Sunshine Kids

Parent Handbook

NO. OF PAGES: 39	**EFFECTIVE DATE:** April 19, 2015
UPDATED: June 20, 2018	**UPDATED:** September 15, 2018
UPDATED: April 24,2023	**UPDATED:** March 25, 2023
UPDATED: January 1, 2024	**UPDATED:** February 16, 2024
UPDATED: September 16th 2024	**UPDATED:** September 24th 2024
UPDATED: November 7th 2024	**UPDATED:** January 8, 2025
UPDATED: September 4th, 2025	
APPROVED BY:	**SIGNATURE:**

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Welcome to the Sunshine Kids

Sunshine Kids would like to welcome your family and in particular, your child to our Centre. Parents are invited at any time to make an appointment with a Director who will explain the Programs and answer any questions you may have. A tour of the Centre can be arranged so that you can meet the staff, observe their interactions with the children and view the facilities. We are looking forward to providing a warm and nurturing environment where your child will thrive and learn and we will support you in creating a healthy work-life balance. Sunshine Kids serves children 6 months to 12 years of age.

The following handbook will provide you with updated information in regard to the programs, policies and procedures at Sunshine Kids. We kindly request that all parents read through this handbook and sign off confirming such on the registration form provided to you as part of the registration package. This handbook should be retained as a reference guide while your child(ren) are enrolled in the Program.

Please be advised that the Indoor Playground located in our facility is separate from the child care program and children do not have access to the Indoor Playground during our child care hours of operation.

Our Philosophy

"*It takes a village to raise a child.*" – *African Proverb*

Our programming follows the Emerging Curriculum practices. Our trained Registered Early Childhood Educators and child care staff guide children's participation in stimulating and interactive activities, including sports and music. By encouraging each child's natural curiosity and individuality, we help children to develop to the best of their potential. Using a wide range of age-appropriate materials, exploring a wide range of topics (literature, art, science and cultures), we create an environment that promotes child's emotional, social, physical and intellectual development. We strive to meet each child's individual needs and provide opportunities for children to learn, play, explore and share experiences with each other.

For our school-age children, we provide a quiet space where they are encouraged to finish as much of their homework as possible, so that the rest of the day can be spent enjoying time with their family. We believe in providing both structured and free play activities in a safe and comfortable learning environment.

At Sunshine Kids we believe in the importance of a partnership with parents and shared responsibility between parents and our staff members at the Centre. We share the same goal in wanting to provide the best care possible for your child and it is important that we communicate and share information with each other about the child's experiences at home, and in the Centre regarding health, achievements, and other daily issues or concerns.

Program Statement

Sunshine Kids is dedicated to supporting children's learning, development, health and well-being. Our programs are consistent with the Ministry of Education policies, pedagogy and curriculum.

Some of the Ministry documents we reference in our programs include:

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

Our Program Statement is a guide for staff, regarding children's programming and pedagogy (how children learn). It outlines strategies, practices, and goals that guide our interactions with children, parents and colleagues to support positive, professional and respectful interactions.

- This policy will be reviewed and updated annually or as necessary to incorporate best practices and encourage compliance.
- New staff, students and volunteers will be orientated to this policy at the commencement of employment/placement and will review annually thereafter.

The philosophy and practice of Sunshine Kids Childcare is based upon "How Does Learning Happen? Ontario's Pedagogy for the Early Years 2014" (HDLH). It is grounded in current research in early child development. To read the Minister of Education's Policy Statement go to:http://www.edu.gov.on.ca/childcare/pedagogy.html

Both "How Does Learning Happen?" (HDLH) and "Early Learning for Every Child Today; A Framework for Ontario Childhood Settings" (ELECT) provide a framework for structuring the program and practices of Sunshine Kids. They provide goals for children and expectations for programs. ELECT sets out six principals to guide practice in early year's settings.

Sunshine Kids programming seeks to foster:

- Positive experiences in early childhood that set the foundation for lifelong learning, behaviour, health and well-being.
- Partnerships with families and communities which are essential.
- Respect for diversity, equity and inclusion.
- An intentional, planned program that supports learning.

- Play and inquiring learning approaches that capitalize on children's natural curiosity and exuberance.
- Knowledgeable, responsive and reflective educators.

The document "How Does Learning Happen?" is organized around four foundational conditions of what children should experience daily;

- Every child has a sense of **belonging** when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health and **well-being**.
- Every child is an active and **engaged** learner who explores the world with body, mind and senses.
- Every child is a capable communicator who **expresses** himself or herself in many ways.

