



Children & Youth Program Policies for Parents and Caregivers



Vision Statement

Our Children and Youth department values the development, celebrates the diversity, and respects the uniqueness of each child, parent, and caregiver. We are committed to supporting the growth of each child's personal and interpersonal skills.

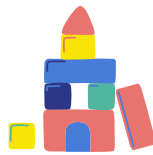
Program Policies and Guidelines

Our staff is committed to:

- Provide support and be a positive role model to the children and youth.
- Provide internal referrals to a variety of services such as settlement, community dietician, counselor therapy, etc.
- Provide support and external referrals and information in the community.

Toys and Equipment

- Toys and equipment belonging to the Centre will be labelled with "DPNCHC" and cannot leave the program space.
- To reduce the spread of germs and illnesses, program staff will sanitize and clean toys used by children.
- We encourage children to pick-up and return toys to their appropriate space.



Snack Time

We provide children with nutritious and healthy snacks in our programs, with the exception of our all day camps (March Break Camp, Summer Camp, Youth Experience Program). Children will have a designated eating space, and staff will ensure cleanliness and sanitization of the space.

If families are sending additional snacks with their children, we kindly ask for parents and caregivers to pack PEANUT- FREE snacks.

After-School Program Service Hours

The program will run from Mondays to Thursdays weekly (This does not include provincial or statutory holidays) **from 3:30-5:30 pm**. Parent pick-up time starts at 5:00 pm, with 5:30 pm as the latest time.

Children will be picked up from Carleton Village Junior and Senior Sports and Wellness Academy and St. Paul VI Catholic School at 3:30 pm and will be brought back to DPNCHC.

Late Pick-Up Policy

Please be mindful that our latest pick-up time is 5:30 pm. DPNCHC enforces a **\$5 charge for every 10mins late**. We do not have exceptions to the rules. Fees should be paid to the staff members on duty.

We ask parents to label toys that children are bringing from home, so they are easily identifiable and not mistaken for another child's or the Centre's toys. We are not responsible for toys that are lost, stolen, and/or during program.

Electronics

The use of electronics is prohibited in programs, please do not send children with gaming devices, tablets, or laptops.



If a child brings a cellphone, they will be asked to put them away during activities. We are not responsible for any lost, stolen, and/or damaged electronics.

Severe Weather Protocol

As part of our DPNCHC's policy, when the TDSB and TCDSB announce the closure of schools due to severe weather (snow days, extreme rainfall, etc.) DPNCHC will be closed as well. Therefore, there will be no program.



Health Policy

In order to prevent the spread of illnesses, we kindly ask parents and caregivers to keep children home if they are sick or feeling unwell. Children cannot participate in program if they are experiencing one or more of the following symptoms:



- Fever
- Diarrhea or vomiting
- Sore throat
- Pink eye
- Uncontrollable coughing
- Skin rashes

Program staff are CPR and First-Aid certified and may use their discretion if a child is too unwell to participate in programs. Staff will call parents / caregivers to pick-up their child.

Medication

Please note that prescription and over-the-counter medications are not allowed and cannot administered by our staff. Please administer all required medications before the start of program.

Child Behaviour Policy

The following guidelines will be used when addressing behavioral challenges with children in the program. The use of techniques will depend on the severity of the incident and the individuality of the child.

(a) **MINOR BEHAVIOURAL DIFFICULTIES** are, but not limited to: not listening during group activities, disrupting the group, not listening to counsellors, etc.

- Possible actions by the staff: verbal warning, reminder of program rules and guidelines, supervised breaks from activities, etc.

(b) **SERIOUS BEHAVIOURAL DIFFICULTIES** are but not limited to: swearing, name calling, bullying, exclusion of others, throwing toys, etc.

- Possible actions by the staff: supervised breaks from activity, time outs, parents will be informed, conversation with the child, etc.

(c) **MORE SERIOUS BEHAVIOURAL DIFFICULTIES** are but not limited to: all of the above on a continuous or regular behavior, assaulting another child, creating a safety concern for other children, running away from program, etc.

- Possible actions by the staff: a meeting will be called with staff, Manager of Children and Youth Services, the child, and their parent/ caretaker to take about possible solutions and supports.

Program Location and Contact

Location

Davenport-Perth Neighbourhood and Community Health Centre
1900 Davenport Rd
Toronto, ON
M6N1B7
416-656-8025

Contact Information

Manager of Children & Youth Services:

Erika Garcia
egarcia@dpnchc.ca
416-656-8025 ext. 242

General Program information:

childrenandyouth@dpnchc.ca
416-656-8025 ext. 266

