



**SUNSHINE
CHILDCARE SERVICES**

PARENT HANDBOOK

Amended: 31-Aug-17



LOCATIONS TO SERVE YOU

Beechgrove Sunshine Childcare Centre
4679 Kingston Rd., Units 8 & 9
Scarborough, ON
M1E 2P8
Office: 416-284-6523
Cell: 416-435-0013
Fax: 416-284-0407
Email: sunshinechildcare@rogers.com
Ages: Infant – 12 years
Hours: 7:15am-6:15pm

Mackie Sunshine Childcare Centre
60 Heathfield Dr.
Scarborough, ON
M1M 3B1
Office: 416-269-6309
Cell: 416-779-5740
Fax: 416-269-6309
Email: mackiesunshine@rogers.com
Ages: 4 – 12 years
Hours: 7:30am-5:30pm

Simcoe Sunshine Childcare Centre
166 Sylvan Ave.
Scarborough, ON
M1E 1A3
Office: 416-264-4958
Cell: 416-938-7592
Fax: 416-264-4958
Email: simcoesunshine@rogers.com
Ages: 2 1/2 – 12 years
Hours: 7:00am-6:00pm

Fairmount Sunshine Childcare Centre
31 Sloley Rd.
Scarborough, ON
M1M 1C7
Office: 416-265-3572
Cell: 416-938-7565
Fax: 416-265-3572
Email: fairmountsunshine@rogers.com
Ages: 2 1/2 - 12 years
Hours: 7:00am-6:00pm

St. Joseph Sunshine Childcare Centre
176 Leslie Street
Toronto, ON
M4M 3C7
Office: 416-469-2866
Cell: 416-938-6294
Fax: 416-469-2866
Email: stjosephssunshine@rogers.com
Ages: 2 1/2 - 12 years
Hours: 7:15am-6:15pm

St. Vincent de Paul Sunshine Childcare Centre
116 Fermanagh Avenue
Toronto, ON
M6R 1M2
Office: 416-532-0428
Cell: 416-931-9782
Fax: 416-532-0428
Email: stvincentsunshine@rogers.com
Ages: 4 - 12 years
Hours: 7:15am-9:00am, 11:30am-6:00 pm

St. Denis Sunshine Childcare Centre
67 Balsam Avenue
Toronto, ON
M4E 3B8
Cell: 416-434- 9146
Email: stdenissunshine@rogers.com
Ages: 5 - 12 years
Hours: 3:00 pm-6:15pm



SUNSHINE CHILD CARE

MISSION STATEMENT

Sunshine Child Care is dedicated to provide families with reliable, flexible and unique quality childcare solutions, to suit the needs of each individual child and parent.

OUR PROMISE

To provide flexible solutions to suit your childcare needs.

To provide you with high quality and reliable childcare services.

To provide our best efforts to ensure an available space for your child.

To give your child individual attention in a caring, warm atmosphere.

To create an environment rich in resources for your child's emotional, social, physical and intellectual development.

To offer you competitive, flexible, cost effective solutions to suit your needs.

OUR PROGRAM STATEMENT

Sunshine Child Care's mission is to develop and foster the potential in every child through an enriched, nurturing, safe and happy early learning environment. We create a partnership with families and our communities to develop confident children who are caring, capable and enthusiastic about the world around them. At Sunshine Child Care we believe in learning through play. Children are viewed as capable, competent, curious and are the leaders in our curriculum design. We augment each day with a cue-based, child-centered philosophy to create programming that is responsive to all children in a group. Educators develop and adapt individual programs by observing, documenting and listening to the children. Through the pedagogy learning and teaching approach, and the use of high quality materials and resources, children are given the opportunity to decide what they would like to learn, which builds a foundation for success and life-long learning.

Sunshine Child Care's Program Statement is consistent with the Minister's policy statement on programming and pedagogy issued under subsection 55 (3) of the Child Care and Early Years Act and Sunshine Child Care will review the program statement at least annually for this purpose.

Sunshine Child Care is dedicated to providing parents with reliable, flexible and enriched quality child care solutions to suit the needs of each individual child and family.

The primary goals of Sunshine Child Care are:

1. To provide a high quality, supportive, program for children in a warm, safe and responsive environment. Children are actively involved in a variety of play and experiences designed to:

- promote their physical, social, emotional, and cognitive development
- encourage co-operation, responsibility, and consideration of others

2. To work collaboratively in the areas of teaching, research and observation.

3. To establish the highest standards for our children's nutritional and educational needs.

4. To help create more harmonious work-life integration for families.

THE CHILD, THE FAMILY & THE EDUCATORS

THE CHILD

Sunshine Child Care provides a program that is play based and designed around the four foundational conditions; Belonging, Well-Being, Engagement and Expression to support the care and development of young children. The provision of a warm, nurturing environment forms the basis for all interactions that occur. The ability of the educators and the program offered are to support:

- A sense of connectedness, feeling of value and forming of relationships
- Physical needs for health and safety
- Physical and mental health and wellness
- Culture and/or religious needs

The relationship between the educators and the children becomes the basis upon which these needs are met and development occurs.