These four foundations are our goals for children and apply regardless of age, ability, culture, language, geography or setting.

Children are viewed as competent, capable, curious and rich in potential

Sunshine Kids plays an important role in supporting children's learning, development, health and well-being. We believe that children grow, flourish and succeed in programs that focus on active learning through exploration, play and inquiry. Through this active learning process, children learn that they are capable, and that they are able to make decisions and solve problems about activities that are meaningful to them. Children learn best when they are interested and engaged in play experiences both indoors and outdoors that encourage and support exploration and manipulation of materials of their own choosing.

At all ages and stages children benefit from playing alone and exploring their own interests. When playing with other children, social skills are learned and practiced. Play is a child's most natural way to learn.

- play develops curiosity and self-determination
- play builds knowledge of ourselves and social relationships
- play builds self-esteem, a sense of personal power and problem -solving skills
- play builds language and communication skills
- play builds both large and small muscles

Our programs provide a variety of positive learning experiences that support child initiated learning and adult supported experiences, including indoor and outdoor play, active play and

opportunities for rest and quiet time. Daily programming is developed and adapted by the staff to reflect children's individual stage of development and interests. These learning experiences are based on observations of each child and on the staff's knowledge and training regarding child development and learning. We believe that it is important to incorporate flexibility in our programming so that each child can indulge their curiosities and extend their capabilities.

Children can explore, try new things, all the while learning and developing at their own pace. Sunshine Kids staff are responsible to children's individual needs and strive to consistently provide a high quality early learning and care program to support children to reach their full potential.

A Typical Day

A typical day at Sunshine Kids includes free play, creative activities, music, snack and outdoor play (weather permitting), sleep (quiet) time. Each day we get together as a group where songs, games, finger plays, cognitive activities and inquiries are presented and reflected upon. Free play includes the home center, shelf toys, water and sand table, play-dough, puzzles, blocks and toys. Creative activities include cutting and pasting, coloring, painting, crafts and finger-painting. The music component includes singing, instruments and creative movement. Outdoor play provides opportunity for the development of gross motor skills. Large motor activities also take place in the classroom especially on days where we can't get outside. Communication, language and literacy skill development are incorporated in all program activities.

Thanksgiving, Halloween, Christmas, Valentine's Day and Easter activities and other Multicultural holidays are also included and considered a fun and important learning opportunity for children.

Health, safety, nutrition and well-being of children

The health and safety of the children in our care as well as the staff and parents is of the utmost importance to us. Sunshine Kids meets and strives to exceed all health and safety requirements of the Ministry of Education and local government bylaws.

Sunshine Kids understands the importance of physical and mental health and wellness. We incorporate goals in our program that nurture children's healthy development and support self-care, sense of self, and self-regulation skills. Sunshine Kids staff observe patterns in children's health and provide consistency in programming, lunches, snacks and physical activity. We promote the health, safety, nutrition and well-being of each child by providing a

clean and safe environment, nutrition based on Canada's Food Guide, limited transitions, and unnecessary disruptions to play.

Each child is given individual attention during our program and made to feel comfortable and valued by our staff and their peers. As part of contributing to building a healthy, balanced sense of self and relationships with peers we foster positive character attributes such as respect, empathy, compassion and responsibility.

Relationships among children, families, staff and community partners

Sunshine Kids strives to provide a high quality, supportive, family-centered program in a warm, safe and responsible environment. We foster collaborative and co-operative relationships among families, children, staff and the community. Our goal is to create sense of belonging and build a partnership with families by establishing trust and engaging in ongoing, positive and effective communication with parents about the program and their children. Sunshine Kids involves local community partners to support the children, their families and our staff.

Parents are welcome to arrange informal meetings with the staff to discuss any areas of concern and/or to share important information regarding their children. Families are also informed and welcomed to participate in the classroom. Families are valued as active participants and contributors. They provide diverse social, cultural and linguistic perspectives. We see families as experts who know their children better than anyone and have important information to share with us.

Along with Thanksgiving, Halloween, Christmas, Valentine's Day and Easter we like to integrate cultural events and religious holidays of the community Sunshine Kids represents. Parents wishing to share religious or cultural holiday traditions are welcome to come in to the class and make a presentation and/or provide an activity. Please arrange a date with the Supervisor.

