid Society).

If a child remains at any program past the closing time of 6:00 p.m. a late pick-up fee of \$1 per minute may be levied. Families who are repeatedly late to pick up their children and/or late to exit the building may have temporary or permanent cancelation of their child care services.

Emergencies

GACCC has emergency management policies and procedures, as described in O. Reg. 137/15, s. 68.1. Additionally, GACCC works in partnership with Gledhill Junior Public School to coordinate our emergency management planning and adheres to applicable TDSB policies and procedures, including [Caring and Safe Schools](#) (P051) and [Threats to School Safety](#) (PR695).

Each employee, volunteer, and student will be given directions as to the location and use of emergency equipment and emergency exits. They will also be trained on how to evacuate to our emergency evacuation site and will participate in practice fire/emergency drills.

The children will learn about fire safety and fire drill procedures through practice drills, discussions, stories, visits from firefighters to the programs or visits to a local fire station. This introduction will be used and designed to make the children less apprehensive and more prepared for how to respond in an emergency.

Evacuations

In the event of an emergency evacuation, staff will lead the children out of the building and meet in the schoolyard at the gathering point. If the building is deemed 'unsafe to return,' the Executive Director or designate will direct educators to begin walking the children to the centre's designated evacuation site. In the event the Executive Director is not on location, and an emergency evacuation is necessary, the Site Supervisor will direct educators to begin walking the children to the centre's designated evacuation site.

On-Site Evacuations:	GATHERING POINT: Paved area of the playground, south of the parking lot
Off-Site Evacuations	D.A. Morrison Middle School: 271 Gledhill Ave, East York, ON North on Gledhill Avenue to Lumsden Avenue
	Alternate Evacuation Location Secord Public School: 101 Barrington Ave, East York, ON South on Gledhill Avenue to Danforth Avenue East on Danforth Avenue to Main Street North on Main Street to Doncaster Avenue

As soon as it is safe to do so, GACCC will notify parents of the emergency evacuation:

- If the situation permits, we will post a note for parents near Door 7 with information regarding the emergency evacuation prior to leaving GJPS.
- As soon as everyone is safely evacuated, we will send a message to parents with "EMERGENCY EVACUATION" in the subject line.
- If possible, we will update GACCC's voicemail message to inform parents that the centre has been evacuated and to provide details on the emergency shelter locations.

Staff will remain with the children until they are picked up by parents and will continue to follow children's individualized plans throughout an evacuation.

Any incident requiring an evacuation will be reported as a serious occurrence to the Ministry of Education.

Part III: CHILDREN'S WELL-BEING

Supervision of Children

Behaviour Guidance

At Gledhill Avenue Child Care Centre, we use positive behaviour management practices to guide children's behaviour and to help children develop healthy emotion regulation and social skills. Our Positive Behaviour Guidance Policy outlines the best practices for behaviour management.

Parents/Guardians may be required to work with management, staff and outside community resources to support their child with individualized needs. Children with behavioural challenges who may need one-on-one support, will be required to have an ISP and Safety Plan in place to ensure that the staff and children are safe. Children's physically aggressive behaviour that leads to the harm of staff or other children is taken seriously. Children may be sent home from child care if their behaviours are harmful to others.

Children who receive one-on-one staffing support in the program, or whose child has a Safety Plan, will need to be accompanied by a parent/guardian/other authorized adult in order to attend field trips during the summer camp programs. In circumstances where it may not be possible for a parent/guardian/other authorized adult to attend, the parents or guardians must make alternate child care arrangements.

Prohibited Practices

As outlined in the Child Care and Early Years Act, 2014 (CCEYA) and O. Reg. 137/15, s. 48, our centre does not permit the following prohibited practices:

- (a) Corporal punishment of any child;
- (b) Physical restraint of any child (i.e. confining a 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 centre for the purpose of confining any child, or confining any 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 any 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.

Employees, volunteers, and students at GACCC are not permitted, under any circumstance, to engage in the prohibited practices listed above.

Duty to Report

Everyone, including members of the public and professionals who work closely with children, share a responsibility to protect children and vulnerable persons from harm, and are required by law to report suspected cases of child abuse or neglect. Persons who become aware of such concerns are also responsible for reporting this information to the Children's Aid Society (CAS) as per the "Duty to Report" requirement under the Child and Family Services Act.

