

# MTT Davisville Parent Handbook

## January 2026

*Date Policy and Procedures Established: August 1st 2019*

*Date Policy and Procedures Updated: December 29, 2025*



## About Us

Welcome to Midtown's Tiny Tots (MTT)! It is our mission to provide a warm and caring environment while also being a stimulating place to learn, grow and make new friends.

Founded in 2010, Midtown's Tiny Tots is a non-denominational child care centre located in Midtown Toronto that offers education and childcare for children aged 18 months to 6 years. The half day program offers 2 groups and 2 class times. The Preschool Penguins group (30 months and older) has a class size of 13 students. The Toddler Turtles (18 months to 30 months) has a class size of 10 students.

**The MTT Davisville program is not a full day program and students may enroll in ONE time slot each day (7:30 am - 12:30 pm OR 1:00 pm - 6:00 pm).**

MTT Davisville is conveniently located in the Mount Pleasant and Eglinton area, accessible by transit and within walking distance to numerous apartment buildings and homes in the area. MTT Davisville is enrolled in the Canada Wide Early Learning and Child Care system (CWELCC). All families are eligible for this automatic fee subsidy.

## Our Philosophy

Children are a part of a family, community and a busy interactive world. Our Center's curriculum reflects the importance of connections between all of these relationships with each other, their family, their culture, their community and the world around them.

Through active learning experiences that incorporate what the children are interested in, the children are encouraged to be the authors of their own learning. We believe that in natural connections through play; they engage in self-discovery, problem solving and collaboration with their peers. As they explore the environment examining relationships between objects, actions and people, the children learn a variety of concepts that they will later apply to new situations and experiences.

Children are adventurers and explorers, and as educators, we are guides assisting them in the understanding and expanding of their discoveries. We believe that this gives them a foundation to move forward within the world.

## **Mission Statement**

To provide families with a high-quality child-care option where parents and teachers work together in raising the next generation.

## **Staff**

All the teachers employed at MTT have successfully completed an Early Childhood Education (ECE) and/or Early Childhood Assistant (ECA). Our staff are also trained in standard CPR/First Aid. Our staff adhere to all policies and procedures at MTT as well as guidelines/policies set out by the Ministry of Education, Health and Fire Departments. All staff annually (or when needed) review all policies and procedures and sign off to indicate their knowledge and understanding of all of our policies. Records are maintained at MTT for a minimum of 3 years in a safe/secure location.

## **Parent Involvement**

MTT encourages our parents to share with us and to give their feedback, suggestions or ideas. Various opportunities are available for dialogue such as Parent-Teacher Conferences, Field Trips and Curriculum Nights.

## **Parent Issues & Concerns**

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, MTT supports 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 the licensee 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.

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, home child care providers, other persons in the home child care premises, 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).

An initial response to an issue or concern will be provided to parents/guardians within two (2) 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.

## **Conduct**

Our agency 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 and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Director.

# Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
<p>Program-Related</p> <p>E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to the classroom staff directly or the supervisor/ designate or director.</p>	<p>Address the issue/concern at the time it is raised; or arrange for a meeting with the parent/guardian within 2 business days. Document the issues/concerns in detail.</p> <p><b>Documentation should include:</b></p> <ul style="list-style-type: none"> <li>• The date and time the issue/concern was received;</li> <li>• The name of the person who received the issue/concern;</li> <li>• The name of the person reporting the issue/concern;</li> <li>• The details of the issue/concern; and</li> <li>• Any steps taken to resolve the issue/concern and/or information given to the parent/guardian</li> </ul> <p><b>Regarding next steps or referral.</b> Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
<p>General, Agency or Operations Related</p> <p>E.g: fees, placement, etc.</p>	<p>Raise the issue or concern to: director or licensee.</p>	<p>Address the issue/concern at the time it is raised; or arrange for a meeting with the parent/guardian within 2 business days. Document the issues/concerns in detail.</p> <p><b>Documentation should include:</b></p> <ul style="list-style-type: none"> <li>• The date and time the issue/concern was received;</li> <li>• The name of the person who received the issue/concern;</li> <li>• The name of the person reporting the issue/concern;</li> <li>• The details of the issue/concern; and</li> <li>• Any steps taken to resolve the issue/concern and/or information given to the parent/guardian</li> </ul> <p><b>Regarding next steps or referral.</b> Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
<p>Provider, Staff-and/or Licensee Related</p> <p>E.g: conduct of provider, agency head office staff, etc.</p>	<p>Raise the issue or concern to the individual directly or the licensee.</p> <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>Address the issue/concern at the time it is raised; or arrange for a meeting with the parent/guardian within 2 business days. Document the issues/concerns in detail.</p> <p><b>Documentation should include:</b></p> <ul style="list-style-type: none"> <li>• The date and time the issue/concern was received;</li> <li>• The name of the person who received the issue/concern;</li> <li>• The name of the person reporting the issue/concern;</li> <li>• The details of the issue/concern; and</li> <li>• Any steps taken to resolve the issue/concern and/or information given to the parent/guardian</li> </ul> <p><b>Regarding next steps or referral.</b> Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
<p>Related to Other Persons at the child care premises</p>	<p>Raise the issue or concern to - the supervisor/designate directly or the director and/or licensee</p> <p>All issues or concerns about the conduct of other persons in a home child care premises that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>Address the issue/concern at the time it is raised; or arrange for a meeting with the parent/guardian within 2 business days. Document the issues/concerns in detail.</p> <p><b>Documentation should include:</b></p> <ul style="list-style-type: none"> <li>• The date and time the issue/concern was received;</li> <li>• The name of the person who received the issue/concern;</li> <li>• The name of the person reporting the issue/concern;</li> <li>• The details of the issue/concern; and</li> <li>• Any steps taken to resolve the issue/concern and/or information given to the parent/guardian</li> </ul> <p><b>Regarding next steps or referral.</b> Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
Student Volunteer Related	<p>Raise the issue or concern to the person responsible for supervising the volunteer or student or the supervisor/designate, and/or director and/or licensee.</p> <p>Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>Address the issue/concern at the time it is raised; or arrange for a meeting with the parent/guardian within 2 business days. Document the issues/concerns in detail.</p> <p><b>Documentation should include:</b></p> <ul style="list-style-type: none"> <li>• The date and time the issue/concern was received;</li> <li>• The name of the person who received the issue/concern;</li> <li>• The name of the person reporting the issue/concern;</li> <li>• The details of the issue/concern; and</li> <li>• Any steps taken to resolve the issue/concern and/or information given to the parent/guardian</li> </ul> <p><b>Regarding next steps or referral.</b> Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

**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 the Director.

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 must 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.

## Serious Occurrences

All serious occurrences are to be reported to CCLS (Child Care Licensing System) within 24 hours of the occurrence. Examples of a serious occurrence at the centre may include: death of a child, a missing or unsupervised child, allegation or suspicion of abuse, a life threatening injury or illness, disruption to the normal

operation of the centre (fire, flood, gas leak, etc.). A notice is to be posted in a conspicuous place for a minimum of 10 days.

## **Minor Occurrences**

Our staff are trained in Standard CPR/First Aid and as such, are capable of handling common non-life threatening accidents or injuries. Staff are expected to complete an Accident/Incident Report and share that with parents on the same day as the occurrence. Copies of the report are given to parents and maintained at the school, for a minimum of 3 years.

## **Volunteers & Students**

MTT accepts volunteers and students looking to get experience and/or complete placements at the centre. All students/volunteers must be familiar with MTT's policies and procedures PRIOR to starting their placement at the centre. They are required to sign off on policies/procedures indicating their knowledge and understanding. These records are maintained at the centre for a minimum of 3 years. In accordance with our policies, no volunteer or student is left unsupervised with a child and are not responsible for the care of children at the centre. Volunteers and students are always supervised by a paid staff member of MTT Davisville. (section 11.1 of Ontario Regulation 137/15)

# **Duty to Report - Child and Family Services Act**

## **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.

## **Prohibited Practices**

Unacceptable behaviour will include intentional hitting, biting and injuring other children, spitting and destroying school property. If a child participates in any of the above behaviours, they will be removed from the situation, and redirected.

## **The following will not be permitted:**

Corporal punishment and or any form of abuse to a child by an employee, person in charge, volunteer, visitor, another child or group of children. Deliberate, harsh or degrading measures used on a child that would humiliate or undermine a child's self-respect. Deprivation of a child's basic needs, including food, shelter or clothing. Use a locked or lockable room or structure to confine a child who has been withdrawn from other

children. Lock or permit to be locked for the purpose of confining a child, the exits of the building by the operator, staff, placement students, volunteers or visitors.

## **Consequences of Contravention:**

If any person does any of the above practices while employed by, or on the premises of MTT Davisville, the practices would be documented, the employee/person involved would be interviewed and depending upon the severity either a warning will be given, or instant dismissal. If necessary a serious occurrence form would be filed and appropriate officials and agencies would be notified.

