



**Centennial
Infant and
Child Centre**

PARENT HANDBOOK

2025–2026

Centennial Infant and Child Centre (CICC)

 **Location:** 1580 Yonge Street, Toronto, ON

 **Phone:** 416-935-0200

 **Email:** info@cicc.on.ca

 **Website:** www.cicc.on.ca

This handbook serves as your guide to CICC's policies, routines, and our shared commitment to your child's early learning experience.

Last revised: August 12, 2025

Calendar 2025-2026 School Year

Month	1st Week					2nd Week					3rd Week					4th Week					5th Week				
	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F
September	1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30			
October			1	2	3	6	7	8	9	10	13	14	15	16	17	20	21	22	23	24	27	28	29	30	31
November	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28					
December	1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	31		
January				1	2	5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	26	27	28	29	30
February	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27					
March	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	31			
April			1	2	3	6	7	8	9	10	13	14	15	16	17	20	21	22	23	24	27	28	29	30	
May					1	4	5	6	7	8	11	12	13	14	15	18	19	20	21	22	25	26	27	28	29
June	1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30			

Date	Event	Note
September 1, 2025	Labour Day	CICC closed
September 2 – 5, 2025	Start Date	Staggered start
October 13, 2025	Thanksgiving Day	CICC closed
November 7, 2025	Fall PD Day	CICC closed
December 24, 2025 – January 2, 2026	Winter Break	CICC closed
January 5, 2026		Classes resume
February 16, 2026	Family Day	CICC closed
March 16 – 20, 2026	Mid-Winter Break	CICC closed
March 23, 2026		Classes resume
April 3, 2026	Good Friday	CICC closed
April 6, 2026	Easter Monday	CICC closed
May 18, 2026	Victoria Day	CICC Closed
May 28, 2026	Trip to Riverdale Farm!	See you at the farm
June 11, 2026	End of Year Celebration and Graduation	PM class last day
June 12, 2026		AM class last day

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Dear Families,

Welcome to Centennial Infant and Child Centre's Integrated Preschool Program!

We're excited to welcome you and your child to the CICC community and honoured to be part of your family's journey during these early, formative years.

At CICC, we recognize that every child is unique, and so are the families who love and support them. Our approach is rooted in building strong, respectful partnerships with families, working together to create an environment where each child feels safe, supported, and included. We are committed to providing personalized care that nurtures their strengths and supports their growth.

Our programs are thoughtfully designed to meet each child where they are, supporting their individual needs while encouraging exploration, confidence, and a love of learning. You'll find that our educators and therapists collaborate closely with families, offering consistent communication and meaningful support every step of the way.

Every year, we review and update this handbook to ensure our policies and practices reflect current regulations and best practices in early childhood education. If any changes arise during the year, we'll be sure to keep you informed.

At CICC, we believe in building futures and strengthening families through inclusive, responsive care. We are grateful for the trust you've placed in us and look forward to sharing many joyful milestones with you and your child.

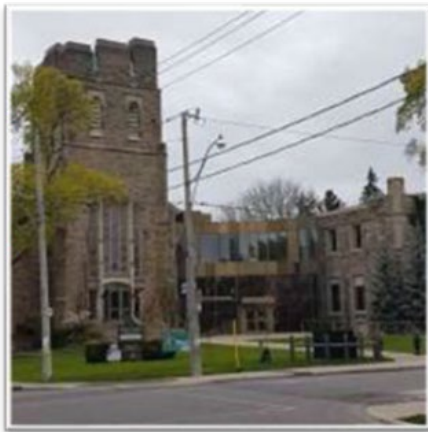
Warmly,



Shemina Ladak
Executive Director

 Contact Information	
To Report a Late Arrival or Absence:	416-935-0200 ext. 230 cmabvudza@cicc.on.ca
To Contact the Managing Supervisor:	Racquel Manzano 416-935-0200 ext. 261 rmanzano@cicc.on.ca
 Evacuation Site	Christ Church Deer Park Anglican Church 1570 Yonge Street, Toronto, ON M4T 1Z8

About Centennial Infant and Child Centre (CICC)



Centennial Infant and Child Centre (CICC) is a non-profit organization committed to providing high-quality programs and support for young children with special needs and their families.

Governed by a volunteer Board of Directors, CICC is primarily funded through municipal and provincial contributions, as well as tuition fees. Its integrated preschool program operates under the guidelines of the *Child Care and Early Years Act (CCEYA)*.

Established in 1965 by two parents of children with special needs, CICC began as a small initiative with just three children, one teacher, and eight volunteers. Their vision was grounded in the growing research that highlights early intervention as a key factor in helping children with special needs reach their full potential.

Since those early days, CICC has grown into a vibrant and respected organization. Today, it offers three distinct programs and is supported by nearly 30 staff members and over 70 dedicated volunteers.

From 1967 to 1997, CICC operated out of the basement of St. George's United Church. In October 1997, it relocated to a new and larger facility at 1580 Yonge Street to accommodate its expanding team and evolving programs—better serving the needs of the children and families in its care.



Mission

Centennial Infant and Child Centre strengthens families and their young children with special needs to develop the confidence and skills for the best start in life.

Philosophy

CICC helps children with special needs begin to learn strategies which will help them to develop and function as independently as possible in society. Staff and families set goals through which these strategies will be achieved. All aspects of a child's development are considered. We believe the goals are best accomplished through an individualized program. In our preschool, this is enhanced with a low adult/child ratio and with the inclusion of typically developing children. We work directly with families to lend emotional support and to encourage the optimal development of each child. This is an ongoing process in which the staff and the family learn from each other.

Program Statement

At CICC, we believe every child is competent, capable, curious, and full of potential. Our specialized preschool program supports young children with special needs through inclusive, play-based learning in a safe, welcoming environment.