GACCC recognizes it is responsible for promoting safe environments and practices to protect children and vulnerable persons from abuse. Our staff are:

- Legally responsible to immediately make a report to a child protection agency if they suspect abuse.
- Responsible for making the decision to report suspected abuse without consulting their supervisor or colleagues. No staff/student/volunteer or parent shall advise someone not to report suspicions of abuse, nor try to stop the person from reporting or consulting with a child protection agency.
- Accountable to ensure the report remains confidential and sealed. Details of the report are not to be shared with anyone, this includes the supervisor, other staff, or parents unless authorized by the child aid agency.

If a parent expresses concern that a child is being abused or neglected, the parent will be advised to contact the local CAS directly.

Volunteers and Students

Note: See the centre's [Supervision of Students and Volunteers Policy](#).

GACCC adheres to the requirements described in O. Reg. 137/15 s. 11.1 regarding the supervision of volunteers and students. The following provisions are in place to support the safety and well-being of children attending our center:

- 1) Every child will be supervised by an adult at all times while receiving care at GACCC;
- 2) Every volunteer or student will be supervised by a GACCC employee at all times;
- 3) No volunteer or student will be permitted to be alone with any child who receives care at GACCC; and
- 4) Volunteers and students will not be counted in the ratio of employees to children.

Medical Conditions

For any child with a medical condition (e.g. diabetes, asthma, seizures, etc.), an *Individualized Medical Plan* will be developed in consultation with their parents (and the child, if applicable). All staff, students and volunteers will be required to review the *Individualized Medical Plans*.

Allergy Risk Mitigation Strategies

The centre maintains a list of children with allergies and dietary restrictions. Parents should notify the Centre of any changes to their child's dietary requirements and/or allergies. For any child with a life-threatening allergy (i.e. anaphylaxis), an *Individualized Anaphylaxis Plan* will be developed in consultation with their parents (and the child, if applicable).

In addition to individualized plans, the following allergy risk mitigation strategies will be implemented across the Centre:

- Both GACCC and Gledhill Junior Public School are nut-free environments.
- Outside food is not permitted within the school or the child care centre. (An exception will be made for children with individualized dietary needs, only when a written note is provided by the parent detailing the the child's dietary needs, and a *Child Individualized Dietary Needs Form* has been completed)
- Only staff with a valid Food Handlers Certification are permitted to oversee food preparations in the kitchen.

- Animals are not permitted within the childcare centre.
- GACCC adheres to TDSB's *Scented Products Awareness Program*, which asks for voluntary cooperation towards a scent reduced environment.

Both GACCC and Gledhill Junior Public School are smoke-free environments. It is unacceptable for staff, volunteers and parents to smoke and/or use vaping e-cigarettes anywhere on school property (including in the school yard). Staff and volunteers may not smoke in the presence of the children at any time, including during off-site excursions.

Medication Administration

Note: See the centre's [Medication Administration Policy](#).

Our staff can only give prescriptions and over-the-counter medications (including medicated skin products) to a child after their parent has completed an Authorization for Medication Administration form with written instructions about how the medication should be administered.

For over-the-counter medications, parents must also provide a doctor's note. All drugs and medications must be stored in their original pharmacy containers (with label) or packaging. Medication labels must include the child's name, medication dosage, administration instructions, and effective dates.

Non-prescription skin products intended for longer-term daily usage (e.g., sunscreen, lotion, lip balm, bug spray, hand sanitizer, diaper cream, etc.) can be administered without an Authorization for Medication Administration form, as long as parents have provided permission in the child's enrollment package.

Illness Protocol

GACCC has infection prevention and control measures in place to reduce the risk of infections spreading through the Centre. If your child is not able to attend due to illness, please advise us of the illness and expected return date. This information will help our educators identify symptoms in other children.

As a general guideline, if a child is too ill to participate in all aspects of the daily program, they are too ill to be in child care. Individual children may not stay indoors during outdoor time. Any specific instructions regarding the health care of a child must be provided in writing by a medical doctor.