This policy is to be reviewed and signed off annually by all staff members.

### **Prohibited Practices Ontario Regulation 137/15**

(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.

## **Inclusion Policy**

MTT is committed to equal opportunity for all children, students, employees and candidates for positions, regardless of physical disability, race, ethnic origin, colour, religion, ancestry, age, sex, sexual orientation, marital status, family status, place of origin, citizenship, or any other factor unrelated to job/daily routine performance. MTT will reasonably accommodate the needs of persons with disabilities in a manner that respects their dignity and helps maximize their potential as a student or their contribution to the school as an employee.

## **Anti-Bias Policy**

In keeping with the official policy of the Province of Ontario that inappropriate attitudes and behaviour based on race will not be tolerated, MTT is committed to providing an environment where parents and children of diverse backgrounds, cultures and ethnic origins may feel welcome. Our aim in doing so is to promote an understanding of unity in diversity. Staff will ensure:



- That every effort be made to positively reinforce a child's identity and self worth. • That each child is treated equally regardless of age, race, sex and/or physical disability
- That programming reflects and integrates cultural differences.

## Program Statement

The program offered by MTT Davisville is a reflection of research, theory and practice and is consistent with Ministry of Education policies, pedagogy and curriculum. As we continue to explore curriculum and advance our pedagogical leadership, we reference the following Ministry documents.

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Ontario Early Years Framework
- Think Feel Act: Lessons from Research about Young Children
- Early Learning for Every Child Today

### Practical Life

- To develop fine motor skills, eye and hand co-ordination, concentration and confidence.

### Sensorial

- Refine each of the senses and dexterity

### Math

- Counting, decimals, arithmetic, multiplication, division, and even basic geometry and algebra.

### Language

- Phonics, reading, writing, even grammar and sentence structure.
  - MTT also offers French and Spanish as part of our program.

### Culture

- Including Arts, Sciences, Geography, History, Music, learning Social Skills.

### Others

- Arts and crafts, music, daily opportunities for physical literacy and active outdoor play, rest time for children who require it and based on their developmental needs.

Children flourish in all areas of development when they are in supportive, caring and responsive relationships with adults whose focus is on the health, safety, nutrition and wellbeing of all children. This is the foundation of our program.

At MTT, we believe children grow and thrive when they feel a sense of Well-Being, Belonging, Expression and Engagement. These foundational conditions are seeded and nurtured through the ELECT (Early Learning for Every Child Today) based program and environment we provide at MTT.

Engagement is achieved by offering opportunities for children to explore and learn via their natural curiosity and enthusiasm for the world around them. Through inquiry-based activities, children develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

Domains of development include cognitive (math/science/music), communication (literacy/language/communication) and emotional, physical, and social. At MTT, children express themselves through many forms.

Through their bodies, words, and use of materials, we support their growing communication skills. Expression is important for building literacy and also for advancing social skills and developing meaningful relationships and friendships.

A sense of belonging and connectedness is essential for feeling valued and for forming strong relationships. MTT is a unique, neighbourhood-based centre, where the sense of community is very strong. We embrace all cultures and celebrate a diverse range of traditions. Children and families develop wonderful friendships that often continue long beyond MTT.

## **MTT Davisville will...**

### **A. Promote the health, safety, nutrition and well-being of the children**

MTT fosters the well-being of all children by providing a program that nurtures children's healthy development through:

1. Physical play.
2. Healthy snacks that reflect cultural, medical and nutritional requirements as identified by families and are delivered in a safe, clean and positive environment. Our staff are aware of each child's medical conditions, allergies and food restrictions.
3. A variety of play environments geared towards the children's learning needs.
4. Program and environmental adaptations that allow every child to participate.
5. Support in learning to making healthy and safe choices for self.
6. Support in recognizing and managing stress, emotions, attention and behaviour. 7. Family-centred practices.

### **B. Support positive and responsive interactions among the children, parents, students, volunteers and staff**

MTT takes into account the need for positive interaction with all important contributors to a child's well being. Forming trusting relationships with children and their families is paramount to creating a happy, safe and challenging daily experience. These relationships are achieved by:

1. Engaging children and staff as co-learners.
2. Honouring and respecting the unique characteristics and gifts of each child and family with respect to their beliefs, culture, language, gender and life experiences.
3. Family-centred practices; including but not limited to, the intake process and goal setting.
4. Providing opportunities for parent/team/community social interactions. 5. Policies and procedures that reflect and stress the importance of positive interactions

### **C. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate**

MTT values the importance of every child and family feeling safe, connected and that they belong at the school. Children are provided with support and understanding of their emotional and sensory needs in order to communicate and interact in a positive way by:

1. Supporting and providing for verbal and non-verbal communication strategies.
2. Supporting children in managing their behaviour and emotions.

