

zodiac

Day Care

Parent Handbook



Summer 2019

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Table of Contents

<i>About Our Centre</i>	4
Introduction/History	4
Philosophy	4
Program Statement	5
Child Care and Early Years Act, 2014 Adherence.....	5
Behaviour Management Guidelines.....	5
Program Offered.....	6
Supervision Policy.....	6
Meet and Greet.....	7
<i>Enrolling Your Child</i>	7
Admission Procedure.....	7
Waiting List Policy.....	7
Fees & Discounts	8
Withdrawal Policy	9
Discharge Policy	9
Tax Receipts.....	9
<i>Our Commitment to Your Family</i>	10
Health, Safety and the Environment.....	10
Auto-Injector/Asthma Inhalers	10
The Health Centre.....	10
Medications	10
Meeting Before Camp	11
Being Sun Safe!.....	11
Toilet Training	11
Lice – No Nit Policy.....	11
Emergency Procedures	12
Snack	12
Lunch	13
Birthday Celebrations	13
Child Abuse	13
<i>Our Program</i>	13

Daily Routine.....	13
Daily Off-Premise Swim Lesson	14
Activity Periods	14
Activities Off-Premise	15
Spirit Programming.....	15
Free Knapsack and Classroom Picture!!.....	15
<i>What We Ask Of You</i>	16
Identify Authorized Persons.....	16
Morning Drop-Off Procedures.....	16
Drive-Up Procedure	16
Walk-Up Procedure.....	16
Late Drop-Off	16
Riding a Bus Can Be Fun!	17
Pick-Up Procedures.....	17
Half-Day & Three-Quarter Day Program Participants	17
Full-Day Program Participants	17
After Camp Care Pick-up	18
Illness	18
What to Bring	19
<i>Policy Review & Records</i>	19
Annual Review	19
Record Retention.....	20
<i>Appendices</i>	21
Appendix A.....	21
Program Statement	21
Appendix B	26
Behaviour Guidance Policy.....	26
Appendix C.....	31
Parent/Caregiver Issues & Concerns Policy & Procedure.....	31
Appendix D.....	34
Emergency Management Policy.....	34

Welcome to Zodiac Day Care!

About Our Centre

Introduction/History

The name Zodiac stands for quality and caring in aquatics, camping, first aid and day care.

In 1978, Zodiac Swim School first opened its doors to the community and since that time has earned the confidence of thousands of families! Countless children and participants have gained aquatic skills, self-confidence and a love of the water through our programming.

Directors Ellen and Rick Howard took Zodiac's winning formula in the aquatic community, together with their own extensive camping and parenting expertise, and Zodiac Day Camp in 1998. The camp's specialized, diverse, skill-based programming and nurturing environment quickly made us the logical destination and best alternative for your child's swim and day camp experience.

The enactment of the Child Care and Early Years Act in 2014 opened another avenue for the growth of the Zodiac child development model. To ensure the continued inclusion of our campers under the age of 4 years old, Zodiac Day Care is excited to have opened its doors in the Summer of 2017!

Zodiac programs are based on a welcoming, unique and engaging premise that is simple and obvious in its appeal to children and parents. Zodiac consistently provides our participants with a safe, fun, exciting and memorable experience through experiential and age-appropriate programming. These unparalleled, play-based adventures will build your child's self-esteem and confidence and enhance his/her personal growth and development. Zodiac views each child as an individual with unique needs and goals and strives to foster his/her growth and independence.

Philosophy

We believe...

- ⚙ Each child is unique.
- ⚙ Every child has a natural desire to learn.
- ⚙ Children learn best when they are actively involved with people, materials, ideas and events.
- ⚙ Early learning programs should provide positive and healthy environments for all children.
- ⚙ Our approach provides children with a solid foundation for life-long learning.

Program Statement

Zodiac Day Care is caring, professional, supportive and responsive. Each child is recognized to be unique, competent, capable, curious and rich in potential and each family's individuality is valued. By accepting the total child, setting clear and defined goals and limits, while allowing for self-expression, each child's needs are met. Our compassionate, safe and caring environment creates a place for children to gain confidence, develop positive self-esteem and mature emotionally. Zodiac accepts *How Does Learning Happen?* as the framework to guide all programming and pedagogy.

The Child Care and Early Years Act, 2014 requires that every licensed child care centre has a program statement which is consistent with the Minister's policy statement on programming and pedagogy.

Please refer to [Appendix A](#) for our full Program Statement.

Child Care and Early Years Act, 2014 Adherence

The Ministry licences all pre-school programs operated by Zodiac Day Care annually. The *Child Care and Early Years Act, 2014* (CCEYA) identifies the legislative requirements for obtaining and keeping a licence to operate a licensed centre. The CCEYA also outlines the consequences to the operators if the CCEYA is contravened. Included are legislative requirements in the areas of: staffing, program, premises, playground, nutrition and health. A program advisor from the Ministry inspects centres for annual renewals and may make periodic visits. Zodiac Day Care is committed to meeting and exceeding all legislative requirements of the CCEYA.

Behaviour Guidance

Zodiac Day Care believes that the behaviour guidance strategies selected must always respect the children's rights and enhance their self-esteem.

All of our interventions are guided by the following principles:

- Respect for each other – children and adults
- The need to maintain an atmosphere of trust and acceptance
- Prevention through appropriate programming; and
- Age-appropriate expectations

In accordance with the *Child Care and Early Years Act, 2014*, the following is never permitted at Zodiac Day Care:

- Corporal punishment of a child by a staff person, student or volunteer
- Deliberate harsh or degrading measures that would humiliate a child or undermine a child's self-respect
- Deprivation of a child's basic needs including food, shelter or clothing

- Exits are neither locked nor permitted to be locked for the purpose of confining a child
- Use of a locked or lockable room or structure is not permitted to confine a child who has been withdrawn for other children

Please refer to [Appendix B](#) for our full Behaviour Guidance Policy.

Program Offered

Zodiac Day Care offers partial day weekly programs for pre-school age children, 2.5 to 4 years old and full-day programs for kindergarten age children 3.8 to 5 years for seven weeks during the school summer break.

Our Half Day Preschool Program operates from 8:45 am to 12:00 pm.

****Early care is available at no additional cost to half day children and runs from 7:45 am to 8:45 am*

Our Three-Quarter Day Preschool Program operates from 8:45 am to 2:30 pm.

Our Full-Day Kindergarten Program operates from 8:45 am to 4:00 pm.

****Before and aftercare is available at no additional cost to full day children and runs from 7:45 am to 8:45 am and 4:30 pm to 5:45 pm*

Weeks of Operation for 2019

Session #	Dates
1	July 2 – 5*
2	July 8 - 12
3	July 15 - 19
4	July 22 - 26
5	July 27 – August 2
6	August 6 – 9*
7	August 12 – 16

**The centre is closed on the Statutory Canada Day Holiday on Monday July 1st and on the Statutory Civic Holiday on Monday August 5th*

Supervision Policy

Students/volunteers are not permitted to be left alone with the children and are not counted in staffing ratios at any time. All student/volunteers review all Zodiac Day Care Policies and Procedures including, but not limited to: Behaviour Management, Anaphylaxis, Individual Anaphylaxis Plans (if applicable) and Emergency Procedures, prior to their start date, including whenever any amendments are made, and annually with a sign-off confirmation.

All staff/student/volunteers have an intensive orientation session with the Director/In-Charge staff prior to starting work/placement at Zodiac. All staff/students/volunteers are informed of all children with allergies/sensitivities and anaphylaxis reactions and receive auto-injector training prior to entering the class room. Staff/students/volunteers sign-off on both the policy and the training. Criminal reference checks with Vulnerable Sector Screening and immunization records are kept on file for all staff/students/volunteers.

As per the *Child Care and Early Years Act, 2014* the minimum ratio requirement for staff to children in each preschool room is 1:8 and 1:13 in the kindergarten room with at least one Early Childhood Educator or Ministry approved designate. The ECE for each room directs and oversees the program assistants assigned to each room.

Meet and Greet

In addition to our annual Open House event to orient children to the facility and the program, Zodiac Day Care will host a pre-season meet and greet opportunity for you and your child to see the facility and meet the program room staff.

- The Meet and Greet for Summer 2019 will be held from 6 – 7 pm at Leo Baeck Day School, South Campus, 501 Arlington Ave. on Thursday, June 27, 2019.