In the best interests of all children at the Centre, the following is a list of symptoms where a child may be sent home and excluded from the child care program:

Symptom	Return to Care
Fever: Temperature greater than 38°C or other symptoms such as sudden paleness, flushed skin, or listlessness.	<i>Child has been fever-free for 24 hours <u>without medication</u>.</i>
Diarrhea: Three loose or two watery bowel movements in a 24 hour period.	<i>Child is able to eat and retain food/fluids as usual and has had 48 hours of normal bowel movements (without diarrhea).</i>

Vomiting: Unusual vomiting after eating or throughout the day.	<i>Child is able to eat and retain food/fluids as usual and has gone 48 hours without vomiting.</i>
Conjunctivitis: Pink or red eye, white or yellow discharge, red eyelid, eye pain or discomfort	<i>Child has been assessed by their health care provider. For bacterial conjunctivitis, must wait until 24 hours after child has started taking appropriate antibiotics.</i>
Rash: Unexplained rash, redness, or skin infection; severe itchiness.	<i>Child has been assessed by their health care provider.</i>

Toronto Public Health also provides specific [Guidelines for Common Communicable Diseases](#) which include directions for when to exclude children. When a child or staff member is diagnosed by a physician with a *reportable disease*, GACCC is required to notify Toronto Public Health.

Should a child develop any signs of illness while they are at the Centre, you will be contacted and asked to pick up your child to minimize their exposure to other children. Staff will prepare an Illness Report for the parent with details of the child’s illness. Each child’s file will include copies of any illness reports and other records of illness.

Parents are expected to arrive at the program as soon as reasonably possible after having received a phone call from staff indicating that their child is ill and is to be picked up. Parents are asked to have reliable back up plans for authorized friends and family members (“Emergency Contacts”) to be able to help out in the event that parents are unable to get to the program in a timely manner. If parents cannot be contacted, emergency contacts will be phoned. If the illness develops into that of a serious nature, 9-1-1 will be called and the centre’s *Serious Occurrence Policy and Procedures* will be followed.

Incident/Injury Protocol

From time to time, incidents/injuries occur. Staff will apply first aid and comfort as needed. Parents will be contacted at the time of the incident, if appropriate, or at pick up time. Appropriate documentation will be completed by the program staff and signed by parents. Two copies will be made: one for parents and the other for the child’s file.

Spontaneous Walks, Field Trips, & Special Guests

Occasionally, staff may plan field trips to places away from the centre to offer fun and educational experiences for children. Prior to the trip, parents will be notified of the planned excursion, including the destination, mode of transportation, time and date, and will be asked to sign a Field Trip Permission Form. In the event that permission is not obtained for a child to participate in the trip, parents are asked to make alternate arrangements for their child for that day.

Children will be supervised by staff and will be transported by walking and/or a school bus company as outlined in the Field Trip Permission Form. All activities, special events, and field trips are contingent on enrolment, availability and weather, and are subject to change with little notice. Parents may volunteer to accompany their child on a field trip, without obtaining a Police Check or Vulnerable Sector Check. Parents are not permitted to supervisor other children, under any circumstances.

GACCC encourages parents to get involved by coming in to share special interests or skills with the children.

Off-Site Safety Measures

GACCC will ensure that enhanced safety measures are in place for any field trips or excursions to places away from the centre. These will typically include additional staff, a communication plan, and ensuring that children can be easily identified by staff and volunteers (e.g. wristbands, t-shirts).

Parents will be required to provide written permission for their child to participate in any field trip. Field trip permission forms will be provided before the date of the field trip, and will include the field trip details such as location, time and method of transportation.

Children who receive one-on-one support, or who have a Safety Plan in place may be required to have a parent/guardian/other authorized adult attend field trips as the child's support.

Meals, Snacks and Other Food

Morning snack, hot lunch and afternoon snack are provided depending on the program schedule. During the Summer Camp program, cold-packed picnic lunches may be provided. Each program's schedule varies and parents should speak to the staff at their child's program for current snack and meal times. All meals and snacks are provided by [Real Food for Real Kids](#), a reputable and professional children's catering company, and arrive fresh daily.

