



ENTENNIAL INFANT AND CHILD CENTRE

(for children with special needs)

1580 Yonge Street • Toronto, Ontario M4T 1Z8 • (416) 935-0200 • (416) 935-0300



CICC Preschool Program Family Handbook 2026 – 2027

Welcome to Centennial Infant and Child Centre (CICC)

This handbook provides families with important information about our preschool program, policies, procedures, and the ways we work together to support children's learning, development, health, and well-being.

Last revised: August 17, 2026

2026-2027 School Year Calendar

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	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30		
October				1	2	5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	26	27	28	29	30
November	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30				
December		1	2	3	4	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30	31	
January					1	4	5	6	7	8	11	12	13	14	15	18	19	20	21	22	25	26	27	28	29
February	1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26					
March	1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	31		
April				1	2	5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	26	27	28	29	30
May	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	31				
June		1	2	3	4	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30		

Legend:

 Statutory Holidays	 First day of Preschool (staggered start)
 CICC Closure Days	 Trip to Riverdale Farm
	 Last Day of Preschool

DATE	EVENT	NOTE
September 7, 2026	Labour Day	CICC closed
September 8 – 11, 2026	Start Date	Staggered start
October 12, 2026	Thanksgiving Day	CICC closed
November 6, 2026	Fall PD Day	CICC closed
December 24, 2026 – January 1, 2027	Winter Break	CICC closed
January 4, 2027		Classes resume
February 15, 2027	Family Day	CICC closed
March 15 – 19, 2027	Mid-Winter Break	CICC closed
March 22, 2027		Classes resume
March 26, 2027	Good Friday	CICC closed
March 29, 2027	Easter Monday	CICC closed
May 24, 2027	Victoria Day	CICC Closed
May 27, 2027	Trip to Riverdale Farm!	No regular classes
June 10, 2027	End of Year Celebration and Graduation	PM class last day
June 11, 2027		AM class last day

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Welcome to CICC

Dear Families,

Welcome to Centennial Infant and Child Centre's (CICC) Specialized 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. Since CICC was established in 1960, we have been committed to supporting children and families, and we are proud to continue that work today.

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. With more than six decades of experience behind us, we remain committed to growing alongside the children and families we serve. 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

About Centennial Infant and Child Centre (CICC)



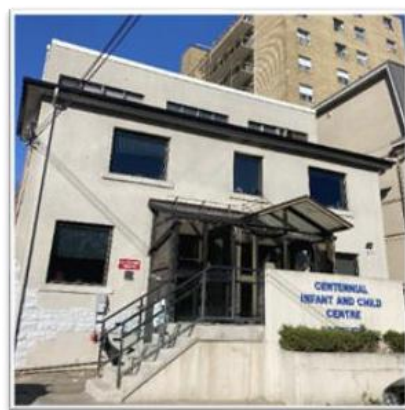
Centennial Infant and Child Centre (CICC) is a non-profit organization committed to providing high-quality programs and support for young children with special needs and their families.

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.

CICC Preschool Program

PROGRAM OVERVIEW

CICC's Preschool Program is a specialized and inclusive 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 an integrated approach that incorporates therapeutic support within the classroom, 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 **Student and Volunteer Program 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, our 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 contribute their time and support the implementation of strategies outlined in each child's Individual Program Plan (IPP), under the guidance and supervision of educators. Our volunteers share a genuine love for children and a deep desire to make a positive difference in their lives. Each spring, we celebrate their dedication during *Volunteer Appreciation Week* and encourage families to join us in recognizing their invaluable contributions to our CICC community.

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.

REFERRALS AND WAITING LIST

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.

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.

Tuition, Attendance & Withdrawal Terms

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 tuition expectations, payment requirements, subsidy information, attendance policies, and withdrawal procedures.

TUITION FEES (September – June)			
Program	Schedule	Annual Fee	Monthly Payment
Morning Preschool	Monday – Friday (5 days per week)	\$3,189.40	\$318.94 per month
Afternoon Preschool	Monday – Thursday (4 days per week)	\$2,693.30	\$269.33 per month

- Tuition fees reserve your child's space in the program and ensure continued access to program services. Fees remain payable regardless of attendance.
- No credits or refunds will be issued for absences due to illness, vacation, statutory holidays, professional development (PD) days, Centre scheduled closures, or other missed days.
- In the case of overpayment, CICC will work with families to issue applicable credits or refunds.

Payment Details

- **Invoices:** Monthly invoices are issued through the Lillio app, 3 days before payment is due.
- **Due Date:** 1st of each month.
- **Payment Schedule:** September to June (10 equal payments).
- **Payment Method:** Visa, Mastercard, or AMEX

Families are responsible for ensuring that all fees are paid by the required due date. Failure to pay fees on time may result in termination of the child's placement. CICC recognizes that circumstances may arise that affect a family's ability to make a payment and will make every effort to work with families to discuss payment arrangements when needed.

Child Care Fee Subsidy

CICC understands that access to quality child care is important for families. Child Care Fee Subsidy is available through the City of Toronto Children's Services for families who meet the eligibility requirements.

Families applying for subsidy are responsible for:

- Completing the subsidy application process and providing all required documentation.
- Applying for subsidy before the child's start date whenever possible.
- Paying full tuition fees until subsidy approval is confirmed by CICC.
- Paying any portion of tuition not covered by subsidy by the required due date.

- Renewing subsidy agreements as required.
- Informing CICC and Toronto Children's Services of any changes that may affect subsidy eligibility.
- Paying full tuition fees if subsidy is suspended, expires, or is cancelled until subsidy is reinstated.

Learn more about **Child Care Fee Subsidy** by visiting: <https://www.toronto.ca/children/>

To apply, visit: <https://secure.toronto.ca/children/subsidy/>

Or call: **416-338-8888**

Attendance, Absences & Extended Leaves

Regular attendance helps children build relationships, feel a sense of belonging, and fully participate in the program. We understand that children may be absent due to illness, vacation, or other circumstances. Families are asked to notify CICC when their child will be away.

