



PARENT HANDBOOK



2026-2027

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WELCOME TO GAN SHALOM

Gan Shalom offers a warm, creative, Jewish environment, where children are exposed to the world of discovery, exploration and learning.

At Gan Shalom, your child is special. Our teachers care for and are sensitive to your child's needs. They are experienced with preschoolers, and are patient, loving and nurturing.

Gan Shalom offers a unique blend of learning experiences. One of our most basic concerns is to help children develop social skills; to relate to each other in a friendly manner of communication and cooperation.

Gan Shalom offers an academic, richly varied curriculum, with an emphasis on literacy and discovery. We offer a language rich environment that is conducive to learning. Even our littlest children are exposed to numbers and letters, and are encouraged to grow, explore and learn in a way that is relevant to them. Our nursery and kindergarten students have a literacy-rich curriculum that encourages them to be reading by the time they finish our program. Each child is encouraged to proceed at their own pace, so learning is enjoyable too!

We use a hands-on technique when teaching almost every topic, as children learn best when they can do, touch, taste, manipulate, build, and create, everything that they are learning. With every theme that we learn about, we make sure to include some science, math, language, building, sensory, fine motor, gross motor, and drama activities, thus encouraging all children to learn, using their particular learning styles. We also encourage the children to learn independently and become responsible young people. Gan Shalom provides excitement to our program by doing new things every day, while providing a routine that the children are familiar with so that they can feel comfortable in their environment.

We teach Jewish traditions and holidays, such as mezuzah, Hanukkah, shofar and Tallit, in a way that nursery children can understand. We bring them an excitement for Jewish culture, encouraging family participation and involvement.

We look forward to having you join our Gan Shalom family.

GAN SHALOM PROGRAM STATEMENT

We, at Gan Shalom are a community based centre with emergent enriched programming. Through the use of educational resources such as the Early Learning for Every Child Today (ELECT) Framework and the How Does Learning Happen Pedagogy we operate a comprehensive, theme based, child oriented-adult supported program, with a strong connection to our Jewish affiliation.

We view children as being competent and capable individuals and encourage each child to make choices with respect to his/herself, others and his/her environment so that he/she can develop self-confidence and a positive self-image.

We know that children are curious and rich in potential. To foster their curiosity and empower their potential, we educate children in a creative, supportive and warm Jewish environment, so that not only every child will learn about life as a Jew, but they will learn to love it too.

We believe the core of a successful child care centre, is the foundation of positive relationships between child and staff and families and staff. At Gan Shalom, we endeavour to nourish each child's heart and mind as we develop social, emotional, communicative, cognitive and physical skills to set him/her on the path to becoming a well-rounded individual, capable of problem solving and self-regulation. We aim to communicate each child's growth and development with parents through day to day interactions, daily updates on Procure (see details below), weekly newsletters, curriculum nights, bi-annual report cards, parent/teacher interviews and posting our weekly program plans in each room, so that the door for parental inquiry is always open and information is readily accessible.

We aim to provide a high-quality, early learning care environment for each child. Our centre's professional development goals include hiring friendly, nurturing and an educated staff that is committed to lifelong learning. We provide our staff with continuous training on updated policies and educational practices. We work as a team in trainings such as First Aid and CPR, staff meetings/meals and ensure that staff qualifications/competencies are improved on an ongoing basis, through quarter-annual staff meetings and annual performance reviews.

Gan Shalom strives to promote the health, safety, nutrition and well-being of all our children. Our staff knows that health and safety is a top priority at our centre. We provide a clean and safe environment. The staff is made aware of all sanitary practices to ensure toys are cleaned and disinfected, bed linens are washed and all appropriate steps are taken during the diaper changing/toileting process. Every day, staff is responsible for implementing daily health observations on each child, ensuring they are fed and dressed appropriately and communicates any concerns to the Supervisor. We contact families immediately if there are any health concerns and have an open door relationship where parents are able to call the Supervisor at any time for updates on their child. Children are served healthy snacks and lunches are based on the Canada Food Guide. Playground safety checks are conducted by the supervisor each morning. If an accident occurs, a staff member completes an Accident Report (Ouch Report) describing the situation and the care that was given to the child. Ensuring the safety of each child is implemented through our various center policies such as the Communication Policy, Child Abuse Policy, Health Policy, Playground Safety Policy, Supervision Policy and many more. Each staff is trained on our policies and you are welcome to ask the director to see the comprehensive policies available in our office.

We strive to be your child's home away from home and your participation in our activities supports this greatly. While recognizing your child is in our care because you lead a busy life, we encourage you to support his or her experience in Gan Shalom as much as possible. We want you to feel as much a part of our family as does your child. To encourage an open parent/centre relationship, we:

- Run family programs such as Shabbat Parties, BBQ's, holiday programs, Mother's Day and Father's Day events, Chanukah parties and more, to get to know the families your child spends their day with.
- Conduct intake and orientation interviews

· Distribute newsletters informing you of upcoming events, past activities and milestones reached. Please let us know if for some reason you miss a newsletter.

Maintain parent bulletin boards that feature weekly programs, menus, field trips.

Beyond the above, there are many ways in which you can become involved with the centre as well as your child's experience with us.