Positive self-expression, communication and self-regulation

We promote children's communication, self-expression and self-regulation within all aspects of our programs. Sunshine Kids strives to be an inclusive environment that focuses on active play-based learning where children are naturally encouraged to express themselves in a variety of ways. We seek to be aware of, support, encourage, respond to and document the many ways in which children express themselves, articulate their ideas, the variety of strategies they use to communicate.

Our staff encourage the children to interact and communicate in a positive way and support their ability to self-regulate. Bulletin Board displays, photographs, and the children's work will help to document and communicate the children's expression of their learning.

We also seek to honor and reflect children's home language and culture in our programs. We welcome children of all abilities and believe that respect for diversity, equity and inclusion

is vital for optimal development and learning. Sunshine Kids utilizes programming strategies such as individual support plans to foster an inclusive learning environment in which every child can participate. We view the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment.

Documenting and reviewing the impact of Sunshine Kids programming

Documentation is such a powerful tool for educators, families and the children in our care. We recognize that pedagogical documentation is a wonderful way for our staff to learn about how children think and learn. Program staff will use documentation through observation, planning, reflection and evaluation as a tool to capture the rich experiences and learning that occurs daily and to aid in their future planning. Documentation also allows us to value children's experiences, reflect on those experiences, co-plan with the children about learning, to keep an open and ongoing dialogue with families about their children's experiences, as well as an opportunity for self-reflection for staff.

Our staff recognize and value the uniqueness in every child. They engage with the children as co-learners and provoke their curiosity while guiding positive interactions. They know how to support children's emotions, when to intervene and how to stimulate further thinking. Our staff are committed to building self-awareness and regularly reflect on the practices and the program as they engage in new learning experiences, both individually and with colleagues.

Sunshine Kids is committed to hiring, training and fairly compensating staff. We see our educators as knowledgeable, reflective, resourceful and rich in experience and we value the experiences and environments created for the children. We believe that good educators are always learning and support our staff with continuous professional development through meetings, workshops and seminars as the opportunities arise.

Sunshine Kinds Program Statement is reviewed on a regular basis with the staff at regular meetings to reflect on the impact of the strategies set out in the Program Statement on the children and their families. It is also reviewed annually by the Supervisor to ensure that it is aligned with the Minister's policy statement and any new and relevant legislation.

Program Statement Implementation Policy

Sunshine Kids is committed to supporting children to grow to their fullest potential in a safe, caring and nurturing environment. The program statement describes our specific goals for children's learning and development, and the approaches that will be implemented.

Monitoring Practices

Sunshine Kids implements a wide range of monitoring practices to ensure the goals and approaches described in the program statement are implemented. Teachers do observations on each of the children and record it on a daily basis. The observations serve to capture the children's interests, inquiries and discoveries. Based on these observations the teachers

determine the children's interest. Program planning follows and the teachers provide learning experiences to deepen the children's thinking and learning.

Teachers will create pedagogical documentation that demonstrates children's thinking and learning. Documentation may take many forms, such as photos with learning stories, creative work samples, etc. Documentation will be displayed in the classrooms and shared with parents.

Monitoring Practices include:

- Setting family communication standards for staff to follow.
- Providing coaching and guidance for staff to engage in ongoing reflective practice and collaborative inquiry with the staff.
- Tracking all mandatory and supplemental training completed by each staff.

Roles and Responsibilities

The Supervisor will:

- Ensure that the parent handbook including the Program Statement is made available to any parent interested or enrolled in the program and will provide a hard copy of any significant changes to the Program Statement or other Sunshine Kids policies.
- Conduct a comprehensive annual review of the Program Statement including the goals and approaches. Information gathered through the various monitoring practices will be integrated. A signed record will be kept of the review.
- Respond immediately to any concerns or commissions of prohibited practices observed or reported in consultation with the the Directors and appropriate authorities (as needed).
- Ensure all new staff, students and volunteers are oriented to the Program Statement before they interact with children. A signed record of the orientation will be kept.
- Conduct monthly staff meetings with the teachers to support them in their program implementation and to provide a forum for on-going learning for staff and an opportunity to contribute to the evolution of the program and overall effectiveness of the Sunshine Kids programs.
- Review the Program Statement with all staff, students, and volunteers on an annual basis or any time there is substantive changes to the program statement. A signed record of the annual review will be kept.
- Provide coaching and guidance for staff to engage in ongoing reflective practice and collaborative inquiry with the staff through documentation, conversations and staff meetings.
- Individual observations and performance reviews of all staff, students and volunteers will take place annually, accompanied by feedback and mentoring on their performance and teaching strategies.

