

GAN CHABAD HANDBOOK

(Updated October 2023)



GAN CHABAD
Preschool

WHO WE ARE

Gan Chabad is affiliated with Uptown Chabad. Uptown Chabad's objective is to present the joy and beauty of Judaism to an ever-widening sphere of Jewish families in central North York. To this end, Uptown Chabad hosts a wide array of programming that is designed to engage, educate and inspire Jewish people of every age and background.

We encourage you to learn about the many opportunities to join us in celebrating Jewish life by inquiring with our staff or visiting our website at uptownchabad.com.

CONTACT INFORMATION

Location:	147 Overbrook Place
Phone:	647-350-2426 (School Landline) 416-635-9696 (Office)
Email:	supervisor@uptownchabad.com (Leanne Boros, Preschool Supervisor)
	yehudis@uptownchabad.com (Yehudis Steiner, Director)
Mailing Address:	51 Waterloo Ave., Toronto, M3H 3Y1

LETTER FROM THE DIRECTOR & SUPERVISOR

Dear Parents,

Welcome to Gan Chabad Preschool!

We are pleased that you have chosen our school as a “home away from home” for your child.

Having entrusted your child to us, you will be pleased to meet our caring teachers who will shower your child with love and affection. Our amazing team of Morahs treat every child as their own, providing them with a warm and caring environment, all while learning through play.

We offer a creative Jewish learning atmosphere in which your child’s individual style of learning will be valued and nurtured. We will encourage your child to explore the world, learn to be part of a group, and solve problems in a constructive manner. Learning at our school is stimulating, joyous and rewarding.

We have chosen “Gan Chabad” as the name of our preschool. “Gan” is the Hebrew word for Garden. We view each child as a seed, so pure and impressionable, eager and ready to absorb the joys of life in a garden filled with exciting new experiences and the warmth of Judaism.

We have prepared this handbook to outline the methods and policies of our school. Please read and acquaint yourself with this important information.

Ongoing communication between school faculty and parents is critical. Please feel welcome to call our Supervisor, Leanne to discuss any questions or concerns regarding your child’s preschool education and development.

Looking forward to a very fruitful and successful school year,

Yehudis Steiner & Leanne Boros
(Director) (Supervisor)

PROGRAM STATEMENT

How Does Learning Happen? Learning is organized around four foundational conditions that are important for children to grow and flourish:

Belonging, Well-Being, Engagement, and Expression.

These foundations, or ways of being, are a vision for all children's future potential and a view of what they should experience each and every day.

How Does Learning Happen? (2014)

Welcome to Gan Chabad, a uniquely warm and nurturing licensed Kosher Childcare Center. Our preschool program is a full-day, 12 month program that caters to children aged 12 months to 4 years old. The Center is open from 8:00am-6:00pm Monday to Thursday. On Friday's, the Center closed at 5:00pm in September, 3:30pm from October-March, and 6:00pm from April-August.

At Gan Chabad we aim to strengthen and achieve Jewish identity, unity and growth by providing educational and spiritual programming. We offer a creative Jewish learning atmosphere in which your child's individual style of learning will be valued and nurtured. These activities take place in our well-equipped multi-purpose classroom.

At Gan Chabad we believe that children are competent, curious, and capable of complex thinking and rich in potential. (*How Does Learning Happen? 2014*). We provide an environment that will encourage your child to explore the world in a safe and supported way. Learning at our Center is engaging, joyous and rewarding. Our aim is to build a strong foundation for all future learning and living. Our teaching staff brings a wealth of experience and knowledge of early childhood education. Through the continuous learning program at the College of ECE's, and professional development days, our staff is always learning and improving their skills. We believe that families are the experts on their children and encourage parents to take an active part in our program in many ways. A strong partnership between teachers and parents ensure that children feel safe, secure and belong. In this way children are empowered to reach their full potential.