For continuity in the home, engage your child in an activity they learned at the centre.

Join us for scheduled activities, or set a time with the supervisor to volunteer to accompany staff and children on any of our planned field trips.

Participate in different school events like one of the many Jewish holiday family programs offered by Chabad and Gan Shalom.

Encouraging positive parent/centre relationships is an extension to our mandate of developing responsive, inclusive and positive relationships with each child. We believe that through positive relationships, each child will have the proper foundation to grow and self-regulate. Through our Behaviour Management Policy, we outline how to implement self-regulation amongst each child by training our staff on positive re-direction and re-enforcement. To support our staff in relation to continuous professional learning, our staff is evaluated on their behaviour guidance annually, as an extensive measure to ensure our standards for behaviour management are being met and that each child is treated equally and respectfully. We also provide one on one meetings, staff meetings and a role modeling by being actively present in each room for various periods of time throughout the day.

The following practices are prohibited at Gan Shalom:

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.
- (g) sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the Early Childhood Educators Act, 2007.

Our objective is to create a warm healthy and happy environment where small children can grow and develop emotionally and cognitively, as well as physically. Gan Shalom Preschool endeavours to do this in the most professional and caring manner. Additionally, we strive to impart a love and flair for the beauty of our religion and culture. We hope to inculcate a love for Israel, all things Jewish and an involvement in the performance of the Mitzvot (precepts) of the Torah. Ivrit – Hebrew language is used in informal instruction and becomes a part of the daily routine, as well as holiday fun and games. This is achieved through adult supported experiences in our theme based curriculum to foster children's exploration, our classrooms are equipped with state-of-the-art equipment. The curriculum at our school is based upon developmentally appropriate practice. The classroom environment is set up through the use of learning centres. These include: dramatic, literacy, cognitive, creative and science and exploratory centres along with block centres and various manipulatives to increase fine motor skills. Learning centres allow the children to explore, play while the adult-supported component of toy selection allows for children to inquire about what's in their classroom, opening the door for engagement

and active learning.

The children learn by interacting with peers and objects in their environment. Teacher/child interactions and appropriate materials are important means through which the child learns. Each center has a specific aim and with the teacher's guidance, helps the children's socio-emotional, cognitive as well as physical growth. Planning for the classroom involves consideration to the age appropriateness for the group and individual appropriateness for each child. Being cognizant that every child learns differently, we use various mediums to teach each lesson. Children's interests are explored through inquiry and research methods.

Involving our local community partners and allowing them to support the children and their learning is another key to our program. Children learn about community helpers and enjoy visits from Doctors, Dentists, Firefighters, Veterinarians, etc. They go on trips to the retirement home to sing for them during holiday periods and we invite parents to our Chanukah and other celebrations.

Assessment is also an important part of the curriculum. Our staff consistently observes the children and their progress. Parents are provided with a completed developmental checklist in the middle and at the end of each school year. We endeavour to integrate The ELECT framework in our pedagogical approach along with our thematic approach to provide the best learning for each child in our care.

Our daily schedule is planned to include active and quiet times, gross and fine motor activities, free play and child-initiated, as well as staff-initiated activities. Outdoor play is also incorporated into each classroom's daily schedule. This takes the form of rotational playground use, playing parachute games outside, a extra-curricular sports program and science walks to collect leaves or see the changes in nature. Our daily schedule offers two full hours of sleep each day for every child. To be considerate of the individual needs of the children, quiet activities are offered to children who are non-sleepers or who awaken early.

Our goal at Gan Shalom Preschool is to continue to educate the future generation of the Jewish community and provide a strong foundation for their future endeavours. In our caring, loving, nurturing and warm environment, we accept children for who they are and encourage their individual development. Through the continuation of our extensive program, nurturing environment and responsive staff, we aim to build a strong interpersonal relationship with all the families of our centre.

Together we make Gan Shalom Preschool our home!

ENROLLMENT INFORMATION

School and Camp (Sept-Aug) Program Days

Our 5-day program: Monday to Friday

Program Times

Daycare Full Days: 8:15 am-5:00 pm

Early Drop-off: 7:45 am-8:00am

Late Pick-up: 5:00 pm-5:30pm

Infants:

0-18 months

Choice of 5 full days only

OPTIONAL: 7:45 am early drop and/or 5:30 pm late pickup

Toddler:

18-30 months—Children must be walking when starting

Choice of 5 full days only

OPTIONAL: 7:45 am early drop and/or 5:30 pm late pickup

Nursery:

2.5-4 years

Choice of 5 full days only

OPTIONAL: 7:45 am early drop and/or 5:30 pm late pickup

JK:

Children must be 4 by December 31 of that year

Choice of 5 full days only

OPTIONAL: 7:45 am early drop and/or 5:30 pm late pickup

Breakfast, Lunch & Snacks

Children who stay all day and didn't have a chance to eat breakfast at home, may bring breakfast from home, as long as it is a kosher, nut free breakfast that is Parve or dairy only. No outside meat products are allowed in school. Dishes and cutlery cannot be washed on our premises.

Morning snacks are provided for everyone by the school. It is not necessary to send any snacks.

Children who stay all day will be served lunch and afternoon snack.