Our work is guided by Ontario's Child Care and Early Years Act (CCEYA) and informed by the principles of *How Does Learning Happen?* (HDLH), which focus on **Belonging, Well-Being, Engagement, and Expression**.

Belonging: We create a caring community where children and families feel respected and connected. Educators, volunteers, and therapists work together to nurture trusting relationships.

Well-Being: Your child's safety, comfort, and health are our priority. We observe and support each child's physical and emotional needs throughout their time with us.

Engagement: We design learning experiences that spark curiosity and encourage hands-on exploration. Each activity is adapted to your child's interests and developmental goals.

Expression: We support every child's unique way of communicating and expressing themselves, using tools such as visual aids, gestures, and assistive technology when needed.

Our educators collaborate closely with families and therapists to develop individualized program plans tailored to each child's strengths and goals. We value open communication and partnership with families, and we continuously reflect on and improve our practices to provide the best possible learning experience.



Canada-Wide Early Learning and Child Care (CWELCC) Participation

CICC & CWELCC: Supporting Families Through Affordable, Inclusive Childcare

CICC is proud to be part of the CWELCC system, a federal-provincial initiative aimed at making licensed childcare more affordable, accessible, inclusive, and high-quality for families across Canada.

What CWELCC Means for CICC Families

- **Fee Reductions:** Families with eligible children aged 0–5 automatically benefit from reduced fees—no application needed.
- **Stable Rates:** CICC’s current fees are already below the CWELCC cap of \$22/day, so no changes are required.
- **Specialized Support:** Fees include program materials, nut-free snacks, and access to in-house Occupational Therapy, Physiotherapy, and Speech-Language Pathology services via Surrey Place Centre.

Regulatory Updates

- As of July 1, 2025, CICC will share communications from the Minister of Education with families, using existing digital channels like email or parent apps, within timelines set by the Ministry.

Our Commitment

CICC remains dedicated to providing accessible, affordable, and high-quality early learning tailored to children with special needs. Through CWELCC, we continue to support each child’s development in a nurturing and inclusive environment.

☀️ **Preschool Program Overview**

CICC's Preschool Program is a specialized, inclusive, and integrated learning environment designed for children aged 30 months to 4 years. It brings together children with special needs alongside typically developing peers, fostering a supportive community where every child's unique needs are valued, respected and supported.



Operating from September to June, our program offers a rich, child-centred, and play-based curriculum designed to foster growth in cognitive, language, social, emotional, and physical development. Through this approach, we build a strong foundation for healthy attachment, foster natural curiosity, and cultivate a lifelong love of learning.

📅 **Daily Routine & Curriculum Highlights**

Each activity is carefully structured to last approximately 20 minutes, ensuring a balanced approach to support growth across all areas of development.

🏠 **Arrival & Free Play:** Children start the day with calm, choice-based play to promote self-regulation and social skills. This time allows children to ease into the day, explore their interests, and connect with peers.

📖 **Story Time:** Interactive stories with pictures and gestures build language skills and joint attention while introducing concepts like time, the calendar, and weather.

🎨 **Sensory & Creative Art:** Children engage in hands-on art and sensory play, building fine motor skills, creativity, and problem-solving abilities through exploration of textures, materials, and colours.

🚻 **Washroom Break:** Supported toileting and handwashing routines help foster independence and build essential self-help skills for daily living.

🧘 **Gym Time:** Movement activities strengthen gross motor skills like balance, coordination, and muscle control.



🔑 **Snack Time:** A key moment to practice feeding skills and encourage total communication through Picture Exchange Communication System (PECS), signs, Augmentative and Alternative Communication (AAC), gestures, and vocalizations, empowering children to express their needs.

🧩 **Table Time:** Children engage in hands-on activities, such as puzzles and building blocks, to strengthen fine motor skills, explore math concepts, and improve choice-making, attention span, and focus.

🎵 **Music Circle:** Group singing, movement, and musical props encourage turn-taking, attention, and self-expression. With live piano and guitar accompaniment, it's a joyful exploration of sound, rhythm, and creativity. Parents are welcome to participate!

👋 **Dismissal:** At the end of the day, families pick up their children, connecting briefly with staff to discuss the day's highlights and progress.

Key Program Features

- **Individualized Learning:** Each child's Individual Program Plan (IPP) is developed in collaboration with parents and professionals, ensuring personalized support tailored to their unique needs.
- **Therapeutic Support:** Our physiotherapists, occupational therapists, and speech-language pathologists provide consultation to educators, helping to establish therapeutic goals and implement strategies to support each child's unique developmental needs.
- **Inclusive Environment:** We integrate children with special needs alongside typically developing peers, fostering mutual respect, understanding, and positive social interactions.
- **Low Staff-to-Child Ratio:** Thanks to our dedicated volunteers and placement students, we maintain a low staff-to-child ratio, allowing for individualized attention and creating a supportive, nurturing environment.
- **Kindergarten Readiness:** We focus on helping children develop the essential skills for a smooth transition to kindergarten, including potty training, sitting in circle time, and following classroom routines. Additionally, we offer families information sessions on the kindergarten application process and guidance to ensure each child is fully prepared and confident as they begin their next educational chapter.

Our Team

Educators, Classroom Support & Coordinators

Our preschool program is supported by a dedicated and diverse team of professionals who work together to create a nurturing, inclusive, and engaging environment for all children.

- **Educators** bring a range of backgrounds in early childhood education, child development, elementary education, and special education. With a wealth of personal and professional experience, they foster strong relationships with children and families while supporting each child's unique learning journey.
- **Educational Assistants (EAs)** provide valuable day-to-day support in the classroom, helping children participate in activities, follow routines, and build independence.
- **Path Forward Classroom Assistants (PFCAs)** are adults with special needs who offer meaningful support in the classroom, while also gaining work experience in a supportive and inclusive setting.
- Our **Volunteer Support Coordinator** recruits, trains, and supports a team of classroom volunteers and placement students who contribute to daily activities and assist with implementing individualized strategies developed for each child.