At Gan Chabad our goal is:

- To care for and educate your child in a safe and loving environment.
- To fill your child's day with creative learning experiences that are both child-initiated and adult supported and are enriched with Jewish values and traditions.
- To foster your child's natural curiosity by providing a program that allows for exploration, play and inquiry.
- To encourage the physical development of your child through the use of our fully equipped classroom centers and outdoor area allowing time in the day for active play, rest and quiet time.
- To promote the wellbeing of children through health, safety and nutrition.
- To view your child as an individual and thus give him/her the necessary attention needed to develop and grow.
- To encourage the children to interact and communicate in a positive way and support their ability to self-regulate.
- To support positive and responsive interactions among the children, parents and staff. To work in partnership with you, the parents, to create optimal learning and social experience for your child.
- To build a strong community with our local community partners.
- To support our members of staff, volunteers and students in their quest for continuous professional learning.
- To document and review the impact of our Program Statement on the children and their families.

Our approach to meeting these goals:

Gan Chabad is dedicated to creating a nurturing, healthy and happy environment in which children can grow and develop emotionally, cognitively and physically. Our classroom is divided into learning centers which include blocks, art, dramatic play, books, and manipulative toys. These learning centers provide the children with choices and the opportunity to actively explore their environment. We believe that children learn by exploring their environment and by interacting with their peers and teachers. In addition, your child will enjoy a rich and meaningful Jewish program incorporating Jewish holidays and traditions which are taught through music, art, and creative play.

At Gan Chabad our teachers will provide child-initiated and adult supported experiences. The teachers will observe the children and use that information to plan and create a positive learning environment that is based on the interests of the child, and supported by all the adults in the childcare environment. Teachers will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.

PROGRAM STATEMENT *(continued)*

Gan Chabad respects, fosters and includes different cultures and languages. In our inclusive learning environments, we welcome children of all abilities. An inclusive learning environment in our program is implemented by

- acknowledging diversity and valuing the culture and first language of all children
- a classroom and outdoor area that is accessible to each child
- recognizing each child as a unique, and working with the family and support staff to best meet their developmental needs
- access to a Special Needs Consultant who can give advice, refer families for services and supports the child, family and staff members.

Our teachers will encourage children to interact and communicate in a positive way, and support their ability to self-regulate (defined as the child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention). Self-regulation in early development is influenced by a child's relationship with the important adults in that child's life, parents, grandparents, caregivers and teachers. Our teachers will provide the experiences, support and encouragement that help young children learn to self-regulate. Teachers will observe and scaffold the children's play. They will provide the children with the vocabulary and resources to recognize and problem solve. In time, children will develop these skills and learn to regulate their own feelings. A growing number of studies have identified this ability as central to children's long-term physical, psychological, behavioural, and educational well-being. (Stuart Shanker, 2013).

The Gan Chabad philosophy is strongly based on good communication skills through caring and respectful interaction. Being aware of your feelings and being able to express them assists in this development. Indirect guidance is a very important factor to avoiding inappropriate behaviour. Our teachers put much effort into the environment and program to provide for this type of guidance. We strive to maintain a well-balanced program with lots of variety. Our teachers are very observant of the children's interactions and strive to act in a way which may eliminate a confrontation. Redirecting is one example of this. Making children aware of the opportunities which exist in other areas if it looks like a problem is about to arise in one particular area.

At Gan Chabad we strive to build a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all children and their families, building and maintaining healthy professional relationships that encourage growth and offer support. As parents, you are the experts on your child and you have the most powerful influence on their learning and development. Open communication between parent and teacher is essential. Your child will benefit tremendously from this interaction.

PROGRAM STATEMENT *(continued)*

Communication and parent involvement can be achieved in many ways.

- Please make personal contact with your child's teachers at drop off and pick up times.
- For extensive conversations, please feel free to set up a suitable time at which point the teachers can give you their undivided attention.
- The private Facebook group is updated daily with pictures of activities your child did that day along with a synopsis of what skills were focused on that day. We also use our private FB group to post reminders.
- HiMama app. We use the HiMama app to record daily attendance, dismissal, washroom visits, and meals eaten. We also use the app to request more supplies (diapers, wipes, clothes, etc) when your child is running low. You are welcome to use the app to communicate directly with your child's teacher. Our staff will answer DM's through the app only when they are available to do so. Any urgent messages should be directed to Leanne (Supervisor).
- Throughout the year we invite parents and grandparents to attend activities in the Center. Some are special activities such as classroom Chanukah parties, Tubshevat celebrations, Mom's & Muffins, Dad's & Donuts. Even more holiday celebrations will take place outside of school through Uptown Chabad.
- Mystery Readers. We invite parents/grandparents/aunts/uncles to sign up to be a mystery reader. The mystery reader of the week will come in with a book to read to the class. It's very special for the mystery reader and child to go out and purchase a book together to donate to Gan Chabad.
- Parent involvement increases the success of our Childcare Center. At Gan Chabad we encourage our parents to spend time in the classroom. If you have a talent, skill or occupation we welcome you to share it with the children.