FRIDAYS: ALL PROGRAMS END 2 HOURS BEFORE SHABBAT

Subsidies: We are registered with York Region for Fee subsidy. To apply go to [Child Care Fee Subsidy Application](#).

Child Care Receipts: You will receive a Child Care Receipt at the end of each tax year in which you made payments. The receipt will be sent to the E-mail address you provided to us upon registration.

Location & Entrance

Our location is at 10500 Bathurst St. The entrance to the building is one street south of Teston Road. Preschool entrance is on the west side of the building. There is a ramp at the back, near the playground for the stroller entrance.

Programs and Fees

5 full days Mon-Fri 8:15am-5:00pm (includes lunch)
Fri early closing Fall/Winter - Shabbat

OPTIONAL Before & After Care

No additional fee but limited spots are available and registration is required

Early Drop: 7:45-8:15 am

Late Pickup: 5:00-5:30 pm

Non-Refundable Deposit (2026): \$600

Infant List Fee: \$1,690

Toddler List Fee: \$1,430

Nursery & JK/SK List Fee: \$1,320

DISCOUNT (Base Fee) for everyone: \$478.50 a month

We do not charge any non-base fees.

Registration & Deposit Fees

CWELCC: We are part of the CWELCC ([See details Here](#))

We also accept York Region child care Fee Subsidy

To apply click [HERE](#)

To secure a child's spot in the daycare program, parents are required to:

- Complete and submit the registration form.
 - Pay a non-refundable deposit at the time of registration. The deposit will be applied toward the child's final month of care, provided the required withdrawal notice is given.
 - Sign a Pre-Authorized Debit (PAD) Agreement authorizing monthly tuition payments directly from their bank account.
- Please note that cash payments are not accepted. Parents who prefer not to use PAD may provide twelve (12) post-dated cheques covering the tuition fees for the program year.

Special Activities and Field Trips

The daycare may organize special activities, performances, workshops, or field trips throughout the year. While regular program fees are covered under CWELCC, certain special events or excursions may not be eligible for CWELCC funding. In such cases, an additional fee may be charged to participating families.

Participation in these activities is entirely optional. Parents will be notified in advance of any activity or field trip that requires an additional fee and will be asked to provide consent for their child's participation.

If a parent chooses not to have their child participate in a special activity or field trip, the daycare will provide appropriate supervision and alternative programming for the child at the centre at no additional cost.

Withdrawal and Refund Policy

To withdraw a child from the daycare program, parents/guardians must provide a minimum of **two (2) months** **Email written notice to ganshalom@chabadrc.org**. The notice period begins on the date the written withdrawal request is received by the daycare.

The **registration deposit** paid at the time of enrollment will be applied toward the child's final months of tuition, provided the required two-month notice has been given.

The \$600 deposit paid at registration will be applied toward the final two months of fees as follows:

\$121.50 will be applied to the second-to-last month.

\$478.50 will be applied to the final month.

Any remaining balance owing for these months will be due according to the regular payment schedule.

Tuition fees are charged **monthly in advance** at the beginning of each month. When proper notice is provided, no tuition will be charged beyond the required notice period.

Our daycare operates as a **year-round program**. A child's space is reserved exclusively for that child; therefore, tuition fees remain payable regardless of attendance. No refunds, credits, or fee reductions will be provided for absences due to illness, vacation, family travel, or personal reasons. Days when a child does not attend for any reason.

Monthly tuition is calculated based on the operating days of the daycare and the reserved childcare space, not on the number of days attended.

Parents wishing to retain their child's space during an extended absence must continue paying regular tuition fees.

Failure to provide the required two-month written notice may result in forfeiture of the registration deposit and/or additional tuition charges for the notice period.

Special circumstances and requests for exceptions to this policy may be reviewed by the Daycare Director, Mrs. Toby Bernstein, on an individual basis. Any accommodation or exception granted shall be at the sole discretion of the Director and will be considered on a case-by-case basis.

If the termination is initiated by the daycare, we will refund the parent the \$478.50 paid for the month of termination, along with the \$600 deposit (If a deposit was paid and was not yet used towards any monthly fee).

HOLIDAY SCHOOL CLOSINGS

Gan Shalom will be closed on all civic and statutory holidays, and on the following Jewish holidays: Rosh Hashanah, Yom Kippur, Sukkot, Shemini Atzeret, Simchat Torah, Purim, Passover, Shavuot, and Tisha B'Av.

See our calendar on our website www.ganshalomrc.org

WAITING LIST POLICY

PRIORITY

Spots are available as follows: For parents who already have their children enrolled in our program, for siblings of children in the program, or who have had children previously enrolled. After the given date, available spots go to Shul members, and then the general community, on a first come basis.

WAITING LIST

Provide the following information for your file on the waiting list:

- Parents first and last names
- Best contact telephone number(s) and or email addresses
- Your expected start month
- Your child's name
- Date of Birth (unborn children will not be added to the list)

Here is how the waiting list works:

Call or e-mail us at 905-303-1880 Etx. 230

or ganshalom@chabadrc.org to add your name to the waiting list.

