



Parent Handbook

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Welcome

YOUR FIRST DAY

Welcome to our centre if you have any questions and or concerns, please feel free to call me or drop by the office.

It is very understandable that your first day of childcare and your child's first day of childcare can be a little stressful, or scary.

The childcare staff are here to make everyone feel comfortable.

To make this easier on everyone we do encourage you to visit the centre before your child's start date. This gives you and your child and the staff, lots of time to ask any questions that there may be, before dropping your child off the first day. This can be set up with the centre director. Times of day and amount of visit time that is needed will be discussed.

Separation anxiety is quite common when starting daycare. This could happen within any of the first bit of starting at the center. Communication with you child, if older is a great way to help them understand why they are going to childcare.

Having your paperwork in order and making sure we have everything that we need, is especially important to make your child feel as comfortable as possible. This also helps us make sure their cubby and cot/crib are prepared so they feel a sense of belonging.

Feel free to bring in that special toy or blanket that your child loves. This will help them in case they need something familiar to them.

And of course, you are always welcome to call or email throughout the day if you want to check up on how their day is going. Make sure to ask the staff about our seesaw app. This will give you direct access to your child's teachers throughout the day.

At your child's room you will find a sign-in / out clipboard and full daily chart at the infant room. Please communicate with the staff if you have any questions.

Please Bring: please label everything.

Diapers (we can store large bags of diapers)

Wipes (we can store the refills as well)

Diaper creams

Change of clothes to leave in their cubby.

Bottles and formula if needed.

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Mission Statement & Organizational Structure

The Mount Brydges Sonshine Daycare is a non-profit centre. We are a

Non-denominational Christian Childcare centre, licensed under the Childcare Early Years Act for the education, care and guidance for children. We follow the guidelines of Emergent Curriculum and How Does Learning Happen within our classrooms. Using the resources of How Does Learning Happen, to grow and learn with the children.

Our mission is to develop a caring community where all children can grow in a healthy, safe environment supported by qualified staff members. We encourage the parents to be as active in our program as their schedules allow.

Organizational Structure

The daycare is a registered not for-profit, charitable organization administered by a board of directors. As a non-profit centre, Sonshine Daycare it is our policy to host at least two fundraisers per year.

Our director handles the administrative and staffing details of the centre. As well as oversees the parent handbook / registration packages for the centre and policy and procedures for the staffing.

The centre is adequately staffed according to the provincial regulations.

Our cook who is responsible for the preparation of all snacks and lunches.

Our menu follows the Canada's Food Guide, and we work with a dietician to create healthy meals and snacks for the children. The menu is posted on the parent board outside the kitchen. Any changes that may happen are also posted on the board. Copies of the menu are available upon request.

Within our team of staff, we employ Registered Early Childhood Educators and Apprenticeship Educators, (Child Development Practitioner/ in school) and non-ECE that work with a REECE.

We are a teaching centre, we welcome students from colleges within the area, as well as from All Kids Belong. All Students and Volunteers are monitored by a staff member and are never alone with the children. All Students and Volunteers are expected to follow all the same policies and procedures as the staff.

Sonshine Daycare is licensed for 10 (Infants Birth – 18 months) 25 Toddlers (18 months to 2.5 years) 48 Preschool (2.5 years – 5 years) 13 kindergarten age grouping (4 -7 years) Alternate age group of school age (7 – 12 years)

Safe Arrival and Dismissal

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the Childcare Centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

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

Policy

General

Arrival

Sonshine Daycare does require parents to let us know on any schedule day of care if the child will be away and or late. Parents of a child within our care are required to let the centre know if the child is away for illness or personal reasons.

Dismissal

Sonshine Daycare Staff will ensure that any child receiving childcare at Sonshine Daycare is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization to the childcare centre, may staff release the child to.

If an alone staff member is not sure of who you are they are required to ask for Identification, to compare to the information on hand of said child. If multiple staff are together and one of the staff know the adult the child can be released without identification.

Parents do need to keep the Centre up to date on emergency contacts on the registration list as these people are agreed to be allowed to pick up the children up, with notice from parents.

Procedures Arrival

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - Parent dropping off must make contact with a staff member when arriving so that the staff member knows they have arrived for care each day.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure.
 - (i.e., someone other than the parent/guardian picking up).
 - Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on [where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

Parent of children Infant, toddler, Preschool

Parents are expected to contact the centre through email. By 10:00 am Monday – Friday, safearrivalsonshine@gmail.com please leave a detailed message of why your child is not in care today.

If Staff receive a message from the parent, please let the parent know to email the safe arrival line.

Parents of School age children

Parents are expected to contact the centre through email. By 7:30 am Monday – Friday, safearrivalsonshine@gmail.com please leave a detailed message of why your child is not in care today. Again before 3:00 pm if they will not be getting off the bus for after school care.