Gan Chabad families participate in many of the fun and family friendly activities organized by Uptown Chabad such as our many High Holiday children's programs, and Simchat Torah and Purim parties.

Throughout the school year we invite many community helpers to visit our children. The most notable is the Firefighter who is always a big hit. Gan Chabad also helps in the community by collecting Diapers for the Diaper Drive and food for the local food bank. At Chanukah time we collect new unwrapped toys for Chai Lifeline a local charity that helps sick children.

Our teachers are true professionals who connect with children, ensure safe environments, plan and extend play, scaffold learning, reflect on successes, document the children's play and learning and communicate regularly with parents. Our teachers are trained in Early Childhood Education and are registered with The College of Early Childhood Educators. The College is the professional self-regulatory body for registered early childhood educators (RECEs) in Ontario. The College's role is to protect the public interest by setting requirements for registration to practice as an RECE, setting ethical and professional standards and holding RECEs accountable for their practice. RECEs are trained in child development and the planning and delivery of play-based learning and care programs. RECEs must renew their membership with the College on an annual basis. www.college-ece.ca (CCEYA Reg.53).

PROGRAM STATEMENT *(continued)*

The teachers and assistants at Gan Chabad adhere to a number of policies and procedures, as well as Ministry, health and fire regulations. Annual review of these policies and procedures ensure our staff are knowledgeable and prepared to handle any situation. All members of staff attend yearly professional development days and have the opportunity to collaborate as a team at monthly staff meetings.

Prohibited Behaviour Management Practices

Ontario Regulation 137/15 48

- (1) No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,
- (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.
- (2) No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home child care or in-home services at a premises overseen by a home child care agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care.

PROGRAM STATEMENT *(continued)*

Documenting and reviewing the impact of our program statement.

Gan Chabad recognizes that pedagogical documentation is a way for our program staff to learn about how children think and learn. Our staff make daily observations of children in the program and use this information to enlighten their future planning. Documentation is also a self-reflection opportunity for staff members, as they participate in continuous professional learning. Regarding the implementation of the program statement it is incumbent upon all staff, volunteers and students to read, understand and work towards achieving the goals set out. Time will be set aside at each monthly staff meeting to talk about the program statement goals and how best to achieve them.

If a member of staff seems to be unable to follow the approaches set out in the program statement action will be taken. Upon the first observation of a member of staff, volunteer, or student, contravening any of the above approaches the director will document the contravention and will discuss with the member of staff the steps that will be taken. At first a verbal agreement will be reached.

The director will conduct a continuing observation and review the program statement with the staff member. If a second incident arises, a written notice will be put on file, a third incident can lead to instant dismissal.

The monitoring of our program statement implementation is through regular observation and will be conducted by all staff members. This is a team approach and enables us to work well together. The monitoring procedure will ensure that all staff is consistent and that the goals set out in the program statement will be met.

To ensure compliance with the program statement the director will conduct a written evaluation twice yearly. If non-compliance is observed a contravention report will be attached to the employee evaluation and the signed evaluation will be recorded and maintained on the staff file for three years as required by O. Reg. 126/16, s. 6. At this time the program statement will be monitored and reviewed.

The Gan Chabad program statement is a living document and will be reviewed annually by both staff and parents to ensure that it is aligned with the Minister's policy statement and also reflects the values and beliefs of the staff and parents.

References

Child Care and Early Years Act (2014)

Child Care and Early Years Regulations (2015) (2016)

How Does Learning Happen? Ontario's Pedagogy for the Early Years. Retrieved from <http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

Shanker, S. (2013). *Calm, alert and learning: Classroom strategies for self-regulation.*

Toronto: Pearson Education Canada.

GENERAL INFORMATION

School Schedule

Gan Chabad Preschool is open Monday- Friday 8:00 am - 6:00 pm, 12 months a year with the exception of Stat Holidays & Jewish holidays. We are open during the intermediate days of Sukkot and Passover.