1. Each age group at our centre has its own individual waiting list.
2. The day that you call, leave a message or send your email will be your seniority date on the waiting list.
3. Provide the required information for you file on the waiting list: Be mindful and strategic of your expected start month, you may also put the earliest start month you will consider for e. g You are willing to start in March but you really need a space for May.
4. If there are any changes to your contact information, please contact the centre to update your file.
5. There is no specified length of time that you need to be on the list to be offered a space.
6. Spaces are created when a family or child leaves the centre. There is no specific time however the months of July, August and September have the most movement-spaces can be available at any time of the year and

at point in the month.

7. We are usually able to contact families 4-6 weeks before any given space, as parents are only required to give us 1 months notice of their withdrawal.

8. Only once the withdrawal is confirmed in writing can we begin to find a family for the space.

9. With all spaces available the centre supervisor will call all families that are eligible to start in that age group. All parents who are waiting for a particular month are contacted when spaces are available. Even if the month you specified has already passed, if your child is still within the age group of the room they will be offered a space.

10. Once a family is called from the waiting list they are given a specified time frame to return the call and express continued interest in the space available.

11. The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it.

12. The position of a child on the list can be ascertained by the affected families, while maintaining the confidentiality and privacy of children on it.

13. From the families that return our call within the specified time, the family with the highest seniority date will have first official refusal of the available space.

14. Once your child is officially offered a space, if you would like to accept it, you will be required to provide:

- * the month of September fee (or July if only enrolling in camp) as a non-refundable deposit

- * post-dated cheques for the remainder of the school year

15. If you are called for a space and do not wish to take it at the time, your place/seniority on the waiting list remains the same.

16. You may call at any time to change the information for your file with no consequence (i.e. moving from the infant list to the toddler list).

17. You will remain on the centers list until you have asked us to take you off.

ARRIVAL & DISMISSAL

ARRIVAL

Full Day Daycare children can be dropped off in their own room, starting at 8:15 a.m. Class programs begin at 9:00 a.m. Please see Safe Arrival and Dismissal Policy below.

Extended Day children can be dropped off at 9:00 a.m. Please do not drop off your child early. Please see Safe Arrival and Dismissal Policy below.

DISMISSAL

Children will only be sent home with an authorized person. An authorized person is someone that is indicated on your child's carpool form, which is part of the application forms. If someone else is to pick up your child, please send a note through Procure or call the office. At pick up, let the teachers know you are here and wait at the door for the teachers to bring you the child. The school building is kept locked at all times. Parents will get a code at the beginning of the school year so they can let themselves into the building to pick up their children. Please guard the code number as it affects the safety of all the children in the school.

When dropping off your child, we encourage parents to leave as soon as possible. We have found that the children settle into their routine faster, once the parents have gone. Children that are taking more time to settle in can be brought for short periods of time and slowly integrated into the program. This can be discussed with the Supervisor or class teachers. As soon as school begins, our teachers must devote their attention to the children. Parents are encouraged to message teachers via the Procure App. Teachers will respond as soon as they are able.

Safe Arrival and Dismissal Policy

Purpose

This policy and the procedures will help support the safe arrival and dismissal of children receiving care in our childcare.

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

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

Policy

The safety of the children attending Gan Shalom Preschool is our top priority. We need to work together with parents, guardians, and teachers to ensure our children are safe. In response to increased public service announcements (PSA) regarding children being left in cars, a safe arrival strategy has been developed to ensure that no child is accidentally left in a locked car.

Forgotten Baby Syndrome (FBS) refers to accidentally leaving a baby or young child in a locked car, often with tragic results. One of the prevention strategies, identified in research, is to ensure that child care programs have a system in place to connect with parents should a child not arrive in care when expected. Strong communication is required in order to ensure all children are where they are supposed to be.

We are asking that parents who drop off before 8:00am to call the centre or message the teachers via the Procure app by 8:00am in the event that their child will be absent or has a change in schedule. We are asking

that parents who drop off at 9:00am to call the centre or message the teachers via the Procare app by 9:00am in the event that their child will be absent or has a change in schedule. The safety and wellbeing of our children is always our highest priority.

Gan Shalom Preschool will ensure that any child receiving care at the child care centre is only released to the child's parent/guardian or an individual on the additional authorized pick up list in the event that the parent/guardian has given us written permission to release the child to.

Gan Shalom Preschool will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision. Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

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

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

- ❖ Document the change in pick-up procedure in the daily written record.
- ❖ Sign the child in on the classroom attendance record.
- ❖ Where a child has not arrived in care as expected for full day Child Care for Infant, Toddler & Preschool
- ❖ Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the program staff in the classroom must:

1. Inform the Supervisor/on site Designate and commence contacting the child's parent/guardian no later than 9:00am (for children arriving before 8:00am) and 10:00 a.m (for children arriving at 9:00am). Program staff shall call the child's parent/guardian using the contact information provided by parents. program staff will try all contact numbers. etc. and ensure that a message is left for the parent.
2. If the program staff have not received a response within 15 minutes from either parent/guardian, they will continue to contact parent/guardian while contacting the emergency/authorized contacts on the list. If no response is received, indicating the child is safe, the program staff will send a message via the Procare app. Program staff will contact emergency/authorized pick up contacts for assistance in contacting the parent/guardian or to confirm absence.
3. If no confirmation has been received by 9:45am (for children arriving before 8:00am) and 10:45 am (for children arriving at 9:00am) confirming the absence police will be contacted.
4. Once the child's absence has been confirmed, the program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Custody situations

In situations where parents are separated or divorced, Gan Shalom Preschool cannot follow a parent's request NOT to release a child to the other parent. Gan Shalom Preschool staff cannot follow a request without a court order that says the other parent cannot see the child. A court order may also state what days and times the parent can see the child.