If Staff receive a message from the parent, please let the parent know to email the safe arrival line.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

- Classroom staff must notify the office by 10:00 am if a scheduled child has not arrived for the day.
 - The office staff will contact the parents and or the emergency contacts in the child's registration information. Parents will always be contacted first.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Procedures Dismissal

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to.
2. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

- If an emergency has happened and a parent can not be to the centre before the set time of closure, 5:30 pm the **parent is expected to call the centre and notify them of whom will be arriving to pick up the child, and when.**
- If a child has not been picked up before the time of closure of the Centre, (5:30 Pm) The staff working closing shift will call the parent(s) if a parent can not be reached the emergency contacts will be phoned.
- Staff will wait till a parent or authorize person is able to pick the child up. **A late fee of \$1.00/ minute after 5:30 pm will be charged, this is to be paid in cash to the staff that are closing that evening. Staff member will notify the Childcare Director and or supervisor of the late arrival.**
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 1 hour past time of closure of the centre the staff shall proceed with contacting the Childcare Director and or Supervisor and they will help the staff contact local Children's Aid Society (CAS) Staff shall follow the CAS's direction with respect to next steps

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the childcare program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the childcare centre

Parent/guardian: 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.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each childcare centre it operates and each premises where it oversees the provision of home childcare has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the childcare centre or home childcare premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home childcare premises, or

(ii) a child is not picked up as expected from the centre or home childcare premises.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the *Childcare and Early Years Act, 2014* (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each childcare centre it operates and each premises where the licensee oversees the provision of home childcare.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the

Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

**If your child is going to be absent or
late,
please email.**

**safearrivalsonshine@gmail.com
[for the goggle link](#)**

<https://docs.google.com/forms/d/1AEAJHVqicAXW0K1fnalJk8PgBCTzWC0FB7YBauVKnEU/edit>

How Does Learning Happen



<https://files.ontario.ca/edu-how-does-learning-happen-en-2021-03-23.pdf>

This is a resource for those working in childcare .

It is a pedagogy (the understanding of how learning takes place and the philosophy and practice that support that understanding of learning) that is designed to support curriculum/program development in early years programs. We Learn through hands on engaging creative play

How Does Learning Happen is based on four foundations:

Belonging: feeling valued and connected to others while making contributions as part of a group, a community, and the natural world.

Well-being: focuses on the importance of physical and mental health and wellness.

Engagement: the ability to be focused and involved. Children can explore and be engaged in the world around them. This type of play helps develop problem solving skills and creative thinking.

Expression: is communication where children can be heard and able to listen. Language-rich environments help children develop communication skills and are the foundation for literacy.

Emergent Curriculum

Emergent curriculum is a way of planning curriculum that is based on the children's interest and passion at a certain point in time. Children thrive and learn best when their interests are captured. Learning occurs naturally.

Planning emergent curriculum requires observation, documentation, creative brainstorming, flexibility, and patience on the part of the Early Childhood Educator. Rather than starting with the lesson plan, which is repeated every year regardless of the age, developmental level or interests of the children, emergent curriculum starts with the children's interest. In short, it is a child-directed and teacher facilitated approach to planning the curriculum.

Mount Brydges Sonshine Daycare is committed to giving the children and families the best experiences possible throughout the day. We make our centre feel like an extension of your home, a place where you and your child feel welcome and part of our family. We want every family to feel safe and secure while leaving their child in our care each day.

Our caring and responsible Early Childhood Educators are dedicated in supporting the children's learning, development, health, and well-being. We focus on active learning, exploration, and play. We view the children as competent and able active participants in our programs.

With the resources of **How does learning Happen** and following all the changes in **ministry and the CCEYA** (Child Care and Early Years Act) and **on-going professional workshops that staff attend**, it enriches the educators to learn how to grow and give each child the greatest learning experiences possible. Our Goals as a centre and how we achieve them are as follow.

Our Program Statement

Mount Brydges Sonshine Daycare is committed to giving the children and families the best experiences possible throughout the day. With the resources of **How does learning Happen** and following all the changes in **ministry and the CCEYA** (Childcare and Early Years Act) and **on-going professional workshops that staff attend**, it enriches the educators to learn how to grow and give each child the greatest learning experiences possible. Our Goals as a centre and how we achieve them are as follow.

We make our centre feel like an extension of your home, a place where you and your child feel welcome and part of our family.

We want every family to feel safe and secure while leaving their child in our care each day.

Our caring and responsible Early Childhood Educators are dedicated with our program to

- • promote the health, safety, nutrition, and well-being of the children.
- • support positive and responsive interactions among the children, parents, childcare providers, and staff.
- • encourage the children to interact and communicate in a positive way and support their ability to self- regulate.
- • foster the children's exploration, play and inquiry.
- • provide child-initiated and adult-supported experiences.
- • plan for and create positive learning environments and experiences in which each child's learning and development will be supported, and which is inclusive of all children, including children with individualized plans.
- • 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 childcare.
- • foster the engagement of and ongoing communication with parents about the program and their children.
- • involve local community partners and allow those partners to support the children, their families, and staff.
- • support staff, home childcare providers or others who interact with the children at a childcare centre or home childcare premises in relation to continuous professional learning.