Please note Friday closing times due to Shabbat:

September 5:00 pm closing

October-March 3:30 pm closing

April-August 6:00 pm closing

What to Bring to Preschool:

On the first day of school, please bring the following:

- A change of clothing: shirt, pants, underwear and socks. (Please label all items.)
- Diapers, wipes, plastic bags (if necessary).
- To teach the Mitzvah of Charity the children will be giving a coin to Tzedakah each day. Please bring a roll of coins so your child can give his or her “own” money to charity each day.
- If your child needs to drink from a sippy cup, please send a new labeled sippy cup to school.

Child's Clothing and Footwear

In order for your child to fully enjoy his or her time at school, your child's clothes should be comfortable and easy to take off for toileting. At Gan Chabad, children enjoy messy art and other activities. Please provide clothing that is washable. If possible please send your child in shoes that have Velcro as those are easiest for staff to be able to assist your child in putting on and will stay securely on your child's feet.

Pick Up Policy

Please be sure to complete and sign the Pick Up Authorization Form. Children will not be released to any personnel not listed on your completed form. Written authorization for any changes is required.

Kippas

Please note that once a boy turns three, we encourage them to wear a kippa at school. Please send a kippa that you are comfortable with your child wearing at school as well as clips. If you have any concerns regarding this- please feel free to contact Yehudis.

Photos

Please note that photos taken during school may be used for promotional or publicity purposes.

OUR PROGRAM AND CURRICULUM

Overview:

The Gan Chabad Daycare is dedicated to creating a nurturing, healthy and happy environment in which children can grow and develop emotionally, cognitively and physically.

Gan Chabad will follow a comprehensive curriculum that includes reading readiness, concepts in numbers, and science. In addition, your child will enjoy a rich and meaningful Jewish program incorporating Jewish holidays and traditions. All of the above is taught through music, art and creative play.

The classroom is divided into learning centers which include blocks, art, dramatic play, books and manipulatives. These learning centres provide the children with choices and the opportunity to actively explore. The children learn by interacting with peers and exploring their environment. Teacher/Child interaction and appropriate materials are important means by which the child learns.

Daily Schedule:

The daily schedule is planned to balance active and quiet times, gross and fine motor activities and child-initiated as well as staff-initiated activities. A detailed schedule of the week's program and activities is posted at the classroom entrance.

Challah Baking:

Children will enjoy baking Challah every Friday. This activity is the highlight of the children's week. The children learn how to roll the dough and braid it. The children later take home their Challah which can be a wonderful addition to a family Shabbat dinner.

The Shabbat Party:

Every Friday, in honour of Shabbat, a special Shabbat atmosphere is created. Candles are lit, the Kiddush is recited and Shabbat songs are sung. Each week, the opportunity to act as Shabbat Ima or Shabbat Abba is given to a new girl and boy.

SPECIAL ACTIVITIES

Mitzvot:

At Gan Chabad children learn the importance of performing good deeds and are encouraged to do Mitzvot. Giving Tzedakah (Charity) is an important part of the school program. This is done to develop the children's commitment to sharing with others who are less fortunate. Children will have the opportunity to give Tzedakah on a daily basis.

Friday Mitzvah Note:

Please have your child bring a "Mitzvah note" to school. This is a note written by the parent that reports on a good deed that the child has recently performed. Children really look forward to having their Mitzvahs read aloud by the teacher and shared with their peers. The mitzvah notes will be hung up on the classroom Mitzvah Tree. Special empty Mitzvah notes will be available at the front office on Fridays. We strongly encourage you to take the time to fill one in each week.

Holidays:

We will celebrate Jewish holidays with crafts, songs, stories and plays. Each holiday is turned into a special educational experience and will become a meaningful part of your child's life.

SPECIAL ACTIVITIES *(continued)*

Gan Chabad & Uptown Chabad host holiday programs and celebrations throughout the year that your entire family will enjoy. We will inform you of these events in advance.

Community Resources:

Gan Chabad welcomes special guests who can share a professional interest or hobby with the children. We welcome doctors, police officers, fire prevention professionals, musicians and artists. Please inform the staff of potential resources of this nature.

Jewish Birthdays:

We encourage parents to mark their child's Jewish birthday. Optional classroom birthday parties can be arranged in advance with the school staff. The birthday child's family is invited to attend the birthday celebration.