If a parent asks program staff you not to release a child to the other parent but does not have a court order indicating this, program staff will, follow these steps:

- ❖ Tell the parent that you cannot stop the other parent from picking up their child, unless you see a court order that says this. Only a court of law can take away a parent's right to be with their child.
- ❖ · If the parent is still concerned that the other parent may come, ask that the child not remain in care until this is sorted out.
- ❖ If the parent tells you that the other parent may be abusing the child, call the Children's Aid Society immediately.
- ❖ If there is a court order with instructions with which days each parent has and the parents want to switch days, a written note must be provided to the program staff indicating who is picking up on which day ahead of time.
- ❖ If a parent comes to pick up the child on a different day, program staff will follow these steps:
 - Inform the parent who has come to pick up the child that you must call the other parent to make sure that it is okay to release the child.
 - Call the parent who is supposed to pick up the child on that day. Ask for permission to release the child to the other parent. You must get written consent from this parent agreeing to the change. Do not release the child until you receive a message on Procure or e-mail to the centre.
 - If the parent insists on taking the child without permission, or begins to get upset, angry, or threatening in any way, release the child to them and call the police or 911. Inform the supervisor/designate as soon as the parent begins to get upset/threatening.
 - If you know that there is a restraining order, condition of bail, or prohibition order that does not allow the person to be near the child, call the police immediately when that person arrives at the centre. You cannot let a parent visit a child if you know there is a court order against this, even if the other parent says it is okay.
 - Call the Children's Aid Society if the child tells you that someone who is not allowed to be near the child has been visiting or seeing the child.

Notify your supervisor that you have made the call.

- ❖ Where a child has not been picked up as expected (before centre closes)
- ❖ Where a parent/guardian has previously communicated with the Program Staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, the Program Staff shall contact the parent/guardian by a phone call and advise that the child is still in care and has not been picked up.
- ❖ Where the Program Staff is unable to reach the parent/guardian, they must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- ❖ Where the Program Staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".
- ❖ Where a child has not been picked up and the centre is closed

- ❖ Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 p.m., program staff shall ensure that the child is given an activity, while they await their pick-up.
- ❖ One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall
 - contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
 - If after 15 minutes and the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the authorized individuals listed on the child's file. The child will be provided with a snack while waiting. Notify the supervisor/Executive Director or designate. If an alternate pick-up person is available to pick up, staff will confirm their identification before the child is released. Staff will leave a message on the parent's telephone to let them know who has picked up their child and at what time this occurred.
 - Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30 p.m., the staff shall proceed with contacting the local Children's Aid Society (CAS) (905) 895-2318 or 1-800-718-3850. Staff shall follow the CAS's direction with respect to next steps.
 - Staff will leave their name and phone number if they get an answering machine at CAS. Once the Children's Aid worker calls back, staff will tell the Children's Aid worker that they are calling from Gan Shalom Preschool and that the staff have been unable to reach anyone to pick up the child.
 - Staff will wait for a Children's Aid worker to arrive. This may take several hours. Staff will not go out or drive the child anywhere. When a Children's Aid worker or police officer arrives at the centre, the staff will ask for identification before letting them in.
 - If the parent arrives before the Children's Aid worker arrives, release the child. Call Children's Aid to report when the child was picked up. Also, let the Children's Aid Society know the reason given as to why the parent was late.

Document the incident in the communication book:

Note: Do not follow this procedure if the parent has given you a reasonable explanation for being late. An example of a reasonable explanation would be there was a bad accident on the road and the parent is stuck in traffic.

Staff will only release children from care to the parent/guardian or other authorized adult.

Glossary

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

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

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

INTEGRATION

Children in our Nursery programs have usually been with us for the previous year and usually do not have any difficulties integrating into the program.

Most children in the Pre-Nursery classes have never been in any formal Preschool setting before and may need some more time to acclimate themselves to new teachers and the environment. Therefore, regardless of what days your child is enrolled for, on the first day, your child will have an allocated slot during which time he/she will come in for a half an hour visit to meet the teachers. Information regarding your child's orientation times will be sent to you during August.

ABSENCES & HEALTH

Please inform the school if your child will be absent for any reason. If the parents will be absent from home, please inform us also, so that we can help ease any anxiety on the part of the child.

Please inform the school if your child has any communicable disease. Please keep your child home in the event that he/she is unwell. We feel that sending a sick child to school is not only being indifferent to the well-being of the other children, but moreover, the parents are placing the child in an uncomfortable situation that can easily be avoided.

Our sick policy is that a child will be sent home with a fever (37.5 or higher), if there are 2 or more episodes of vomiting or diarrhea or if the child is unable to participate in the program due to feeling unwell.

A child displaying any kind of "unexplained rash" will be sent home and must be seen by a doctor before returning– with a doctor's note stating that the child is not contagious. If a child has yellow or thick discharge from their eye, they will be sent home, and must be seen by a doctor. They may return once medication has been taken for at least 24hrs.