We view the children as competent independent able active participants in our programs.

Goals, Approaches and Expectations

Goals	Promote the Health and Safety, nutrition and well being of the children.
Approach	To have a safe and healthy environment for staff and children To provide healthy food and nutrition for the children and staff
Expectations	<ul style="list-style-type: none"> ● We follow the Canada Food guide to make sure that our menus are current and provide proper nutrition for the children. ● We involve physical activity inside and outside, through music and free style dance, as well as morning and afternoon walks and activity in the playground. ● Providing the children with the time and cots/cribs to have an adequate rest period during the day. ● Always staying within Ratio and having the extra staff encase of emergency. ● Keeping the playgrounds and classrooms safe, noting, and repairing anything properly ● Conducting head counts and visual checks regularly <p>Documenting findings when needed, during daily health checks</p>

Goals	Support Positive and responsive Interactions and Negative interactions among children, parents' providers and staff
Approach	<ul style="list-style-type: none"> ● To create a positive environment where children are able to express themselves. Where parents and staff always feel warm and welcome
Expectations	<ul style="list-style-type: none"> ● Let children initiate the activity /play. Staff are to ask them questions and positively encourage them to follow through and lead you. ● Speak with the children at their level and not above them. ● DO NOT make negative comments around the children. <p>When speaking with parents always talk about the positive aspects of the day, if a negative need to be spoken about then a private conversation without the child needs to be had</p>

Goals	Foster the children's exploration, play and inquiry and to self regulate during
Approach	Ensuring that the children have the correct atmosphere inside and outside to give them the material to explore and create. Ensure you are providing the right materials and knowledge and space to help a child self regulate.
Expectations	<ul style="list-style-type: none"> ● Set up the environment inside and outside to encourage the children to ask to explore and develop on their own. ● Always refer to the How does Learning Happen, to have discussions with the children of likes and dislikes. To speak with parents and learn what their child's interests are. ● Ask the children question to encourage them to investigate a little more, always be there to help discover the answers. ● Set the environment with a quiet space if a child needs" alone" space speak calmly and reassure a child they are ok. Learn what each child needs during a time of self regulation, is it space is it soft material is it talking

Goals	Provide child imitated and adult supported experiences
Approach	Make every part of the child's space for the child and interesting to catch their interests.
Expectations	<ul style="list-style-type: none"> ● Craft, sensory, dramatic, etc. set up these areas to give the child the independence to explore the areas independently. ● Be there if the child has questions or needs assistance.
Goals	plan for and create positive learning environments and experiences in which each child's learning and development will be supported
Approach	To create an inclusive environment to helps each child feel welcome and foster acceptance of all diversities and needs
Expectations	<ul style="list-style-type: none"> ● Our educators will need to learn how each child expresses their feelings. With the different age groups each child learns differently ● Adapt the program to fit each child's needs and wants. Listen to the children and get to know their interests. ● By encouraging the children and teaching the children how to work through situations on their own rather then problem solving for them. ● Showing the children that it's great to be an individual and accepting of other people's differences at a young age, by having different cultures as part of the room.
Goals	Foster engagement of and ongoing communication with parents about the program and their children
Approach	<ul style="list-style-type: none"> ● To make every child feel that they are part of the class. ● Include the families into their child's day.
Expectations	<ul style="list-style-type: none"> ● Speak with all the children during class discussions. ● Ask all of them questions and encourage the whole class to listen. ● Include everyone. ● Speak with the parents daily and involve them with everyday activities and updates.
Goals	Local Community and Outside Centre
Approach	To get our name into the community
Expectations	<ul style="list-style-type: none"> ● Encouraged Parents to attend and participate in the annual events, including the Dinner and Silent Auction and The Breakfast and Vendors Sale. ● Outside organizations available to parents: All Kids Belong and Tyke Talk are two organizations available freely to parents, a trained educator will come to the Centre to help support families. ● Tyke Talk is available for concerns involving a child's speech. The first consult with speech does need to be completed by a parent, and then the therapist can attend the centre. Staff are to attend and interact with parents during fundraisers
Goals	Prohibited practises
Approach	The policy's are put in place have a safe environment for all children and families to enjoy. Any inappropriate behaviour will not be tolerated
Expectations	<p>The following practises will not be permitted in the centre</p> <p>(a) Corporal punishment of the child, which may include but is not limited to, hitting, spanking, slapping, pinching);</p> <p>(b) Physical restraint of the child, such as confining the child to a highchair, 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;</p>