Our teachers will be more than happy to help you plan and prepare the party and will work with you to make it a memorable celebration for your child. To calculate your child's Jewish birthday, you can use the Jewish birthday tool at www.uptownchabad.com/birthday.

All refreshments brought for the celebration must be certified kosher, pas yisrael and parve (non-dairy) as approved by the school. Food should also be nut free. Suggested places: Richmond Bakery and Amazing Donuts. Please ask staff before purchasing treats if there are any other allergies in the class.

Gan Chabad Shabbat Dinner:

Gan Chabad is proud to host family Shabbat dinners a few times throughout the year. The children have the opportunity to sing the Shabbat songs that they have learned in school and say the traditional blessings. Families enjoy the opportunity to interact and experience Shabbat together. The Thursday before the Shabbat Dinner, Gan Chabad mothers are invited to help bake challah and other traditional Shabbat foods for the Shabbat dinner.

Moms & Muffins:

This is a special program for Gan Chabad Mother's and children which will take place on the Friday before Mother's Day - during school hours. Moms will have the opportunity to spend special time with their child and enjoy an interactive activity.

Dads & Donuts:

This is a special program for Gan Chabad fathers and children which will take place on the Friday before Father's Day - during school hours. Dads will have the opportunity to spend special time with their child and enjoy an interactive activity.

HEALTH AND SAFETY

Daily Snacks:

The school will provide a daily snack that is healthy and nutritious. Children will have two snacks. A four week menu of all snacks and meals will be posted at the entrance of the school on the bulletin board.

Lunch

Healthy and hot lunches will be provided for the children. A full menu will be posted on our website once school begins, and a monthly menu will be posted at the Centre.

Sleep/ Rest Time

During the day young children benefit from periods of quiet relaxation and/or sleep to balance their active play. Some children who are tired may take a relatively long time to relax and sleep, while others only require a short rest period. Children's needs may also change from day to day or from week to week. The need for rest & nap; sleep varies greatly at different ages, and even among children of the same age; however, rest is an important part of the day for all children. Rest time allows for a period during which quiet activities are encouraged and children can nap if required. This quiet time is a learning experience for them. They learn self control, how to entertain themselves, and respect for others. It rejuvenates them for the rest of their day.

Once again, you know your child best and we appreciate any tips you have, for example: he likes his back rubbed, she sleeps on her side. If your child would like a special toy or blanket to sleep with, please bring it. We want your child to enjoy and benefit from the rest period.

The following are the guidelines and practices for sleep and rest for the various age groups:

- **Toddlers** will have a rest period after lunch. This will be no longer than 2 hours. If your toddler lays awake, he or she may engage in quiet activities. However, many toddlers do nod off.
- **Infants** 12 month old children will have 2 rest periods. 10:00am-11:00am and 2:00-3:00pm. By 15 months old, we will transition the children to napping once a day from 12:30pm-2:30pm.
- **Preschool** age children, can rest after lunch or participate in quiet activities such as reading a book or just plain relaxing.

Food Allergy Policy:

It is our responsibility to ensure a safe environment for every child. In order to maintain the safest possible environment, we strive to maintain a strict no nuts and peanuts policy.

We provide daily snack and request that children do not bring snacks of their own. We depend on the cooperation of parents in ensuring the safety of all children. We do not permit any outside food. Pre-filled bottles of milk and sippy cups of water are permitted, however, these must be clearly labeled with the child's first and lastname.

Smoke-free environment:

The Gan Chabad Daycare is a non-smoking facility. We appreciate your support of our policy. Please note that there is no smoking in the school building as well as on the property of the building.

Vaccinations and Immunizations:

We strongly recommend children to be immunized. Immunization forms need to be properly updated and submitted before school starts. Children that are not vaccinated are required to bring a notarized note from their doctor and any necessary forms.

Emergency Medication:

Please be advised that our faculty is not permitted to administer any medication. As such, please do not send any medication to school. Only emergency medication will be administered. Emergency medication includes epipen and asthma inhalers.

Toilet Training:

Gan Chabad does not require children to be toilet trained. When the time is right for your child, please inform us and we will make every effort to work together with you in helping your child through this process.