Enrolling Your Child

Admission Procedure

Zodiac Day Care opened our admission process in October 2018 for Summer 2019. Admission is open to the community at large and is on a first-come basis. Upon acceptance into the program, parents/caregivers must provide payment and are required to complete the following forms:

- ☐ Medical and Individual Needs Form, including proof of immunization
- ☐ Pick-Up Authorization Form
- ☐ Swim Assessment Form
- ☐ Emergency Allergy Alert Form *(if required)*

Ministry licensing requirements state that a child cannot start the program until full payment and all forms have been received and processed. Families will be contacted if there are payments or forms outstanding prior to the start of the program.

Waiting List Policy

The Ministry of Education requires daycare providers to provide full transparency in their waiting list administration. This policy outlines Zodiac's waiting list process to ensure it is fair while maintaining the flexibility required when running a child care facility.

Zodiac has an online application process for our seasonal program that occurs annually and is open to all applicants on a first come first served basis for each session that is offered. Registration in one session does not guarantee enrolment in subsequent sessions. A parent/caregiver must apply for all desired sessions in the season.

A waiting list is formed when the centre reaches full capacity of enrolment for each session during the season.

The order in which children are placed on Zodiac's waiting list will be based on the date the office receives the waiting list request.

Zodiac gives priority to different groups, which effectively moves them up the waiting list:

1. Siblings: siblings of current Zodiac families receive priority placement
2. Friends & Family: Zodiac reserves the right to give priority to friends and family of Zodiac families and staff members
3. Staff: the children of Zodiac staff members receive priority placement

The waiting list will be made available to affected parents/caregivers at their request while maintaining the confidentiality of others on the list.

Spaces become available when a child moves up into our full-day program or they withdraw from the session. When a space becomes available, the family at the top of the waiting list will be contacted and invited to accept the space. If the family accepts the offer, Zodiac will move forward with the registration of the child. If the family declines the offer, then Zodiac will contact the next family on the list. At times, we may call a number of families in one day to offer one space and in this case, the spot will go to whoever accepts the offer first.

Fees & Discounts

Fee Schedule for 2019:

Session	Dates	Half-Day Fee	Three-Quarter Day Fee	Full-Day Fee
1	July 2 – 5*	\$315.00	\$370.00	\$475.00
2	July 8 – 12	\$370.00	\$445.00	\$550.00
3	July 15 – 19	\$370.00	\$445.00	\$550.00
4	July 22 – 26	\$370.00	\$445.00	\$550.00
5	July 29 – August 2	\$370.00	\$445.00	\$550.00
6	August 6 – 9*	\$315.00	\$370.00	\$475.00
7	August 12 – 16	\$370.00	\$445.00	\$550.00

*The centre is closed on the Statutory Canada Day and Civic Holidays

Multi-Session Discount: Your family will be entitled to the following per child per 1-week session discount (excluding the child's first week in the program):

Registered Week	Discount (Half- & Three-Quarter Day)	Discount (Full-Day)
1 st Week	No Discount	No Discount
2 nd Week	\$12.50	\$25.00
3 rd Week	\$12.50	\$25.00
4 th Week	\$25.00	\$50.00
5 th Week	\$25.00	\$50.00
6 th Week	\$37.50	\$75.00

7 th Week	\$50.00	\$100.00
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Loyalty Discount: If your child is a current Zodiac Swim School student you are entitled to a discount off each registered session - **\$10.00 off half- & three-quarter day; \$20.00 off full-day.**

Cheque/Cash Discount: If you pay the full Zodiac Day Care fee by cheque or cash, your family is entitled to a discount off each session for each child in the program - **\$4.00 off half- & three-quarter day; \$7.50 off full-day.**

NSF Charges: There is a \$35.00 administration charge for any returned N.S.F. cheques and this charge is due upon notification.

Program Transfers: A transfer from one session to another can only be facilitated upon receipt of written notice and is subject to availability and a change fee of: (a) \$15.00 if notice is received at least one week prior to the start of the session in question, or (b) \$30.00 if notice is received less than one week prior to the start of a session or once a session has begun.

Withdrawal Policy

If written notice of a cancellation is received more than one week prior to the start of the session in question, a full refund less the per session administrative charge noted below, per child for each cancelled session will be issued by October 2019. There will be no refunds or credits if there is no written notice, or if notice is received less than one week prior to the session in question.

<i>Admin Fee Before April 15, 2019</i>		<i>Admin Fee On or After April 15, 2019</i>	
<i>Half- & Three- Quarter Day</i>	<i>Full-Day</i>	<i>Half- & Three- Quarter Day</i>	<i>Full-Day</i>
\$42.50	\$85.00	\$85.00	\$170.00

Discharge Policy

As per our Behaviour Management Policy, please note that should a child enrolled in the Day Care be continually disruptive to the functioning of the program, the Director will consult in private with the parent/caregiver. If sufficient improvement is not observed by the Director and/or the staff at the centre, the Director reserves the right to ask that the child be withdrawn from the centre.

Tax Receipts

Parents/caregivers can print out their Account Statement at any time by logging in to their registration system account.

Our Commitment to Your Family

Health, Safety and the Environment

In accordance with the Child Care and Early Years Act, 2014 every effort is made to provide a safe and healthy environment for the children and staff. Zodiac Day Care goes above and beyond the Ministry requirements. Zodiac has a security guard on the premises from 8:15 am daily. The building has controlled access points at all facility entrances that can only be opened by a staff key card. The camp office door is unlocked during operating hours and has staff available to assist with any questions.

Infection control procedures are posted in each class room along with Emergency Alert Forms for any children with an individual anaphylaxis plan. Allergy charts are posted in food prep areas and distributed to activity staff.

Auto-Injector/Asthma Inhalers

Should your child require the use of an auto-injector and/or asthma inhaler during his/her day, please, in addition to indicating this on the health form, contact the office by mid-June to discuss logistics with the centre. Your child will need to wear his/her auto-injector and/or asthma inhaler, as applicable, at all times in a comfortable waist pouch and we require that you provide a second auto-injector/asthma inhaler for your child that will be held by the health centre.



The Emergency Allergy Alert form, for all children who require auto-injectors, is required to be completed and returned to the centre prior to the child's first day. This form requires a current picture of your child. This form will be displayed in the health centre to help Zodiac quickly identify those children who have auto-injectors. All of our program staff receive training on your child's Emergency Allergy Alert Plan to be prepared for a situation where the auto-injector or inhaler must be used.

The Health Centre

Zodiac is pleased to have a health care provider on site every day. The health centre is located on the main floor at Leo Baeck near the pre-school classrooms.

Medications

All medications must be kept in the health centre, with the exception of auto-injectors and asthma inhalers, which are worn by individual children in a waist pouch at all times. We ask that parents provide any required medications directly to a staff member (bus counsellor, program staff



member), as opposed to sending it the child's bag. All medication that is sent to the centre **must** be accompanied by the **Medication Authorization Form**. Any notes that a parent wishes to have the health care provider read or keep on file, can be sent in a closed envelope with "HEALTH CENTRE" written on the outside with the Child's First & Last Name and Room Number on the outside. We also recommend you send an email to the health care provider directly at health@zodiaccamp.on.ca.

Children who require medication during the day will be brought to the health centre by the staff at the appropriate time. The health care provider is the only person authorized to administer medications, with the exception of auto-injectors and asthma inhalers.

Meeting Before Camp

If necessary, we will be pleased to set up an appointment involving the health care provider, program staff and parent/caregiver with respect to the particular child's health issues and/or individual needs.

Being Sun Safe!

While our centre has the advantage of having both amazing indoor and outdoor facilities, we are still extremely conscious of protecting children from possible negative effects of the sun. Please ensure that you send your child with both a proper sun hat and sunscreen labeled with your child's name on them. Staff are trained to be conscientious to ensure that children wear their sunhats and apply sunscreen at regular intervals during the day.



Please assist us with this by sending your child to the centre each day wearing sunscreen. Children will not be allowed to share sunscreen due to concerns about allergies. The bottles of sunscreen will be kept in the room for the duration of the session in a marked bin. The lotion will be returned to your child at the end of each session.

Children are encouraged to carry a full water bottle at all times and the staff encourage them take frequent drinks throughout the day. If a heat alert is issued, Zodiac will ensure outdoor time limited, spent in shaded areas and children will not engage in heavy gross motor activities during this time.

Toilet Training

In accordance with our licence, all children in our care must be toilet trained (no pull-ups, potties, portable toilets, etc.).

