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We put the CARING in daycare

www.eden-daycare.com

July 03, 2018

Dear Parents,

As many of you are aware based on a prior letter, in early June Eden Daycare became aware of a situation involving a child in our care. Since then, there has been a great deal of conjecture on various social media channels as to how that issue was handled and the status of the situation.

We wanted to take the opportunity to provide clarity as to the steps that were taken to address the issue, while outlining our detailed incident-management protocols. Because this is a legal matter, we must respect the privacy of the child in question and the child's family, as well as that of any Eden Daycare employees who may have been involved. It is important to note that an investigation has been undertaken by the appropriate authorities and is proceeding. Eden Daycare is also commissioning a third-party investigation of its own into these allegations.

While it has been alleged that Eden Daycare lacked sufficient policies and procedures to sufficiently manage the situation in question, rest assured that we are as committed as ever to ensuring the health, safety and security of all children in our care. We establish a strong bond with our children and are dedicated to helping them grow and develop from infancy through toddlerhood and into their pre-school years. Doing so means having an effective set of workplace policies and procedures in place that are enforced at all times. Our staff is fully trained on their workplace responsibilities at the time of hire—our facility exceeds the government requirement for qualified RECE staff, while all employees are provided regular 'refresher' courses to ensure ongoing compliance and understanding of early childhood years.

When we become aware of a potential issue with a child in our care, we act immediately and take proactive steps to ensure full compliance with our own policies and all provincial regulations and, most importantly, to act in the immediate best interests of the child. In this case—when a client raised the possibility of potential mistreatment of a child—we acted immediately and took steps to fully understand the matter internally, while contacting the Children's Aid Society and the Ministry of Education. Eden Daycare fully cooperated in the investigation into this matter, with other agencies including Peel Police. The employee who was alleged to have been involved in the incident has been removed from the workplace pending the result of investigation.

Our main objective at this point is to determine the full facts in the case and to continue to evolve our policies and procedures in line with ongoing regulatory amendments. Making Eden Daycare

an even more welcoming, unique and special place for the children in our care is our priority. Our staff are dedicated professionals who are fully cooperating with the investigation as it progresses. We would like to take the opportunity to thank our parent community for their ongoing support and engagement as we manage through this challenging time. If you have any questions, please feel free to contact our administrative staff at the number below.

In the meantime, we will continue to build on nearly three decades of work fostering a warm and caring play-based learning environment for your children. Seeing smiles on their faces each and every day is what makes our jobs so unique and what makes this a truly special play to work, grow, learn, laugh, love and play.

Yours truly,

A handwritten signature in cursive script that reads "Gayle Morais".

The Board of Directors,
Eden Daycare Inc.

Contacts for questions : Asma Kidwai (Executive Director)
Margaret Badosz (Assistant Director)

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