- Discuss curriculum, Ministry of Education licensing, and quality assessments with staff and develop a plan of action to be implemented.
- Provide staff with opportunities to attend all mandatory and supplemental training. Track all training completed by each staff.
- Involve and support staff to make referrals and provided resources based on children's and families requirements.
- Monitor all staff, students and volunteers for compliance with the approaches set out in the program statement and the commission of any prohibited practices through a combination of observation; reports from colleagues, parents, and community partners; and program plans and documentation.
- Immediately report any concerns or commission of any prohibited practices. Report to stakeholders including Directors, Ministry of Education, municipal children's services, child protection agencies, and professional colleges within established guidelines.
- Ensure all records are kept for 3 years.

Teachers will:

- Engage in ongoing reflective practice and collaborative inquiry with the other staff, students and volunteers.
- Participate fully in all discussions of the program, Ministry of Education licensing, and quality assessments with colleagues and assist in developing a plan of action to be implemented.
- Attend and fully participate in mandatory and supplemental training.
- Make referrals and provided resources based on families requirements.
- Immediately report any concerns or commission of any prohibited practices to the Supervisor. Report to child protection agencies within established guidelines

Prohibited Practices

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults. Research shows that children who attend programs where they experience warm, supportive relationships are happier, less anxious and more motivated to learn than those who do not.

Experiencing positive relationships in early childhood also has significant long term impact on physical and mental health, and success in school and beyond. The Program Statement sets out approaches that support positive interactions between children, families, staff and the community. The following prohibited practices are not permitted:

- corporal punishment of the child;

- 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;
- 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;
- 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;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will.

Any reports involving breach of the above prohibited practices are taken seriously and will be dealt with by the Supervisor in consultation with the Directors. Individuals who violate the prohibited practices and these procedures are subject to disciplinary or corrective action up to and including termination of employment, volunteer or student assignment. Sunshine Kids understands and complies with all established guidelines for reporting to the Ministry of Education, municipal children's services and child protection agencies.

Hours of Operation, Centre Closures and Holidays:

Sunshine Kids child care operates 12 months of the year, Monday to Friday, from 7:30 a.m. to 6:00 p.m. We also offer special programming during Christmas Break, March Break and P.A. Days. Days of operation during Christmas Break depend on which days the statutory holidays fall.

In the case of inclement weather or if the Centre must be closed suddenly for unanticipated reasons, each family will receive a call on the morning of the closure.

Sunshine Kids will be closed for all statutory holidays. Please refer to the table below for the times and dates of closures:

Full Day Closures:

Holiday	Day Observed
New Year's Day	January 1st
Family Day	Second or Third Monday in February
Good Friday	Friday before Easter Sunday
Victoria Day	Monday preceding May 25th
Canada Day	July 1st
Civic Holiday	First Monday in August
Labor Day	First Monday in September
Thanksgiving	Second Monday in October
Christmas Day	December 25th
Boxing Day	December 26th

Early Closures at 12:00 p.m.:

Holiday	Day Observed
Christmas Eve	December 24th
New Year's Eve	December 31st

Ratios

Sunshine Kids strictly adheres to child to caregiver ratios as set out in the Childcare and Early Years Act and outlined below for your information:

	REGULAR RATIO	**REDUCED RATIO**
	1 RECE to	7:30am-9am; 12:30-2:30pm; 5-6pm 1 RECE to
INFANT	3 children	N/A
TODDLER	5 children	8 children
PRESCHOOL	8 children	12 children
JK/JK	13 children	
SCHOOL AGE	15 children	

Infant, toddler and preschool children will never be left alone at any area of the center including outdoor playground.

Children attending Afterschool program will be allowed to use the washroom in manner of a "buddy system" where two children would be allowed to go to the washroom unaccompanied. System identifying which two children are in the washroom will be used.

Communication

At Sunshine Kids, we believe that by creating a partnership with parents, we are able to provide the best possible child care to suit your child's needs. We promise to keep you informed about your child progress and experiences with us and appreciate you sharing with us any pertinent information about your child (e.g. any change or issues at home that might affect your child's well-being or behavior). We also strongly encourage parents to discuss their child's progress with staff members and voice any concerns, suggestions or comments. Please feel free to speak with us directly, over the phone, or send us an email for quick updates and questions or to arrange a scheduled conference to attend any concern you might have.