For Families Receiving Child Care Fee Subsidy:

- Families must notify CICC when their child will be absent.
- Subsidized families are permitted up to 50 absent days per calendar year (January–December).
- Absences of 20 or more consecutive days require advance notice and payment arrangements to maintain the child's space.
- Absences beyond the 50-day absence allowance 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.
- Temporary withdrawals require four weeks' written notice.

For Families NOT Receiving Child Care Fee Subsidy:

- There is no set limit to the number of absences.
- Tuition reserves your child's space and remains payable regardless of attendance.
- Fees are not reduced for illness, vacation, statutory holidays, professional development (PD) days, centre scheduled closures, or other missed days.
- Extended absences (longer than one month) require advance notice and arrangements with CICC. Continued tuition payment is required to maintain your child's space.
- Exceptions may be considered for prolonged illness or surgery; however, tuition fees still apply.

Withdrawal Terms

- **Families must provide four weeks' written notice before withdrawing their child from CICC.**
- Tuition fees remain payable during the notice period, regardless of attendance.
- Temporary withdrawals require four weeks' written notice and continued tuition payment to hold the child's space.
- All outstanding fees must be paid before the child's final day of care.

Beginning Your Journey at CICC

We understand that starting preschool is an exciting milestone and, for many families, the first time their child will be in someone else's care. At CICC, we recognize that this transition can bring a mix of emotions. Our experienced and compassionate team takes the time to get to know each child and works closely with families to develop a transition plan that meets their individual needs. Together, we strive to make this experience as smooth and positive as possible, helping children and families feel confident, supported, and comfortable in their new environment.

PRESCHOOL PROGRAM HOURS

CICC offers morning and afternoon half-day preschool programs designed to provide children with a consistent daily routine and meaningful learning experiences. Please refer to the schedule below for program hours, drop-off windows, and pick-up times. To help your child settle into the classroom and participate fully in the day's activities, please arrive within the designated drop-off window.

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

ARRIVAL AND DISMISSAL PROCEDURES

Arrival and departure are important transitions in your child's day. At CICC, these routines are opportunities for children to build confidence, develop independence, and practice self-regulation while being supported by familiar adults and consistent expectations. The following procedures help create a safe, predictable, and supportive experience for children, families, and staff.

Drop-Off Procedure

- Parents/guardians must bring their child directly to the classroom and ensure they are greeted by a staff member before leaving.
- Children must not be left in the care of volunteers, students, or other individuals without a staff member present.
- Attendance will be recorded upon arrival.
- Please share any important health, care, or routine information with staff.

Pick-Up Procedure

- Children may only be picked up by a parent, guardian, or authorized individual.
- Please inform staff when your child is leaving so their departure can be recorded.

- If someone other than a parent or guardian will be picking up your child, written notice must be provided in advance, including their name and contact information.
- Authorized individuals may be asked to show identification if they are not known to staff.
- If prior notice has not been provided, we will contact you before releasing your child.

Important Reminder: Please notify CICC promptly of any changes to your contact information or emergency contacts.

Late Pick-Up

Families are expected to pick up their child on time at the end of each program day. Please allow sufficient time to connect with staff and gather your child's belongings before leaving.

- If you anticipate being late:
 - Notify CICC as soon as possible.
 - Arrange for an authorized individual to pick up your child if needed.
- If a parent/guardian has not arrived and staff are unable to reach them, emergency contacts listed on the child's file will be contacted.
- If no parent/guardian, emergency contact, or authorized individual can be reached by 5:00 pm, CICC is required to contact Child Protection Services.

Repeated Late Pick-Ups

Repeated late pick-ups may result in the following steps:

1. A meeting with the Managing Supervisor to discuss concerns and review expectations.
2. A discussion with the family to identify solutions and establish reliable pick-up arrangements.
3. If late pick-ups continue despite these efforts, the child's placement at CICC may be withdrawn.

REPORTING ABSENCES & LATE ARRIVALS

Your child's safety and well-being are our highest priority. If your child does not arrive at preschool as scheduled and we have not been notified of their absence, CICC will contact you to confirm your child's attendance status. Prompt notification also helps us plan appropriate staffing and provide the best possible support for all children in the classroom.

Please notify CICC as soon as possible, or by:

- **Morning Program:** 8:30 am
- **Afternoon program:** 12:30 pm

Families can report absences or late arrivals using one of the following methods:

-  **Lillio app** - mark your child absent or send a message if your child will be arriving late.
-  **Call:** 416-935-0200 ext. 1
-  **Email:** dvoicu@cicc.on.ca

When notifying CICC, please provide:

- The reason for your child's absence or late arrival.
- Any symptoms if your child is ill.
- Your child's expected return date, if known.

COMMUNICATION BETWEEN FAMILIES AND STAFF

At CICC Preschool, we believe that open, respectful, and consistent communication is an important part of our partnership with families. Working together helps us better understand each child and support their learning, development, and well-being.

Communication Between Families & Staff

Daily Communication

Families receive a daily report through the Lillio app with a brief update about their child's day at preschool. Reports may also include photos or videos of their child participating in the program.

Contacting Staff

Each child is assigned a caseload teacher who serves as the primary educator responsible for supporting the child's learning and development and communicating with the family.

Families are welcome to contact their child's caseload teacher through the Lillio app, email, or phone.

- Educators aim to respond to emails within 24 business hours.
- For more detailed or in-depth conversations, families are encouraged to schedule a meeting with their child's caseload teacher or another appropriate team member.
- During program hours, educators are actively engaged with the children and are not available for extended conversations during drop-off or pick-up.

For important information that needs to be communicated during the day:

-  **Lillio:** Send a message through the app.
-  **Email:** dvoicu@cicc.on.ca
-  **Phone:** 416-935-0200 ext. 1

Important: Information that may affect your child's day should be communicated directly to your child's educator or the Managing Supervisor to ensure it is received and addressed appropriately.

PRESCHOOL REPORTS & MEETINGS

CICC uses team meetings, Individual Program Plans (IPPs), and written reports to support communication with families and to document each child's development and progress.