Sunshine Child Care provides for the development of the whole child through a play-oriented curriculum, which supports the child socially, cognitively, physically and emotionally. Through the pedagogy learning and teaching approach, and the use of high quality materials and resources, children are given the opportunity to decide what they would like to learn, which builds a foundation for success and life-long learning. Educators recognize the need for children to:

- Focus on health-communicating with children about proper handwashing and educators practicing proper toileting and diaper routines
- Develop communication skills by providing opportunities for children to listen, talk, draw and write about events that occur in their lives
- Recognize and express feelings of joy, anger, frustration, anxiety, sadness and wonder
- Socialize with children and adults
- Explore, experiment, problem solve, ask questions, pose problems and hypothesize about their world

-Develop a sense of self by participating in physical and self-help skills, running, climbing, completing puzzles and completing self-regulation skills by serving themselves meals, feeding themselves, dressing themselves, toileting and washing their hands

-Be independent and self-reliant, as they accomplish tasks in their own way, at their own pace

This unique curriculum is designed to get children involved with experiences that enhance their learning in areas such as: language, early literacy, literature, music, movement, art and socialization. Through play, all areas of development are enhanced, based on documented observations of the children's interests. In small groups, children receive individual attention in a nurturing environment, where a healthy attitude towards learning is developed. Sunshine Child Care also encourages language development, creativity, group work, sharing, personal responsibility and self-regulation in a safe and child directed environment.

The teachers incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care in their programs.

THE FAMILY

Parents are viewed as vital to their child's successful experience in the child care program and are encouraged to enter into a unique partnership with the educators. It is our goal that our curriculum is reflective of the community in which they live and the diverse cultures.

Parents may have additional opportunities for parental involvement on an ongoing basis as we encourage parents to be co-learners.

Sunshine Child Care believes that learning is a life-long process. We not only provide high quality care to children, but also operate a resource service that supports parents as they learn about their children. Each centre has a variety of resource literature available for families with a wide range of topics. Supervisors can research and access other additional resources as needed. Daily contact through daily reports that are given to parents and effective communication between the centre and the home are viewed as essential. Listening to family's needs is essential for effective communication. Educators provide parents with regular updates on their child's needs and progress. If parents have specific questions or concerns, meetings between educators and parents are arranged at mutually convenient times.

Parents are also viewed as resources for the child care educators. Parents have personal knowledge about their child and family and can provide essential information to assist the educators and curriculum so they can fully meet the needs of their family and child. Parents also provide insightful understanding of their child's behaviour, which educators consider when curriculum planning.

Even though it is the educator's responsibility to plan and implement a high quality program, parents are encouraged to contribute and to comment on quality, to ensure that the program is being delivered in a way that meets the needs of their child and

family. In this regard, parents see staff as skilled professionals, whose expertise and experience become a resource for families and for the program.

Parents are free to offer suggestions and ideas on our programming. They are encouraged to bring in items to supplement our program for the children and staff. Centre newsletters may request certain contributions and remind parents on ways they can contribute to our programs.

THE EDUCATORS

The Educators are skilled professionals who have chosen to work with children and families as their career. Through their education and training and mandatory on-going continuous learning, educators have developed an understanding of the processes involved in facilitating children's growth and development. They possess effective communication and interpersonal skills for relating to both children and adults. They have developed skills in observation, planning and evaluation.

Educators also facilitate specialized learning and pursue interests which includes pre-literacy and reading, artistic expression, music, movement, science and exploration, language, rest and sleep. Educators assist in these activities by asking open ended questions to start conversations.

Educators are responsible for the development and set up of their curriculum. This environment includes both the physical set-up of the program and the implementation of the activities to the children. The curriculum is to be implemented fluently both indoors and outdoors. In addition, the environment includes the atmosphere which is created by the educator's open, supportive and responsive interactions to the individual needs of the children and families.

Educators keep individual child portfolios that are used to enhance the group and individual planning. Educators participate in team meetings as well as whole centre meetings and agency workshops to enhance their knowledge and ways to continue to support the child and document the activities and children's learning.

By consistent and reliable staffing, educators provide a secure, safe, nurturing and sensitive environment in which children spend a large part of their day. Educators observe the children and develop a program which fosters both individual and group learning for the children.

Educators form the cognitive basis for the programs. They know the children and families and are responsible for keeping the Supervisors and management team informed about issues that arise. In addition, educators form the link with other agencies, such as schools or community resource programs in order to provide a consistency and continuity of care for the child and family. Educators have daily contact with associated schools, as well as frequent contact with resource consultants. These relationships are highly valuable to our programs.

PROFESSIONAL LEARNING

All teachers have been screened through our comprehensive interview process which includes but is not limited to Police Record Checks, personal reference checks, updated medical history and in depth interviews. Once hired, staff complete a thorough initial staff training module as well as annual CPR and first aid training.

On-going team meetings and staff meetings will be geared towards professional development and training. These meetings occur monthly. Sunshine Child Care head office will also implement a mandatory yearly training session that includes the following, but is not limited to:

- Occupational Health and Safety Policies
- Accessibility for Ontarians with Disabilities Act
- Workplace Violence and Harassment-Bill 168
- WHMIS
- Child Abuse
- Serious Occurrence
- Pedagogy and How Does Learning Happen/Program Statement
- Human Rights Code

Professional Development nights will be held approximately six times a year. It is recommended that staff attend at least four out of these six each year.

Sunshine will pay for any workshops or Professional Development Days that that employees may wish to attend. An employee who wishes to attend a workshop or Professional Day must obtain the approval of his or her Supervisor if he or she wishes to be reimbursed for the cost of attending any seminar.

Staff members that are undertaking E.C.E or other relevant courses may upon completion of said course remit their receipt and course transcript and have part of their course fee reimbursed by Sunshine.