Admission and Discharge Policy

Every parent considering enrolling their child(ren) into Sunshine Kids care will have the opportunity to take a tour around the Center, meet the staff, observe the program ask questions and obtain parent handbook free of charge. In the event of having a waiting list for the spot parent is enquiring about, child's name will be put on it, and parents will be able to enquire about child position in respect to our Wait List policy (no fees will be charged). In the event spot is available immediately, parents will be asked to provide deposit to secure the spot. Prior to the first day of enrollment, parents will be asked to bring in:

- Fully completed registration forms;
- Immunization or letter from doctor stating why child should not be immunized;
- Registration fee, deposit and first months fee sent to sunshinkidsetobicoke@yahoo.ca (see fees and payment plan);

Those will be reviewed by Supervisor or Licensee in the presence of a parent(s).

On the first day of child's attendance parents will be asked to bring:

- Extra Clothes labeled with child's name;
- Pair of indoor shoes;
- Weather appropriate outside jacket;
- Mittens; neck wormers (scarfs are not acceptable due to choking hazard); snow pants, hats;
- Sunscreen ;
- Diapers (if applicable);
- Wipes (if applicable);

- Diaper Cream (if applicable);
- Water bottle labeled with child's name;
- Any special sleeping friend.

Sunshine Kids reserves the right to discharge any child in case of breech of our Code of Conduct or any other policies and procedures and in accordance to our Withdrawal Policy.

Initial Adjustment Period

Whether your child will be a new or a returning participant to the Centre, the beginning of a new transition to the Centre can bring tears. Each child will need a period of time to adjust to the new environment, or to adjust back into the environment after the break. Children react and adapt differently in these situations and the length of the adjustment period will depend upon the individual child. If your child is upset or crying, please rest assured that our staff will do everything to comfort the child and meet the child's individual needs. Likewise, if a child shows us that he/she wishes to be left alone, we will allow the child to adjust to his/her situation in his/her own way. Our staff will never force him/herself on a child. We will keep parents informed of their child's progress with respect to the adjustment process.

Fees and Payment Plan

Upon enrollment we require parents/guardians to provide Sunshine Kids with a non-refundable registration fee. Families enrolling more than one child at the same time will only be charged one registration fee. A new registration fee will apply to siblings who enroll at a later date.

A deposit of $1720.00 will be payable immediately along with the registration fee. Should you decide to withdraw your child from the Centre, a minimum of two full calendar months' notice is required as per our Withdrawal Policy. This deposit is retained by the Centre and applied to the last month's fees provided proper written notice is given. If less than two full calendar months' written notice is given, the deposit is forfeited.

Fees are payable in advance upon enrollment in the form e-transfer to sunshinekidsetobicoke@yahoo.ca.

Fees are paid for every month Sunshine Kids operates including statutory holidays, March Break, Christmas Break and any days the child is away for any reason in order to maintain the child's space within the Centre. There are no fee exemptions or allowances for vacations, days not used, etc. Please note that fees are not refunded due to illness or vacation. Additional fees apply for special March Break and Christmas Break Programs for children who attend the JK and SK and School Age Programs as noted in the Registration Package. We are sensitive to the annual increase but will strive to stay within 3-5% range for full time care. In order to continue to offer quality programs, services, healthy food options, while at the same time managing the rising cost of rent, utilities, food and salaries, we must adjust the fee structure.

Payments are due on the first of each month. Late fee of $40.00 will be applied for payments received after 3rd of the month and additional $5.00 will be added for each day payment is late

after that. Not submitting payments on time may result in cease of the services effective immediately.

Note: At this time Sunshine Kids will not participate in CWELCC. Base fees listed below will be adjusted on January 1st and such change will be communicated to currently and potentially enrolled families no later than November 1st of the current year.

Fees:

Full time (5 days a week)		Les than 5 days a week
Infant	$2000 monthly	$100 daily
Toddler, Preschool	$1720 monthly	$86 daily
Before and after school	Before Only	After Only
$54.75	/	$34.75

Deposit:

$1720.00 to be used against last month's fee for full/part time care. May and June's fee is deposit for Before and After School program.