3. Encouraging children to test their limits and thereby increase their competencies.
4. Supporting children's ability to manage stress and recover.
5. Creating an environment that is inclusive, calm and stress free.

#### **D. Foster the children's exploration, play and inquiry**

MTT respects that play is a child's primary work. MTT supports children's learning by providing for their interests; viewing staff and children as co-learners; and providing materials and experiences that allow a child to learn in a meaningful and safe manner. In these ways, we support engagement, belonging, expression and well-being. The individual learning of each child is encouraged by:

1. Ensuring that the space and experiences provided promote play and inquiry based learning and increase awareness and understanding of key concepts such as literacy and numeracy.
2. Recognizing that the learning styles and needs are different for each child.
3. Providing equipment, adaptations and support to ensure all children participate to the best of their abilities within an inclusive learning environment.

#### **E. Provide child-initiated and adult-supported experiences**

MTT views our team as co-learners with the children. Respecting the child as a curious learner, we support the child's sense of belonging, well-being and expression by:

1. Participating with children as co-investigators, co-learners and co-planners.
2. Seeking new ideas to facilitate children's exploration and understanding of the world around them.
3. Working with families and community partners to facilitate optimal learning experiences.

#### **F. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported**

MTT believes every child is rich in potential. It is our goal to create the environment and opportunities for inclusive, creative and inquisitive learning and development through play by:

1. Planning and providing active and developmentally appropriate learning experiences that are creative, relevant and meaningful to each child.
2. Providing materials and activities that are open-ended and that encourage literacy and numeracy.
3. Providing daily routines that are seamless and require minimal transitions.
4. Documenting each child's interests, activities and learning outcomes.
5. Providing an environment and program adaptations that support children to participate and that acknowledges and values diversity.
6. Supporting children as co-planners.
7. Developing and establishing goals in collaboration with families; i.e. including parents as partners.

#### **G. Provide indoor play, as well as active play, rest and quiet time, in the day and give consideration to the individual needs of the children**

Children's health, well-being and engagement are fostered both indoors and outdoors, while respecting and being aware of each child's physical and developmental strengths and challenges. We provide regular daily opportunities for children to be physically active, limiting activities where children are sedentary for an extended period of time by:

1. Using our play space as the classroom
2. Making changes to our indoor environment to keep it stimulating and engaging for children with various interests, abilities and needs.
3. Being flexible in providing for the daily needs of the children; e.g. active vs. quiet activities, being attuned to children's varied sensitivities and arousal states.
4. Changing the classroom environment/set up to facilitate necessary quiet areas vs. active play.

#### **H. Foster engagement of and ongoing communication with parents about the program and their children**

MTT recognizes that parents are the first and most powerful influence in their children's learning, development, health and well-being. We endeavour to engage the child and family in these critical early years, creating a sense of community and empowerment as well as increasing parental knowledge of and access to services by:

1. Daily written communication with toddler families.
2. Daily program observations are recorded and are available to parents.
3. Use of email communication with consent.

#### **I. Involve local community partners and allow those partners to support the children, their families and program staff.**

MTT welcomes community partners to collaborate and share in developing the physical and mental health of the children, with written permission from parents/guardians. In this process, we expect collaboration and sharing from the community partners. This collaboration serves to promote the overall health and well-being of the children as well as create a sense of community and belonging through:

1. Partnering with outside agencies and medical professionals.
2. Providing opportunities to expose the children to such community partners as the library, police, firemen and neighbours.
3. Welcoming and mentoring high school, college and university students.
4. Facilitating connections to community co-learners including volunteers, service groups, and businesses.

#### **J. Support the staff who are working with the children by providing daily program support as well as professional development throughout the school year.**

MTT values the expertise of its interdisciplinary staff and encourages each professional's creativity, innovation and forward thinking in order to build a sense of engagement and belonging and ultimately an optimal service to children and families. We accomplish this by providing: Professional development via continuing education courses.