Please trust the teachers and supervisors to use their judgement. Teachers and the supervisor have a right to decide if the child is unwell enough to remain in the program or the health of the other children is at risk due to continuous coughing, etc. A child can only return after being fever free for 24 hours, or vomiting or diarrhea free for 48 hours. (Covid-19 Policies reflect Ministry of Health Guidelines.)

We get a professional lice company to come in during the year to do random checks as well as when there is one or more cases of lice in the school. Should a child be found with lice or knits by the company, they will be sent home immediately and is only permitted to return once a professional lice company has cleared them to do so. Upon return, they must present a certificate of clearance from said company.

WITHDRAWAL & DISMISSAL

Should you be withdrawing your child from one of our programs, please note that we require a two full month's written notice. This notice is to be given at the end of a month in order to be valid. Should less notice be given, the full month's tuition will owe, as to allow us fair opportunity to fill the spot.

If the teachers, along with the management, feel that a child's behaviour is compromising the safety of other children or requires special attention beyond our capabilities, a meeting will be called to discuss a plan of action. Should positive changes not result after the implementation of discussed strategies, we have the right to dismiss the child immediately. Should the management team feel that our centre is not the right fit for a family, we will ask the family to find alternate care for their child. See details about a refund in this case, in the [Refund](#) Section.

PARENT-SCHOOL COMMUNICATION

Communication between parents and the school is very important to ensure that Preschool is a meaningful and pleasant experience for your child. To that end, the following is arranged:

1. Curriculum information evenings are arranged in September to inform parents of the general curriculum goals and outlines, teacher's expectations, and review of our daily routine. A question and answer period follows.
2. Parent/Teacher Conferences are held mid-year. Times are set aside for your personal conference with your child's teachers. Of course, if you have any questions or concerns regarding your child's progress before or after the conference, please feel free to leave a message at the office for your child's teachers and they will contact you as soon as they can.
3. Teachers use the Procure App to update parents about what was learned in school daily. Songs, information about the forthcoming week, and other information regarding your child's class will be sent through Procure, or by e-mail. Be sure to read it!
4. To inform parents of special events and trips, we email a notice and send home copies of the notice about two weeks before every trip, program, etc.
5. Should you have any concerns about your child or anything you feel the need to discuss urgently, please feel free to contact the Director/Supervisor in the office. Should there be anything of great importance on either your end or from our end, we will call a meeting to try and resolve the issue ASAP.

Gan Shalom Policy on Supervision of Volunteers and Students

Volunteers and students at Gan Shalom Preschool need to

1. Have completed a medical assessment and a satisfactory police criminal check prior to starting their volunteer time.
2. Volunteers are also required to review, sign and adhere to all policies Gan Shalom Preschool.
3. Students and volunteers will review Individual Anaphylaxis plans prior to providing care or guidance to children and at least annually thereafter. They will sign off on the Anaphylaxis Policy sheet and the entry will be kept on file for at least two years.
4. All volunteers are required to provide the daycare supervisor one of the following as documentation to meet vulnerable sector check requirements;
 - ❖ Original police record check;
 - ❖ True copy of a police record check (in hard copy or digital format); or
 - ❖ A copy of a police record check for a volunteer or student (in hard copy or digital format)
 - ❖ Volunteers and students will be supervised by both management and the Registered Early Childhood Educator of the class they are placed into.
 - ❖ The RECE of the placement room is designated to orient and mentor the volunteer or student according to company policies and school policies (for students).
 - ❖ No child is supervised by a person under 18 years of age.
 - ❖ Volunteers and students being **supervised by an employee at all times** and not being permitted to be alone with any child.
 - ❖ In Gan Shalom, only employees will have direct unsupervised access to children.
 - ❖ Volunteers and students are not permitted to be left alone with any child.
 - ❖ Volunteers and students will not be counted in the staffing ratios.
 - ❖ The director of Gan Shalom will review the policy annually.
 - ❖ The director of Gan Shalom will ensure that the policy is reviewed with employees before they begin their employment and annually afterwards; and with volunteers or students who will be providing care or guidance at Gan Shalom before they begin providing that care or guidance and annually afterwards.
 - ❖ The director of Gan Shalom will have staff, providers, volunteers and students sign and date the review.
 - ❖ The designated RECE will be provided training and information on how to properly supervise a volunteer/student. This training will include ensuring that volunteers and students adhere to the company policies aligning with the College of Early Childhood Educators Code of Ethics and Standards of Practice, Professional Misconduct. These policies include: child behavior management policies including monitoring procedures, playground safety, anaphylactic policy, health policies, emergency and safety policies, serious occurrence policies, child abuse policies, confidentiality policies and a criminal reference check.
 - ❖ Please note that Ministry CRC policy does not apply to students placed in the child care program by an educational institution and therefore, they are not required to do a Criminal Reference Check. However, the educational institution normally requires a clear PRC for each student prior to placing them in a childcare centre. Students on an education placement are still subject the vulnerable sector check requirements and will have to have it done.