Promoting Independence

It is very important to encourage a child to be independent. In fact, children have a great natural desire to do things by themselves. Please allow your child to walk into and from the Centre, as opposed to carrying the child. It is also important for children to dress and undress themselves and to be allowed to remove their coats/boots/shoes independently. It will always take a little longer, but it is time that is very well spent. We are willing to invest our time and we encourage you to do the same.

Absences

If for any reason your child is to be absent from the Centre, please call us at **416 622 7529 and leave a message**. If your child is unwell, please leave the details of his/her illness on the Centre answering service (e.g. pink eye, diarrhea, vomiting, serious cough, high fever, chicken pox, infection of any kind, i.e. ear, throat) as we must report outbreaks of any kind to the Toronto Public Health.

Arrival

When you are dropping off your child in the morning, please walk your child to his/her room to greet the teacher.
Although we understand how busy parents are in the morning, it is important to get your day and your child's day off to a good start. Please take a minute to update the teacher on any new or pertinent information about your child before you say goodbye. We strive to foster a

sense of belonging for both your child and your family, as research shows that this is the foundation for optimal learning, development, health and well-being. If your child is having difficulty saying goodbye in the morning, please speak to our teachers as they have dealt with this many times and have plenty of great strategies they can share with you to make the morning drop off easier for both of you. Our goal is to cultivate positive and constructive relationships and ultimately have your child and your family feel safe and comfortable at Sunshine Kids.

Pick-up

Please pick up your child from his/her classroom and take a few minutes to allow your child to tell you about their day. Children are often very excited to share their latest creation, or experience when they see you. Your child's teacher will ensure to notify you of any important news regarding your child.
If you have an emergency and you are going to be late picking up your child, please call the Centre at 416 622 7529 to inform us. Late fees apply to anyone picking up their child after 6pm at the rate of $2 per minute. Late fees are to be paid directly to the Centre staff person staying late. If the Centre staff are unable to reach the parent/guardian or emergency contacts by 7pm, our staff are then required to inform the Child Protection Agency. Every attempt will be made to contact the parents or the emergency contacts prior to contacting the Child Protection agency.
If an individual other than the parent/guardian is to pick up your child please advise us of this in advance and in writing. Please note this person will be required to show photo identification when he/she arrives. **Children will not be released to any individual without written consent from the parent.** Please be advised that a copy of a custody order must be on file at the Centre in order for Sunshine Kids staff to prevent a biological parent from picking up their child.

Safe arrival and dismissal Policy and Procedures

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 child care 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.

Policy

General

- **Sunshine Kids** will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- **Sunshine Kids** will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Additional Policy Procedures

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.
    - 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 in the file as, an emergency contact or 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.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care 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:
    - inform the supervisor and they must commence contacting the child's parent/guardian no later than 10 am. Staff shall email parents via program's communication app). If no response received by 10:30 am staff will call parent guardian and leave a message.

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.

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 child care may release the child to. 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)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up the supervisour. shall contact the parent/guardian by a phone and and advise that the child is still in care and has not been picked up.
    - Where the staff is unable to reach the parent/guardian, staff must contact a parent via app or/and call and leave a message.Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
    - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact and if they are not available will proceede with procedures outlined in pick up after closing hours procedures.

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact authorized individuals listed on the child's file and emergency contacts.
4. 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 7pm. the staff shall proceed with contacting the local Children's Aid Society (CAS) 416 924 4646. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone

Clothing and Possessions

Please send a change of clothes with your child on his/her first day of attending the Centre (labeled and in a Zip-lock bag would be great!). These clothes will stay in the Centre in case of any unforeseen accidents.

Please dress your child in clothes that he/she can manage and can get in and out of when using the bathroom (e.g. elastic waist pants and no overalls, belts, or buttons). For the winter time, we suggest two-piece show suits, Velcro boots, and Velcro indoor shoes, neck warmers instead of scarves and mittens instead of gloves attached to the sleeves of the coat. It is a good idea to avoid all long strings near the neck because they can be a choking hazard. Each child must have a pair of indoor shoes that will be kept in the Centre. It can be upsetting for young children when they arrive to the Centre having forgotten their indoor shoes. It also gives you one less thing to think about on a daily basis.

All personal possessions including toys of any kind should always be left at home. It can be traumatic for children if their home toy gets lost or broken. Our goal is to help each child adapt to the routine of the Centre, using the toys and materials belonging to the Centre. However, if your child has a special toy/blanket that he/she needs to fall asleep, please bring them along.