#### **First Aid and CPR training Policy and Procedure reviews Speakers**

- Time for staff meetings
- Time for planning
- Daily classroom support from the Supervisor/Director

#### **K. Provide documentation and review the impact of the strategies set out in clauses (A) to (J) on the children and their families.**

MTT's Director will provide documentation through our monitoring form that looks at concrete, achievable outcome markers for evaluation of responsibilities under program 12 statements (A) through (J) by:

1. Including monitoring of performance on the program statements in the staff evaluation
2. Surveying families regarding their satisfaction, and obtaining their input.

Monitoring will also include staff discussions and be a standing item at staff meetings. MTT will continue to look at our Program Statement as a living document and make changes and additions that reflect our true practice and the expectations of “How Does Learning Happen?”

All staff (new and returning), students and volunteers will review this program statement annually, prior to interacting with children and whenever the statement is modified. We encourage our families to refer to our Parent Handbook for other pertinent information about the structure of your child’s day at MTT, the staff and policies and procedures that guide our practices. We will be responsive to your questions and concerns and appreciate your input into your child’s first early learning experience.

## **Off premise activities**

From time to time, the children may participate in community walks. In the event of such an activity, parents will be informed of the event through the Parent app. When children are off premise, at least one educator in the group will have access to the Parent app to ensure constant communication with families as well as the classroom emergency phone line.

## **Hours of Operation/Closures**

### **Program Schedule & Closures – MTT Davisville**

MTT Davisville operates year-round from January to December, five days per week, offering two daily sessions:

- AM Class: 7:30 a.m. – 12:30 p.m.
- PM Class: 1:00 p.m. – 6:00 p.m.

The centre is closed for all statutory holidays, Easter Monday, Winter Break, and March Break.

MTT Davisville follows the Toronto District School Board (TDSB) and Ontario Ministry of Education school-year calendar, with the exception of the summer break. Scheduled closures are paid days, with the exception of March Break.

### **Scheduled Closures**

#### **March Break**

- Monday, March 16 to Friday, March 20, 2026\* (NO CHARGES)

#### **Winter / Christmas Break**

- Monday, December 21, 2026 to Friday, January 1, 2027

### **2026 Professional Development Days (Centre Closed)**

- Thursday, April 2
- Friday, July 31
- Friday, October 9

- Friday, December 18

## 2026 Statutory Holidays (Centre Closed)

- Monday, February 16 – Family Day
- Friday, April 3 – Good Friday
- Monday, April 6 – Easter Monday
- Monday, May 18 – Victoria Day
- Wednesday, July 1 – Canada Day
- Monday, August 3 – Civic Holiday
- Monday, September 7 – Labour Day
- Monday, October 12 – Thanksgiving Day

## Drop-off/Pick-up Policy

Children enrolled in the half day programs must be dropped off and picked up at their designated class times. Staff are responsible for signing in/out all children at the centre upon arrival/departure and for logging absences. Parents are expected to bring their child to the door and ensure that the child is under the supervision of a caregiver before leaving. Equally, parents are expected to wait outside the door when picking up their child. Stroller parking is limited. It is strongly recommended to leave your stroller at the door, or risk your stroller not fitting in the designated area.

### A few important reminders:

- **Large strollers cannot be accommodated.** This includes any stroller larger than an umbrella or compact travel stroller.
- **All strollers must be folded before being parked.** For safety and efficiency, folding strollers is the responsibility of parents, not staff.
- **Stroller parking is subject to staff discretion.** For fire safety compliance, staff may ask that a stroller be removed if space is unavailable.

We appreciate your understanding and cooperation in keeping our space safe and accessible for everyone.

If a third party, not listed on your child's emergency contact list, is to pick up your child, please send us a note on the app prior to the pick up date.

## Inclement Weather

The supervisor or Director may authorize a school closure or a delay in opening (late start) should severe weather conditions or inclement weather, including a snow/ice storm develop during the evening, overnight, early morning hours, thus having an impact on the safety of children, parents and staff when travelling and arriving to school. In addition, should extreme weather conditions develop during the day, the supervisor or Director may decide to close the school earlier, thus an earlier dismissal time. In these conditions, parents are required to make alternative arrangements to have their child picked up from the school by the stated time, after which time, late fees may be waived at the Director's discretion during emergency weather events.

Parents are required to find or make the necessary alternate care arrangements for their child. MTT strongly suggests that parents make these alternate care arrangements and plans beforehand, and well in advance of inclement weather conditions occurring. Such alternate care arrangements or plans may include having a parent be prepared to leave work earlier, having relatives or friends pick up your child or having another parent pick up your child. (must authorize in writing, and a record must be in the child's file).