The menus are based on a regular rotation and contain fully nutritionally balanced diets that comply with the Canada Food Guide and CCEYA. The menus are posted on Lillio. Children with a food allergy/sensitivity or dietary restrictions are provided with alternatives.

Gledhill Junior Public School is a "peanut-free" building. Due to the seriousness of allergies to peanuts and other foods, we do not provide any foods with any trace of nuts which includes nuts, tree nuts, or any other peanut products.

To ensure the safety of children with life-threatening allergies, we do not allow any unauthorized outside food to be brought into the Centre. Many foods that do not obviously contain nuts could have traces which could also be life threatening to a child with an allergy. This includes recess snacks and class treats.

Modification of Lunch Time Routine

In the event of a temporary modification to GACCC's service offering, GACCC may permit Kindergarten and School Age children, attending full-day care, to bring a lunch to the child care centre. Children's lunches must adhere to the following:

- All food brought into the centre must be peanut and nut-free and contain no traces of nuts.
- All food should remain in the original packaging, where possible.
- Any baked goods must be accompanied with a list of ingredients.
- Unhealthy food/snack or "junk food" should not be included in children's lunches.

Upon arrival, or before eating the contents of their lunch, a staff member will check all children's lunches for peanut/nut items.

GACCC does not permit nut butter substitutes such as "Wow Butter" as these products are very similar to peanut products and can cause anaphylactic reactions in some children.

Children with Individual Nutritional Needs

Parents of children who require outside food will be required to complete an Individual Nutritional Needs Form to indicate their child's need for food to be provided from outside of the child care centre. All food provided by families for children must be peanut and nut-free. All children with individual nutritional needs will be added to the Centre's Allergies and Food Restrictions List which is regularly reviewed by all staff.

Kitchen staff will check all food items and ingredients before storing the food in the appropriate location. Any outside food provided to the Centre will be stored appropriately in the kitchen refrigerator and/or kitchen cupboards and will be maintained according to Toronto Public Health food safety requirements. All outside food will be clearly labelled with the child's name and the date that the food was provided and/or opened

Any unused food will be returned to the parent upon pick-up at the end of their child's day in the container in which the food was provided. Left-over food from mealtimes will be discarded by the centre.

Toileting

Children begin to use the toilet at different ages and stages of their development. Language skills are vital to this process to communicate needs to the staff and parents. The washroom routine is a fun, non-threatening and non-stressful time with staff remembering the individuality of each child and actively communicating observations, suggestions and questions to parents on a daily basis. Please bring in plenty of spare clothing when your child is going through this process and be patient.

It is important that children are given the freedom to progress at their own speed during this process. This process takes time. It is also usual that children regress temporarily at some point.

Sleep and Rest-time

Note: See the centre's [Sleep Supervision Policy](#).

Children need a comfortable and relaxing environment to enable their bodies to rest. Our Preschool schedule includes a daily rest period when the children will have an opportunity to sleep, rest or engage in quiet activities, depending on their individual needs.

The daily rest period will be a maximum of two hours in length and will be supervised to ensure the children are safe, healthy and secure in their environment. Children who do not sleep will be offered alternative quiet activities during that time.

All children will be assigned their own cots labelled with their name. Bedding, including a sheet for the cot and a blanket, will be provided for each child and will be laundered at least weekly.

Staff will complete 'direct visual checks' of each child resting or sleeping on a cot at least every 30 minutes. Parents will be notified of any significant changes to their child's sleeping patterns or sleeping behaviours (e.g., night terrors or a substantial change in amount of sleep)

Parents will be consulted about their child's rest/sleep requirements at the time of enrollment and before making any changes to the child's sleep routine. Staff will accommodate parent recommendations to the best of their abilities while adhering to the Centre's *Sleep Supervision Policy and Procedures*.

Outdoor Play

Note: See the [Safe Environment Weather Chart](#).

Clothing

We value exploration both indoors and outdoors and ask that your child be dressed in clothing that is appropriate for active and messy play and the season. Children learn from and enjoy messy activities like painting, playdough, water, sand exploration and cooking. We also take the children outside daily, temperature permitting.