Minor Injuries and Illness:

The school is well equipped to handle minor injuries such as superficial cuts or bruises. If we have any question as to the severity of an injury, we will contact parents at the emergency numbers we have on file. If your child becomes sick during school hours we will call you. In the meantime, we will set up a safe and comfortable isolated area where your child can rest until you arrive. If you cannot be reached, the emergency contact on your registration form will be called upon to pick up your child.

HEALTH AND SAFETY *(continued)*

Emergency Procedure:

In the event of an emergency, the following procedure will be followed: We will notify the parents and if they are unavailable, we will contact the person listed on your emergency form. If the emergency contact cannot be reached, we will contact the child's physician. Depending on the severity of the emergency, it may become necessary to call 911 or transport the child to an emergency facility. Our designated emergency facility is CHAT. All teaching staff are trained in CPR and first aid and have been trained in emergency policies and procedures.

Emergency Information:

As it is important that parents be contacted in the case of an emergency, our offices should be notified promptly, in writing, of any change in address, telephone number, or emergency information.

When to Keep your Child Home:

Do not send your child to school if:

- He/she has a fever or had fever during the previous 24-hour period
- He/she is within the first 24-hour period of taking an antibiotic
- He/she has a constant cough
- He/she is fussy, cranky, and generally not behaving like him/herself
- He/she has symptoms of a possible communicable disease (e.g. pink eye, diarrhea, flu, lice) Please remember to inform the school if your child will be absent.

Reporting of a Communicable Disease:

The following communicable diseases must be promptly reported to the school office: Chicken pox, Measles, Meningitis, Mumps, Pertusis (whooping cough) and Rubella.

Trips and Activities Off Premises

In the event that Gan Chabad Daycare takes the children on a trip or to an activity off premises, parents will be informed. Parents will need to sign an authorization form for the trip. Parents will be allowed to volunteer and join the trip.

PARENT SCHOOL AND COOPERATION

Communication

Open communication between parent and teacher is essential. Your child will benefit tremendously from this interaction. Communication and parent involvement are achieved in the following ways:

Please make personal contact with your child's teacher at drop off and pick up times.

For extensive conversations, please feel free to set up a suitable time at which point the teacher can give you her undivided attention.

The daily facebook posts will report on what is being taught in class and will also feature pictures of your children in action. We also use the Hi Mama app to record attendance, washroom visits, meals/snacks eaten, incidents, and supply requests. The Hi Mama app is also a way in which you can communicate via direct message to your child's Morahs.

Get Involved!

Parent involvement increases the success of our daycare. If you would like to make yourself available to spend time in your child's classroom to interact with the children or if you have a talent, skill or occupation that would benefit preschoolers, please let us know!

PARENT ISSUES AND CONCERNS

General Policy

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 Supervisor Leanne & Director Yehudis 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 two business day(s). 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

PARENT ISSUES AND CONCERNS *(continued)*

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/re-reportingabuse/index.aspx>

Nature of Issue or Concern:	Steps for Parent and/or Guardian to Report Issue/Concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> • the classroom staff directly or • the supervisor or licensee
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> • the administrator supervisor or licensee.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. <p>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.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. <p>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.</p>

TUITION FEES FOR SCHOOL YEAR 2024-25

CLASSROOM	TUITION FEES (PRIOR TO CWELLC REDUCTION)	ACTUAL TUITION FEES (AFTER CWELLC REDUCTION)
Infant Room <i>Bayit Class</i>	\$2,000.00 / month (2023 CWELLC Frozen Rate)	\$945.00 / month (52.75% fee reduction)
Toddler Room <i>Nitzanim Class</i>	\$1,425.00 / month (2023 CWELLC Frozen Rate)	\$673.31 / month (52.75% fee reduction)
Preschool Room <i>Perachim Class</i>	\$1,425.00 / month (2023 CWELLC Frozen Rate)	\$673.31 / month (52.75% fee reduction)

Canada Wide Early Learning and Child Care (CWELCC) Funding System

The Gan Chabad Preschool application to join the Canada Wide Early Learning and Child Care (CWELCC) funding system has been approved. Our team has been working diligently to ensure that we can continue to provide the high level of service to our families while making early childhood education more affordable to our community.

The implementation of the CWELCC System is a five-year plan which includes improving affordability, enhancing quality, increasing childcare access, supporting inclusion, and supporting data reporting. The Province of Ontario has committed to implementing a system in stages:

- 2022: A fee reduction of 25% retroactive to April 1, 2022
- 2023: A 52.75% fee reduction

We understand that this time of transition is challenging for centres, staff, and families. We appreciate all the patience and support as the program continues to roll out. This is an exciting time for families of young children in Ontario, and we are very happy that Gan Chabad is a part of it!