Together, this team creates a welcoming space where children with diverse needs and abilities can grow, learn, and thrive. Educators also work closely with families to connect them with services and funding, explore future school options, and support smooth transitions into the next stage of their educational journey.



Therapy Team

Our educators collaborate with a team of specialized professionals who work in consultation to help meet each child's individual needs. This collaborative model includes:

- **Physiotherapist**
- **Occupational Therapist**
- **Surrey Place Speech-Language Pathologist**
- **Surrey Place Communicative Disorders Assistant (CDA)**

These professionals contribute to the development of each child's IPP and provide strategies that are integrated into the classroom through play, daily routines, and interactions. This approach ensures that therapy is embedded naturally throughout the child's day.

Leadership

- The **Executive Director** leads and administers all operational aspects and is responsible for delivering on the mission and strategic direction.
- The **Managing Supervisor** oversees the daily operations of the Preschool Program, provides leadership and guidance to staff, and ensures that the program continues to offer a safe, inclusive, and high-quality learning environment.
- The **Assistant Manager** oversees financial matters to ensure the program remains sustainable and well-resourced.

Volunteers and Placement Students

CICC welcomes both volunteers and field placement students as valued members of our Preschool Program. Their contributions play a vital role in supporting the safety, engagement, and well-being of the children in our care.

Volunteers

CICC's many volunteers are essential to the success of our program. They generously donate their time to help implement the integrated therapy strategies outlined in each child's Individual Program Plan (IPP), all under the direct supervision of educators. Our volunteers share a strong love for children and a deep desire to make a difference. Each spring, we celebrate their dedication during *Volunteer Appreciation Week*, and we encourage families to join us in recognizing their invaluable support.

Placement Students

CICC also supports students completing field placements in a variety of post-secondary programs related to early childhood education, child development, resource consultation, social work, nursing, and other health-related fields. During their time at CICC, students observe, learn, and actively support children in the classroom under the guidance of our experienced preschool team. This reflects our long-standing commitment to sharing over 50 years of expertise in inclusive early learning.

Training, Screening, and Supervision

All volunteers and students:

- Must complete an interview and screening process
- Provide a clear Police Vulnerable Sector Check and/or Attestation
- Submit up-to-date immunization records
- Participate in orientation, training, and receive ongoing feedback
- Review and sign CICC's Annual Policy & Procedure package

To ensure a safe and nurturing environment:

- No one under 18 years of age supervises a child
- Only CICC employees have unsupervised access to children
- Volunteers and students are never left alone with a child or group of children
- They are not included in legislated staff-to-child ratios

Through their involvement, volunteers and placement students help enrich our learning environment while gaining meaningful experience in inclusive early childhood education.

Referral and Waitlist

To add your child to the waitlist, please submit a completed Preschool Program Request Form to the Managing Supervisor. Referrals may come from families, healthcare providers, or other community professionals.

Waitlist priority is based on a “first come, first served” basis. However, the Managing Supervisor reserves the right to manage the waitlist in the best interest of CICC’s specialized preschool program. Admission decisions are made at the Managing Supervisor’s discretion, considering program needs and space availability. There is no fee or deposit required to place your child’s name on the waitlist.

Our preschool program runs from September through June. Intake for the new school year begins in January and concludes by mid-June. Families will be contacted and invited for a centre visit when a space becomes available.

Admissions during the school year are possible if openings arise. Families may contact the Managing Supervisor at any time for updates on their child’s waitlist status.

Team Meeting

Before your child begins at CICC, the Managing Supervisor will coordinate a Pre-Admission Team Meeting with your family, educators, and relevant therapy staff. This meeting is an important part of the intake process and helps us plan a thoughtful and supportive transition.

Together, we will exchange information, ask questions, and learn from one another. You will have the opportunity to share your child’s interests, routines, communication style, and any specific needs. In turn, we will introduce members of the team, provide an overview of our preschool environment, and explain how we work collaboratively to support each child’s development and well-being.

This meeting lays the foundation for a strong partnership built on mutual understanding and trust. It allows us to create an individualized plan that supports a smooth start and sets the stage for a positive, inclusive, and enriching preschool experience.





Registration Forms

Families will receive all the necessary registration forms to officially enroll their child in the program. The information provided is essential and will be kept confidential.

- **Emergency Contact:** Families must provide CICC with the name and contact information of at least one emergency contact person to reach if the primary caregiver is unavailable. This is required by the Ministry of Education. Please notify us immediately of any changes to phone numbers, addresses, emails, or emergency contacts.
- **Pick-Up Instructions:** Please inform the Managing Supervisor of any specific restrictions, instructions, or custody arrangements regarding who may pick up or have access to the child. Legal documentation outlining custody arrangements must be provided. CICC will strictly follow the terms outlined in these documents. Any changes to custody orders must be reported promptly.
- **Individual Medical Plan:** If a child has medical conditions requiring additional support or accommodations, an Individual Medical Plan will be developed in consultation with the family, CICC staff, and any relevant regulated healthcare professionals. This plan must be signed and agreed upon before the child's first day and will be implemented from their start date.
- **Children's Immunization:** The Ministry of Education requires that each child's immunization records be kept current. Children without up-to-date immunizations are not permitted to attend CICC unless they qualify for an exemption. Immunization against Hepatitis B is strongly recommended. Please forward any updated immunization records signed by a doctor to CICC. Families will be notified immediately if there is an outbreak or risk of a designated disease in the preschool.
 - If a child is exempt from immunization for medical reasons, a Statement of Medical Exemption form completed by a healthcare provider must be submitted.
 - If a child is exempt due to conscience or religious beliefs, a notarized Statement of Conscience or Religious Belief Affidavit form must be submitted.
- **HIV and Hepatitis:** The Managing Supervisor must be informed if your child is HIV positive or is a carrier of Hepatitis. The information will be kept strictly confidential and used only to ensure appropriate care and safety.