Lice – No Nit Policy

In keeping with Zodiac Day Care's goal of ensuring as safe and healthy an environment as possible, we follow a "No Nit Policy". The "No Nit Policy" involves a child not coming to the centre if he/she have head lice (adult lice (bugs), immature lice (nymphs), lice eggs (nits).

Please partner with us and as a courtesy to other children and staff, please ensure that your child is checked for head lice within 5 days prior to starting their session by professional lice detectors. A lice check takes less than 10 minutes and should lice be found, appropriate treatment can be started at the clinic and then continued at home. Zodiac will not be doing routine lice checks upon arrival at the centre. Should lice be detected, Zodiac will contact the child's parents who may be required to pick up their child/children and bring him/her back to the centre when he/she are lice free. If head lice are detected, please have it removed immediately and effectively.

We encourage you to check www.licecrew.com for further detailed information regarding lice (treatment and prevention tips).

Please look for the flyer/coupon on our [website](#) for a special promotion - \$10.00 off Head Checks!

The Lice Crew is excited to offer \$10.00 off pre-camp head lice screening to Zodiac Day Care families for both pre and post program checks. With flexible clinic hours at 4 locations (*Thornhill, Leaside, Toronto & Oakville*), the Lice Crew is a convenient option for your family.

Although head lice are not a health hazard, they are easily spread in contained environments. Please help us keep the centre LICE FREE. Thank you for your co-operation!

Emergency Procedures

Zodiac Day Care has a procedure regarding fire drills/lock down drills that must be followed in case of an emergency. These drills are conducted on a regular basis. In case of an emergency that requires evacuation, we will vacate to our EVACUATION SITE located at J.R. Wilcox Community School, 231 Ava Road, Toronto, ON, M6C 1X3. In case of an emergency, Zodiac staff will contact parents/caregivers by phone after the children are moved safely.

Please refer to [Appendix C](#) for our full Emergency Management Policy and Procedure.

Snacks and Lunch

Leo Baeck is a nut-aware and Kosher-sensitive facility and Zodiac does not include nuts, nut products, foods labeled "may contain nuts", pork or shellfish in any of its snacks, meals or program supplies.



Snack

Each cabin is served a camp-provided nut-free snack every morning between 10:00 am and 10:30 am and afternoon between 2:30 pm and 2:45 pm. Alternate snack items are provided for children with allergies or dietary restrictions. Please ensure that you provide specific, detailed information on your Medical and Individual Needs Form to ensure we are meeting your child's needs.

Some parents choose to send their own snack or to supplement the camp-provided snack with snack from home. If you choose to do so, please ensure that snacks from home adhere to the guidelines above and, in the event you have been informed of additional allergies in your camper's cabin, free from those allergens as well.

Lunch

You are welcome to pack your own lunch from home following the above-noted facility guidelines or Zodiac Day Camp offers a delicious, kid-friendly catered lunch program. We have collaborated with Healthy Kidz, a reputable catering company, to offer a healthy, nut-free menu with a featured daily hot/cold menu item available for the campers to select from. Lunch is served 'family style' each day and provisions are made for campers with identified allergies and/or dietary restrictions. If you have not done so already, please contact the office if you wish to register for the catered lunch program info@zodiaccamp.on.ca.

Birthday Celebrations

Birthdays are a big deal at Zodiac! Every camper with a summer birthday during their time at camp will be celebrated, including those with weekend birthdays!!! Campers get to spin the birthday wheel or pick from the magic birthday hat on their birthday for a chance to win a special prize. If you would like to bring a special treat to the facility for your camper's birthday, speak to the head counsellor with enough notice beforehand to make arrangements. The treat must be pre-approved by the camp and be nut-free and sensitive to any additional allergies or dietary restrictions in the cabin. We are unable to accept any home baking. Some examples of nut-free products/bakeries include: School Safe products (found at most grocery stores) and bakeries such as: Amazing Donuts, Lollicakes, Grodzinski, Hermes, and The Cupcake Shoppe.



Child Abuse

Child abuse is defined as any form of physical harm, emotional deprivation, sexual mistreatment or neglect, which can result in injury or psychological damage to the child. Abuse can be either actively hurting a child or passively failing to take proper care of a child.

Zodiac Day Care staff have a responsibility to protect the children in their care. It is a requirement by law to report any suspicion of child abuse.

Our Program

Daily Routine

Routine is important for young children and helps develop feelings of security and order.

Each room has a schedule that includes play-based, explorative and structured programs, a Zodiac Swim School swim lesson, snack and lunch for three-quarter day program participants.

The room schedule will be emailed out to all the families on or before each program session starts.

To assist with transitions in our routine, we ask that all half day children arrive in the morning wearing their bathing suits under their clothes to allow for a more efficient changing process upon arrival at the pool.

Each day includes the following:

<i>Half-Day Program</i>	<i>Three-Quarter Day Program</i>	<i>Full-Day Program</i>
<ul style="list-style-type: none">⚙ spirit program⚙ an instructional swim lesson⚙ 2 activity periods	<ul style="list-style-type: none">⚙ spirit program⚙ an instructional swim lesson⚙ 3 activity periods	<ul style="list-style-type: none">⚙ spirit program⚙ an instructional swim lesson⚙ 5 activity periods

Daily Off-Premise Swim Lesson

Each day, the children will travel by school bus with their room staff to our nearby pool location at Forest Hill Collegiate Institute for a daily Zodiac Swim School swimming lesson.

Many of our program participants already experience Zodiac Swim School’s year-round swim program. Families are excited that Zodiac is able to provide the same individualized, effective and caring approach on a daily basis at camp!

Zodiac Day Camp offers Zodiac Swim School’s uniquely developed, proprietary Zodiac Learn to Swim Program. The 12 Level progressive program includes manageable learn to swim progressions, fitness, water safety, as well as first aid. For more information, click [here](#).

All families need to complete the **Swim Assessment Form** for each child and submit it to the office in mid-June. In addition to the information provided on the form, we will assess all of the children on their first day of swim lessons to ensure they are placed in appropriate classes.

If you need to provide any updates on your child’s swim experiences, please email the Swim Directors at swim@zodiaccamp.on.ca.

A progress report will be prepared and sent home at the end of your camper’s time at camp for those campers who participated in two or more sessions during the summer.

If you would like to speak with your child’s swim instructor you can drop in during one of our parent contact sessions in Sessions 2, 4 or 6 between 5:00 – 5:30 pm.

Activity Periods

Each day, the children will participate in activities that are carefully planned and an environment structured to facilitate development and learning. We employ a model of play-based learning and our staff are dedicated to caring and encouraging your child. We aim to

promote the individual child's self-esteem and independence, while fostering the child's identity as part of a group and community.

We offer a stimulating mix of developmentally-appropriate activities taught by Zodiac's professional specialty staff, including: Creativity, Music, Drums, Cooking, Imagination, Sports, Rock-Climbing, Magic, Yoga, Science, Nature, and Outdoor Play.

Activities Off-Premise

The children do not participate in off-premise activities with the exception of swimming lessons.

Spirit Programming

Each of our program sessions will have a different theme throughout the summer. This theme will inspire various of dress-up days and fun transition programs that staff and children alike will participate in to show their individuality and spirit!

Session #	Dates	Theme	Dress-Up Days
1	July 2 – 5*	Cirque d'Zodiac	Colours
2	July 8 – 12	All Aboard	Beach Day Transportation Day
3	July 15 – 19	Ready Player One	Sports Day "Game On"
4	July 22 – 26	Zodiac's Got Talent	Country Music Take Me to the Movies
5	July 30 – August 3	Zodiac Faves	PJ Day Super Hero vs. Super Villain Day
6	August 6 – 9*	Ghosted	Freaky Friday
7	August 12 – 16	Welcome to the Jungle	Rock and Roll Day Animal Invasion Day

**The centre is closed on the Statutory Canada Day and Civic Holidays*

Free Knapsack and Classroom Picture!!



Each child registered for one or more of our summer session programs will receive ONE (*per summer*) colourful FREE ZODIAC KNAPSACK for all of their belongings. Each child will also receive a digital classroom photo that will be emailed out at the end of each session attended ...a great keepsake of their Zodiac Day Care summer experience!