REGISTRATION

Registration

To apply for your child to attend Gan Chabad Preschool, please submit the online application form. A registration fee* and deposit** will be required.

Please understand that your child is not accepted until you receive email confirmation from our admin team. Your registration fee and deposit will be processed upon acceptance.

* Non-refundable Registration fee is \$118.12 for children entering the infant class and \$94.50 for children entering the toddler and preschool classes

** Non-refundable Deposit fee is \$2,000.00. The deposit will be applied towards tuition fees for the final months of the school year.

Payment

A tuition payment plan must be in place two weeks prior to the first day of the school year.

Tuition can be paid in a single payment prior to the school year or in bi-monthly installments (once every 2 months) throughout the year.

Pre-Authorized Debit (PAD) or credit card payment plans are both acceptable. There will be a 3.5% processing fee applied to each credit card payment.

Please note that there are no tuition credits or make up days for illness, holidays or family vacations. A requested leave of absence (for any reason) will not hold your child's spot, unless you continue to pay the regular full tuition.

Should there be a short-term unplanned disruption of service causing classroom or school-wide closure at any time for up to 14 days, families will be required to meet their financial commitment. In the event of an unforeseen long-term closure (more than 14 days) tuition payments will be put on hold. In this case deposit and any prepaid tuition funds will be credited for when the preschool re-opens.

Child Care Receipts

You will receive a Child Care Receipt at the end of each tax year in which you made tuition payments.

WAIT LIST, SUSPENSION & WITHDRAWAL

Wait List

There is no charge for parents / guardians to add their child's name to the wait list. Children will be accepted from the wait list as space becomes available.

Suspension / Termination of Services

There may be instances when Gan Chabad cannot accommodate the ongoing or future needs of a currently enrolled or wait-list child. When a child presents challenges of this nature staff will inform the supervisor. The supervisor will observe the child and if deemed necessary, parents will be contacted and a meeting will take place to discuss the issues.

The supervisor will recommend one or both of the services below:

a) Child Care Support (*Currently, Gan Chabad does not get the benefits of the child care support funds and having additional supervision for the child would be at the cost of the parent.*)

b) An Adventure Place Special Needs Resource Consultant A file will be opened at Adventure Place to support the staff and child at the centre. (*While the agency may be consulted for suggestions, the final decision as to whether the school can continue to service the child will be made by the director.*)

If parents are not in agreement with the support that is recommended and the concerns continue, the supervisor will further discuss the matter with the Gan Chabad Board of Directors to form a plan of action.

If a child's placement with the centre is determined to be untenable, Gan Chabad reserves the right to require the termination of the child from the program or waitlist. If the supervisor deems it necessary to terminate a child from the program or waitlist, (1) all relevant information must be documented, (2) the school's board of directors must approve the discharge and (3) if applicable, notice of termination is to be sent to the Adventure Place consultant.

The supervisor will communicate with the parent (via e-mail, by phone or in person) immediately and the parent will be required to withdraw the child from the centre immediately or at a date set by the board. All conversations will be documented. The board will write a notice that they agree with the decision in this situation. Every effort will be made to give the parents reasonable notice in order to find alternate care. In the case of termination of services, the unused portion of tuition fees will be refunded.

The duration of time between notice of termination of services and the time that the child is to be removed from the program or wait list will be at the discretion of the supervisor and board of directors. When possible Gan Chabad will assist parents with referral's to other relevant services.

Gan Chabad may terminate services if policies are not followed or if fees are not paid.

WAIT LIST, SUSPENSION & WITHDRAWAL *(continued)*

Withdrawal Policy

At the time that a child is first registered with the school, a non-refundable deposit is made. This deposit goes towards the tuition fees of the final months of the school year for which the child is registered. If the parents or guardians choose to withdraw the child at any time before the end of the said school year, the deposit will not be refunded.

When a child is re-registered for the following school year the non-refundable deposit funds are then redirected to cover the tuition fees of the final months of the new school year. If the parents or guardians choose to withdraw the child at any time before the end of the new school year, the deposit will not be refunded.