Children should be dressed in clothing that is comfortable and lets them practice self-help skills like dressing/toileting themselves (we encourage independence), while not worrying about getting their outfit dirty. Clothing with lots of buttons, snaps, or zippers can be more challenging for children to remove on their own. Hats and non-slip shoes are strongly recommended for summer months, and warm clothing and boots for winter. Open-toed sandals are not permitted at any time of year.

Each child's name should be marked clearly (please use labels) on any clothing that they may remove (i.e. coats, sweaters, hats, shoes, underwear, etc.).

For children in the preschool program: Parents are asked to pack two or more complete spare sets of labelled clothing that can be kept at the centre. Please be sure to bring items that your child might need during the day and store them in their cubby (e.g., diapers, extra set of clothes, indoor shoes).

While staff will be diligent in looking after each child's personal property, GACCC is not responsible for the loss or damage of items left at the daycare. We also cannot be responsible for items misplaced during the school day.

Our centre does not have on-site laundry facilities and cannot clean clothing that has been soiled. In the event of a diaper or washroom accident, staff do their best to remove feces from undergarments. Soiled clothing will be bagged and sent home for proper cleaning. (This is why a spare set of clothing is important to have on hand.)

Warm Weather

- All children attending during hot, sunny weather are expected to have sunscreen and a hat on.
- Water will be always available and children will be encouraged to drink before, during and after activities.
- Shaded areas in the play space will be available.
- On days where the Ministry of the Environment, Conservation and Parks issues a Smog Alert, children will be offered activities inside.
- On extremely hot days, outside activity times will be reduced or cancelled.

Cold Weather

- All children attending during cold, snowy weather should come prepared to play outside and are expected to have an appropriate coat, insulated boots, snow pants, and accessories (e.g. hat, mitts/gloves, neck warmer).
- It is strongly recommended that mittens be attached to coats with clips (for all ages!).

- Health Canada strongly recommends that parents avoid dressing their children in scarves and any clothing with drawstrings as they are a choking hazard. The staff will not dress your child in his or her scarf if it is sent to the childcare. Please note that neck tubes/warmers are acceptable.
- On extremely cold days, outside activity times will be reduced or cancelled.

Part IV:

ENROLLMENT

PROCEDURES

Waiting List

Note: See the centre's [Waiting List Policy](#) and [Waiting List Procedure](#).

Since we have a limited number of spaces and our centre typically operates at capacity, we maintain a waiting list of families seeking a child care space. Registering for the waiting list does not guarantee the child a space at our centre, but we work diligently to offer space to as many families as possible.

Families are advised that it is not unusual to wait for a year or more to enter our programs. Due to the high volume of applicants and low turnover of spaces it is very difficult to estimate an individual child's chances of being offered a space or to predict when a space might become available. Our centre typically has more turnover during the summer, as our oldest children leave GJPS making room for new children to join us. However, spaces can become available at any time of the year and at any point in a month.

Due to the large number of families on the waiting list, we ask that families requesting an update on their waiting list position contact the Centre by emailing waitlist@gledhillchildcare.ca.

Once a waiting list application is received, the child will be added to the waiting list. If there are any changes to the child's contact information, families or parents should notify the centre right away. Applications are moved to the next age group as they age out of the existing list. There is no need to reapply.

- Parents are eligible to have a child added to the waiting list once the child is born.
- Families of kinder- and school-aged children who do not attend GJPS should ensure to specify if they are requesting to be added to the waiting list for our full-day summer program.
- Part-time enrolment and/or space sharing will not be accommodated as the additional operational burden and increased risk can affect the centre's overall viability.
- No fee is charged to be on our centre's waiting list.

Families are added to the waitlist on the date that they first made contact with the centre to add their children to the waitlist and child care spaces will generally be offered to families in chronological order. Priority is given to: (1) children who are currently enrolled and will need to move to the next age grouping, (2) siblings of children already attending any programs operated by the centre, and (3) children of GACCC staff. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

For the kindergarten and school age before-and-after school programs only: Priority will be given to children who attend Gledhill Junior Public School (GJPS). Children who do not attend GJPS will not normally be accepted into our before- and after-school programs. This does not apply to the preschool program or to our full-day kinder/school-age summer camp programs.