Initial Team Meeting & Individual Program Plan (IPP)

For new families, an initial Team Meeting is held as part of the intake process. This meeting provides an opportunity for families to share important information about their child, including their strengths, interests, routines, needs, and any relevant supports.

Following the intake process and once educators have had sufficient opportunity to observe the child in the preschool setting, an Individual Program Plan (IPP) is developed to identify appropriate goals, strategies, and supports.

- Families receive copies of notes from the initial Team Meeting and all versions of their child's IPP for review.
- Families are invited to participate in discussions about their child's IPP and may meet with the child's team to discuss progress, updates, or recommendations.
- The IPP is reviewed and updated as needed based on the child's development and changing needs.

Year-End Report

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

Ongoing Meetings

CICC does not have designated family-educator interview days. Families may request a meeting with their child's caseload teacher, 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 to discuss their child's transition to kindergarten.

These meetings provide an opportunity to discuss the child's strengths, needs, progress, and next steps, and to support families in planning for an appropriate educational placement.

Family Partnerships & Involvement

At CICC, families are valued partners in their child's learning and development. Families bring important knowledge about their child's strengths, interests, routines, preferences, and needs. Sharing this information helps educators provide consistent and responsive support throughout the preschool program.

Ways Families Can Participate

Families are encouraged to:

- Share information about their child's strengths, interests, routines, preferences, and needs.

- Communicate changes that may affect their child's learning, behaviour, health, or well-being.
- Participate in team meetings and discussions related to their child's Individual Program Plan (IPP).
- Attend family events, information sessions, and opportunities to connect with the CICC community.
- Share feedback, questions, and suggestions to help us continually improve our programs.

Family Feedback & Concerns

We value the thoughts, experiences, and perspectives of our families. Families are encouraged to first share questions or concerns with their child's caseload teacher or educator. When needed, families may also contact the Managing Supervisor or Executive Director.

Open and respectful communication helps us build strong partnerships and work together to support the best possible experience for every child and family.

PHOTOGRAPHY

To protect the privacy of all children and families:

- Families may take photos or videos of their own child only.
- Photos or videos must not include other children or any information that identifies another child, including names, labels, artwork, cubbies, documents, screens, or other personal information.
- Please be mindful of the surroundings when taking photos or videos and ensure that other children and identifying information are not captured.
- Photos or videos taken by CICC for internal purposes require appropriate parental/guardian consent.

PARKING

- There is no parking available on CICC property.
- The designated Pick-Up and Drop-Off Zone is located in front of the building and is for quick pick-ups and drop-offs only.
- CICC is not responsible for parking tickets, infractions, or damage to vehicles.
- Parking is strictly prohibited on the church side of the driveway, beside or behind the building, including for quick pick-ups or drop-offs.
- Vehicles parked in restricted areas may be towed at the owner's expense.



STROLLER PARKING

To help keep entrances and walkways clear and to ensure the safety of all children and families:

- Strollers must not be brought inside or left anywhere inside CICC, including entrances, hallways, classrooms, or other indoor areas.

- Strollers must be parked only in the designated outdoor stroller area.
- The designated stroller area is outdoors and exposed to rain, snow, and other weather conditions. Families are responsible for their strollers and belongings while on CICC property.
- Strollers must not block entrances, walkways, or emergency exits.
- Strollers left in unauthorized areas may be moved by CICC staff for safety reasons.

WHAT TO BRING

Each child is assigned a cubby to store personal belongings. Please label all items clearly with your child's full name to help prevent mix-ups. CICC is not responsible for lost or missing items.

Please send your child with the following:

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

NON-PRESCRIPTION SKIN PRODUCTS

If your child requires diaper cream, sunscreen, moisturizing lotion, lip balm, or similar items, written authorization is required before CICC staff may apply them.

This authorization applies only to items that are not considered drugs or medications under CICC's Drug and Medication Administration Policy. Prescription and over-the-counter medications require a separate Medication Authorization Form.

Before an item can be used at CICC:

- A completed *Non-Prescription/Over-the-Counter Authorization Form* must be provided.
- It must be in its original container or packaging and clearly labelled with your child's full name.
- It must be nut-free and within its expiry date.
- It must be handed directly to a staff member and not left in a backpack, bag, cubby, or stroller.
- The authorization must include clear and specific instructions, including where and when the item should be applied (e.g., "apply after each bowel movement"). General instructions such as "as needed" will not be accepted.
- Staff will apply the item only as authorized.

Please do not leave non-prescription skin care items or valuables in your child's backpack, cubby, or stroller.

Health and Well-Being

At CICC, we are committed to maintaining a safe, healthy, and welcoming environment for children, families, staff, students, volunteers, and visitors. Everyone in our preschool community plays an important role in supporting the health and safety of our environment.

Nut-Free Environment

CICC is a nut-free environment. To help protect children and adults with severe allergies, nuts and foods containing nuts are not permitted on CICC property. This includes snacks, lunches, baked goods, and other food brought from home.



Smoke-Free Property

In accordance with the Smoke-Free Ontario Act, smoking and vaping are prohibited on CICC property.

- Smoking, vaping, and the use of e-cigarettes are not permitted anywhere on CICC property.
- This applies to all staff, students, volunteers, families, visitors, and other individuals on the premises.
- No Smoking signs are posted throughout the facility.

ACCIDENTS, INJURIES & FIRST AID

CICC is committed to providing a safe and supportive environment where children can learn, play, explore, and develop. Children are supervised by CICC staff throughout the program, and staff take appropriate measures to promote their health and safety. As children engage in active play, try new things, and develop new skills, minor accidents and injuries may occasionally occur. Staff are prepared to respond promptly and provide appropriate care when an accident, injury, or medical concern arises.