THE MANAGEMENT

Sunshine Child Care supervisors promote and represent Sunshine Child Care, oversee all the programs and are familiar with all of the families. Interactions between staff and families are supported and guided by them.

With supervisory and RECE experience they become excellent role models of expected behaviours and interactions. Staff should feel comfortable asking supervisors and their colleagues for advice and suggestions in difficult situations.

Supervisors are examples of professionalism in the field. Supervisors are the link to Sunshine Child Care's Management Team.

Supervisors support educators in their relationships with each other and their families. Supervisors observe, listen, suggest and act as a resource. They set the standards for the site and provide the support base that allows for the implementation of these standards into programs serving the children and their families.

THE PHYSICAL ENVIRONMENT

Children are eager and capable learners. Children benefit from a variety of experiences which give them opportunities to explore their environment, form relationships, enhance their skills, develop competence and discover their own identity.

Learning occurs constantly, not just in structured, formalized activities.

The environment can include but is not limited to: science materials and activities, dramatic play, cognitive and fine motor activities, blocks and construction play, outdoor time, indoor gross motor play and a variety of free choice activities.

DOCUMENT AND REVIEW

In addition to the daily interaction with program staff, we offer many opportunities for parent feedback and involvement. Some of these opportunities include surveys and focus groups. We use parent input to improve our programs and services.

Our staff make daily observations of children in the program and use this information for future planning. Our intention is to move beyond the reporting of children's behaviour and work to find meaning in what children do and experience.

The purpose of our documentation is also:

- A way to value children's experiences and help them to reflect back on those experiences and what they have been learning
- A process for program staff to co-plan with children about learning
- An opportunity to make children's learning and understanding of the world visible—to themselves, to other children, to their parents and other families and to the program staff
- A dialogue with families about children's experience and an invitation for parents to add their own documentation about their children's learning
- A way to reflect on personal developmental and growth over a period of time
- As a self-reflection opportunity for program staff, as they participate in continuous professional learning

We have an open door policy with parents. Staff will greet the parents and children each day on arrival and departure and share information pertaining to the child through verbal or written communication. Staff will also utilize phone calls and emails as well as newsletter/calendars to maintain communications with Parents. Teachers will make themselves available for Parent/Teacher meetings. Documentation is displayed for parents to see what is happening during their child's time at daycare.

We will use documentation, reflection, as well as formal assessments to continually evaluate and improve our program and its effects and success on the children and their families.

Surveys will be sent out to our parents and staff in an effort to further evaluate our effectiveness.

Sunshine Child Care's How Does Learning Happen Program Statement will be reviewed with each employee, student or volunteer prior to employment and on an annual basis.

Each individual will sign to confirm that they have not been aware of any contravention of Sunshine Child Care's How Does Learning Happen – Program Statement. This will be reviewed quarterly each year (September, December, March,

June) and will be readily available for licensing review. Quarterly monitoring of Sunshine Child Care's Program Statement will be kept on file for at least 3 years after the entries are made.

INTRODUCTORY INFORMATION

Sunshine Childcare Services is a licensed non-profit educational organization that has been operating in the Scarborough/Toronto area for over thirty years. We operate full daycare centres (located in Public and Catholic schools in the surrounding area); including Infant Care, Toddler Care, Preschool Care, Nursery School, Kindergarten Enrichment and School-age Afterschool programs. The full daycare centres can accommodate children ages 2 1/2 - 12 years. (Our Beechgrove location offers infant - 12 years and the afterschool programs service children 4 to 12 years). As well, we offer a March Break, Christmas and a recreational Summer Day Camp program. All of these programs are extremely flexible in that they may be pro-rated to meet your personal working schedule.

GENERAL POLICY

Sunshine Child Care will ensure the elimination of discrimination on the basis of:

Race, gender, culture, age, ability, appearance, belief, class, sexuality and family composition.

We are committed to maintaining that there are no discriminatory barriers in our organization. For more information please speak with your Site Supervisor.

Prior to admission, the following must be completed:

**** (Admission will be confirmed once the centre has received the following)*

1. Application Package and other site related documents
2. Medical Information (Immunization and health record)
3. Personal Information Sheet (Exempt for Kindergarten and School-Age Children)
4. Parent Contract
5. Payment of Registration Fee - \$50
6. Post-Dated Cheques for the school year

GOALS

Sunshine Child Care is a non-profit facility that meets the educational needs of our communities. As such, we will attempt to keep fees as low as possible. As a result we will encourage parental involvement in ways that will benefit the childcare centre, and at the same time keep the fees low.

Each year a Parent/Advisory Group will be established from parents of children, and people in the community interested in the field of Early Childhood Education. If you are interested in helping out in any way, please see your Site Supervisor.

WHEN TO USE OUR CHILDCARE SERVICES

Children may attend full-time or part-time. For part time fees and site hours of operation, please see your Site Supervisor.

The sites are open on all business days, school holidays and civic holidays. The sites are closed on all statutory holidays (Thanksgiving Day, Christmas Day, Boxing Day, New Years Day, Family Day, Good Friday, Victoria Day, Canada Day and Labour Day).

The site will be open regardless of weather, unless a state of emergency has been declared.

The term runs from September to June. Nursery school is closed two weeks at Christmas, one week at March Break, P.A. Days, and Easter Monday.

If your child is away for any reason, please telephone the site to let us know. Feel free to call the site just before the morning program with any concerns or questions.