Tuition, Payment & Policies

CICC is a non-profit organization primarily funded by the Province of Ontario's Ministry of Education, the City of Toronto, the CICC Foundation, and tuition fees. Below is an overview of the tuition structure, payment expectations, subsidy process, and policies related to absences and withdrawals.

Tuition Fees (September 2024 – June 2025)

Program	Schedule	Annual Fee	Monthly Payment
Morning Preschool	Monday – Friday	\$3,189.40	\$318.94 per month
Afternoon Preschool	Monday – Thursday	\$2,693.30	\$269.33 per month

- Tuition covers both childcare services and the reserved space.
 - No credits or refunds will be issued for absences due to illness, vacation, professional development days, or statutory holidays.
 - In the case of overpayment, CICC will work with families to issue applicable credits or refunds.
-

Payment Details

- Tuition is invoiced in 10 equal monthly payments, due on the 1st of each month.
 - Accepted methods of payment include credit cards (Visa, Mastercard, AMEX) through the Lillio app.
 - Invoices are sent three days prior to the first of each month.
 - Failure to pay fees on time may result in termination of the child's placement.
 - CICC will make every effort to support families by discussing payment plans if necessary.
-

Childcare Fee Subsidy

Families wishing to apply for financial assistance may do so through the City of Toronto Children's Services.

- It is the family's responsibility to apply for Subsidy before the child's start date.
 - Until subsidy approval is confirmed by CICC, families are responsible for paying the full monthly fee.
 - Families are responsible for paying any fees not covered by Subsidy.
 - Families must renew their Subsidy contracts as required.
 - The Managing Supervisor must be notified promptly of any changes in Subsidy status.
-

Absences and Extended Leaves

For Families Receiving Subsidy:

- Children may be absent up to 50 days per calendar year (or 18 days if enrolled from July to December).
- Advance payment is required if absence exceeds 20 consecutive days.
- Absences beyond the allotted days are not covered by Subsidy; families will be responsible for the full daily fee.
- Families may contact Children's Services to request an appeal for additional absent days under exceptional circumstances.

For Full-Fee Paying Families:

- There is no limit to the number of absences.
- If a child is absent longer than one month without tuition payment, the child's space may be forfeited.
- For absences longer than one month, families may opt to rejoin the waitlist.
- One month of tuition will be charged following written notice of withdrawal or until the space is filled.
- Exceptions may be considered for prolonged illness or surgery; however, tuition fees still apply.

Withdrawal Terms

- **Four weeks' written notice is required for withdrawal from the program.**
- Full tuition fees are due during the notice period regardless of attendance.
- Early withdrawal without notice will still require payment for the full four-week period.

Working Together

We understand that for many families, starting preschool is the first time their child will be in someone else's care. At CICC, we recognize how significant (and sometimes challenging) this step can be. Our experienced and compassionate staff take the time to get to know each child and work closely with families to develop a transition plan tailored to your child's needs. Together, we strive to make this adjustment as smooth and positive as possible, helping your child and family feel confident, supported, and comfortable in this new environment.

Preschool Program Hours

CICC operates two half-day programs:

Program	Preschool Hours	Drop-Off Window	Pick-Up Time
 Morning Preschool	9:00 – 11:45 AM	9:00 – 9:30 AM	11:45 AM
 Afternoon Preschool	1:00 – 3:45 AM	1:00 – 1:30 PM	3:45 PM

Please arrive within the drop-off window times to maximize your child's program experience.

Safe Arrival & Reporting Late Arrivals and Absences

Your child's safety is our top priority. If a child doesn't arrive as expected and we haven't heard from you, we will follow up to make sure everything is okay. Timely notification helps us keep children safe and plan for adequate classroom support.

When to Notify Us:

Please report absences or late arrivals **as soon as possible**, or by:

- 8:30 AM for the Morning program
- 12:30 PM for the Afternoon program

How to Notify Us:

-  Use the Lillio app
-  Call: 416-935-0200 ext. 230
-  Email: cmabvudza@cicc.on.ca

What to Include:

- Reason for absence or late arrival
- Symptoms if your child is sick
- Expected return date



Arrival, Dismissal & Late Pick-Up Procedures

Drop-Off Procedure

To support your child's safety and a smooth start to the day:

- Drop your child off **directly in their classroom**.
- Ensure educators are present and aware of your child's arrival — they will record attendance.
- Share any important health or care information with the educator at this time.

Pick-Up Procedure

To ensure a safe and smooth end to your child's day:

- Only parents, guardians, or authorized individuals may pick up.
- Let the educator know when your child is leaving — they will record the departure.
- If someone else is picking up your child, **provide written notice** in advance with their name and contact info.
- Authorized individuals must show ID if not known to staff.
- If no prior notice is given, staff will contact you before releasing your child.

Late Pick-Up

- Plan to arrive on time and allow a few minutes to speak with staff and gather belongings.
- If you are running late, **notify CICC as soon as possible** and arrange alternate pick-up if needed.
- If no contact is made, staff will call emergency contacts.
- If no one can be reached by **5:00 PM**, staff are required to contact **Child Protection Services**.

Repeated late pick-ups:

- May lead to a meeting with the Managing Supervisor.
- Ongoing lateness could result in alternate care planning or program withdrawal.

Thank you for helping us keep your child safe and supported every day!