In the event that school is cancelled, or there is a late start or an early dismissal, events scheduled to take place at school or any location will also be cancelled. Please note that no refunds or reduction of fees will be provided under any of the above circumstances; this will include all predetermined closure dates as posted in our School Calendar found on our website <https://www.mtt-davisville.com/mtt-parent-resources>.

MTT will make every attempt to inform parents promptly of school closures, late school starts, and/or early dismissals, but it is the parents' responsibility to contact the school in inclement weather conditions and be prepared for such events. Since the school schedule begins at 7:30 am. All cancellation decisions will be made by 6:30 am. An email will be sent to ALL parents and the school's voice mail system will be updated as well.

## **Nutrition at Midtown's Tiny Tots (MTT)**

At MTT, we ensure all snacks provided are both nutritious and appealing to children. Our menu is guided by Canada's Food Guide and reflects cultural sensitivity. We accommodate dietary and religious food requirements as part of our inclusive program.

Participation in our catering program is not mandatory; however, we strongly encourage families to join so that all children can take part in family-style eating, which promotes social interaction and healthy eating habits.

## **Bringing Food from Home**

We have a strict snack box policy that requires prior permission. If your family chooses to send food from home, please ensure the following:

- All containers are clearly labelled with your child's name
- Any homemade food or items not in original packaging must include a full ingredient list
- No nuts of any kind are permitted

Please note: Prepared food without an ingredient list will not be served and will be returned home. To proceed, we require a disclaimer on your child's profile.

### **Snack Box Disclaimer (To be sent as an email or app message)**

*"I, (caregiver's name), caregiver to (child's name), prefer to provide food from home due to (please specify: allergies, dietary needs, cultural or religious reasons, etc.)."*

This helps us respect your family's preferences while maintaining a safe and inclusive environment for all children.

Thank you for your cooperation and continued support.

# Medications

In order to administer medication to a child, it must be prescribed and parents are required to complete an authorization form. All medication must be clearly labelled with the child's name, dosage, duration, expiry date and must be prescribed by a doctor authorized to practice in the Province of Ontario. Non-prescription medication will NOT be administered by staff at MTT. All records are kept on file for a minimum of 3 years.

## MTT Davisville Anaphylactic Policy and Procedures

### Purpose

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at the child care centre.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with Sabrina's Law, 2005.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

### Policy

#### Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before attending the child care centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.
- Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation (the form in Appendix A may be used for this purpose).
- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the child care centre and will be kept on the communication board.
- All individualized plans and emergency procedures will be reviewed with a parent of the child yearly to ensure the information is current and up to date.
- Every child's epinephrine auto-injector must be carried everywhere the child goes or in their bag.



# Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

## Rules for Parents Who Send Food with their Child

- Ensure that parents label food brought to the child care centre with the child's full name and if applicable, the date the food arrived at the child care centre.
- Parents must advise the child care centre of **all ingredients** in food supplied by the parent or any ingredients to which children may be allergic.

## Communication Plan

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.

- Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through the communication boards.
- A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.
- The caterer, cook, individuals who collect groceries on behalf of the child care centre and/or other food handling staff, where applicable, will be informed of all the allergies at the child care centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the caterer or cook as soon as new allergies are identified. The supervisor or designate will communicate with the caterer/cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.
- The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.
- This communication plan will be continually reviewed to ensure it is meeting the needs of the child care centre and that it is effectively achieving its intended result.

## Drug and Medication Requirements

- Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.
- Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.

## Training

- The Director will ensure that the supervisor/designate and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.
- Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.
- Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.
- A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet

been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training. The form in Appendix B may be used for this purpose.

## Confidentiality

- Information about a child's allergies and medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

### Procedures to be followed in the circumstances described below:

Circumstance	Roles and Responsibilities
A. child exhibits an anaphylactic reaction to an allergen	<ol style="list-style-type: none"><li>1. The person who becomes aware of the child's anaphylactic reaction must immediately:<ol style="list-style-type: none"><li>a. Implement the child's individualized plan and emergency procedures;</li><li>b. Contact emergency services and a parent/guardian of the child, or have another person do so where possible;</li><li>c. Ensure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services, or in accordance with the drug and medication administration policy).</li></ol></li><li>2. Once the child's condition has stabilized or the child has been taken to hospital, staff must:<ol style="list-style-type: none"><li>a. Follow the child care centre's serious occurrence policies and procedures;</li><li>b. Document the incident in the daily written record;</li><li>c. Document the child's symptoms of ill health in the child's records.</li></ol></li></ol>