PROGRAM INFORMATION

Our childcare centres service children from 6 weeks to 12 years of age. The hours of operation vary from site to site. We offer flexible programming, ranging from half-day nursery school, or full daycare, to before lunch and afterschool programs for kindergarten and school age. Every reasonable effort will be made to provide this flexibility for you. All programs will be pro-rated to meet your personal working schedule.

Please be advised that the children who are sleeping will be taking their nap following their mid day meal and a small activity time (between 1/2hr to 1hr). This means that the children will be involved in teacher planned small group activities directly after their mid day meal and prior to their nap time. Sunshine believes that the children need time for their food to digest before settling down for a nap. Please speak with your Site Supervisor if you have any concerns with this practice.

ENVIRONMENT AND FACILITIES

Sunshine Child Care believes all children need to be provided with a safe, secure, warm and loving environment. Our children's needs are our first priority and we strive to meet each child's individual needs.

Once each child's primary needs are met, our program will offer the children a variety of stimulating activities to help them through play.

Our facilities include large, bright and cheerful playrooms, supplied with multiple-use equipment and materials that aim at developing skills through natural activity.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY

Sunshine Child Care is committed to developing policies, practices, and procedures that provide accessible quality services to its clients and their children.

Sunshine Child Care is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Service.

Sunshine Child Care will ensure that:

- Our processes for receiving and responding to feedback are accessible, by providing or arranging for the provision of accessible formats and communication supports, upon request; and
- Sunshine Child Care will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner and at no extra cost.

Action Plan:

- In the event that a document is requested in an alternate format and Sunshine Child Care is unable to meet that request itself, it shall retain a third party service provider to convert communications and documents to alternative formats, and inform all employees who may receive or respond to feedback with information as to how to obtain alternate formats or communication supports from Sunshine Child Care.
- Feedback will be accepted at all Sunshine Child Care locations. An individual wishing to give feedback can contact the Site Supervisor.
- If requested, documents and correspondence with respect to the feedback will be provided in a manner that is suitable and meets the needs of the person with a disability.

ADMISSION AND DROP OFF POLICY

Spaces will be offered on a first come, first serve basis. If the centre is at maximum enrollment, your name will go on a pre-registration list. The supervisor will arrange for the admission of your child. All necessary documentation must be completed and returned, accompanied with the registration fee and post-dated cheques for the school year upon registration of your child. A meeting will be arranged with your child, before he/she starts childcare in order to familiarize you and your child with the program. As well, for Nursery School Programs, enrollment will be staggered to permit the staff to help the children adjust.

ARRIVAL AND PICK-UP

We expect our parents to maintain all hours of operation. Notification must be given if your child will be late or absent.

The centre must be informed of persons to whom your child may be released. Please note that Sunshine Child Care may not release children to persons who have not been authorized to pick up your child.

If an hour after the site closes, the parent(s) fail to arrive or has not contacted the centre to inform them of the lateness, the centre will attempt to contact the parents and/or the emergency contact person. If contact is not a success, the Site Supervisor will call Sunshine Management staff and together they will inform the Children's Aid Society.

The centre is not to be held responsible for children left in their care more than one hour after closing time. Every attempt will be made to contact the parents or the emergency numbers prior to contacting the Children's Aid Society. Please note the Ministry of Education has set this mandate.

WHAT THE DAY WILL BE LIKE

Parents are encouraged to allow some extra time to help their child adjust when they are dropped off.

Please take a few moments to tour the centre with your child and say goodbye. The staff are well trained at helping to ease the transition from home to childcare for the child. Familiar items from home are of great value in helping to provide a sense of security, for example a favorite toy, or a photo of the child's parents.

If your child is upset when you leave, we will keep you updated on your child's progress by phone.

Daily Curriculum

Since every child has such different needs, it is our belief that individual program planning is a necessity. This offers the children the freedom to choose their own activities and to explore at their own pace.

The role of the teacher is to provide a safe, secure, warm and loving environment, allowing the child to feel secure to choose and explore.

The daily curriculum is designed to stimulate the development of the children by engaging them in age-appropriate activities.

Through the use of music, story-time, craft lessons, puzzles, imaginative play, singing circles, computer availability and educational games, children are assured an enriching experience.

School-age children will have access to computers (if available on site) with games and internet availability, creative play material, board games, toys, mini clubs and building activities, and a variety of learning and reading material. Staff is also available to assist with any homework assignments.

Outdoor Activities

Sunshine Child Care, under the Child Care and Early Years Act regulations, maintains outdoor playtime for all children enrolled in infant, toddler and preschool programs for a minimum of 2 hours daily, in our private outdoor play space. The kindergarten and school age children will spend a minimum of 30 minutes outdoors. This time can be broken up into smaller time slots throughout the day. Any children not participating in outdoor time must have a physician or parent note. Fresh air and sunshine are an important part of a child's development and we believe children thrive through outdoor play.

Sleeping

In accordance with our commitment to meet the individual needs of each child, we strive to adhere to each child's own sleep pattern.

Please inform the staff of your preferences regarding naps. We supply the cots, cribs and fresh linens, but ask that parents provide a blanket, pillow (if desired) and cuddly toy for their child.