	<p>(c) Locking the exits of the childcare 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;</p> <p>(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.</p> <p>(e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.</p> <p>(f) Inflicting any bodily harm on children including making children eat or drink against their will.</p> <p>No employee, volunteer, or student who on educational program with licensee shall engage in any prohibited practises set out in subsection with respect to a child receiving care.</p>
Goals	Document and review the impact of the strategies set out in clauses a to j on the children and their families
Approach	Ensure that all staff is aware of any changes. In all policies
Expectations	<ul style="list-style-type: none"> ● Staff collectively, as a team reflective on how the daily documentations and daily activities work within the Centre. During regular staff meetings as a team we collaborate and work through all new and old policies. ● Staff are required to sign that they are up to date on each policy new and old. The Centre Board members work closely with each staff member to help in any way possible. ● All ECE's are required to keep in good standards with the College of Early Childhood Educators, and all staff are required to keep their CPR and first Aid current. ● Any volunteers, students or new staffs are to read and sign off on policies and procedures prior to working with the children ● When changes are made to the parent handbook, a copy will be emailed to all parents for viewing.
Goals	Non - compliances
Approach	To keep our centre and staff to the best of their ability
Expectations	<ul style="list-style-type: none"> ● Staff will read the policies annually and or if there are any changes. ● Staff meetings help to keep all staff on the same page to help staff work as a team ● Staff will have a verbal warning with write up if warranted depending on the non-compliance. ● Prohibited practises will not be tolerated and Staff will be writing up and terminated.
Goals	Staff Support and professional workshops
Approach	To ensure the staff are happy and secure within their role of RECE. to prevent Burnout to help support all ongoing education and workshops
Expectations	<ul style="list-style-type: none"> ● Staff are to maintain and attend complete 2 workshops a year. ● We will help find and encourage provide workshops for our staff. ● We help support and training and mentoring when needed. ● Bring in AKB support to help with training and support classrooms needs

Teaching Centre – Students and Volunteers

Sonshine Daycare is a teaching centre, which means we do allow students from area High schools and Colleges to complete co-op education with us.

We also allow volunteers to join us throughout the year, this is a great way for high school students to earn their volunteer hours.

During the summer months, we apply to the Ontario Summer Student Work Program for government funding. This program gives a high school student an opportunity to assist our staff in everyday routines and learn about the work force.

Students and Volunteers follow the same policies that all staff do.

Every person reads and reviews with the supervisor all the policies before starting work with the children. Each Student/Volunteer over 18 years of age will produce a Criminal Reference Check and Vulnerable Sector Check to the Supervisor before starting placement.

Every Student/Volunteer is assigned to a class and staff member.

They are NOT left alone with the children.

They are NOT counted in ratio.

They are NOT to change diapers or help in bathroom or diapering routines.

Schedules of Care

We offer Infant -Birth- 18m Toddler, 18m – 2.5 years Preschool 2.5 – 6 yeas Full time, Set Part time only schedules.

Full Time 5 Days a week Only in our regular School Age 4 – 13 years Before and After non educational PA DAY and school holidays

All scheduled days are charged, even if absent due to weather, bus cancellation, illness or change in schedule.

- PA Day camp,
- March Break camp,
- summer camp

Bus cancellation care is available if space permits within the centre.

Please speak with the office to book your space.

. A minimum of 2 weeks notice is required for cancellation of ALL care/camps, or you will be charged fees according to your booked schedule.

Our Waitlist – No Fee Required

Procedure

The licensee or designate will receive parental requests to place children on a waiting list via sibling Phone Call Email (sonshinedaycare@live.ca) Walk-in's

Registration information will be taken to add you to our waitlist, Waitlist form to filled in

The Director will place a child on the waiting list in chronological order, based on the date and time that the request was received.

Once a child has been placed on the waiting list, the Director will inform parents of their child's position on the list.

When space becomes available in the program, priority will be given to:

- Children belonging to staff.
- Siblings of children currently enrolled at the centre.
- Per age grouping of space and schedule needed, and date inquiry was made.

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.

Parents of children on the waiting list will be notified via phone or email that a space has become available in their requested program.

Parents will be provided a timeframe of 1 – 2 weeks in which a response is required before the next child on the waiting list will be offered the space. A Follow up phone call or email will be placed to ensure families are not missed.

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

The Director 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

Registration

Upon admission to the Day Care the following are required:

1. Completed registration forms for the centre.
2. Copy of child's immunization record – Please keep update to date going forward
3. Parents signature on all consent forms and financial policy terms.
4. **Waitlist** -There is no charge to be placed on the waitlist.

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.

Confidentiality- All your information is kept safe, locked in the office, and will not be shared with anyone outside the staff members.

Termination Notice- 2 weeks

Written notice of permanent withdrawal is required to be given 2 weeks in advance. **If notice is not received the full Program Fee of 2 weeks amount will be charged to your account.**

Hours of Operation and late Fee

Our Hours are from 6:00am – 5:30pm, Please make every effort to pick up your child by 5:30 pm. In case of an emergency please call the centre to let the staff know when you will be arriving or if someone different will be coming.