<p>B. A child is authorized to carry his/her own emergency allergy medication.</p>	<ol style="list-style-type: none"> <li>1. Staff must: <ol style="list-style-type: none"> <li>a. Ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication;</li> <li>b. Ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g. in the child's cubby or backpack);</li> <li>c. Ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their close proximity so that other children do not have access to the medication;</li> <li>d. Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the centre supervisor/designate and the child's parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.</li> </ol> </li> </ol>
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## Glossary

Anaphylaxis: a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock. Symptoms can vary for different people, and can be different from one reaction to the next, including:

- Skin: hives, swelling, itching, warmth, redness, rash
- Breathing (respiratory): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness/swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing), trouble swallowing
- Stomach (gastrointestinal): nausea, pain/cramps, vomiting, diarrhea
- Heart (cardiovascular): pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock
- Other: anxiety, feeling of “impending doom”, headache, uterine cramps, metallic taste in mouth

(Source: <http://foodallergy canada.ca/about-allergies/anaphylaxis/>)

Causative Agent (allergen/trigger): a substance that causes an allergic reaction. Common allergens include, but are not limited to:

- Eggs
- Milk
- Mustard
- Peanuts
- Seafood including fish, shellfish, and crustaceans
- Sesame
- Soy
- Sulphites which are food additives
- Tree nuts
- Wheat
- Latex

- Insect stings

Epinephrine: A drug used to treat allergic reactions, particularly anaphylaxis. This drug is often delivered through an auto-injector (e.g. EpiPen or Allerject).

Staff (Employee): Individual employed by the licensee (e.g. program room staff).

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.

Parent: 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 (all references to parent include legal guardians, but will be referred to as “parent” in the policy).

## Regulatory Requirements: Ontario Regulation 137/15

### Anaphylactic policy

1. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care or in-home services has an anaphylactic policy that includes the following:
  - a. A strategy to reduce the risk of exposure to anaphylactic causative agents, including rules for parents who send food with their child to the centre or premises.
  - b. A communication plan for the dissemination of information on life-threatening allergies, including anaphylactic allergies.
  - c. Development of an individualized plan for each child with an anaphylactic allergy who, 1. receives child care at a child care centre the licensee operates, or
  - d. Is enrolled with a home child care agency and receives child care at a premises where it oversees the provision of home child care or in-home services.
2. Training on procedures to be followed in the event of a child having an anaphylactic reaction.
  - a. The individualized plan referred to in paragraph 3 of subsection (1) shall,
  - b. be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child’s health care and who, in the parent’s opinion, should be included in the consultation; and
  - c. include a description of the procedures to be followed in the event of an allergic reaction or other medical emergency.

## Illness

In order to safe guard the health and well-being of all our students, parents are required to keep their ill child home. If your child has a fever of over 38 degrees celsius, they are to stay home. If your child develops a fever at school, parents will be contacted to pick up the child. Children must be symptom free for a minimum of 24 hours before returning to school.

## Smoke Free Policy

No person shall smoke or hold a lit cigarette or cannabis at MTT including in the outdoor pick up/drop off area. This will apply at all times, even when children are not present. Any person refusing to comply is contravening with the Smoke-Free Ontario Act.

## Emergency Management Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation. In the event of an emergency, parents will be notified through the Parent app. MTT Davisville will post a note for parents/guardians on the childcare centre entrance with information on the evacuation site, where it is possible and safe to do so.

For situations that require evacuation of the child care centre, the meeting place to gather immediately will be located at: West side of the back parking lot along the fence. If it is deemed 'unsafe to return' to the child care centre, the evacuation site to proceed to is located at: Scholars at 583 Mount Pleasant Rd or the MTT Activity Centre at 745 Mount Pleasant Rd.

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the director or other designated staff will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the director or supervisor in the daily written record.

## Waiting list policy

### Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the

privacy and confidentiality of children. The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

## **Policy**

### **General**

- MTT Davisville will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

## **Additional Policy Statements**

Due to the nature of our limited enrolment, when a class is full, parents will be offered the option to be put on our "Waiting List". If an opening occurs parents who are on the list will be called, based on the date they called and their child's age. We will not accept children on our wait list who are under 18 months old. Children will only be on our list when they are eligible to start. To be put on the waiting list admissions will be received by email, phone or in person. Parents/Guardians will be provided the date of submission and be notified to retain the date in order to access their position on the waiting list. The status of your child on our waiting list will be determined by the date we last received the request. Children already enrolled in our school will be given first priority of class vacancies, followed by children on our waiting list.