If Your Child Is Injured at CICC

If your child experiences an accident or injury while at CICC:

- Staff will provide first aid and appropriate care, as needed.
- Families will be notified when an accident or injury requires first aid or follow-up beyond routine care.
- For a more serious injury or situation requiring medical attention, we will contact you or the emergency contact person(s) listed on your child's records.
- If emergency medical attention is required, 911 will be called and appropriate emergency procedures will be followed.
- Families will be informed of any significant accident, injury, or incident involving their child.

Head Injuries

Any suspected head injury will be taken seriously. Staff will monitor the child and provide appropriate first aid and care. Families will be notified of head injuries and advised of any follow-up that may be required.

If the child displays signs or symptoms requiring immediate medical attention, 911 will be called and emergency procedures will be followed.

Accident Reports & Serious Incidents

Staff will complete an Accident Report documenting accidents and injuries that require reporting. Families will be asked to review and sign the report to confirm that they have been informed, and a copy of the signed report will be provided.

For serious incidents, CICC will follow all applicable licensing and regulatory reporting requirements. Families will be informed when a serious incident involving their child requires notification or follow-up.

Individual Medical Plans

Some children may have an Individual Medical Plan in place to address a specific medical condition, health need, or emergency response. Staff will follow the child's individualized plan and applicable CICC policies and procedures when responding to a medical situation.

Families are responsible for providing CICC with current and accurate medical information and instructions and for notifying the centre of any changes to their child's medical needs or plan.

Injuries Occurring Outside CICC

If your child experiences an accident or injury outside of CICC, please inform staff when your child returns to the program. This helps us understand any circumstances that may affect your child's comfort, participation, or ability to safely take part in the program.

Please also inform staff of any injury, medical treatment, or physical limitation that may affect your child while attending the program.

ILLNESS & STAYING HOME WHEN SICK

At CICC, we are committed to protecting the health and well-being of our children, families, and staff. Some of the children we support may have medical conditions or weakened immune systems that make them particularly vulnerable to infection and serious illness. For this reason, keeping children home when they are unwell is an important part of protecting our entire preschool community.

Children should attend CICC when they are well enough to comfortably participate in the program and are not experiencing symptoms that require them to remain at home under CICC's illness guidelines or Toronto Public Health guidance.

Daily Health Observation

Educators conduct a daily health observation when children arrive at CICC and continue to monitor children throughout the program for signs of illness.

When to Keep Your Child Home

Please keep your child home if they are unwell, experiencing symptoms of illness, or are unable to comfortably participate in the program.

Symptoms may include:

- Fever or chills
- Vomiting or diarrhea
- Significant or worsening cough or respiratory symptoms
- Unusual fatigue, weakness, or changes in behaviour
- A new or unexplained rash, particularly if accompanied by fever or other symptoms
- Other symptoms that may indicate an infectious illness

For vomiting or diarrhea, children must remain home until they have been symptom-free for at least 48 hours.

For respiratory and other illnesses, children may return when they are well enough to participate comfortably in the program and their symptoms are improving, in accordance with CICC's illness guidelines and Toronto Public Health guidance.

If your child has a known medical condition that may cause ongoing or recurring symptoms, please inform CICC so that staff can distinguish those symptoms from signs of a new illness and follow the child's Individual Medical Plan, where applicable.

If Your Child Becomes Ill at CICC

If your child becomes unwell during the program:

- Staff will provide appropriate care and separate your child from the other children while awaiting pick-up.
- You or the emergency contact person(s) listed on your child's records will be contacted to arrange for prompt pick-up.
- Staff will continue to supervise and monitor your child until they are picked up.
- If your child requires immediate medical attention, 911 will be called and appropriate emergency procedures will be followed.

Returning After an Illness

Your child may return to CICC when they are well enough to comfortably participate in the program and no longer meet the criteria for exclusion under CICC's illness guidelines or Toronto Public Health guidance.

A child with a new or unexplained rash should remain at home until the cause has been assessed and the child is well enough to return. If the rash is related to a known medical condition, CICC will consider the information provided by the family and follow the child's Individual Medical Plan, where applicable.

A medical note or clearance from a health-care provider may be requested following certain communicable illnesses or when additional information is needed to safely support your child's return.

Communicable Diseases & Outbreaks

If CICC becomes aware of a communicable disease or outbreak, we will follow the direction of Toronto Public Health and all applicable requirements.

Families will be notified when information, additional precautions, or action is required. During an outbreak, additional exclusion periods or other measures may apply based on the illness and direction provided by Toronto Public Health.

Supporting the Health of Our Community

Because some children in our program may be particularly vulnerable to infection, keeping an unwell child at home is an important way families can help protect the health of all children and staff at CICC.

Families are encouraged to have a plan in place for situations when their child needs to remain home or be picked up from the program.

Please inform your child's educator of any new symptoms, recent illness, or other health information that may help us safely support your child during the program.

INDIVIDUAL MEDICAL PLANS

Some children may have medical conditions that require specific care, accommodations, or emergency procedures while attending CICC. When required, an Individual Medical Plan (IMP) is developed to ensure that the child's needs are clearly understood and that staff know how to respond appropriately.

Individual Medical Plans are:

- Developed in consultation with the child's family and, where appropriate, the regulated health professionals involved in the child's care.
- Individualized to the child's specific needs, including steps to reduce risks, required supports, medical devices, and procedures to follow during a medical emergency.
- Reviewed and updated when the child's medical needs or circumstances change and as otherwise required by CICC.
- Communicated to the staff, students, and volunteers who are responsible for the child, so they understand the procedures and supports required.
- Followed during the child's participation in the program, including emergency situations, evacuations, and off-site activities where applicable.

Families are responsible for providing current and accurate medical information and instructions and for informing CICC promptly of any changes to their child's medical condition, treatment, medication, equipment, or emergency procedures.

CICC staff, students, and volunteers will follow the child's Individual Medical Plan and applicable CICC policies and procedures when responding to the child's medical needs.

MEDICATION GUIDELINES

If your child needs medication while at CICC, written authorization is required before staff can administer it. Medication will be handled and administered according to CICC's health and safety procedures and applicable requirements.