If your child is picked up later then 5:30 you will be charged a **\$1.00/ minute past** the closing time. This is out of respect to our staff and their families. This is to be paid in cash to the closing staff.

Change of Address and Phone Number

It is extremely important that we have up-to-date information concerning work and home phone numbers and addresses. **If this information changes, please advise us immediately. The Day care guarantees confidentiality of phone numbers and address.**



Canada Wide Early Learning – CWELCC

Mount Brydges Sunshine Daycare Is part of the Canada Wide Early Learning Childcare Program.

Meaning all children under the age of 6 years are entitled to the lower cost of care. Based on our childcare rates of March 2022

Non-Base fees – these are fees that the centre does charge over above our regular childcare fees. These are not regulated by the CWELCC amounts but by the childcare centre.

Base fee this is the childcare fees as of March 27, 2022

Non-Base fees any fundraisers or craft payments amounts, class photos, grad photos, and NFS fee. \$1.00 /minute after close

Invoices / Payments

Invoices are sent out at the beginning of each month by email. Payments are due 15 days after receiving your invoice. It is expected that your account is to be kept up to date.

If your account is in arrears for longer then a 2-month period, a notice will be sent, and your child will no longer be allowed in program until the amount is cleared up.

We only accept: Email Transfer to sonshinedaycare@live.ca, cheque or cash.

NSF payment

In event of your cheque being returned NSF, we shall apply a \$45.00 processing fee to your account. Further payments will need to be received in cash or certified cheque. This is standard licensed care policy.

Receipts are given for cash payments. Tax receipts are filed and distributed in February of the following year.

Statutory Holidays

We do charge for stat holidays if they land on regular scheduled days.

We are closed the following Stats.

New Years Day
Family Day
Good Friday & Easter Monday
Victoria Day
Canada Day

Civic Holiday
Labour Day
Christmas Day
Boxing Day
Close at 3:00pm Christmas Eve
New Years Eve

Child Care Fees

2023 Fee Reduction

To support continued savings for parents, and as the next phase of fee reductions is implemented, starting December 31st, licensees who opted in and reduced their fees by 25% in 2022 will receive funding to further reduce their fees by an additional 37% to a minimum daily rate of \$12.

- **Example 1:** For a participating licensee whose fee was \$50 per day in March 2022, implementing the 25% reduction in 2022 would have reduced their daily fee to \$37.50 from April to December. Starting December 31, 2022, the daily fee would be \$23.63.

- **Example 2:** For a participating licensee whose fee was \$25 per day in March 2022, implementing the 25% reduction in 2022 would have reduced their daily fee to \$18.75 from April to December. Starting December 31, 2022, the daily fee would be \$12 (minimum daily rate).

Daily Rate 2022 Jan – March 31	2023 CWELCC
<p>Infant</p> <p>Full day - \$57.00 Part time - \$59.00 Flex care - \$60.00 ½ day with lunch - \$35.00 ½ day without lunch - \$29.00</p>	<p>Infant</p> <p>Full day - \$26.93 Part time - \$27.88</p>
<p>Toddler</p> <p>Full day - \$49.00 Part time - \$51.00 Flex care - \$52.00 ½ day with lunch - \$30.00 ½ day without lunch - \$23.00</p>	<p>Toddler</p> <p>Full day - \$23.15 Part time - \$24.10</p>
<p>Preschool</p> <p>Full day - \$45.00 Part time - \$46.00 Flex care - \$47.00 ½ day with lunch - \$29.00 ½ day without lunch - \$24.00</p>	<p>Preschool</p> <p>Full day - \$21.26 Part time - \$21.73</p>

Before and After

We do offer Before/After school care, PA Day, March Break, Christmas, and summer camps with limited spaces. If you require this service, please see the office to add your name to the list. We will provide a morning and afternoon snack as well as lunch on PA Day, March Break, Christmas, and summer camps. We do have to abide with the childcare regulations due to allergies.

No outside food will be allowed within the centre. All backpacks and outer wear will be in the school age area.

The school bus companies that pick up at the centre are

1. J.S. Buchanan French Immersion
2. St. John's French Immersion
3. Caradoc Public School
4. Delaware Central Public School
5. Strathroy Community Christian School
6. Our Lady of Lords Catholic Elementary, Delaware

When we have a space available for your child it is the **Parents responsibility to notify the correct busing company for pick up / drop off at the centre.**

Southwestern Ontario Student Transportation Services For all TVDSB & LCSB 519-649-1160

Strathroy Community Christian School Buses – 519-245-1934

Cost of Before and After School – FOOD IS SUPPLIED

	Kindergarten & Primary/Junior Grouping	CWELCC Rates 2023 under 6 years of age
Before and after	\$30.00	\$14.17
Just Before Care	\$15.00	\$12.00
Just After Care	\$15.00	\$12.00

Extra Care and Full DAY CARE (PADAYs, March break, Summer Camp Christmas break)

Camp	Per Day Over 6 years	Per Week Over 6 years	CWELCC RATES 2023 6 and under
Non-Educational Camp days	\$46.00	\$230.00	\$23.00

Please see Before and After School section for prices and Regulations

Childcare Fees are controlled by Canada Wide Early Learning Childcare Program

Sick Days Illness

We are mandated to follow all guidelines in place from Middlesex London Health Unit, we are currently following all guidelines still in place in regulations with COVID restrictions, this is for Staff, children, and Parents

We charge for any scheduled days that your child becomes ill.