Photography

To protect the privacy of all children and families:

- **Photos of other children are strictly prohibited**
- The use of cameras is not permitted inside the centre
- School photos are for internal use only and require consent

Parking

- No parking is available on CICC property.
- The designated Pick-Up and Drop-Off zone is in front of the building.
- CICC is not responsible for any parking tickets, infractions, or damage to vehicles.
- **Strictly prohibited:** parking on the church side of the driveway, next to or behind the building - even for quick pick-ups or drop-offs.
- Vehicles parked in restricted areas may be towed at the owner's expense.



Stroller Parking

- Strollers must be parked in the **designated outdoor area** only.
- Do not block entrances, hallways, or emergency exits.
- Unauthorized strollers will be moved for safety reasons.

What to Bring

Each child is assigned a cubby to store personal belongings. Please label all items clearly to help avoid mix-ups. CICC is not responsible for lost or missing items.

Please send your child with the following items:

- A **complete change of clothes**, including underwear and socks, to keep in their cubby. Clothing should allow for movement and messy play
- A full week's supply of **diapers** should be sent every Monday.
- **Sturdy indoor shoes** with arch support to remain at CICC.
 - *Contact our Physiotherapist if you have questions about footwear.*

Non-Prescription Skin Products

If your child requires products such as diaper cream or lotion:

- Complete a *Non-Prescription/Over-the-Counter Authorization Form*.
- Products must:
 - Be in their original container
 - Be nut-free
 - Be clearly labelled with your child's name
- Do not leave non-prescription products or valuables in bags, cubbies or strollers. Please hand them directly to the staff.

Health & Safety Procedures

We follow clear procedures to ensure a safe and supportive environment for all children, families, and staff.

Nut-Free & Smoke-Free Environment

To ensure the safety and well-being of all children, families, and staff, CICC maintains the following policies:

Nut-Free Facility

CICC is a **nut-free environment**.

Please **do not bring any food containing nuts** onto the premises. This includes snacks, lunches, and baked goods. Your cooperation helps protect children with severe allergies.

Smoke-Free Property

In accordance with the **Smoke-Free Ontario Act**, smoking and vaping are strictly prohibited:

- No smoking, handling of cigarettes, or use of e-cigarettes is allowed **anywhere on CICC property**.
- This applies to **all individuals**: staff, students, volunteers, families, and visitors.
- **'No Smoking' signs** are posted throughout the facility, including in all washrooms.

Thank you for helping us maintain a safe and healthy environment for everyone.

If Your Child Gets Hurt

While at CICC, the children are always supervised. Despite close supervision, some accidents may occur as your child explores and develops new skills and abilities. If your child is injured at the centre, the staff will provide immediate first aid, as needed. If the situation requires attention beyond basic first aid, we will contact you or the emergency contact person(s) on file. If required, we will call 911 or transport your child to the nearest hospital or medical facility by taxi.

The staff will provide an accident report documenting the accident or injury. The family's signature is required at the bottom of the form to verify that you were informed of the accident/injury. A copy of the signed report will be provided to you.

If your child has an accident or injury at home, please inform the staff when you drop off your child the following day, so we are aware of the incident.

🤒 If Your Child Is Sick

At CICC, we prioritize the health and well-being of all children, families, and staff. To maintain a safe and healthy environment, we follow strict illness protocols and encourage families to follow these illness guidelines:

- **Daily Health Checks:** Educators perform a basic health check at drop-off to ensure your child is well enough to participate.
- **Stay Home If Unwell:** If your child is sick or showing symptoms such as fever (above 100.4°F / 37.8°C), vomiting, diarrhea, or an unexplained rash, they must stay home until they are symptom-free for 48 hours.
- **Becoming Ill at the Centre:** If your child becomes unwell during the day, you will be contacted to arrange for pick-up. Staff will monitor your child until you arrive.
- **Returning After Illness:** A doctor's note may be required after a serious illness or communicable disease to confirm your child is well enough to return.
- **Outbreaks:** If Toronto Public Health declares an outbreak, children must remain home for 48 hours after symptoms resolve.
- **Common Illnesses:** It's normal for children to experience more frequent illness when starting group care. We recommend having a backup care plan in place.





Individual Medical Plans

If your child has a medical condition that requires ongoing care or emergency medication, an **Individual Medical Plan (IMP)** will be created. This plan outlines your child's needs and how staff will respond.

- Developed in collaboration with families, educators, and healthcare professionals.
- Includes training from a parent or medical professional.
- Reviewed and signed annually by all staff, students, and volunteers.
- Plans are posted in each room to ensure all staff, students, and volunteers are informed and prepared.



Medication Guidelines

CICC will administer **prescription medication only** in accordance with our health and safety policies. To ensure safe and accurate care, please follow these guidelines:

Requirements for Medication at CICC

- Medication must be in its **original packaging**, clearly labelled with:
 - Your child's full name
 - Dosage instructions
 - Expiry date
- Families must complete and sign a *Consent to Administer Medication* form before staff can administer any medication.
- Non-prescription (over-the-counter) medication must be accompanied by a note from a medical practitioner.

Medication Changes and Safe Handling

- A new consent form is required for any changes in medication type, dosage, or instructions.
- All medication must be handed directly to staff to ensure it is stored securely and out of children's reach.
- Expired or discontinued medication must be taken home or disposed of at a pharmacy.
- Families are responsible for monitoring expiry dates and replacing medication as needed.

Snack Time and Allergy Management

CICC is committed to supporting the health, safety, and individual needs of all children. This includes managing allergies, dietary restrictions, and feeding accommodations with care, consistency, and respect for diversity.

Our Approach to Snacks and Inclusivity

We recognize that Canada's Food Guide, while helpful, does not always reflect the diverse needs, abilities, and cultural backgrounds of the children and families we serve. Our approach to snack time is grounded in inclusivity, developmental support, and cultural sensitivity.

Snack time is designed to promote:

- Communication and language development
- Social interaction
- Self-feeding skills

Snacks are offered daily and follow general nutritional guidance, but our focus is on creating a safe and supportive environment where all children can participate meaningfully.