What Families Need to Provide

- A completed and signed *Authorization for Drug and Medication Administration Form* must be provided before medication can be administered. If your child has an Individual Medical Plan (IMP), medication instructions and authorization may be included as part of the plan.
- Medication must be provided in its original container or packaging.
- The container must clearly show your child's full name, medication name, dosage, date of purchase, expiry date (where applicable), and instructions for use and storage.
- Written instructions must clearly state when the medication should be given and how much should be administered.
- All medication must be handed directly to a staff member. Please do not leave medication in backpacks, cubbies, strollers, or other personal belongings.

Safe Storage & Administration

Medication will be stored securely and out of children's reach, in accordance with CICC's procedures. Staff will administer medication according to the written authorization and medication instructions.

Each time medication is administered, staff will document the administration.

Medication Changes

Please let CICC know if there are any changes to your child's medication, dosage, timing, or instructions. A new authorization or updated Individual Medical Plan may be required.

Families are responsible for providing medication that is current and within its expiry date. Expired or discontinued medication must be taken home.

Emergency Medication

If your child requires emergency medication, such as medication for asthma, severe allergies, diabetes, or epilepsy, this will be addressed through your child's Individual Medical Plan, where applicable.

Please keep CICC informed of any changes to your child's medical needs or emergency instructions.

Note: Non-prescription items such as diaper cream, sunscreen, moisturizing lotion, and lip balm are covered separately under Non-Prescription Skin Products and require a different authorization process.

SNACK TIME & FEEDING

At CICC, snack time provides opportunities for children to develop independence, communication, and social skills while enjoying positive experiences with food.

Snacks are guided by the recommendations of Canada's Food Guide and are offered as part of our regular preschool program. We recognize that children may have different developmental, medical, feeding, dietary, cultural, and family needs that may require specific arrangements or accommodations.

Our approach supports inclusion, participation, and healthy development. Children are supervised during snack time and supported according to their individual needs.

Feeding & Dietary Arrangements

If your child has special feeding arrangements or dietary requirements, please speak with your child's educator or the Managing Supervisor.

Families may be asked to complete a Dietary & Feeding Arrangements Form to provide written information about their child's:

- Special feeding arrangements
- Dietary requirements or restrictions
- Food allergies or anaphylaxis
- Other information needed to safely support their participation in snack time

Where appropriate, CICC may work with the family, Occupational Therapist (OT), dietitian, or another health-care professional involved in the child's care.

Please notify CICC in writing of any changes to your child's feeding, dietary, or allergy needs.

Food from Home

If your child requires food from home as part of their feeding or dietary arrangements, please discuss this with your child's educator or the Managing Supervisor.

Food brought from home must:

- Be nut-free
- Be clearly labelled with your child's full name
- Be intended only for your child
- Not be shared with other children
- Follow CICC's food safety, allergy, and dietary requirements

FOOD ALLERGIES & ANAPHYLAXIS

CICC takes food allergies and anaphylaxis seriously and has procedures in place to reduce the risk of exposure and support children in the event of an allergic reaction.

Please notify the Managing Supervisor as soon as possible if your child has a food allergy or anaphylaxis.

Families are responsible for providing current information about their child's:

- Allergen(s)
- Known triggers and symptoms
- Emergency instructions
- Required emergency medication

Individual Medical / Anaphylactic Alert Plan

For a child with anaphylaxis, CICC will work with the family and, where appropriate, the regulated health professional involved in the child's care to develop an **Individual Medical / Anaphylactic Alert Plan**

The plan identifies the child's specific needs and the procedures to follow in the event of an allergic reaction or other medical emergency.

Staff, students, and volunteers who provide care or supervision will be informed of the relevant procedures outlined in the plan.

Emergency Allergy Medication

If your child requires an epinephrine auto-injector (EpiPen), CICC requires two current EpiPens to be provided to the centre.

- When your child is attending the program, staff carry the EpiPens with them so they are readily available in an emergency.
- When your child is not attending the program, the EpiPens are stored safely and securely according to CICC's medication procedures.
- Staff follow the emergency procedures outlined in your child's Individual Medical / Anaphylactic Alert Plan.
- Families are responsible for monitoring expiry dates and replacing EpiPens as needed.
- Families must notify CICC of any changes to the medication or emergency instructions.

ALLERGY & FOOD RESTRICTION INFORMATION

CICC maintains a current List of Allergies, Food Restrictions and Special Requirements to help staff, students, and volunteers identify and respond appropriately to children's dietary and allergy needs.

If centre-wide food restrictions are required to reduce the risk of exposure to an allergen, families will be notified in writing of any changes to CICC's food policies. All food brought to CICC must be nut-free.

SPECIAL OCCASIONS & FOOD

Birthdays and other special occasions provide opportunities for children to celebrate and participate together.

To help ensure that celebrations are safe and inclusive:

- Food brought into CICC for a celebration must be approved in advance by the educator or Managing Supervisor.
- All food must be nut-free and meet CICC's food safety and allergy requirements.
- Food will only be offered when it can be done safely for the children participating.

Families should speak with their child's educator or the Managing Supervisor before bringing food for a birthday or other celebration.

CICC may also choose non-food ways to celebrate so that all children can participate safely.

KEEPING YOUR CHILD'S INFORMATION UP TO DATE

To provide safe, individualized care and support, it is important that CICC has current information about your child. Please notify us as soon as possible if there are changes to information that may affect your child's care, participation, or safety, including:

- Medical or health information
- Medication
- Allergies or dietary needs
- Feeding arrangements
- Developmental or support needs
- Emergency contact information
- Other information that may affect your child while attending CICC

Why This Is Important

Keeping your child's information up to date helps us:

- Keep your child's Individual Program Plan (IPP), Individual Medical Plan (IMP), and/or Anaphylactic Alert Plan current, as applicable
- Adjust supports, accommodations, and care as your child's needs change
- Ensure staff, students, and volunteers have the information they need to support your child safely
- Update emergency procedures and provide any additional training that may be required

Your communication helps us provide consistent, responsive support for your child.