Health Care and Nutrition Public Health Nurse – We are assigned a Public Health Nurse that assures that required sanitary and safety procedures are being carried out correctly.

Illness (NON covid REGULATIONS)

If your child is ill, even on a non-scheduled day please contact the centre, as we need to be made aware of the illness and of the symptoms that could be within the centre. If it is their scheduled day, please contact the centre so we know why they are absent.

A parent will be phoned and asked to pick their child up from the centre if any of the below illnesses arise during the day.

- Fever (38°C or 101°F) or higher
- Diarrhea (twice in one day)
- Vomiting

Within the centre we do follow many ministry guidelines and regulations. This is in accordance with the Childcare and Early Years Act, As well as the Middlesex London Health Unit.

- Undiagnosed rash/ skin condition
- Communicable disease (other than mild respiratory tract infection)
- Obviously, infected discharge from eyes – green /white/ reddish in colour
- Lethargy and / or irritability not feeling well enough to participate in program
- Persistent Pain
- Cough – that leads to choking or vomiting
- Head Lice or nits
- It is important for children who have been sick to stay away from the centre for an adequate length of time to protect the others and to help prevent the centre from going into outbreak.
- When a child has had two bouts of diarrhea or single bout of vomiting, 24 hours is required from the time of the last episode before returning to the centre. When a child has multiple bouts of a longer period away will help prevent the spread of infection.
- If the health unit declares an outbreak, exclusion from the centre is generally increased to symptom-free for 48hrs.
- **The child is NOT to return to the centre for 24 48(COVID) Hours after the last episode / and 24 hours fever free without the use of medication (i.e., Advil, Tylenol, Motrin, etc.)**

No Outside Food

We are a **NUT FREE CENTRE**, to keep all the children safe.



We do ask that:

NO OUTSIDE FOOD

No outside food is to be brought into the centre, except for infants that are not on solid foods, and children with special diets. Please discuss with the centre staff as to what foods are safe and unsafe to bring in.

For infants that are breast-fed, or formula fed we ask that the proper number of bottles be supplied for the day. Powdered/ liquid formula can be brought in dry and staff will mix it. There is a freezer and fridge in the infant room for your child's food to be kept in. If frozen bags of breast milk are brought in, they must be in correct serving size, as we cannot refreeze them after thawed. For any foods or liquids coming in we, ask that they be labeled with the date and your child's name. Please speak with the staff or director when supplying foods, as we need to make sure all allergies are followed.

Our menu is in accordance with the Canada's food guide - copies of the menu are available upon request as well as posted outside the kitchen.

We do not serve juice; children are provided with water which is always available to them and milk at morning snack and lunch.

Milk Allergy - Please provide us with the **original carton** of the brand of milk that your child can have.

Almond milk is not allowed as we are a NUT free centre.

Vegan and Vegetarian Diets – parents need to supply; proteins and some snacks children will be served all our fruits and vegetables.

Complex Allergies & Diets – Children with more complex allergies or diets you may be requested to provide meals for the day. Please speak to the director for guidance.

Hand Washing – It is mandatory for all staff to follow the correct guidelines provided within the centre. Children are encouraged to wash throughout the day and have a daily routine for washroom. They are supervised during washroom and encouraged to use proper procedure. Role modeling is used if needed.

On Site laundry - All laundry / bedding and washcloths are washed weekly if not needed before. We use an all-natural cleaning detergent on the laundry. Cots and cribs are cleaned with bleach and water solution (guidelines are followed for the mixture)



Medication

For staff to dispense any prescribed medications to your child we need to have written consent from the parent (form in centre). Any medication brought to the centre must come in the **ORIGINAL CONTAINER** from the pharmacy.

It must be clearly labeled with the child's name and directions.

When a child is starting a new medication, in case of reaction, we ask they not return to the centre for 24 hours of starting the new medication.

Non- prescription medication (Tylenol) will not be permitted

unless accompanied with a doctor's note prescription –

- in the child's name and age
- Dated,
- Stating the correct amounts to be given.
- Reason to be given (ex: fever over 100)

It will be on director decision and communication to the parent(s) when Tylenol is given. This only provides the child comfort if the director requests the

child to be picked up the parent will have to arrange for this.