What We Ask Of You

Identify Authorized Persons

Each family is required to complete a Pick-Up Authorization Form for their child prior to starting the program. Please ensure that you list any and all adults (parents, caregivers, relatives, friends or neighbours) that may be coming to drop-off or pick-up your child from the centre. Your child will only be released to adults you have listed on the form so please list everyone to avoid a delay at pick-up while we contact you for permission to release your child. Authorized persons can be added or removed at any time by submitting your changes in writing via email to the office at info@zodiaccamp.on.ca.

Morning Drop-Off Procedures

Drive-Up Procedure

Authorized persons dropping off children in the morning by vehicle (*between 7:45 a.m. and 8:45 a.m.*) do NOT need to and should NOT exit their vehicles. You will simply enter our drop-off area at Phil White Arena, follow guidance from Zodiac staff to follow the indicated route through the arena parking lot and stop at the designated drop-off site.

The Zodiac Day Care supervisor will approach your car to have you sign your child in for the day. Please help us to make your child comfortable and to facilitate an efficient drop-off process by remaining in your vehicle and driving away after we have assumed supervision of your child. This is especially important on the first day as it sets your child up for success for the remainder of the week. Zodiac Day Care staff are trained and equipped to comfort and deal with the children if they are having difficulty separating from parents/caregivers.

Walk-Up Procedure

Some families that live close by walk to our Leo Baeck site to drop-off their children. An authorized person will walk up to the outdoor table at the south entrance near the office, where he/she will sign in his/her child with a Zodiac Day Care supervisor.

Please be aware that the convenient drop-off procedures listed above are not available after 8:45 am and the late arrival procedure described below will need to be followed.

Late Drop-Off

Families arriving late to camp (after 8:45am) will need to park their car and go to the office to sign their children in. At that time, the child will be escorted by Zodiac staff only, to his/her group. If your child swims period 1 and misses the shuttle bus to the pool, you will have the option of driving your child over to the pool to sign him/her in with his/her room supervisor, or having your child wait at the centre for the groups' return.

Riding a Bus Can Be Fun!

While some parents/authorized persons will be providing their own transportation and following the drop-off and pick-up procedures described above, other Zodiac families will be using our professional door-to-door bus transportation within our Zodiac Day Care Bus Zone. You can sign up for our bus service at the time of your application or through the office afterward at info@zodiaccamp.on.ca. We must adhere to the boundaries of the bus zone in order to maintain the daily bus schedules.

Once you have registered for the optional bus service, you will receive detailed information as to your pick-up and drop-off times and related matters the week prior to the applicable session.

Our program directors are already working on fun and creative programs to keep the children safe, happy and entertained on the bus ride. Our trained bus staff will implement these programs, in addition to their main role of ensuring the safety and security of the children under their supervision.

Children will be expected to be ready when the bus arrives at their door in the morning or the bus will depart in order to ensure the bus route schedule is maintained. Parents/caregivers will be given an approximate 15-minute “window” for both pick-up and drop-off (e.g. 8:00 am to 8:15 am) and the child MUST be ready at any time during this window. Door-to-door bus transportation will not start earlier than 8:00 a.m. in most areas. Pick-up and drop-off times may vary from session to session and you will be provided with your time slot each week.

Pick-Up Procedures

Half-Day & Three-Quarter Day Program Participants

Half-day children are to be picked up at 12 noon and three-quarter day children are to be picked up at 2:30 pm.

Sign out of children will occur at the front doors of the school, facing Arlington, under the covered entrance at the times indicated above. Authorized persons will line up at the appropriate table for their child’s room to sign out their child for the day. Room staff will bring your child out to the authorized person and provide any updates as necessary about the child’s day.

Full-Day Program Participants

Authorized persons may pick up their child(ren) at our Phil White Arena pick-up area between 4:00 pm and 4:30 pm.

Drive-Up Procedure

Please note: Cars arriving before 4:00 pm will not be able to enter the pick-up area as it is dedicated to the camp buses during this time. Idling/stopping on Arlington Avenue is not permitted around the school due to the narrow roadway and

resulting congestion. Cars arriving prior to 4:00 pm will be directed to “circle” around the neighbouring streets until 4:00 pm.

Adherence to this time frame is critical for the safety and efficiency of program pick-up and is not intended in any way to inconvenience those picking up children. Authorized persons picking up children do NOT need to and should NOT exit their cars. Cars will simply enter our pick-up area at Phil White Arena (the same in which drop-off occurs in the morning) and follow instructions from Zodiac staff to follow the indicated route.

As each car approaches the pick-up area, a Zodiac staff member will approach the car to ask which child(ren) are being picked up and the identity of the driver. Once the driver is identified as an **authorized** pick-up person, a Zodiac staff member will place a “numbered sign” on the car windshield. This number will allow the “runner” to identify the correct car that corresponds with the child who is being retrieved from the cabin group waiting inside the facility. The “runner” will accompany the child(ren) to the car and assist the child(ren) with his/her belongings and seatbelt, where necessary, so that the authorized person may then efficiently drive away. Please note that to enhance the safety and comfort of children, all children will wait close by in the air-conditioned Leo Baeck building, until a staff member retrieves the child(ren) from their cabin(s) and delivers the child(ren) to the authorized person.

Walk-Up Procedure

Sign out of children will occur in the south courtyard at the “Walk-up Table” during the 4:00 – 4:30 pm pick-up window. Authorized persons will line up to provide their name to our Zodiac staff member for verification. Once the adult is identified as authorized a staff member will bring your child out to the authorized person and provide any updates as necessary about the child’s day.

The children will be supervised by his/her room staff while waiting for an authorized person to arrive. If an authorized person does not arrive by 4:30 pm, the child(ren) will be transferred to our free supervised after camp care program in the Leo Baeck gymnasium.

After Camp Care Pick-up

Authorized persons arriving after 4:30 pm can pick children up by parking their cars in the Phil White Arena parking lot and picking up their child(ren) from the designated after camp care staff member. Once our Zodiac staff member verifies the person to pick the child(ren) up is authorized they will radio for the child(ren) to be brought to the theatre for dismissal.

Please note: after camp care ends promptly at 5:45 pm and families will be charged a late fee of \$1.00 per minute per child for any late pick-ups.

Illness

Illness can pass easily from child to child. Please do not bring your child to the centre if your child is unable to participate in regular activities due to fever, diarrhea, vomiting, ear or eye

infections, head lice, ring worm, green runny nose, or other contagious diseases, unexplained pains, rashes or itching.

If your child exhibits any of these symptoms during the day, you will be contacted by our health care provider and asked to pick up your child as soon as possible. If we cannot reach the primary contact, we will call the alternate caregiver you have identified.

What to Bring

In order for your child to be safe, prepared and ready to go for his/her exciting day, the following is an important list of items that should be packed daily for your child:

- ⊗ Bathing suit & towel *(for Half-Day Program, please send your child to the program wearing their suit under their clothes – don't forget to pack their regular clothes too!)*
- ⊗ A complete change of clothes
- ⊗ Sunscreen *(please apply sunscreen to your child before leaving home!)*
- ⊗ Sun hat
- ⊗ Running shoes
- ⊗ Water bottle
- ⊗ Nutritious lunch *(for ¾-Day & PK Program unless registered in the catered lunch program)*
- ⊗ Clothing for inclement weather *(as necessary)*
- ⊗ Bug repellent with deet *(optional)*
- ⊗ Zodiac knapsack *(optional)*

Although parents/guardians may think that children can easily identify their belongings, this is not always the case. Please ensure that all items that come to the day care are clearly labeled with your child's name (first initial and last name is preferred) so we can return these items if they are misplaced.



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Policy Review & Records

Annual Review

As per the *Child Care and Early Years Act, 2014* Section 6.1, all of Zodiac Day Care's policies will be reviewed annually.

All staff/students/volunteers will review and sign off on all policies at the start of employment/placement and thereafter annually.

Record Retention

As required by the *Child Care and Early Years Act, 2014* Section 82, all records, reports and other documents will be maintained in a secure location for a minimum of three years from the date they are made. All medical records will be archived annually in a secure location until 10 years after the youngest participant's eighteenth birthday.