WHAT TO BRING TO THE CENTRE

Infants:

Any jarred fruit, meat, and vegetables

Pablum or infant cereal

Bag of diapers and wipes

Diaper cream or cornstarch

Bottle with formula or milk

Farley biscuits
Extra clothing (at least two (2) changes of clothing)
Blanket/sleep-friend
Soother (if needed)
Sunscreen

Toddler and Pre-school:

Bag of diapers and wipes
Diaper cream
Blanket /sleep-friend
Extra Clothing
Sunscreen
Indoor Shoes

Kindergarten and School-age:

Homework
Extra Clothing
Indoor Shoes
Sunscreen

Please label all articles of clothing, bottles, diaper bags, diapers, wipes, cream, soothers, and any other necessities you bring.

The centre will provide milk, juice, nutritious snacks and a hot catered lunch (Please see Nutrition for more details or ask your Site Supervisor for a copy of the menus).

Please feel free to talk to the staff regarding any special food requirements your child may have.

Nursing mothers are free to visit the site at any time. A comfortable quiet place is provided for their privacy.

ABSENCES

Please inform the site first thing in the morning or the day before, if your child will not be there for their scheduled day.

Sick days and incidental absenteeism are subject to full fee payments by parents. You are required to pay for all days that your child is scheduled to attend.

ANAPHYLAXIS POLICY

Sunshine Child Care is dedicated to taking a pro-active stance in reducing the health and safety risks for children with severe allergies.

Our anaphylaxis policy is developed to align with Sabrina's Law, 2005. The policy will help to support the needs of children with a severe allergy by working with the parents to develop an anaphylaxis individual plan for each child. All staff, students and volunteers will be trained on the child's individual plan. Volunteers and students are not allowed to administer medicine unless under extreme circumstances where a staff is unable to administer (staff unconscious).

Sunshine Child Care will reduce the risk of exposure by working with the food caterer to avoid and/or eliminate foods that children are allergic to. Any allergic reaction to chemicals used will be replaced. Any materials used for crafts and sensory that children are allergic to will be immediately eliminated from the classroom. Children

with extreme allergies that the agency is unable to accommodate will be asked to provide their own food from home. Any foods with "May Contain" nut warnings will not be served.

The Site Supervisor will post a list of all children's allergies in each classroom, food preparation areas, eating areas and activity rooms. Children with severe anaphylactic allergies will have their picture posted with a general information sheet with their individual emergency procedures.

Sunshine Child Care will ensure that no children will be separated from the other children at eating time. Staff will conduct a check to confirm the child's medication is with them before each transition. Extra supervision for children with an anaphylactic allergy will be given during snack and lunchtime by having the child sit beside the teacher. Children, staff, students and volunteers will be instructed not to share food. Formal hand washing procedures will follow at all times. Disinfecting of the tables and chairs will occur before and after all uses and all procedures followed will be approved by Toronto Public Health.

During any field trips, children with an anaphylactic allergy will sit in the bus in view of a staff member and during the trip will be partnered with an adult. Staff will carry a cell phone on excursions.

The child's physician and/or parents for any child carrying their own Epi-Pen must give written consent.

All other parents will be informed by newsletter of all allergies in the centre. A list of all allergies and suggestions for healthy snacks will be handed out prior to any child enrollment.

To see a detailed copy of all of our anaphylaxis policies please see your Site Supervisor.

ATTENDANCE

Regular attendance is important if your child is to benefit fully from the opportunities offered by Sunshine Child Care. If a child is absent frequently, he/she will always feel strange and unacquainted with the other children and will not benefit from the developmental opportunities in a group experience.

BAG LUNCHES

If your child is not enrolled in our lunch program and attends our program for an entire day (i.e. Christmas, March Break, P.A. Days), it is the parent's responsibility to provide lunch or pay for your child to have a lunch if available. If the child brings his or her lunch from home, please follow the following procedures:

- If a thinsulate lunch bag is used, please ensure that cold packs are used if items need refrigeration.
- If a brown bag is used, then the labelled bag can be placed in our refrigerator, if available.
- All lunch bags are to be labelled with the child's name.
- Please ensure no peanut butter is brought to the site.
- All foods sent must follow good nutrition and the Canada's Food Guide.

Please speak with your Site Supervisor for more information regarding the Canada Food Guide, sample menus, guidelines and items that the site is able to provide (ie. utensils, microwave). If your child does forget his/her lunch or needs a food supplement, the Site Supervisor will make the necessary arrangements to ensure that each child has a healthy and nutritious lunch.

Please note that at our St. Vincent de Paul location does not have a catered lunch program. It is the parent's responsibility to send their child with a bagged lunch each day, following the above requirements. If the above requirements are not followed then the Supervisor will discard the lunch and provide an alternative lunch meal.

As well, all parents will be informed by newsletter of all allergies in the centre. A list of all allergies and suggestions for healthy snacks will be handed out prior to any child enrollment. If at any time a child has a life threatening allergy we will ask parents not to send foods that may contain that allergen.

BEHAVIOUR MANAGEMENT POLICY-PROHIBITED PRACTICES

The Child Care and Early Years Act prescribe standards of Prohibited Practices, which must be followed by all employees, volunteers, or students who provide guidance at Sunshine Child Care. These guidelines are outlined in our Behaviour Management Policy, which will be reviewed annually, quarterly, signed and dated by each employee. The site Supervisor is responsible for the ongoing monitoring of staff, students and volunteers. If anyone should become aware of a contravention of the centre's policy by an individual, a report must be made to the President of Sunshine Child Care Services.

Expected Behaviour Management Practices:

PROHIBITED PRACTICES:

WE DO NOT PERMIT:

- (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.