TOILETING

In our Pre-Nursery and Nursery classes, children do not have to be toilet trained. We change dirty and/or wet diapers happily. If you are currently toilet training, please inform the teacher as to the child's progress, and whether the child is in underwear, pull ups or diapers that day. Please respect the teachers' decision as to whether they will allow your child to come in pull-ups or underwear that day, depending on what stage of training the child is up to. We try our best to help along in the training process, but do not take responsibility to train your child. Diapers, wipes and a change of clothes are to be provided by the parents in a labeled Ziploc bag.

Children do not need to be able to use the toilet independently to enter our program. Achieving potty independence is a developmental milestone and we recognize that each child develops at his/her own pace. When a child shows signs that they are ready to learn toilet independence, we will make it convenient for the child to use the toilet and provide help as needed.

Readiness falls into three general categories: Physical, intellectual, and emotional

- ❖ Physical readiness means the ability to hold on and let go. A first sign is when children go for longer and longer periods with a dry diaper. Physical readiness also is determined by children's ability to handle their own clothing– pulling down pants, for example
- ❖ A sign of intellectual readiness is when children tell the adult after eliminating or indicate in other ways that they are aware and can communicate what is happening with their own bodies.
- ❖ Emotional readiness comes when children show a willingness to use a potty or toilet instead of diaper.

At Gan Shalom we use the “readiness”-approach rather than the “catch them”. A child who needs regular reminders and does not recognize his body's cues, is still at beginning stages of readiness, and should be in diapers at school.

Is your child showing readiness? - Let's work together!

- ❖ We will start by scheduling potty breaks at school. We will encourage your child to pull down/up pants, sit on the toilet for a few minutes at one-hour intervals or less, as well as right before/after naps or other transitions. Every visit to the toilet will be recorded to keep track of cues and needs.
- ❖ We will explain hygiene. Teach how to wipe carefully, flash and wash hands afterward.
- ❖ Nap time training typically takes longer to achieve. We will put on diapers for a few days/weeks, as needed.

We ask you to please:

- Bring your child to school in loose, easy-to-remove clothing. No jeans, onesies, overalls, buttoned pants, etc.
- Take your child to the restroom at drop off. The first pee-pee break should be with you.
- Bring a few changes of underwear and clothing (pants, socks, extra pair of shoes, tops).

Sanitary policy

Children's hands are washed with soap after they use the washroom, have their diapers changed, paint or do messy crafts, and before food is served. Teachers wear gloves and lay fresh examination paper on the change table when changing diapers. They also wash hands with soap upon completing the diaper change. Daycare children bring their own blanket for naptime, which will be sent home every week for washing. We provide a bed

sheet which is washed weekly.

Children must have their immunizations up to date before being allowed to start the school year. No child can enter school without a copy of their immunization record on file.

Should you require us to administer any medication to your child, we can only do so with the completed and signed medication form. All medication must display your child's name and expiry date must be visible.

SCHOOL RECORDS

No children can be allowed into school unless their full application and immunization form is filled out and handed in to the school office. If your child is not immunized, we require the exemption form from the Ministry of Education that has been notarized. Please inform the school immediately if any information on the child's form changes, so that we can contact a parent in case of emergency.

CURRICULUM

Children follow a curriculum that is varied in activities, based on different themes. The themes are used as a spring board to teach the children various skills that they need to grow and mature.

Curriculum night for each class is held early in the school year. At curriculum night, the teachers explain the curriculum for the upcoming school year, their goals that they wish to achieve with the children, and their daily schedule.

APPAREL NEEDS

Please send in a complete change of labeled clothing to be left at school. Please change the clothing as the seasons change and ensure your child has extra clothes at all times. In the winter time, a pair of indoor shoes is necessary as well. Please keep in mind that your child will be engaged in messy play, so play clothes are a must.

INJURIES

In the event of a minor accident, G-d forbid, the following steps will be taken:

1. Staff member treats child.
2. Staff member calls parent if she is unsure whether further medical treatment is necessary.
3. If parent is unavailable, emergency contact on application form will be called.
4. If contact is unavailable, child will be treated with the best of care at school, or taken to the doctor.

In the event of an emergency, the same procedures will be done, only staff members will call 911 first.

Serious Occurrence

The Ministry of Education, Gan Shalom's licensing agency, has made efforts to ensure that the child care centers in their care are transparent. To that end, if we ever have a serious occurrence affecting the health and

safety of the children, Gan Shalom will notify parents by posting a notification form at the front of the preschool, in the office window near our license. The posting will be up within 24 hours of the occurrence, will remain there for 10 days, and will explain what occurred, and how it was handled. The child's parents will be notified immediately of any serious occurrence involving their child. Please be advised that no child's or staff member's name or identifying details will be posted.

DISCIPLINE

At Gan Shalom Preschool, discipline is constructive in nature, fair, consistently applied, and understandable to the child. From our modeling, the children learn acceptable behaviour. There will never be physical punishment. Children are encouraged to express their frustrations and feelings and are taught to resolve conflicts in a non-physical manner.

When a child acts aggressively to another child, the following steps are taken:

1. The teacher calmly redirects the child to another activity. If the child cannot be engaged in another activity and the aggression reoccurs, the child is removed from the situation and excluded from classroom activities for a few minutes.
2. Our teachers speak calmly and respectfully to children at all times, and do not raise their voices.
3. For children who show extreme aggression, parents will be called in to a conference with the director and teachers. We will discuss strategies and implement them in the classroom. If the teachers become concerned with the safety of the other children, however, (for example, in a case of serious and constant biting) he/she may be asked to leave the program.