Parent Feedback, Concerns & Privacy

OUR COMMITMENT

CICC is committed to serving children and families with professionalism, respect, and integrity. We value families' feedback and welcome your questions, suggestions, and concerns as part of our ongoing efforts to provide high-quality programs and services.

If you have a concern about your child or the program, please speak with your child's educator or the Managing Supervisor. CICC follows its Parent Issues and Concerns Policy and Procedures to ensure concerns are addressed respectfully and consistently.

A RESPECTFUL ENVIRONMENT

CICC is committed to providing a safe, inclusive, and respectful environment for children, families, staff, students, volunteers, and visitors.

We expect everyone in the CICC community to communicate and conduct themselves respectfully. Harassment, discrimination, threatening behaviour, intimidation, or abusive behaviour will not be tolerated.

If a situation becomes inappropriate or unsafe, staff may end the interaction and refer the matter to the Managing Supervisor or Executive Director.

Where necessary to protect the safety and well-being of children, staff, or others, CICC may take appropriate steps to restrict access to the centre or address the continuation of services in accordance with applicable policies and requirements.

PARENT ISSUES & CONCERNS

CICC values open communication with families and is committed to addressing questions, concerns, and complaints fairly, respectfully, and promptly.

Families are encouraged to raise concerns as soon as possible so that CICC has an opportunity to understand the situation and work toward a resolution.

First Step

- If you have a concern about your child's care, the program, or your child's experience at CICC, please speak with your child's educator whenever possible.
- Your child's educator will listen to your concern, gather any information needed, and make every reasonable effort to address the matter.
- An initial response will be provided within 5 business days.

If Your Concern Is Not Resolved

- If your concern is not resolved, or you would prefer to speak with someone else, you may bring the concern to the Managing Supervisor.
- The Managing Supervisor will review the concern and determine the appropriate next steps.
- If the concern remains unresolved, it may be brought to the Executive Director in writing.
- CICC will document and follow up on concerns in accordance with its Parent Issues and Concerns Policy and Procedures.

Contacting an External Authority

Families have the right to contact an appropriate external authority regarding a concern. Depending on the nature of the concern, this may include:

- **Ministry of Education:** concerns related to licensed child care requirements under the *Child Care and Early Years Act, 2014* (CCEYA) and its regulations
- **Toronto Public Health** concerns related to public health, communicable diseases, or other public-health matters
- **Police or emergency services:** immediate safety concerns, emergencies, or suspected criminal activity
- **College of Early Childhood Educators:** concerns regarding the professional conduct of a Registered Early Childhood Educator
- **Human Rights Tribunal of Ontario:** concerns related to discrimination or human rights

CICC will cooperate with any regulatory or oversight body as required by law.

CONFIDENTIALITY & PRIVACY

CICC respects the privacy of children and families and takes steps to protect personal and personal health information in accordance with applicable Ontario privacy legislation, including the Child Care and Early Years Act, 2014 (CCEYA), the Child, Youth and Family Services Act, 2017 (CYFSA), and, where applicable, the Personal Health Information Protection Act, 2004 (PHIPA).

Information collected by CICC is used to support your child, provide and administer our programs, meet legal and regulatory requirements, and fulfill our responsibilities as a licensed child care program. CICC limits the collection, use, and disclosure of information to what is authorized or reasonably necessary for these purposes.

Information may be shared with CICC staff, students, volunteers, or professionals who require the information to support your child, as permitted or required by law. Information may also be disclosed without parental consent where required or authorized by law.

CICC takes reasonable steps to protect personal and personal health information from unauthorized access, use, disclosure, loss, or misuse.

Child Protection & Safety

CICC is committed to protecting the safety, well-being, dignity, and rights of every child. All staff, students, and volunteers are required to follow applicable child protection legislation and CICC policies and procedures.

Under Ontario's *Child, Youth and Family Services Act, 2017*, individuals who work with children have a legal duty to report directly to a children's aid society when they have reasonable grounds to suspect that a child may be in need of protection. This duty applies even when the information is confidential and does not require prior approval from CICC or consent from a parent or guardian.

CICC also follows the reporting requirements under the *Child Care and Early Years Act, 2014* where there are reasonable grounds to suspect an imminent threat to the health, safety, or welfare of a child.

DUTY TO REPORT

At CICC, protecting children from abuse and neglect is a shared responsibility. Under Section 125 of the *Child, Youth and Family Services Act, 2017 (CYFSA)*, there is a legal duty to report when there are reasonable grounds to suspect that a child is, or may be, in need of protection.

If you have reasonable grounds to suspect that a child may be in need of protection, you must report the concern immediately to the appropriate child protection agency. You do not need to be certain that abuse or neglect has occurred before making a report.

At CICC

- CICC staff, students, and volunteers are required to report suspected child abuse or neglect in accordance with applicable legal requirements and CICC procedures.
- The duty to report applies regardless of where the concern occurred or who may be involved, including concerns that arise outside of CICC.
- A person who has reasonable grounds to suspect that a child may be in need of protection must report directly to the appropriate child protection agency. CICC staff, students, and volunteers are responsible for reporting concerns, not investigating them.
- If a concern is brought to CICC by a family member, visitor, or another person, CICC will respond in accordance with its legal reporting obligations.

The duty to report is ongoing. If additional reasonable grounds for concern arise, a further report may be required even if a previous report has already been made.

When a report is required, the duty to report takes priority over confidentiality. CICC will share information with the appropriate authorities as required by law.

Child Protection Agencies

If you need to report a concern about a child, please contact the child protection agency that serves your community.

- Children's Aid Society of Toronto 416-924-4646
- Catholic Children's Aid Society of Toronto 416-395-1500
- Jewish Family and Child Service 416-638-7800
- Native Child and Family Services of Toronto 416-969-8510

If a child is in immediate danger, call 911.

Our priority is always the safety and well-being of children.

 For more information, visit: <https://www.ontario.ca/page/report-child-abuse-and-neglect>

PROHIBITED PRACTICES

CICC is committed to providing a caring, supportive, and respectful environment where children are supported to develop self-regulation and learn to manage feelings, behaviours, and conflicts in positive and respectful ways.