Guidance should be:

-Related to the troublesome behaviour

- Appropriate to the developmental level of the child
- Implemented as soon as possible after the incident
- Designed to assist the child to learn appropriate behaviour

If you would like to review our Behaviour Management Policy-Prohibited Practices, please see your site Supervisor.

CHILD ABUSE

The Child Care and Early Years Act and local Children's Aid Department prescribe certain regulations that must be followed by all teachers employed with Sunshine Child Care.

If you are interested in learning more about these procedures, please see your Site Supervisor.

CHILDCARE SUPERVISION POLICY-FOR STUDENTS AND VOLUNTEERS

At Sunshine Child Care, the health and safety of our children is paramount. We are committed to provide a high quality, safe and secure environment for all children enrolled in our program.

Please note that we do take students from colleges working towards careers in the childcare field but at no time will these students have unsupervised access to the children in our child care centres. Students and volunteers will not be counted in our staff to child ratios.

We expect all student volunteers to help Sunshine Child Care fulfill its philosophy of providing a high quality child care program and learning experience.

Sunshine Child Care has developed this policy and programs in order to comply with the direction of the Ministry of Education regulation 262. For more information please see your Site Supervisor.

CLOTHING

Your child should wear washable, comfortable and practical clothing. Please label accordingly. Please leave an extra set of clothing at the centre in case of accidents (toileting, arts and crafts). Slippers and/or indoor shoes are recommended.

COLLECTION/USE/DISCLOSURE OF PERSONAL INFORMATION

Privacy of your personal information is an important part of our services in providing you with quality childcare. We understand the importance of protecting your personal information and are committed to collecting, using and disclosing this information in a responsible manner.

The President acts as the Privacy Information Officer for Sunshine Child Care Services Inc.

All Staff members who come in contact with your personal information are aware of the sensitive nature of this information and are trained in the appropriate uses and protection of this information.

The following are policies that we will adhere to:

- Only necessary information is collected about you and your child.

- We only share information with your consent.
- Storage, retention and destruction of your personal information comply with existing legislation and privacy protection protocols.
- Our privacy protocols comply with privacy legislation, the Child Care and Early Years Act and the law.

We will collect, use and disclose personal information about you and your child for the following purposes:

- To deliver safe and efficient childcare.
- To assess your health needs.
- To enable us to contact you.
- To establish and maintain communication with you.
- To communicate with other childcare agencies including regulatory agencies.
- To allow us to contact you to distribute childcare information.
- To allow us to efficiently follow up with any concerns or questions.
- To comply with legal and regulatory requirements including the Child Care and Early Years Act.
- To invoice for services.
- To collect unpaid accounts.
- To comply generally with the law.

Do not hesitate to discuss our policies with the Site Supervisor or Area Director.

COMMUNICATIONS/CONFERENCES

Sunshine Child Care encourages parents to discuss their child's progress with staff members and voice any concerns, suggestions or comments. Internet access is available in order to communicate with the site supervisor at any time during the day by E-mail.

We will be pleased to discuss your child's initial adjustment and further progress. Feel free to speak with his/her teachers after class, or arrange a scheduled conference. Please let us know of any change or crisis at home that might affect his/her well-being or behaviour at school. Hopefully, if we are kept informed of your child's adjustment and experiences in the childcare program, we can collaboratively work out any problems.

We look forward to Parent/Teacher Interviews that are conducted for infant, toddler, nursery school and preschool children. Once the children have settled into the routine of Sunshine Child Care, please feel free to visit and observe.

CONFLICT RESOLUTION

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 Sunshine Child Care and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

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

FIELD TRIPS

Sunshine Child Care may plan trips to special places of interest of which you will be given ample notice and your permission will be required.

Parents may be responsible for paying extra trip fees such as admission prices. Parents will be advised as to the type of transportation being provided for these trips. We ensure the same staff/child ratios are maintained on all outings.

If parents have any concerns with a particular trip venue, these should be discussed with your site Supervisor.

HEALTH

Please keep the centre up-to-date on your child's health. Dates of immunization must be reported to the centre.

Information regarding special health requirements must be given in writing to the centre if this information is necessary to adequately care for your child.

Our anaphylaxis policy is developed to align with Sabrina's Law, 2005. The policy will help to support the needs of children with a severe allergy by working with the parents to develop an anaphylaxis individual plan for each child.

When should you keep your child at home?

Children, who are ill, may not be accepted into the centre. Parents are required to keep their children at home or pick them up from the centre when any of the following occur:

- vomiting, diarrhea
- fever (if the fever is too high, the child is unable to participate)
- contagious viruses as deemed by the Toronto Public Health Department
- pink eye
- any infections (ear, throat, etc.) which may affect the child's normal functions

If there are any discrepancies between the parent and the centre regarding the state of the child's health, the parent must have a physician examine the child and submit a note to the centre regarding the child's condition before the child can be readmitted to the centre.

- If your child has a more serious illness and has been absent for (10) ten consecutive days or more, a note from the physician must be submitted to the centre for readmittance.

- ❑ If your child becomes ill during the day, temporary care will be provided until you arrive to take your child home (within 1 hour if possible). This requirement is necessary not only in the interest of your child, but also in the interest of the other children in care.
- ❑ The centre must be notified immediately if your child should or has contracted an infectious illness.
- ❑ The centre is required to take children outdoors daily. Please dress accordingly. If the child is too ill to participate in outdoor activities, he/she should remain at home.