Appendices

Appendix A

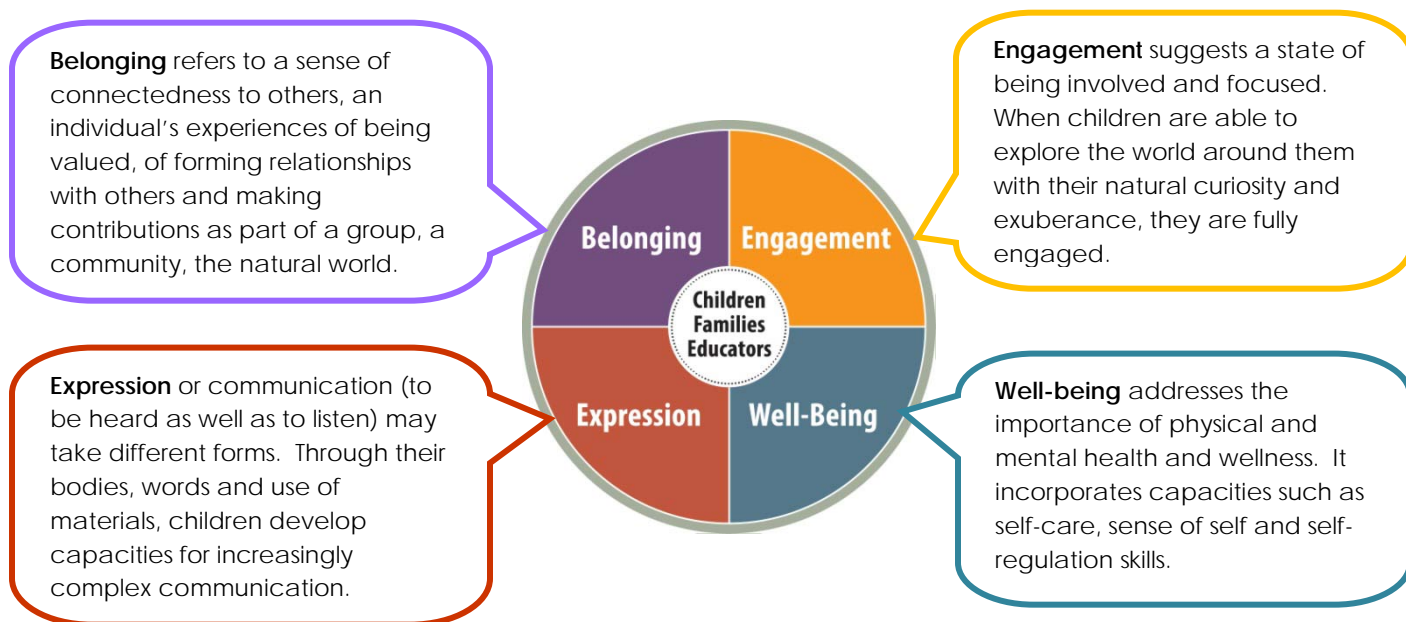
Program Statement

Overview

Zodiac Day Care is dedicated to supporting children's learning, development, health and well-being through caring and responsive Early Childhood Educators, who focus on active learning, exploration, play and inquiry. At Zodiac Day Care, we see children as competent, capable, curious and rich in potential. Zodiac Day Care has an open door policy with parents and caregivers. We work to foster a positive relationship with the parents/caregivers to build a bridge between home and the centre. Through phone calls, notes, emails, documentation and face-to-face dialogue, Zodiac will keep parents/caregivers informed as to each child's activities and development.

Pedagogy of Early Years

A key feature of the *Child Care and Early Years Act, 2014*, is the focus on strengthening child care programs and ensuring high quality experiences for children. The CCEYA authorizes the Ministry of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of child care and early year's programs. *How does learning happen?*, Ontario's pedagogy for the CCEYA, 2014 is the document used by Zodiac Day Care. The document has a strong pedagogical focus, indicating that the pedagogy is not a prescriptive formula that lays out a specific curriculum or activities, but instead challenges the status quo and explores how learning happens for children. *How does learning happen?* is organized around four foundational conditions that are considered essential to optimal learning and healthy development for children:



Children at Zodiac Day Care will have many and varied opportunities to reach their full developmental potential. We promote health, safety, nutrition and well-being in the children. Children will be provided with both active and quiet activities that will create a positive environment that will stimulate all areas of the children's development while meeting the needs of each individual.

Goals

Zodiac Day Care has set four goals for the children to be consistent with the Ministry of Education pedagogy. Our view of the child is as follows:

- ⚙ Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- ⚙ Every child is developing a sense of self, health and well-being.
- ⚙ Every child is an active and engaged learner who explores the world with body, mind and senses.
- ⚙ Every child is a capable communicator who expresses himself/herself in many ways.

Health, Safety, Nutrition and Well-Being

Health, safety, nutrition and well-being contribute to the healthy development and growth of the children we serve. Zodiac's goal is to ensure all children and staff in our programs are safe by developing policies and procedures that support a culture of well-being and belonging.

All centre staff are trained in Standard First Aid with CPR-C and the use of auto-injectors

Zodiac will provide healthy snacks based on Canada's Food Guide with close attention to any identified allergens or dietary restrictions. Water is made available throughout the day. Staff will model healthy eating behaviours by participating in snacks with the children

Sun safety is a priority and sunscreen will be applied before any outdoor activities and after water activities.

Safety is maintained with a gated playground and security cameras observing the premises are used. Zodiac has a Security Guard on duty while the centre is in operation. All building entrances are controlled with key card access, with the exception of the office which is staffed at all times.

Positive and Responsive Adult/Child Interactions

Zodiac Day Care's goal is to support positive and responsive relations between children, parents/caregivers and staff through their day care experience.

Staff will greet the parents/caregivers and children each day on arrival and departure and share information pertaining to the child through verbal or written communication. Zodiac will also utilize phone calls, emails as well as newsletters and schedules to maintain communications with parents/caregivers.

Staff will practice and encourage inclusive and positive interactions. Toys or play areas are never gender defined, rather all children are encouraged to experience all program areas. We will foster an atmosphere of inclusion, cooperation sharing and friendliness. This behaviour is modeled with staff interactions with coworkers, children and parents/caregivers.

Staff will encourage self-help skills allowing the child the opportunity to develop their potential. We will encourage children to do as much for themselves as possible without becoming discouraged or frustrated. Staff will also encourage the children to be helpful to each other as well.

Encourage Positive Communication and Support Self-Regulation

Zodiac Day Care strives to encourage the children to interact and communicate in a positive way and will support their ability to self-regulate.

Staff will model the use of positive language and behaviours at all times when talking with the children and other adults. We will work to help children to develop communication skills and problem solving skills such that they become competent in using multiple forms of communication (words, sign language and body language) to solve any issues.

To encourage self-regulation we strive to create an environment where every child feels safe and supported to find a variety of ways in which to express his/her emotions. We work to teach the children to recognize their emotions and to discover ways in which to deal with those emotions effectively and calmly.

Learning Through Play

Zodiac Day Care will foster the children's exploration, play and inquiry and our goal is to plan for and create learning environments and experiences in which children's learning and development will be supported.

Using the 4 Foundations of *How Does Learning Happen?* we will create an environment that allows the children to explore topics of interest and the world around them with their natural curiosity and exuberance. Through play based learning, children will develop the skills needed to expand their abilities as well as their knowledge and understanding of their world. Materials and activities are rotated to keep the children engaged and stimulated for exploration.

Child-Initiated, Adult-Supported Experiences

Zodiac Day Care staff will follow the child's lead in their interactions and in developing an environment that is rich in opportunities for exploration and interaction.

Discovering the child's current interests will guide the program we provide and the opportunities we offer in all areas of the child's development. While considering the needs of the group, individual needs are always considered as well. The environment will then be set up to encourage children to challenge their abilities, expand their interests and develop relationships.

Learning Environments

Zodiac Day Care will plan for and create positive learning environments and experiences in which each child's learning and development will be supported.

From regular observations of the children's activities and interactions we will plan a program that will stimulate the interests and development of the children. We will provide a variety of activities, both active and quiet, which will meet the needs of the developing child regardless of the level of need and development. We will make changes in our environment and program as the children's interests and developmental needs change.

Indoor and Outdoor Play

Zodiac Day Care will incorporate indoor and outdoor play. As well as active play, rest and quiet time into the day and give consideration to the individual needs of the children receiving care.

Children will be provided with both indoor and outdoor, weather permitting, play experiences that utilize a variety of active materials reinforcing gross and fine motor development. We strive to provide equal opportunities for the children to take advantage of active and quiet time that meets their individual needs.

Engagement and Ongoing Communication

Zodiac Day Care will foster the engagement of and ongoing communication with parents/caregivers about the program and their children.