Storing of Medication

All medication is stored at the centre according to instructions.

Non-refrigerated medication is stored in each classroom in the locked bags. For any medication that needs to be refrigerated, Toddler and Preschool medications are to be kept in the locked box in the kitchen and infant medication is kept in the **Epi-pens, Inhalers & Emergency Medications**

When a child has an epi -pen, inhaler, or emergency medication these items are readily available to the staff to administer. They are placed in a fanny pack and/or backpack that the staff keep close at hand, in case of an emergency.

We follow certain protocols within our policy and procedures. We are trained with Epi-pens, as part of our first aid training. All forms are filled out by staff and parents and posted in the centre for the certain allergy and or medical procedures.

Medication is administrated by trained full time staff.

Medicated creams can be applied with a prescription and medical chart filled out with the staff.

locked box in the infant fridge

Outside Play – Please Label All Clothing

The children within our care and staff are to have 2 hours a day of outside time, weather permitting. Parents are responsible to have weather appropriate clothing for their child. We do not always have extra clothing available.

During winter months we may go out for shorter time frame in weather that is -15°C or colder including wind-chill. Even at this temperature the time frame outside will be shortened if needed.

During Spring /Summer months we may go out for shorter times when temperature is 30° C or over with the humidex.

Due to a lack of shade in our playgrounds we do keep a close eye on the temperature, and children have plenty of water available to drink during play.

Toddler and Preschool rest Periods do not exceed 2 hours in length. During this time, the children do not have to sleep but need to rest quietly while other children in the group are falling asleep. Any children still awake will be offered quiet books or activities, at the tables. During this time frame the staff have their lunch breaks, leaving one staff with the resting children. There is always another staff available if needed.

Sleep / Rest Time

Joint Statement for Safe Sleep for All <https://www.canada.ca/en/public-health/services/health-promotion/childhood-adolescence/stages-childhood/infancy-birth-two-years/safe-sleep/joint-statement-on-safe-sleep.html>

We are obligated under the Ministry of Education to follow the guidelines of the statement. It is the centres policy to follow all ministry regulations regarding Safe sleep. All infants will be placed on their backs to sleep.

In the registration papers in your package please fill in any information for how you would like your child to sleep.

Monitoring during sleep- Infants have visual checks done every 15 minutes during sleep. The check is recorded and if any changes need to be noted.

Toilet Training

Parents are responsible in providing all diapers, wipes and creams needed for your child throughout the day. When your child is ready to toilet train the staff are willing to work/help your child in regular trips to the washroom. To make this a success we need full co-operation from the parents.

We do allow cloth diapers at the centre if the proper guidelines are followed to assure everyone's health.

Field Trips

Due to our location and Insurance cost, we do not leave the centre. Instead, we look for ideas and interesting things to bring to the centre. i.e. visit from the local Fire station, 2 hands clay. We are always looking for new ideas if you have any. During these special days parents are welcome to join us at the centre

Emergences & Fire Drills

We do fire drills once a month. During a drill, the teachers explain to the children that the loud sound of the whistle is nothing to be afraid of. The lights get shut off and teachers guide the children to the closest exit.

Our meeting spot is a tree marked with a red ribbon in the far yard.

During an actual emergency we would continue to proceed to our evacuation locations.

Evacuation locations: Due to no other business in our area Neighbours have been asked.

1. Cooper's
22254 Allen Rd
Mt. Brydges
Parent at the Centre
2. Crookshank's
22303 Allen Rd
Mt. Brydges
Staff on site

Staff have a full evacuation plan in place, and we carry it with us along with any medication for the children and all contact cards. Parents will be notified by phone immediately, in case of an emergency.

Tornado Drills

We do two of these a year. The Supervisor blows the whistle, and the children are directed to the specified washrooms for each group. Washrooms have flashlights in them in case of power loss. Children are instructed to sit quietly under the counters. Until the supervisor says they can return to their rooms. Attendance of staff and children are taken during drills.

Infants and Kitchen Staff – Wheelchair Accessible Washroom

Toddlers – Men's Washroom

Preschool – Women's Washroom

Preschool/Kinder/School Age – Old Section Inner Hallway.

First Aid Kits

Each classroom, kitchen, toy shed, and office has a First Aid Kit. Each staff is certified with current First Aid and CPR.

Serious Occurrence

Definitions "serious occurrence" means, **must be reported within 24 hours to Ministry of Education**

- (a) The death of a child.
- (b) Abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a home childcare premises or childcare centre,
- (c) A life-threatening injury to or a life-threatening illness of a child who receives childcare at the centre,
- (d) An incident where a child who is receiving childcare at a home childcare premises or childcare centre goes missing or is temporarily unsupervised, or
- (e) An unplanned disruption of the normal operations, Fire, Flood, Gas leak, Detection of Carbon Monoxide, Outbreak, Lockdown, Other Emergency Relocation or Temporary Closure.