The following practices are strictly prohibited at CICC, in accordance with the *Child Care and Early Years Act, 2014* (CCEYA) and its regulations:

- **Corporal punishment**, including hitting, spanking, kicking, pushing, shaking, shoving, grabbing, or any other form of physical punishment.
- **Physical restraint** for the purposes of discipline or in lieu of supervision. Physical restraint may only be used as a last resort to prevent a child from hurting themselves or another person, and only until the risk of injury is no longer imminent.
- **Confinement**, including locking exits to confine a child or confining a child to an area or room without adult supervision, except where required during an emergency in accordance with CICC's emergency procedures.
- **Harsh, degrading, or threatening measures**, or language that humiliates, shames, frightens, or undermines a child's dignity, self-respect, or self-worth.
- **Deprivation of basic needs**, including food, drink, shelter, sleep, toilet use, or clothing.
- **Inflicting bodily harm**, including forcing a child to eat or drink against their will.
- **Sexual abuse, sexual misconduct, or prescribed sexual acts** involving children.

These expectations apply to all staff, students, volunteers, and other individuals involved in providing care or supervision to children at CICC.

Any allegation or suspected incident involving a prohibited practice will be taken seriously and addressed in accordance with CICC policies and applicable legal requirements. This may include reporting to the appropriate authorities, reporting a Serious Occurrence to the Ministry of Education, and taking immediate steps to protect children.

CICC is committed to ensuring that children are treated with respect, dignity, and care at all times.

SERIOUS OCCURRENCES

CICC has written procedures for identifying, responding to, and reporting Serious Occurrences in accordance with the *Child Care and Early Years Act, 2014 (CCEYA)* and its regulations.

A Serious Occurrence is an event that falls within the categories defined by Ontario regulations. These include:

- The death of a child
- Abuse or neglect, or an allegation of abuse or neglect, involving a child while receiving care
- A life-threatening injury or illness
- A child who goes missing or is temporarily unsupervised
- An unplanned disruption of the centre's normal operations that poses a risk to the health, safety, or well-being of children

When a Serious Occurrence happens, CICC will take appropriate action to protect the health, safety, and well-being of the children and will follow all required reporting and notification procedures.

CICC is required to report a Serious Occurrence to the Ministry of Education within 24 hours of the licensee or supervisor becoming aware of the occurrence.

A Serious Occurrence Notification Form summarizing what happened and the action taken will be posted in a visible location at the centre for at least 10 business days, as required by regulation. The posted summary will not include information that identifies the individuals involved. If new information becomes available, the summary will be updated as required.

Parents will be notified as required by law and CICC procedures.

CICC is committed to responding to Serious Occurrences promptly and appropriately, with the safety and well-being of children as our priority.

EMERGENCY MANAGEMENT

CICC is committed to ensuring the safety and well-being of children, staff, students, volunteers, and visitors in the event of an emergency. CICC has Emergency Management Policies and Procedures in place in accordance with the *Child Care and Early Years Act, 2014 (CCEYA)* and its regulations.

Our emergency procedures address a range of situations, which may include:

- Fire and evacuation procedures, including regular fire drills
- Shelter-in-place and lockdown procedures
- Natural disasters, power outages, and other emergencies
- Roles and responsibilities of staff, students, and volunteers during an emergency
- Additional support for children or adults who may require assistance, including consideration of special medical needs
- Procedures to maintain the safety and supervision of children
- Communication with families and contact with appropriate emergency response services
- Procedures for recovery following an emergency

CICC Evacuation Site

If an evacuation requires the centre to be evacuated, children, staff, students, volunteers, and visitors will relocate to the designated evacuation site:

Christ Church Deer Park Anglican Church
1570 Yonge Street
Toronto, ON M4T 1Z8

Families will be contacted as soon as it is safe and appropriate to do so. Information about the evacuation and arrangements for reunification will be provided as appropriate.

CICC maintains current emergency contact information for children and families so that parents or guardians can be contacted when necessary.

Emergency procedures are reviewed and practiced as required to support a calm, organized, and effective response. Following an emergency, CICC will take appropriate steps to support children, staff, students, and volunteers, communicate with families, and resume normal operations.

CICC Governance & Other Programs

CICC GOVERNANCE, PROGRAMS AND SUPPORT SERVICES

CICC is supported by a Board of Directors and the CICC Foundation, as well as a range of programs and services that support children and families across the community.

Board of Directors

The CICC Board of Directors is composed of dedicated community members who bring diverse experience and expertise and share a commitment to supporting children with extra support needs.

The Board:

- Provides strategic leadership and governance for CICC
- Helps establish long-term goals and organizational priorities
- Oversees the financial health and sustainability of the organization
- Ensures that CICC's resources are managed responsibly in support of its mission

The Board meets approximately seven times per year in collaboration with the Executive Director.

CICC Foundation

The CICC Foundation (CICCF) plays an important role in supporting CICC by funding initiatives and resources that are not covered through municipal or provincial funding.

The Foundation owns the building at 1580 Yonge Street, which houses CICC's Specialized Preschool Program.

To learn more about the Foundation or to make a donation:

 416-935-0200 ext. 241

 foundation@cicc.on.ca

 www.cicc.ca

OTHER CICC PROGRAMS & SUPPORT SERVICES

Early Intervention Program

CICC's Early Intervention Program provides home- and community-based support for families with children from birth to childcare or school entry who have, or are at risk for, delays in two or more areas of development. A formal diagnosis is not required.

The program is family-centred and voluntary, with parents and caregivers taking the lead in identifying goals and making decisions about their child's participation. An Early Childhood Interventionist works

with the family to understand the child's development, identify goals, and provide practical strategies and activities that can be incorporated into everyday routines and play.