Program staff will keep communication open via short discussions, notes, phone calls and emails. Each group will send out a weekly schedule of activities.

Community Engagement

At Zodiac Day Care, we strive to use the environment and the community as the third teacher, and involve community partners to support the children, their families and staff.

Specialty instructors within the community will deliver a variety of creative and engaging programming, i.e. music, dance, magic show, yoga. Special needs resource staff are invited to support staff and families with strategies.

Continuous Professional Learning

At Zodiac Day Care, our aim is for children to learn by the best means possible. Zodiac provides support and opportunities for staff to participate in ongoing training and professional development offered through community partners.

Zodiac provides annual intensive pre-season training sessions for all staff. Staff are encouraged and supported to register for seasonal workshops through Ontario Camps Association, Reach for The Rainbow, etc. We recommend participation in training modules and webinars sponsored by the CCYEA and/or CECE.

Documentation, Review and Impact

Zodiac Day Care will document and review the impact of strategies set out in this statement on the children and their families and provide evidence of our ongoing efforts to create a program and centre that thrives on the engagement and connection of children, staff and families.

Zodiac will use documentation and reflection to continually evaluate our program and its effects on the children and their families. A weekly newsletter will be sent electronically to families along with a class photo. Digital photographic displays will be made available to parents regularly. A survey will be sent out to our families and staff to further evaluate our program effectiveness.

Appendix B

Behaviour Guidance Policy

Policy

Zodiac provides a safe, happy, learning environment for the children in our care. We believe that children must always be treated with respect and that self-esteem is important in the healthy development of all children. A nurturing environment protects the rights of each child, promotes and provides the child with an opportunity to participate in positive social experiences, become socially competent, self-reliant and develop positive self-esteem.

Behaviour guidance strategies must be consistent with this belief. Positive guidance encourages children to develop positive self-image, understand and respect their rights and the rights of others and develop socially acceptable skills to:

- ✿ resolve conflict
- ✿ interact positively with peers and adults
- ✿ express emotions (positive and negative)
- ✿ understand consequences

For this reason Zodiac does not allow or tolerate the physical or verbal abuse:

- ✿ Of one child by another
- ✿ Of a child by a member of the staff
- ✿ Of a child by a parent/caregiver

Application

This policy, its principles and practices, applies to all child care staff, centre supervisors, students, volunteers and program managers.

Strategies

Zodiac's programs are age and developmentally appropriate. Staff set the stage, with clear and realistic expectations. Strategies include:

- Ensuring an inclusive and supportive environment for all cultures and abilities
- Respecting individual needs
- Providing accommodations to meet a child's specific needs, where possible
- Looking out for the child's interest
- Providing ongoing staff training and support from centre supervisors

Practices

Prevention

Program planning and setting up the environment appropriately are ways to prevent and reduce behaviour problems. Strategies include:

- Keeping the environment age and stage appropriate so children are positively engaged
- Ensuring that children have adequate materials
- Removing materials or obstacles in the environment that cause distraction
- Anticipating potential problems and making changes to programming where possible
- Understanding and making accommodations for children with unique needs

Positive Redirection

Redirecting challenging behaviour to an acceptable alternative focuses on the positive rather than the negative and can be enhanced through praise.

Modelling

When staff model appropriate behaviour and communication through their every day actions, children learn what is expected from them, i.e. it is not appropriate to sit on tables and then ask the children not to do this.

Limit Setting

Staff need to set a few clear, simple rules that are appropriate to the age of the children in their care. Limits should be displayed both in pictures and writing for the children and other staff to read. Children should be reminded of what they need to do in a positive tone.

Problem Solving

Staff can appeal to children's growing cognitive reasoning by involving them in solving their own issues. Staff can ask questions to help identify their needs, feelings, causes and choices. The following problem-solving techniques will be used for all children within the centre:

- Tell the child to stop and take a deep breath
- Collect information about the event and how the child feels – "Can you tell me what happened? Why did you....? How are you feeling?"
- State the problem clearly back – "You want to sit in this chair, but so does Amy. What can we do so you are both happy? What would be a better way to sort this out?"
- Generate ideas with the children about what can be done, encourage silly ideas as well as practical ones, avoid criticizing ideas
- Evaluate these ideas – "So what will happen if you...? Will it solve the problem?"
- Go back through the idea list with them and encourage them to implement their strategy and congratulate them on their problem solving

Logical Consequences

Through the use of "if...then..." statements, children can be helped to see the logical outcomes of their actions, i.e. "If you run inside, then you could trip over the carpet."

Positive Forms of Behaviour

Positive reinforcement is the best way to encourage a child to develop self-discipline and to respect the rights and property of others. Staff are responsible for reinforcing all positive behaviour.

If it is necessary to use discipline, act with caution, care and respect. Discipline children in a positive manner, at the right level for their actions and age. Discipline is a learning opportunity, not a punishment. Intervention strategies may include:

- Encouraging children to use verbal statements when disapproving of another child's actions
- Encouraging children to solve disputes between themselves verbally, if this is not successful then assist as a mediator
- Discussing what happened with those involved
- Redirecting or changing the child's activity
- Separating children
- Saying again what you expect of the child and then monitoring the results

Prohibited Forms of Behaviour

Zodiac does not allow the following forms of punishment:

- Corporal punishment of the child;
- 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;
- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 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;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

Family Communication

Families are always welcome to express their thoughts, expectations and feelings openly with staff. Should a child's behaviour impact the well-being of another child or affect the overall class room management, the centre supervisor will work with the family to develop an individual behavioural management plan.

De-escalating Volatile Situations

Wherever possible, staff will take proactive measures through observation and planning in order to de-escalate a situation before it becomes volatile.

If a situation does become volatile, the following steps will be followed:

- Immediately request support from the centre supervisor or Director
- If possible all other children will be removed from the situation
- One staff member is the lead and attends to the child; the other staff observes and/or supports the other children, keeping calm control, aware that the children's anxiety may be acute
- Lead staff reinforces signs of de-escalation
- Lead staff lets the child know that he/she is there to assist the child to gain control not to confront them
- Lead staff gives the child more space if needed
- Lead staff will use concrete words and remind the child of consequences by stating facts, not threats
- Lead staff will bring closure to the situation

Documentation and Reporting

The lead staff will document the incident, sign it and submit it to the centre supervisor.

Staff will contact the child's parents and the Director.

Staff and supervisor will meet with the child's parent(s)/caregiver(s) to discuss the incident and determine strategies which will be utilized should the child encounter a similar situation. Parents will sign off on both the incident report and the strategies.

The centre supervisor and staff will keep parent(s)/caregiver(s) up-to -date on the child's progress and review strategies regularly.

Staff Development and Training

Behaviour guidance training is ongoing for staff. Initial training begins upon hiring and pre-camp training. Staff also receive on-going feedback and support throughout the summer. Using the Behaviour Guidance Monitoring Form, supervisors monitor staff as they guide children's behaviour. Supervisors will have a meeting with each staff/student/volunteer to discuss observed behaviour to determine best practices and implement new strategies if required.

Consequences of Breaking This Policy

All staff, students and volunteers review and sign off on this policy at the time of hiring/beginning of placement. The signed policy is kept on file for review by the Ministry of Education as part of the licensing procedure.

Not complying with this policy can lead to disciplinary action and/or termination of employment or placement.

If necessary, a supervisor will discuss an individual's inappropriate behaviour guidance practices with that person. Details of the inappropriate practice will be recorded in the critical incident book. The action to be taken will be written on the behaviour guidance monitoring form.

Appendix C

Parent/Caregiver Issues & Concerns Policy & Procedure

Policy

General

Parents/caregivers are encouraged to take an active role in their child's camp experience and regularly discuss what their child(ren) are experiencing each day. As supported by our program statement, we support positive and responsive interactions among the children, parents/caregivers, and program staff, and foster the engagement of and ongoing communication with parents/caregivers about the program and their children. Our staff are available to engage parents/caregivers in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/caregivers are taken seriously by the Centre Supervisor and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/caregivers within one camp day. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

If a parent/caregiver expresses concerns that a child is being abused or neglected, the person will be advised to contact the appropriate local Children's Aid Society (CAS) directly.

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

For more information on the requirement to report, please visit the appropriate Ministry website below:

[Ministry of Children and Youth Services](#)

Procedures

Cabin Group-Related Concerns

Issues related to: interpersonal relationships between children and/or children and program staff, etc.