SNACKS / BIRTHDAYS AT SCHOOL

1. Snacks:

We serve healthy snacks to all children daily. Our snack menu is posted in the kitchen and each classroom.

2. Birthdays:

Classroom birthday parties may be arranged in cooperation with the staff at school – please try to give at least two weeks notice. Due to kashrut laws and allergies, please order treats from Mehadrin Kosher Stores only.

3. Allergies:

Due to the common allergic reaction some children have to nuts and peanuts and various other foods such as sesame, eggs or fish, we ask all parents to refrain from bringing in food from home. Should your child be bringing in their breakfast due to not having had time in the mornings, please be sensitive to what ingredients are in the food. Food such as plain Cheerios, raisins, etc., are safer. Your sensitivity to this matter is much appreciated as it is our duty to ensure the safety of the children with allergies.

SPECIAL ACTIVITIES

Shabbat Party:

Friday is a very special day at Gan Shalom. On Friday we organize a Shabbat party for the children. In the Nursery classes, each week a different boy or girl will be chosen to be the Ima (Mommy) or Abba (Daddy). The teachers will make sure to photograph the Shabbos Ima and Abba, and send the photos on Procure. Everyone will get the opportunity to be Ima or Abba!

Special Classes:

Gan Shalom may bring in special events; such as sports classes, music classes, or children's entertainers. Notice will be given to parents ahead of time of such events.

Field Trips:

Throughout the year, your child will participate in a few exciting and educational field trips. Permission slips will be sent home and must be signed and returned before each trip. The school will make arrangements for transportation. When needed, we will ask parents to help chaperone and accompany us on some outings. We always appreciate your voluntary assistance and urge you to participate whenever possible. Volunteering requires a vulnerable sector check be completed and given to the office beforehand.

Visitors:

The staff welcomes interesting visitors (i.e. doctors, musicians, artists) to the program, who will talk with the Preschool children about their professions, interests or hobbies. Please inform the staff if you know of such a person, since the children will enjoy their participation in the program.

Calendar:

You will receive a school calendar at the beginning of the year. We are closed on legal and Jewish holidays.

You can always check our calendar on our website: [Gan-Shalom's Website](#)

Emergency Management

Gan Shalom Preschool has an emergency management policy.

Contacting Parents:

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

Where disasters have occurred that did not require evacuation of the child care centre, the Supervisor must provide a notice of the incident to parents/guardians by email.

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

Parent Issues and Concerns Policy and Procedures

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

All issues and concerns raised by parents/guardians are taken seriously by Gan Shalom Management Staff and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns About the Suspected Abuse or Neglect of a Child

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

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

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

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

Contacts:

Sarah Nacson 905-303-1880, sarahn@chabadrc.org

Toby Bernstein 647-801-6266, toby@chabadrc.org

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333

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

Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Toby Bernstein at toby@chabadrc.org.

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Summary

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:
Program Room Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to the classroom staff directly or the supervisor or licensee.
General, Centre or Operations Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to the supervisor or licensee.
Staff, Duty parent, Supervisor, and/or Licensee Related	Raise the issue or concern to the individual directly or the supervisor or licensee. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.
Student / Volunteer Related	Raise the issue or concern to the staff responsible for supervising the volunteer or student or the supervisor and/or licensee. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.

Summer Camp

Gan Shalom runs a wonderful Summer program throughout

July and August. Our objectives are twofold. We want your children to be safe, and we want them to have the greatest introduction to camp possible. What makes Camp Gan Shalom different from all others? It's the simple fact that all of our activities and energy revolve around your kids. If it's beautiful outside, we'll stay out longer; if it's too hot, our air-conditioned facility will provide fun-filled relief. Don't hesitate to contact Camp Gan Shalom with all your questions.

Each group is run by an ECE teacher and experienced, energetic counselors. Many of our staff work over the summer, which creates a familiar environment for the children.

For the full day campers, delicious, hot, nutritious lunches are enjoyed every day, including lots of vegetables.

We provide a safe, warm, fun-filled, stimulating, Jewish environment full of spectacular innovative and creative activities and lots to learn along the way. Each week has a theme that is integrated into daily activities. All ages enjoy a preschool style day of circle time, swimming fun in our splash pad, wading pools and sprinklers, sports, dance 'n movement, yoga, arts & crafts, and many theme related activities throughout the day. Priority for availability is given to those enrolled at Gan Shalom throughout the school year. Any open spaces will be offered to the general public.

Details about the Procare App:



All parents are required to use the Procare app to sign their child in and out each day. Parents are also expected to use Procare to receive daily updates, messages, photos, and important communications from their child's teachers and the daycare. Keeping the app installed and notifications enabled helps ensure you stay informed about your child's day and any important announcements.

Procare is a widely used child care management software and app designed to help daycares, preschools, and after-school programs automate administrative tasks and connect with families.

It can be downloaded from the Apple store and Google Store.

The daycare supervisor will Email the parents their sign in code on the first day of the child attending the daycare.