Feeding Plans & Dietary Accommodations

If your child has specific health-related or cultural dietary needs, please inform your child's educator or the Managing Supervisor.

You will be asked to complete a Dietary and Feeding Arrangements form to outline:

- Foods your child can eat
- Required food textures or consistencies
- Any restrictions or accommodations

Plans are reviewed regularly and updated as needed. Written instructions from a medical practitioner may be required for specific accommodations.

Outside Food Policy

To ensure the safety of all children:

- **Outside food is not permitted** in classrooms unless it is part of an approved Feeding Plan.
- If families choose to provide food, it must:
 - Meet all CICC food restrictions
 - Be clearly labelled with the child's name and ingredients
 - Be provided only for their own child

⚠️ Allergy Management & Emergency Preparedness

If your child has a known allergy—especially one that may cause anaphylaxis—please notify the Managing Supervisor immediately.

Required documentation:

- Written details from a medical practitioner, including:
 - A description of the allergen and symptoms
 - A prescription for an auto-injector (e.g., EpiPen), if needed

Auto-injector policy:

- Two current auto-injectors must always be available at the centre.
- Children cannot attend without their prescribed and up-to-date auto-injectors.
- If your child no longer requires an auto-injector, a medical note is required.

Anaphylaxis Alert Plan:

- An individualized plan will be created with families and staff.
- It outlines symptoms, emergency procedures, and medication instructions.
- Plans are posted in each room to ensure all staff, students, and volunteers are informed and prepared.

Allergy & Safety Protocols

- All allergies, dietary restrictions, and special requirements are listed on the List of Allergies, Food Restrictions and Special Requirements, posted in each room.

🎉 Special Occasions

For birthdays or other celebrations:

- Any food brought in must be **nut-free**
- All items must be **pre-approved** by educators or the Managing Supervisor

📅 Keeping Your Child's Information Up to Date

To provide safe, individualized care at CICC, it's important that we have the most current information about your child. Please notify the preschool team as soon as possible if there are any changes to your child's:

- Diagnosis
- Medication
- Dietary needs
- Allergies
- Support or developmental needs



Why This Is Important:

- Ensures timely updates to your child's Individual Program Plan (IPP), Individual Medical Plan (IMP), and/or Anaphylactic Alert Plan
- Allows staff to adjust supports, accommodations, and emergency procedures
- Helps maintain a safe, inclusive, and responsive learning environment
- May require updated training for staff, students, and volunteers

Your communication helps us continue to support your child's developmental, medical, and safety needs with care and confidence.

Communication Between Families and Staff

Open and consistent communication is a key part of our partnership with families. We use several methods to keep you informed and engaged in your child's learning and development:

Daily Communication

- Families receive a daily report through the Lillio app, which includes updates on your child's day, as well as suggestions and developmental goals from educators.

Contacting Staff

- You are welcome to contact your child's educator via the **Lillio app, email, or phone** at any time.
- Educators will respond to emails within 24 business hours.
- For more in-depth conversations, please schedule a time to meet in person.

During Preschool Hours

- Educators are actively engaged with children during program hours and are **not available for extended conversations** at drop-off or pick-up.
- To relay important information during the day, please:
 -  Send a message through the **Lillio app**
 -  Email cmabvudza@cicc.on.ca
 -  Call **416-935-0200 ext. 230**

Important Reminders

- Please ensure that all relevant information about your child is communicated directly to your child's educator or the Managing Supervisor to ensure it is received and addressed appropriately.

Preschool Reports

At CICC Preschool, we believe that regular communication and collaboration with families are essential to supporting each child's growth and success. Our reporting process is designed to keep you informed and involved throughout the year.



Team Meetings and Individual Program Plans (IPPs)

- Families receive copies of notes from the initial Team Meeting and all versions of the Individual Program Plan (IPP) for review.
- Educators and other team members are available to meet with families to discuss the IPP and share updates or insights.



Ongoing Communication

- While we do not have designated family-educator interview days, families are welcome to request a meeting with their child's educator or the full team at any time throughout the year.



Planning for Kindergarten

- In the year prior to Junior Kindergarten (JK), educators typically meet with families in late fall to discuss next steps.
- These meetings help families explore and plan for the most appropriate educational placement for their child.



Year-End Report

- All families receive a comprehensive written Year-End Report in June, summarizing their child's growth, achievements, and areas for continued development.

We encourage families to stay engaged and reach out with any questions or concerns. Your insights and input are a valuable part of your child's learning journey.

Our Commitment

CICC employees are dedicated to serving the CICC community with professionalism and integrity. We value your feedback as an important part of our ongoing efforts to improve the quality of our programs and services.

Confidentiality

All concerns and personal information shared with CICC will be treated with the utmost confidentiality. Every effort will be made to protect the privacy of children, families, staff, students, and volunteers. Information will only be disclosed when legally required (e.g., to law enforcement or a Children's Aid Society).

A Respectful Environment

CICC is committed to creating a safe, inclusive, and respectful space for all children and adults. Harassment, discrimination, or threatening behaviour will not be tolerated under any circumstances.

We expect all employees, families, students, volunteers, and visitors to conduct themselves respectfully at all times.

If anyone feels uncomfortable, threatened, belittled, or abused, they have the right to end the interaction immediately and report the situation to the Managing Supervisor.

Failure to follow this expectation may result in restricted access to the centre. CICC reserves the right to terminate childcare services without notice if the safety or well-being of others—including children or staff—is at risk.

If You Have a Concern or Complaint

CICC is accountable for the quality of our programs and services and is committed to addressing all concerns with fairness, integrity, and respect, in alignment with our policies, legislative requirements, and core values.