Steps for Parent/Caregiver to Report:

Raise the issue or concern to the program staff, Head Counsellor or Centre Supervisor directly.

Camp Program-Related Concerns

Issues related to: schedule, indoor/outdoor program activities, lunch/snack program, swim lessons, etc.

Steps for Parent/Caregiver to Report:

Raise the issue or concern to the office staff directly who will convey it to the appropriate Program Director for next steps.

General Camp Operation-Related Concerns

Issues related to: fees, waiting lists, staffing, students, volunteers, etc.

Steps for Parent/Caregiver to Report:

Raise the issue or concern to the office staff directly who will convey it to the Centre Supervisor for next steps.

Steps for Staff and/or Licensee in Responding to Concerns:

Address the issue/concern at the time it is raised or arrange for a mutually agreeable time with the parent/caregiver to meet or schedule a call to discuss.

Document the issues/concerns in detail, including:

- Date and time the issue/concern was received;
- The name of the person it was reported to;
- The name of the person who is reporting the issue/concern;
- The details of the issue/concern itself;

- Details of any meetings/conversation had to investigate/determine a resolution;
- What steps were taken to resolve the issue/concern and/or next steps that have yet to take place.

Provide contact information for the appropriate person to address the issue/concern.

Ensure the investigation of the issue/concern is initiated by the appropriate party within one camp day or as soon as reasonably possible thereafter.

Provide resolution or outcome to parent/caregiver who raised the issue/concern.

Escalation of Issues or Concerns

Where parents/caregivers 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 Centre Supervisor and/or 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.

Issues/concerns may also be reported to other relevant regulatory bodies (i.e. Toronto Public Health, Toronto Police Services, Ministry of Environment, Ministry of Labour, Toronto Fire Services, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers, etc.) where appropriate.

Contact Information

- | | | |
|--|--|--|
| → Licensee: | Ellen Howard | ellen@zodiaccamp.on.ca |
| → Centre Supervisor: | Danny Goodman | danny1@zodiaccamp.on.ca |
| → Camp Administrator: | 416-410-4440 | info@zodiaccamp.on.ca |
| → Ministry of Education, Licensed Child Care Help Desk : | 1-877-510-5333
childcare_ontario@ontario.ca | |
| → Toronto Public Health | 416-338-7600 | |
| → College of Early Childhood Educators | 416-961-8558 | |
| → Toronto Police Services – non-emergency | 416-808-2222 | |
| → Toronto Fire Services – non-emergency | 416-338-9050 | |
| → Children's Aid Society | 416-924-4640 | |
| → Jewish Family Services | 416-638-7800 | |
| → Catholic Children's Aid Society | 416-395-1500 | |

Appendix D

Emergency Management Policy

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate emergency response;
2. Next steps during an emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the centre, the **meeting place** to gather immediately will be located at: Cedarvale Park sign, north end of the school OR the Arlington Parkette, 460 Arlington Ave – whichever is deemed to be safer at the time.

If it is deemed 'unsafe to return' to the centre, the **evacuation site** to proceed to is located at: J R Wilcox Community School, 231 Ava Road, Toronto, ON, M6C 1X3

Note: All directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations other than those listed above.

For any emergency situation involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Centre Supervisor will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the Centre Supervisor in the daily written record.

Additional Policy Statements

Mandatory pre-season training is conducted for all centre staff that includes practice drills.

Monthly fire drills are conducted in compliance with City of Toronto Fire Code. The date and time of all drills are documented on the log sheet contained in the Day Care Policy Manual.

Procedures

Phase 1: Immediate Emergency Response

Full Lockdown

A full lockdown occurs when the threat is inside the camp building. It is a serious emergency situation. Personal safety is the primary goal during a lockdown. Movement in and out of the school is restricted. The building should appear empty, dark and silent.

Fire alarms are sometimes used to confuse and to draw out occupants into a hallway or are mistakenly pulled as an alert to occupants. Use best judgment to assess the risk and to act accordingly.

Unless advised by either the Centre Supervisor or Police, remain in lockdown. Do not open any secured area until identification by either Police or centre personnel can be confirmed.

Upon advisement by either the Centre Supervisor or Police that the lockdown is over, further information will be provided via the PA system.

Roles and Responsibilities:

A full lockdown is initiated by the Centre Supervisor or Designate. He/she will provide a PA or walkie-talkie announcement with detailed information. Zodiac Specialists must take their walkie-talkie with them in order to maintain emergency contact.

The Camp Office staff will immediately close and lock the centre entrance doors and then proceed to take shelter.

All groups in the hallway are to enter the nearest class room. Groups in the theatre should proceed to the drama or music room.

Staff with a group outdoors should assess the situation and proceed to a secure location. This may be within the school, or at an offsite location if necessary, i.e. church, local school or building. Once secure, contact the police to notify them of the location along with the Centre Supervisor.

Staff inside the centre must:

- Remain calm;
- Gather all children and move them away from doors and windows;
- Take attendance to confirm everyone is accounted for;
- Take shelter in closets and/or under furniture with the children, if appropriate;
- Keep children calm;
- Ensure children remain in the sheltered space;
- Turn off/mute all cellular phones; and
- Wait for further instructions.

If possible, staff inside the program room(s) should also:

- Close all window coverings and doors;
- Barricade the room door;
- Gather emergency medication; and
- Join the rest of the group for shelter.

Note: only emergency services personnel are allowed to enter or exit the centre during a lockdown.

Hold and Secure

Hold and Secure occurs when the threat is outside of the building, i.e. a suspect is in the vicinity of the school. The camp will secure the buildings to prevent entry by an unauthorized or dangerous person.

Roles and Responsibilities:

Notification by the Centre Supervisor or Designate will be made via the PA system to declare a "Hold and Secure" situation.

The Camp Office staff will immediately close and lock the centre entrance doors and post a notice that no one may enter or exit the centre at this time. Designated staff will secure remaining exterior doors and post notices.

All program staff will close all exterior windows and blinds in all rooms.

Groups that are outdoors will be informed by a member of the Leadership Team to enter the building via the nearest door. All outside activities will move indoors immediately and continue activity in the shared space or program room, i.e. playground, splash pad and junior sport court will go to the gym; outdoor adventure will go to the designated classroom.

Program staff must immediately:

- Remain calm;
- Take attendance to confirm everyone is accounted for;
- Close all windows and blinds in the program rooms;
- Continue normal activities, inside of the building, until the 'all clear' is given.

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

Bomb Threat

A threat to detonate an explosive device to cause property damage, death or injuries, i.e. phone call bomb threat, receipt of a suspicious package.

Roles and Responsibilities:

The Centre Supervisor or Designate that becomes aware of the threat must:

- Remain calm;
- Call 911 if emergency services have not been made aware of the situation;
- Take attendance to confirm everyone is accounted for; and
- Follow the directions of emergency services personnel.

- A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency personnel.
- B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.

Disaster Requiring Evacuation

A serious incident that affects the physical building and requires everyone to leave the premises, i.e. fire, flood, prolonged power failure.

Roles and Responsibilities:

The Centre Supervisor or Designate will inform all other staff of the incident and that the centre must be evacuated as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.

The office staff must:

- Close and lock the centre entrance doors;
- Gather the attendance records, the 'Emergency Binder', and the Administrator's laptop and power cord to access all emergency information; and
- Exit the building through the nearest safe exit and proceed to designated meeting spot.

All program staff must:

- Remain calm;
- Gather all children and emergency medication;
- Exit the building through nearest safe exit, bringing applicable outdoor clothing if possible;
- Escort children to the meeting place;
- Take attendance to confirm everyone is accounted for; and
- Keep children calm and await further instructions.

The Health Care Provider must:

- Gather all non-emergency medications, portable first aid kit and phone; and
- Exit the building through the nearest safe exit and proceed to designated meeting spot.

Designated staff will:

- Help any individuals with medical and/or individual needs who require assistance to exit the building and proceed to the meeting spot (in accordance with the procedure in the individualized plan); and
- If the individuals cannot be safely assisted to exit the building they will be escorted to a safe location on the floor and wait for further instructions.

The on-site security personnel must conduct a walk-through of the centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.

Disaster – External Environmental Threat

An incident outside of the building that may have adverse effects on persons in the centre, i.e. gas leak, oil spill, chemical release, forest fire, nuclear emergency.