***Reference to: The Toronto Public Health Department provides guidelines for licensed child care centres regarding health issues to be followed.**

HOLIDAY POLICY

Through the summer months, July and August, parents will only need to pay for the pre-registered weeks in which their child is in attendance.

No credits or refunds will be given for any absenteeism.

MEDICATIONS

It is our policy that only drugs/medication authorized by a physician can be given to a child. There must be a prescription label on all items, even over-the-counter drugs-medications. The only exceptions will be those medications that are pre-authorized for use by a physician (see medical form).

A medication form must be completed by the parents for each new medication to be administered to their child. Teachers may accept only those medications in the original container, which are clearly labelled with the child's name, name of the medication, dosage, date of purchase and instructions for storage and administration. All medication must be current.

NUTRITION

Sunshine Child Care will supply a nutritious lunch and two snacks per day. Written information regarding allergies must be given to the centre. To ensure the highest standards of children's safety, PEANUT BUTTER is forbidden at all Sunshine Centres. This is due to the high number of children with an allergic reaction to this substance.

PARENT RESOURCE LIBRARY

Sunshine Child Care has extensive resources available. For further information please speak to your Site Supervisor. Our library includes books and articles for all parents with information on a wide variety of childcare topics:

Health and Safety

Nutrition

Sleeping

Positive Guidance Techniques

Speech and Language

And many other childcare-related topics.

If you have any concerns or questions please feel free to speak with your Site Supervisor or call our head office.

PICTURE TAKING

During the year, the teachers are often seen snapping photos of the children. These photos are then displayed around the room or used to represent Sunshine Child Care Services. If you are uncomfortable with this policy, please see your Site Supervisor.

SERIOUS OCCURRENCE POLICY

The safety and well-being of all children in our care is our top priority. In spite of the best precautions, planned procedures and policies, serious occurrences can sometimes take place.

All licensed child care programs located in the City of Toronto are required to report Serious Occurrences online to the Ministry of Education's Child Care Licensing System. Serious Occurrences need to be reported within 24 hours of the occurrence.

All serious occurrences will be reported on a Serious Occurrence Notification Form and will be posted for 10 days in a visible area for parents in the child care facility. This posting will provide parents with information about the incident and will outline the actions taken and further steps or outcomes.

Serious Occurrences:

The following is defined as a serious occurrence under the Child Care and Early Years Act:

- (a) The death of a child who receives child care at a licensed home premises or child care centre, whether it occurs on or off the premises;
- (b) Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home premises or child care centre;
- (c) A life-threatening injury to or a life-threatening illness of a child who receives child care at a home premises or child care centre;
- (d) An incident where a child who is receiving child care at a home premises or child care centre goes missing or is temporarily unsupervised, or
- (e) An unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a home child care centre premises or child care centre.

For more information or if you would like a detailed outline of our policy please see your Site Supervisor.

SMOKING POLICY

Sunshine Child Care abides by the *Smoke Free Ontario Act*. This policy will help protect the health of all Ontarians by prohibiting smoking on our premises. Under this Act, smoking is prohibited at all times whether or not children are present.

No person shall smoke tobacco or hold lighted tobacco within the childcare centre or the playground areas.

To help ensure compliance of this policy, Sunshine Child Care will post "No Smoking" signs at all entrances and exits, washrooms, playground, adult exclusive areas such

as the staff room and kitchen. Sunshine Child Care will ensure that no ashtrays or similar equipment are available.

Sunshine Child Care will ensure that all staff, supervisors, volunteers, college placement students, visitors and parents are aware of this policy. This policy will be reviewed with the staff, students and supervisor at commencement of employment/school placement and on an annual basis. It will be reviewed with parents prior to enrollment.

SUN SAFETY POLICY

Sunshine Child Care Services is dedicated to protecting and supporting children's health and well-being by complying with all health requirements.

Sunshine Child Care has developed this policy to ensure that all children and staff are protected from skin damage caused by the harmful ultraviolet rays of the sun. This policy will be in effect from May 1st to Labour Day or as needed with respect to sun exposure.

Parents/guardians are encouraged to apply sunscreen at home prior to the morning drop off to the centre. Sunscreen is to be provided by parents/guardians and we ask that aerosol and spray cans not be used as they pose health and safety concerns due to inhalation and create slippery floor conditions. For infant, toddler and preschool children, sunscreen will then be applied by the classroom teacher a minimum of 15-30 minutes prior to going outside. School age and kindie children will be monitored and assisted while they apply their own sunscreen a minimum of 15-30 minutes prior to going outside. Sunscreen will be reapplied once the children have been outside for more than an hour. Sunscreen will be applied regardless of the weather. Sunscreen bottles will be clearly labelled with the child's name. Parents must inform the centre in writing if they do not want their child wearing sunscreen.

Children must always be wearing sunhats provided by their parents. Teachers will be aware and ensure that hats are always worn. Parents are also encouraged to provide non-breakable UV blocking sunglasses for their children.

TEACHERS

Sunshine Child Care's priority is to ensure we meet the individual needs of the children in our care and to provide a safe, secure, loving environment for your child. We hire qualified teachers with an Early Childhood Education Diploma, that are registered with the College of Early Childhood Educators and qualified assistant teachers. All teachers have been screened through our interview process, including police reference checks, personal reference checks, updated medical history, and thorough in-house training.

Our educators are skilled in providing the nurturing and care required to ease any transition to our sites and provide a positive learning experience.

All of our staff are trained annually in safety, first aid and CPR.