While families on the centre's waiting list may contact the centre at any time to request information regarding the position of their child on the list, offers of space will not be fast-tracked based on repeated contact by families.

The centre cannot hold childcare spaces. If a family wishes to withdraw from care for a specific period of time (e.g., during the summer), the family must wait until their child has been withdrawn before adding the child's name to the waiting list.

Note: GACCC is a not-for-profit child care centre with no direct affiliation with the Toronto District School Board. The centre leases space within the school building, but admission to GACCC will not guarantee a space at Gledhill

Junior Public School. Parents are encouraged to contact the school or refer to the TDSB website for more information about the kindergarten enrollment process, attending schools outside of your jurisdiction, etc.

Admission

When spaces become available in the Centre, the Site Supervisor or designate will contact families that are eligible to start in the age group as spaces become available. Families will be contacted by phone and email. Once a family is contacted or a voicemail has been left, they are given 48 hours to accept or decline the spot.

Declining an Offer

Should a family not accept the spot at the time, they may request that their child remain on the list. In order to ensure equitable access for all families on the waiting list, if a family refuses a second offer, they may still request that their child remain on the list, but the waiting list application date will be reset to the refusal date of the second offer.

Every reasonable effort will be made to contact the parents to offer the spot. No response will indicate that the spot has been declined and the next child on the list will be offered a space.

Enrollment Process

Should a family accept the offer and choose to enrol their child at GACCC, they will be required to complete their child's enrollment package, in order to secure their child care space.

GACCC does not accept child care deposits to hold child care spaces.

Parents will be given Registration Forms that must be filled out and returned to the Centre prior to the child's start date. For children entering the Preschool program, a copy of their current immunization records must also be provided.

For children with a need for an *Child Anaphylaxis Plan* or *Child Individual Medical Needs Plan*, the plan must be completed and signed, and the accompanying medications must be received by the Site Supervisor, or designate, prior to the child's start date. Children without a completed, signed plan, or the accompanying medication, will not be accepted until the necessary documentation and medications have been received.

Upon enrollment, parents will be sent an invitation to create a Lillio account, which can be accessed using a desktop [web browser](#) or the [mobile app](#).

Discharge

Withdrawing Your Child from Care

To withdraw a child for any reason, written notice must be given to the Executive Director or designate a **minimum of four weeks** before withdrawal. In lieu of notice, four weeks' fees will be charged even if your child does not attend our centre during that time. For before- and after-school programs, families must give notice by March 10th of each year if their child will not attend the upcoming summer camp program.

Space cannot be guaranteed for families wishing to take their child out of a program for a period of time (e.g. maternity leave, summer vacation). Parents can either continue to pay the regular fees or be placed on the waiting list.

Termination of Services

GACCC may ask that a parent remove their child from the Centre under the following extreme circumstances:

- The child's behaviour is putting themselves or others at risk from physical harm.
- The child causes property damage.
- The child is causing excessive disruption to the program, thereby depriving the other children of the care that they need.
- The child does not adapt to the child care environment within a reasonable time period.

GACCC has a mandate to integrate all children into our programs, and our staff will make every effort to do so. There are supports available through the Centre's *Every Child Belongs* Resource Consultant, and Toronto Children's Services also offers a subsidy to help integrate children who need additional supports. Ultimately, all decisions relating to termination of services are made based on the best interest of all of the children enrolled in the programs.

Other Types of Discharge

On occasion, GACCC may be unable to continue providing care for your child for one of the following reasons:

- **Continuity of Care:** A space is not available in the next age group when your child is of age to move to the next age group.
- **No-Notice Withdrawal:** After a child has been absent for consecutive days without any contact from their family, they will be withdrawn on the fifth absent day.
- **Cancelled Registration:** After a family has failed to attend their first-day orientation without any contact, their registration will be cancelled..
- **Outstanding Fees:** In the event that there are outstanding fees owing, a family will be given notice twice. Failure to pay fees within 30 days of the fee due date (5th of the month) may result in withdrawal of care.

The expulsion of a child from our centre is not a decision that is taken lightly, and happens only in exceptional circumstances. This measure would only take place after consultation with the child's family.