Open Communication

Families are always encouraged to share any questions or concerns regarding their child's care. In keeping with our program statement, we promote positive and responsive interactions among children, families, educators, and staff, and support ongoing communication about the program and each child's experience.

Our goal is to resolve concerns at the first point of contact.

First Steps

If you have a concern, please speak directly with the educator working with your child. Staff will make every effort to resolve the issue and may consult with colleagues to gather the necessary information. You can expect a response within 5 business days.

Escalation Process

If your concern is not resolved at the classroom level, you may escalate it to the Managing Supervisor of the program. The Managing Supervisor will review the matter and respond accordingly.

If the issue remains unresolved, it may then be brought to the Executive Director in writing.

Further Action

The Executive Director will determine the appropriate course of action. This may include contacting relevant regulatory or oversight bodies, such as:

- City of Toronto
- Ministry of Education (Early Years Division)
- College of Early Childhood Educators
- Ministry of Children and Youth Services
- Child Protective Services

Reporting to Regulatory Bodies

Concerns related to compliance with 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.

Families may also report concerns to other appropriate agencies, including:

- Local Public Health Department
- Police Department
- Ministry of Environment
- Ministry of Labour
- Fire Department
- College of Early Childhood Educators

Duty to Report

Under **Section 125 of the Child, Youth and Family Services Act, 2017**, every person in Ontario has a legal obligation to report concerns about a child who may be in need of protection.

If you have **reasonable grounds to suspect** that a child is or may be at risk of abuse or neglect, you must report your concerns **immediately** to a **Children's Aid Society (CAS)**. This duty applies to everyone, including professionals who work with children, such as educators, childcare staff, and volunteers.

At CICC:

- Staff are required to report any suspicion of abuse or neglect to CAS, regardless of where or by whom the harm may have occurred.
- If the family expresses concern that a child may be experiencing abuse or neglect, they will be advised to contact their local CAS directly.
- Any complaint or concern raised by a family, visitor, or community member that suggests a child may be at risk will be reported by the CICC staff member who receives the information.
- Staff are not responsible for investigating concerns—**only for reporting them**.

Failure to report can result in legal consequences, including fines or charges for professionals who do not fulfill their legal obligation.

Reporting is not a breach of confidentiality—it is a legal and ethical duty to protect children from harm.

 *For more information, visit:*

www.children.gov.on.ca/htdocs/English/childrenciaid/reportingabuse/index.aspx

Prohibited Practices

It is the practice of Centennial Infant and Child Centre to provide quality programming in a caring, supportive environment. CICC staff, volunteers and students will support children to cope with feelings, aggression and conflicts in a positive and cooperative way. The following actions will not be allowed under any circumstances.

- a. Any form of corporal punishment, including but not limited to hitting, spanking, kicking, heavy pushing, shaking, shoving, grabbing, squeezing arms, ears, etc.
- b. Physical restraint of children, including but not limited to confining them to a chair etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent) as outlined in the [Child Care and Early Years Act, 2014](#).
- c. Locking the exits of the childcare centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency.
- d. Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, scare or frighten the child or undermine their self-respect, dignity or self-worth.
- e. Depriving the child of basic needs, including food, drink, shelter, sleep, toilet use or clothing.
- f. Inflicting any bodily harm on children, including making children eat or drink against their will.

If a staff member, volunteer or student were to implement any of these practices, the appropriate [children's protection agency](#) would be notified, and disciplinary actions would be taken, including notification to the [College of Early Childhood Educators](#) as required. Incidents of this nature would also be reported to the Ministry of Education

Serious Occurrences

Under the **Child Care and Early Years Act, 2014**, Centennial Infant and Child Centre (CICC) is required to report all **Serious Occurrences** to the **Ministry of Education** and **Toronto Children's Services**.

- A **Serious Occurrence** includes:
- The **death of a child** receiving care, whether it occurs on or off the premises
- A **life-threatening injury or illness** involving a child enrolled at the centre
- Any **allegation of abuse, neglect, or mistreatment** of a child by a staff member, volunteer, student, or visitor while the child is in care
- A **missing or unsupervised child** while in attendance
- Any **unplanned disruption of service** that poses a risk to the health, safety, or well-being of children
- Any **serious complaint** related to the operation, physical environment, or safety standards of the centre

This includes allegations related to abuse, anti-racism, or mistreatment involving staff, volunteers, or students.

Notification to Families

As of November 1, 2011, when a Serious Occurrence is reported to the Ministry:

- A Serious Occurrence Notification Form is completed and posted.
- The form remains posted for 10 business days
- If updated with new information (e.g., actions taken), it remains posted for an additional 10 business days

This process ensures transparency while respecting the privacy of those involved.

Emergency Management

CICC is committed to ensuring the safety and well-being of all children, staff, and visitors in the event of an emergency. In accordance with the **Child Care and Early Years Act, 2014**, we have a comprehensive **Emergency Management Policy and Procedures** in place.

Our Emergency Plan Includes:

- Fire safety and evacuation procedures, including regular fire drills
- Shelter-in-place and lockdown protocols
- Procedures for natural disasters, power outages, and other emergencies
- Clear roles and responsibilities for staff, students, and volunteers
- Emergency contact information for all children and staff
- Communication plans to notify families in the event of an emergency or evacuation

CICC Evacuation Site

In the event of an evacuation, children will be relocated to:

Christ Church Deer Park Anglican Church

1570 Yonge Street, Toronto, ON M4T 1Z8

Families will be contacted as soon as it is safe to do so. Staff are trained regularly to ensure preparedness and a calm, organized response during emergencies.

If you have questions about our emergency procedures or would like to review our Emergency Management Policy, please speak with a member of the preschool team.

CICC Governance and Other Programs and Support Services

Board of Directors

The CICC Board of Directors is composed of dedicated individuals from the community who bring diverse expertise and a shared commitment to supporting children with extra support needs.