Roles and Responsibilities:

The Centre Supervisor or Designate will inform all other staff of the external environmental threat through a PA or walkie-talkie announcement with detailed directions from emergency services personnel as to whether to remain on site or evacuate the premises.

If remaining on site:

The Camp Office staff will immediately close and lock the centre entrance doors.

Groups that are outdoors will be informed by a member of the Leadership Team to enter the building via the nearest door. All outside activities will move indoors immediately and continue activity in the shared space or program room, i.e. playground, splash pad and junior sport court will go to the gym; outdoor adventure will go to the designated classroom.

Program staff must immediately:

- Remain calm;
- Take attendance to confirm everyone is accounted for;
- Close all windows and doors that lead outside (where applicable);
- Seal off external air entryways located in the program rooms (where applicable);
- Continue normal activities, inside of the building and await further instructions.

Leadership Team members, Specialty staff and Security must:

- Seal off external air entryways located in the program rooms (where applicable);
- Post notices on all exterior doors with instructions that no one may enter or exit the centre until further notice; and turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable)

If the emergency services personnel otherwise direct the centre to evacuate, follow the procedures outlined in the "Disaster Requiring Evacuation" section of this policy.

Natural Disaster: Tornado/Tornado Warning

Roles and Responsibilities:

The Centre Supervisor or Designate will inform all other staff of the tornado/tornado warning through a PA or walkie-talkie announcement.

Groups that are outdoors will be informed by a member of the Leadership Team to enter the building via the nearest door and proceed to a basement level program space.

Program staff must immediately:

- Remain calm;
- Gather all children;

- Proceed to a basement level, interior program space;
- Take attendance to confirm everyone is accounted for;
- Keep children away from windows, doors and exterior walls;
- Keep children calm and conduct ongoing head counts of the children;
- Await further instructions.

Natural Disaster: Major Earthquake

Roles and Responsibilities:

Groups that are outdoors will immediately ensure that everyone proceeds to the soccer field to stay away from buildings, power lines, trees and other tall structures that may collapse, and wait for the shaking to stop.

Program staff must immediately:

- Remain calm;
- Instruct children to find shelter under a sturdy desk or table and away from unstable structures;
- Ensure that everyone is away from windows and outer walls;
- Help children who require assistance to find shelter;
- Find shelter for themselves;
- Visually assess the safety of all children; and
- Wait for the shaking to stop.

Once the shaking stops, staff must follow the guidelines below:

Program staff:

- Gather the children and their emergency medication;
- Exit the building through the nearest safe exit, where possible, in case of an aftershock or damage to the building; and
- Proceed to the soccer field to meet any outdoor groups and await further instructions.

Office staff:

- Lock all doors;
- Gather the 'Emergency Response Binder' and attendance lists; and
- Proceed to meet the group on the soccer field and await further instructions.

Health Care Provider:

- Gather non-emergency medication, phone and first aid kit;
- Secure the Health Centre; and
- Proceed to meet the group on the soccer field and await further instructions.

Designated staff will:

- Help any individuals with medical and/or individual needs who require assistance to exit the building and proceed to the meeting (in accordance with the procedure in the individualized plan); and
- If the individuals cannot be safely assisted to exit the building they will be escorted to a safe location on the floor and wait for further instructions.

The on-site security personnel must conduct a walk-through of the centre to ensure all individuals have evacuated, where possible.

Phase 2: Next Steps During the Emergency

1. Where emergency services personnel are not already aware of the situation, the Centre Supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
2. Where the centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
3. If the licensee is not already on site, the Centre Supervisor must contact the licensee to inform them of the emergency situation and the current status, once it is possible and is safe to do so.

List of emergency persons:

Emergency Services:	911	
Site Supervisor/Director:	Danny Goodman	416-410-4410
Licensee:	Ellen Howard	416-789-1989
Ministry of Education Rep:	Robert Atkins	

4. Where any staff, students and/or volunteers are not on site, the Centre Supervisor or designate must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them to return to the centre.
5. The Centre Supervisor must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
6. Throughout the emergency, staff will:
 - Help keep children calm;
 - Take attendance to ensure that everyone is accounted for;
 - Conduct ongoing visual checks and head counts of children;
 - Maintain constant supervision of the children; and
 - Engage children in activities, where possible.
7. In situations where injuries have been sustained, the Health Care Provider will administer first aid. Severe injuries requiring immediate attention will be reported to emergency personnel as soon as possible.

Procedures to Follow When “All-Clear” Notification is Given

The individual who received the ‘all-clear’ notification from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the centre.

Designated staff who have assisted individuals with medical and/or individual needs to exit the building will assist and accompany these individuals with returning to the centre.

Program staff must:

- Take attendance to ensure everyone is accounted for;
- Escort the children back to their program room;
- Take attendance upon returning to the program room to ensure that everyone is accounted for; and re-open closed/sealed blinds, windows and doors.

The Centre Supervisor will determine if operations will resume and communicate this decision to staff.

Communication with parents/caregivers:

As soon as possible, the office staff must notify parents/caregivers of the emergency situation and that the all-clear has been given.

Where disasters have occurred that did not require evacuation of the centre, the Centre Supervisor must provide a notice of the incident to parents/caregivers at end of program day.

If normal operations do not resume that same day that an emergency situation has taken place, the Centre Supervisor must provide parents/caregivers with information as to when and how normal operations will resume as soon as this is determined.

Procedures to Follow When “Unsafe to Return” Notification is Given

The individual who received the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by the emergency services personnel.

Designated staff who have assisted individuals with medical and/or individual needs to exit the building will assist and accompany these individuals to the evacuation site.

Program staff must take attendance to ensure everyone is accounted for and escort the children to the evacuation site.

Office staff will post a notice for parents/caregivers on the centre entrance with information on the evacuation site, where it is possible and safe to do so.

Upon arrival at the evacuation site, staff must:

- Remain calm;
- Take attendance to ensure everyone is accounted for;
- Help keep children calm;

- Engage children in activities, where possible;
- Conduct ongoing visual checks and head counts of children;
- Maintain constant supervision of children;
- Keep attendance as children are picked up by their authorized pick-up persons; and
- Remain at the evacuation site until all children have been picked up.

Communication with parents/caregivers:

Upon arrival at the emergency evacuation site, office staff will notify parents/caregivers of the emergency situation, evacuation and the location to pick up their children.

Where possible, the office staff will update the centre voicemail message and Facebook page as soon as possible to inform parents/caregivers that the centre has been evacuated, and include the details of the evacuation site location and contact information in the message – see below example.

You have reached Zodiac Day Care. We are all safe: no one is hurt. We have evacuated to: _____ . Please pick up your child as soon as possible. Please call _____ to speak with a member of our team.

Additional Procedures for Next Steps

Ensure Health Care Provider administers required medication to children as needed and tends to any reported injuries.

Begin documentation of any children, staff, student/volunteer injuries and/or accidents.

The Centre Supervisor or Designate will contact our Program Advisor at the Ministry of Education to inform them of the evacuation.

The Licensee will contact the Insurance Company to inform them and set up insurance at another location if required.

The Licensee/Centre Supervisor will respond to the media and community if needed.

The Administrator will contact catering to temporarily relocate, if needed.

Phase 3: Recovery (after an emergency situation has ended)

Procedures for Resuming Normal Operations

Re-open centre and contact parents/caregivers via email, social media or phone.

Contact Ministry of Education Program Advisor to advise them of our resuming normal operations.

If necessary; respond to media and community inquiries.

Contact insurance company if necessary.

Procedures for Providing Support to Children and Staff who Experience Distress

If staff, volunteers, students or children experience stress related to an emergency event at Zodiac Day Care, Zodiac Day Care management will provide individuals or parents/guardians with the contact information for Toronto Public Health to access appropriate mental health supports and services.

Toronto Public Health: 416 338 7600

Zodiac Day Care will coordinate in-centre support as necessary for all individuals.

Program staff will directly provide support to the children in their groups.

The Licensee/Centre Supervisor will provide support for staff that experienced distress during the emergency. Support coverage of their group will be provided if the staff member is unable to continue in that group.

Procedures for Debriefing Staff, Children and Parents/Caregivers

Zodiac Day Care must debrief staff, children and parents/caregivers following an emergency situation.

Zodiac Day Care will prepare a memo providing details of the situation and next steps for the centre to resume regular service to families. This memo will be emailed to all parents/caregivers, staff, volunteers and students. A phone call will be made to anyone who does not have an email address on file with the centre.