Activities and Centres

Young children are active learners who touch, feel, experiment, and create. Centres are designed to encourage them to get involved and try out different ideas. Within the centres they are encouraged to develop pretend play and social skills. Loose parts are included throughout the classroom to help and encourage the children to use their imitation, and creativity

Creative: Having craft materials readily available to the children will encourage them to use their imagination, as well as helps develop the natural skills needed in their fine motor.

Circle time/ Discussion time: this encourages the children to develop a sense of communication and gives the time to tell the stories that are important to them, while also listening and interacting with the staff and other children.

Block Centre: the block centre will help your child learn many important things. The use their imagination to construct objects and buildings, that represent the real around them. They use problem solving skills as they build. They can incorporate other centres together to make things work for them.

Sensory Play Centres: (Sand, Water, Paint...) Allowing a child to discover their senses in different ways within play gives them the opportunities to explore natural materials while learning. While experimenting with, objects (sink/float sifters/ funnels, solids, and liquids).

Book Centre: - Children are encouraged to look and discover the book centre while incorporating books throughout all centres as well as having a quiet /comfortable space to read.

Science Centre: - Within this centre the class can discover and create to see what happens next. Children can experiment and examine and ask questions.

Dramatic Play: - This centre encourages every type of play social and emotional as well as parallel and co-operative play with a child's peers. While pretend playing they develop language and co-operative skills, as well as problem solving. It is amazing what a child's imagination can bring to life

Behaviour Rules and Regulations

Behavioural Rules and Regulations

The following methods are acceptable.

Positive Reinforcement: This will always be communicated to the children. Verbal praise for a child will strengthen their self-esteem, acceptance and self worth.

Modelling: Children watch and learn from everything we do. Always acting in appropriate positive actions will show them how to treat others.

Providing Choices: - Outlining appropriate choices and encouraging children to make decisions for themselves, this will build their self-help skills and give them a sense of security within the centre and around the staff.

Prohibited Practices within the Centre

None of the following practices are observed in the program:

Any Staff /student /volunteer at the centre are to follow, this policy forbids the use of punishment and other harmful disciplinary practices to protect the emotional and physical wellbeing of children.

(a) corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching)

(b) physical restraint of children, including but not limited to confining to highchair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent)

(c) locking the exits of the childcare centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency.

(d) use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine their 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.

Communication

We offer the same courtesies and respect to all the children as we do to the adults. Children are very alert to what is being said even if it appears that they are not listening.

Comments made by adults about a child's behaviour tell the child what we think of him or her, helping to shape their self-image. Making sure that every comment made is in a positive manner.

To add to our communication with our parents we use an app called Seesaw. This allows the staff to share updates and photos through the day and parents can enjoy and comment on the beautiful photos.

Parent Issues and Concerns

Policy: Parents/guardians are encouraged to take an active role in our centre and regularly discuss what their child(ren) are experiencing with our staff and at home.

As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by the Director and Staff 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 the day the concern arises to 1 business day(s).

The person who raised the issue/concern will be kept informed throughout the resolution process, through in person, phone, or email.

Investigations of issues and concerns will be fair, impartial, and respectful to all parties involved.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:
Program-Related E.g.: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to Supervisor/ director Ministry of Education Board of Directors
General, Agency- or Operations-Related E.g.: fées, placement, etc.	Raise the issue or concern to: Supervisor / Director Board of directors
Staff-and/or Licensee-Related E.g.: agency head office staff, etc.	Raise the issue or concern to the individual directly or the licensee. 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.
Student- / Volunteer-Related	Raise the issue or concern to the person responsible for supervising the volunteer or student or the licensee. 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.

Steps for Provider, Staff and or licensee in responding to issue/concern.

Address the issue/concern at the time it is raised; or

- arrange for a meeting with the parent/guardian within 1 business days, to address and discuss in full of what the issue or concerns are.

Document the issues/concerns in detail.

Documentation should include:

- the date and time the issue/concern was received.
- the name and position of the person who received the issue/concern.
- the name of the person reporting the issue/concern.
- the details of the issue/concern; and
- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

- Ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business days or as soon as reasonably possible thereafter.
- Document reasons for delays in writing.
- Delays could be due to issue /concern being brought to the board.
- Parents will be kept up to date if a solution is taking longer the expected.

Provide a resolution or outcome to the parent(s)/guardian(s) who raised the **issue/concern**.

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 our childcare board members, our parent rep on the board or to our Ministry of Education Childcare representative

Contacts: Middlesex London Health unit 519-663-5317
College of Early Childhood Educators – www.collge-ece.ca
Ministry of Education, Licensed Childcare Help Desk: 1-877-510-5333 or
childcare_ontario@ontario.ca
Police, 519-245-1250 Fire, 519-245-1990 for Emergency calls please call 911.
All phone numbers are posted on the parent board at the centre.