- The Board meets approximately 7 times per year in collaboration with the Executive Director.
- It provides strategic leadership, helps establish long-term goals, and ensures effective governance of the Centre.
- A key responsibility of the Board is to monitor and maintain the financial health of the organization, ensuring that resources are used effectively to fulfill CICC's mission.

CICC Foundation

The CICC Foundation plays a vital role in sustaining and enhancing CICC's programs by funding initiatives that are not covered by municipal or provincial funding.

- The Foundation is the owner of the building at 1580 Yonge Street, which houses the Integrated Preschool Program.
- To make a donation or learn more about how you can support the Foundation's work, please contact:

 Phone: 416-935-0200 ext. 241

 Email: foundation@cicc.on.ca

 Website: www.cicc.ca

Other CICC Programs & Services

Early Intervention Program

A home-based service for children from birth to five years who show delays in two or more areas of development. No formal diagnosis is required.

- Referrals can be made by families, caregivers, or professionals (with parental consent).
- Focus on family-centred support, promoting positive parent-child interactions.
- Interventionists may also consult at EarlyON Child and Family Centres or other community drop-ins.
- Access to Parent/Infant Groups for additional support and connection.

Childcare Consultation Program

CICC's Resource Consultants work with licensed childcare centres across Toronto to ensure inclusive practices and support for children with diverse needs.

- Regular site visits and collaboration with Early Childhood Educators.
- Early identification and intervention strategies.
- Staff training, program consultation, and environmental assessments.
- Support with program adaptations and service coordination.

Hospital to Home Program

A specialized program supporting families of infants with complex medical needs as they transition from hospital to home.

- Home visits by experienced staff.
- Developmental support and parent coaching.
- Coordination with medical teams and community services to ensure continuity of care.

Appendix A: CICC list of Policies & Procedures

For the Full Set of CICC policies and procedures, please visit our website at www.cicc.ca.

- [Anaphylactic Policy](#)
- [Behaviour Management Policy](#)
- [Child Abuse Policy](#)
- [Child Care Supervision Policy for Volunteers & Students](#)
- [Diapering and Toileting](#)
- [Drug and Medication Administration Policy and Procedures](#)
- [Emergency Health Plans, Allergies, Special Dietary and Feeding Plans](#)
- [Emergency Management Plan](#)
- [Environmental Cleaning and Disinfecting Policies & Procedures](#)
- [Exclusion of Sick Children](#)
- [First Aid Policy](#)
- [Human Biting Incident Policy](#)
- [Immunization Policy](#)
- [Laundry Policy and Procedures](#)
- [Management of Common Communicable Diseases](#)
- [Pest Control Policy and Procedures](#)
- [Program Statement](#)
- [Program Statement Implementation Policy](#)
- [Parent Issues and Concerns Policy](#)
- [Safe Arrival and Dismissal Policy and Procedures](#)
- [Serious Occurrence Policy](#)
- [Stroller Safety and Indoor Policy](#)
- [Toy Cleaning and Disinfecting Policy and Procedures](#)
- [Waiting List Policy and Admission Procedure](#)

If during the school year, there are revisions made to this Parent Handbook, families will be notified by email and/or provided a hard copy. If access to the internet is a problem, a hard copy will be provided.

This Parent Handbook was last revised on August 12, 2025.

Appendix B: Acronyms We Use and Their Meaning

AAC	Augmentative and Alternative Communication
ABA	Applied Behaviour Analysis
ADL	Activities of Daily Living
ADP	Assistive Devices Program
AFO	Ankle Foot Orthosis
AODA	Accessibility for Ontarians with Disabilities Act
ASD	Autism Spectrum Disorder
CDA	Communicative Disorders Assistant
CCC	Complex Continuing Care
CICC	Centennial Infant and Child Centre
CICCF	Centennial Infant and Child Centre Foundation
CCSF	Child Care Support Funds
CCSS	Child Care Support Staff
CP	Cerebral Palsy
CVI	Cortical Vision Impairment
DS	Down Syndrome
DK	Diagnostic Kindergarten
EA	Education Assistant
EI	Early Intervention
H2H	Hospital 2 Home Program
HB IET	Holland Bloorview Integrated Education and Therapy Program
HBKRH	Holland Bloorview Kids Rehabilitation Hospital
IPP	Individual Program Plan
IPRC	Identification, Placement, and Review Committee
KAFO	Knee Ankle Foot Orthosis
OT	Occupational Therapist / Occupational Therapy
PECS	Picture Exchange Communication System
PT	Physiotherapist / Physiotherapy
SEPRC	Special Education Program Recommendation Committee
SLP	Speech and Language Pathologist
SMA	Spinal Muscular Atrophy
RC	Resource Consultant
RECE	Registered Early Childhood Educator
TDSB	Toronto District School Board
TCDSB	Toronto Catholic District School Board

Appendix C: Important Contact Information

CICC Managing Supervisor
Preschool Program

Racquel Manzano
416-935-0200 ext 261
rmanzano@cicc.on.ca

CICC Executive Director

Shemina Ladak
416-935-0200 ext. 235
sladak@cicc.on.ca

City of Toronto Children's Services
South District Consultant

Kim Pawluck
416-338-0991
Kim.Pawluck@toronto.ca

Ministry of Education
Program Advisor

Jennifer Singh
437-996-5302
Jennifer.Singh@ontario.ca

Ministry of Education
Licensed Child Care Help Desk

1-877-510-5333
Childcare_ontario@ontario.ca

College of Early Childhood Education

416-961-8558

Child Protection Agencies

- Children's Aid Society of Toronto 416-934-4646
- Catholic Children's Aid Society of Toronto 416-395-1500
- Jewish Family and Child Centre 416-638-7800
- Native Child and Family Services of Toronto 416-936-8510