Support may include:

- Home visits and consultation in community settings
- Developmental monitoring and goal setting with families
- Coaching and demonstration of strategies and activities to support development
- Support across areas such as communication, motor development, social-emotional development, cognitive development, and self-help skills
- Consultation with an Occupational Therapy Consultant, when appropriate
- Referrals and connections to other community services and professionals, with family permission
- Support with transitions to childcare, preschool, kindergarten, or other community programs
- Opportunities to participate in Parent-Infant Groups, when available

Referrals may be made by parents, guardians, health-care providers, or others working with young children who have developmental concerns. When someone other than a parent or guardian makes a referral, parental consent is required.

CICC's Early Intervention Program is part of Toronto's network of Infant and Child Development Programs and serves families in several areas of Toronto.

Childcare Resource Consultation Program

CICC's Child Care Consultation Program provides Resource Consultation to a group of licensed child care programs across Toronto. CICC Resource Consultants work alongside Early Childhood Educators to support inclusive practices and help ensure that all children, regardless of their needs, can participate fully in the child care program.

Resource Consultants support child care programs through:

- Regular visits to participating child care programs
- Early identification and intervention
- Individual and program consultation
- Staff training
- Program adaptations and environmental assessments
- Service coordination and referrals

The program is funded by Toronto Children's Services through its Special Needs Resource Division and the Every Child Belongs program.

Hospital-to-Home (H2H) Program

CICC's Hospital-to-Home (H2H) Program provides early developmental support to families of infants while they are still in hospital and continues through the transition home.

The program provides support to families of infants who may be at increased risk for developmental challenges, with the goal of providing earlier intervention and a smooth transition from hospital to home.

Through the program:

- An Early Childhood Interventionist begins working with the family in collaboration with hospital staff while the infant is still in hospital
- Support continues after discharge and through home visits
- Families receive developmental guidance, practical strategies, and support as they adjust to caring for their infant at home
- The Early Childhood Interventionist works collaboratively with the family to support the infant's development and the family's goals
- Families may be connected with additional community services and resources when appropriate and with family permission

CICC's H2H Program currently collaborates with Sunnybrook Health Sciences Centre's Building Optimal Opportunities for Smooth Transition (BOOST) program in the Neonatal Intensive Care Unit (NICU), with a focus on infants born with extreme prematurity. H2H also supports families whose developmentally at-risk infants face prolonged stays in the neonatal intensive care unit at St. Michael's Hospital. The program is designed to provide support earlier than traditional community-based intervention, beginning before hospital discharge and continuing into the home.

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 Family 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.

Appendix B: Important Contact Information

CICC Contacts

General Contact Information

Centennial Infant and Child Centre (CICC)

 1580 Yonge Street, Toronto, ON

Phone: 416-935-0200

Email: info@cicc.on.ca

Executive Director

Shemina Ladak

Phone: 416-935-0200 ext. 235

Email: sladak@cicc.on.ca

Managing Supervisor – Preschool Program

CICC Emergency Evacuation Site

Christ Church Deer Park Anglican Church

 1570 Yonge Street Toronto, ON M4T 1Z8

To Report a Late Arrival or Absence

Office Administrator

Delia Voicu

Phone: 416-935-0200 ext. 1

Email: dvoicu@cicc.on.ca

Managing Supervisor

Racquel Manzano

Phone: 416-935-0200 ext. 261

Email: rmanzano@cicc.on.ca

Regulatory & Oversight Contacts

Ministry of Education

Inspector, Early Years & Child Care Division

Andrew Wu

Phone: 289-338-3567

Email: andrew.wu2@ontario.ca

Ministry of Education

Licensed Child Care Help Desk

Phone: 1-877-510-5333

Email: childcare_ontario@ontario.ca

City of Toronto Children's Services

South District Consultant

Kimberley Pawluck

Phone: 416-338-0991

Email: Kim.Pawluck@toronto.ca

College of Early Childhood Educators

Phone: 416-961-8558

Toll-free: 1-888-961-8558

 college-ece.ca

Child Protection Agencies

- Children's Aid Society of Toronto
- Catholic Children's Aid Society of Toronto
- Jewish Family and Child Service
- Native Child and Family Services of Toronto

Phone: 416-924-4646

Phone: 416-395-1500

Phone: 416-638-7800

Phone: 416-969-8510

Appendix C: Acronyms We Use and Their Meaning

CICC uses a number of acronyms throughout its programs, services, and communications. This guide provides the full meaning of acronyms that families may encounter.

Acronym	Meaning	Acronym	Meaning
AAC	Augmentative and Alternative Communication	ECI	Early Childhood Interventionist
ADL	Activities of Daily Living	EI	Early Intervention
ADP	Assistive Devices Program	H2H	Hospital-to-Home Program
AFO	Ankle-Foot Orthosis	HB IET	Holland Bloorview Integrated Education and Therapy Program
AODA	Accessibility for Ontarians with Disabilities Act	HBKRH	Holland Bloorview Kids Rehabilitation Hospital
ASD	Autism Spectrum Disorder	IMP	Individual Medical Plan
CAS	Children's Aid Society	IPP	Individual Program Plan
CDA	Communicative Disorders Assistant	IPRC	Identification, Placement and Review Committee
CCC	Complex Continuing Care	KAFO	Knee-Ankle-Foot Orthosis
CCEYA	Child Care and Early Years Act, 2014	OT	Occupational Therapist / Occupational Therapy
CICC	Centennial Infant and Child Centre	PECS	Picture Exchange Communication System
CICCF	Centennial Infant and Child Centre Foundation	PT	Physiotherapist / Physiotherapy
CCSF	Child Care Support Funds	RC	Resource Consultant
CCSS	Child Care Support Staff	RECE	Registered Early Childhood Educator
CP	Cerebral Palsy	SEPRC	Special Education Program Recommendation Committee
CYFSA	Child, Youth and Family Services Act, 2017	SLP	Speech-Language Pathologist
CVI	Cortical Vision Impairment	SMA	Spinal Muscular Atrophy
DS	Down Syndrome	TCDSB	Toronto Catholic District School Board
EA	Education Assistant	TDSB	Toronto District School Board