Staff are dedicated in providing a warm, caring and stimulating environment for the children in our care and strive to ensure that each child feels secure and happy during their stay.

Teacher Child Ratios

Infants: Newborn up to 18 months:	3 - 1
Toddlers: 18 months up to 2.5 years:	5 - 1
Preschool: 2.5 years up to 5 years	8 - 1
Kindergarten: Junior Kindergarten:	12 - 1
Senior Kindergarten:	13 - 1
School age: 6 years to 12 years:	15 - 1
8 years and up	20 - 1

TRANSPORTATION

Sunshine Child Care may be able to provide transportation to and from local schools. In inclement weather, our Site Supervisor will decide whether the children will be brought to school. This will ensure the children's safety in all matters. Please speak with your site Supervisor regarding this for more information.

WAIT LIST POLICY

Sunshine Child Care abides by the Child Care and Early Years Act and the Ministry of Education guidelines and regulations. This policy will help to protect families and prevent child care centres from charging families to be placed on a wait list. At Sunshine Child Care we are committed to the service of families in a convenient and transparent manner.

If a centre is at capacity any interested families looking for care can leave their name, contact information and the date care is required. Once a spot is available the Supervisor will contact these interested families and offer the space. The order in which families will be offered admission is as follows:

-existing families with siblings interested in care will be given priority

Then:

-transfers from another site

And last:

-a first come first serve basis for families that are not currently enrolled within the agency.

This list is a pre-registration list and shows only families that are interested in our centres. This list will not be shared and will continue to maintain the privacy and confidentiality of the children. If the family wants to know what position they are on the list the Supervisor will share that information only. Names will not be given only the order of where that family currently sits on the list. As well when a family is placed on the list they will be told their current status on this list and what order they are in.

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.

There is a \$50 registration fee payable to Sunshine Child Care Services once a confirmed space is given to a family and they agree to register to the program.

WITHDRAWAL POLICY

Sunshine Child Care has developed a “withdrawal” policy for the safety of all children enrolled in our programs. We feel that withdrawal of a child will be a last resort for any situation that may arise.

If a situation becomes serious where outside help is needed, the parents of the child will be asked to come in to meet with the Site Supervisor and a representative from our management team. At this meeting, all possibilities will be discussed regarding the child’s behaviour and any changes, concerns, needs and interests. If any outside resources are needed, the Site Supervisor or management representative will research any possibilities. If an “outside agency” needs to become involved, the parents will be requested to fill out the appropriate forms and/or make the initial call.

Staff meetings will be set up to inform all involved staff. At this stage, we will let staff know how to help manage the situation. Parents will be informed daily of the situation whether in writing or verbally.

After all of the above steps have been taken and no change or improvements have been made and/or we are not receiving parental involvement and/or support, then Mackie Sunshine Child Care Inc. will ask for the child to be removed from the centre immediately with no refund being given for that current month. All other post-dated cheques will be returned.

31-Aug-17



METHOD OF FEE PAYMENTS

As a non-profit organization, we depend upon parents fulfilling their financial obligation promptly and willingly in order to function smoothly.

Cheques are to be payable to Sunshine Child Care Services. Post-dated cheques must be given for the school year (September - June); no exceptions are to be made.

*Fees are calculated on a monthly basis based on the number of days in the month. Should fees be increased, there will be at least one month's notice given to the parents.

Receipts for income tax purposes are issued for all fees paid at the end of the calendar year.

There will be a charge of \$50.00 for any N.S.F and/or returned cheque.

After (2) two N.S.F. and/or returned cheques, you will be required to have all your cheques certified.

Late fees: No late fees apply. However, if this becomes a problem, Sunshine Child Care will implement a late fee charge.

**If an hour after the site closes, the parent(s) fail to arrive or have not contacted the centre to inform them of the lateness, the centre will attempt to contact the parents and/or the emergency contact person. If contact is not a success, the centre will call Sunshine's Management staff and together they will inform the Children's Aid Society. The centre is not to be held responsible for children left in their care more than one hour after contract time.

31-Aug-17



PARENT FEE SCHEDULE

- ❑ All fees are determined on a monthly basis.
- ❑ To confirm a space for your child we ask you for the first month's payment, 6 months in advance of your child's start date.
- ❑ Post-dated cheques should be dated for the 1st or the 15th of the month and must be submitted for the school year (September - June).
- ❑ As mentioned, there is a registration fee per child per enrollment that is non-refundable and payable upon application to the centre.
- ❑ If post-dated cheques for the entire school year are not received, your child will not be admitted until the required cheques have been submitted to our head office.
- ❑ Changes to your child's schedule may be made at any time during the period your child is in care, however; one full calendar month's notice must be given in writing. Your cheques will be returned when new cheques are re-issued by you.
- ❑ Please remember one full calendar month's notice must be given in writing for withdrawal by the last day of the month. (Please note: this means not 4 week's notice but a full calendar month's notice).
- ❑ We are happy to accommodate a flexible schedule. Sunshine Child Care will pro-rate fees based on the amount of days you require childcare.
- ❑ Please note there will be additional fees for all trips, transportation and during Christmas and March Break. This fee will be for children not enrolled in the centre on a full-time basis; this cost will cover the extra time your child is in our care.
- ❑ Admission to the centre will not be confirmed until all necessary written information and payment is received.
- ❑ All full time program fees will be increased by 3-5% on September 1st of each year.

For further information please contact the Site Supervisor or our head office.

31-Aug-17