## **Procedures**

### **Receiving a Request to Place a Child on the Waiting List**

- The licensee or designate will receive parental requests to place children on a waiting list via online application or in-person meeting.

### **Placing a child on the Waiting List**

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

### **Determining Placement Priority when a Space Becomes Available**

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff, children of employees of nearby organizations.

2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

## **Offering an Available Space**

1. Parents of children on the waiting list will be notified via email communication that a space has become available in their requested program.
2. Parents will be provided a timeframe of 24 hours in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

## **Responding to Parents who inquire about their Child's Placement on the Waiting List**

1. The director or supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The director or supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

## **Maintaining Privacy and Confidentiality**

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

## **Glossary**

**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.

**Parent:** 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 (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

## **Regulatory Requirements: Ontario Regulation 137/15**

### **Waiting Lists**

- 75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,



- explain how the licensee determines the order in which children on the waiting list are offered admission; and
- provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

## **CHILD CARE FEES**

### **Deposit and Payment Policy**

A non-refundable one-month deposit and a registration fee are required for each child to secure a spot at Midtown's Tiny Tots (MTT). These payments, along with a signed welcome package, must be submitted to confirm enrollment.

- If a child does not enroll at MTT after the deposit and registration fee have been paid and an admission date is confirmed, both the deposit and the registration fee will be non-refundable.
- The deposit will be held and applied as payment for the child's final month at MTT, provided that the required notice of withdrawal is given.

### **Fee Adjustments:**

In the event of schedule adjustments, the deposit must be "topped up" to match the new monthly rate.

### **Absences:**

There are no refunds, price reductions, or replacement days for absences from the program. Fees are not reimbursed for absences due to illness or vacation. To maintain program stability, no withdrawals will be processed during the months of December and January.

Please note - No withdrawals, schedule changes, or reductions will be processed during December and January, regardless of notice provided.

### **Payment Schedule:**

- Payments are due on the 28th of each month for the following month.
- If the 28th falls on a weekend, payments are due on the preceding Friday.
- Automatic Withdrawal, E-transfers or cash will be the only methods of payment accepted.

### **Fees and Payment Policy**

#### **Base Fees:**

- Toddler Turtles: \$22 per class
- Preschool Penguins: \$22 per class

A one-time, non-refundable registration fee of \$175 and a one-month deposit are required upon enrollment.

### **Non-Base Fees:**

To ensure the smooth operation of MTT programs, the following additional fees will apply monthly regardless of attendance:

- Late Pick-Up Fee: \$1 per minute
  - If late pick-up occurs, the fee will be added to the next invoice.
- Late Payment Fee:
  - Payments are due by the 28th of each month. A \$5.00 per day late fee will be applied to overdue payments starting from the 28th of the month. If fees remain unpaid after three days, the child will not be permitted to attend the facility until the outstanding balance is paid in full. If paying via e-transfer, late fees will still be calculated from the 28th unless a written request for an exception has been approved in advance.
- Insufficient Balance Fee: \$75 per returned balance
  - If an invoice is returned as NSF, a \$75 fee will apply. Additionally, all future payments must be made in cash or etransfer

### **Additional Information:**

Daycare fees are calculated based on scheduled days, not actual attendance, and are non-refundable, including for sick days, holidays and scheduled closures. Refunds or credits will not be issued for missed days.

### **Circumstances in Which Refunds or Credits Will Be Issued:**

A credit will be applied to your account in the event of an overpayment. If the credit account is no longer active and/or the student is no longer enrolled in the program, a refund will be issued.

### **Withdrawal Policy**

If you wish to withdraw your child from Midtown's Tiny Tots (MTT), you must provide one month's written notice, either in person or via email, to the center. Notices must be received by the 28th of the month to fulfill the one-month notice requirement.

### **Withdrawal Blackout Period:**

To maintain program stability, no withdrawals will be processed during the months of December and January. ***Please note- there will be no changes to your regular schedule during these blackout periods.***

Your deposit will be applied to your child's final month's fees, provided that one month's written notice is given by the 28th of the month, which coincides with the payment due date. If proper notice is not received, your deposit will be forfeited.

Please note, withdrawing your child from the program does not guarantee re-enrollment. Should you wish to return, placement will depend on availability. If no spots are open, your child's name will be added to the waiting list.

**Parents will be given at least two weeks' written notice of any changes to fees or policies.**