Missing Materials

Many of the materials used in the Centre can be very appealing to young children. If any of these pieces should find their way home, we would appreciate if you would return them to the Centre. Thank you.

Parking Lot

Please hold your child's hand at all times in the parking lot and accompany your child/children to the drop-off point when your child is both arriving and leaving the Centre. In addition, please drive slowly when entering and leaving the lot and please do not leave cars running when you pick up or drop off your child.

Fieldtrips

In the event of an offsite fieldtrip we may ask for parent volunteers. There might be a nominal fee required depending on the excursion. Please note that all volunteers, including parents will require a clear Criminal Reference Check including vulnerable sector screening as per our Criminal Reference Check Policy. Detailed expectations from parents volunteering for a particular field trip will be outlined in handouts or newsletters sent home.

Birthdays

Children are welcome to celebrate their birthdays with their classmates at the Centre. Please let us know ahead of time if you would you like to bring in a special snack and we will coordinate a special lunch for that day to celebrate the child's birthday. Please note that any food or snacks brought into the Centre must be pre-packaged and store bought and include a label of all ingredients in accordance with our Allergy and Anaphylaxis Policy.

Camp program

Finding fun activities to fill your child's vacation can be a challenge for even the most creative parent. At Sunshine Kids, our theme based Camp Programs are offered during Professional Development days, Winter, Spring and Summer Break, providing a variety of activities to keep children active and happy through arts and crafts, music and dance, sports, cooking experiences and field trips. Our Centre has developed programs that take advantage of the facilities in the surrounding community as well as some other popular attractions.

Children are encouraged to attend on a weekly basis, or if you choose, on individual days when the activities are of a specific interest to your child. Similar to our regular program, we

welcome children from 4 to 12 (kindergarten and school age). Our staff work hard to develop creative programs to include challenges and adventures on a daily basis.

Outdoor Program

Sunshine Kids believes the outdoor program is an important part of each day. Child Care and Early Years Act,2014 requires us to provide two hours of outdoor play per day. Our outdoor programming provides children with time for active play and fresh air in a safe space. Our outdoor period is geared to not only a time for running and jumping, but also a more structured time for teacher facilitated activities. We provide a safe learning environment that allows the children to explore and discover on their own, as well as activities that will enhance gross motor development. Teachers are required to create an outdoor program plan which provides the opportunity for children to become involved in a teacher planned moment in the great outdoors.

Preschoolers do not go offsite except for planned field trips. When field trips happen, our Field Trip Policy will be in effect. The children will use the fenced-in play space and have the opportunity to engage in planned teacher facilitated activities. The playground will be supervised at all times to provide a safe, outdoor play environment that promotes creative and constructive play for children. Ratios will not be reduced at any time while out on the playground.

Operating Policies

Sunshine Kids is licensed by The Ministry of Education. The Provincial (CCEYA, 2014) identifies the legislative requirements for obtaining and keeping a license to operate a licensed Centre. The CCEYA also outlines the consequences to operators, if the CCEYA 2014 is contravened. A Program Advisor from the Ministry of Education inspects our Centre annually for renewal of this license and makes periodic visits as they deem necessary. Our license is clearly posted for parents to see on our main information board.

Sunshine Kids strictly adheres to all regulations set out by the Childcare and Early Years Act., 2014 and the Ministry of Education including those in respect to staffing, program, premises, playground, nutrition, and health. In particular, Criminal Reference Checks with Vulnerable Sector Screening are conducted for all staff, students and volunteers. Placement Students are typically required to have Criminal Reference Checks conducted through their educational institution. Staff Evaluations are conducted every six months. In addition, the Behavioral Management Policy is followed by all staff.

Students and Volunteers

For the Sunshine Kids welcomes and encourages volunteer participation and student placement at our Centre, as the children enjoy the additional attention they receive from

volunteers and look forward to their visits. Regarding volunteers and students, the CCEYA provides that: Only employees will have direct unsupervised access to children. Volunteers and students may not be counted in the staffing ratios and will be supervised by the full time permanent staff within the Centre. No child is supervised by a person under 18 years of age. Sunshine Kids expects volunteers and students to follow a course outline and take direction from the RECE's and all staff at The Centre.

Each student or volunteer will receive a tour and orientation before commencing placement or volunteer experience at the Centre. This orientation will be carried out by the Supervisor or designate. At this time students and volunteers will receive a copy of the parent handbook. During the orientation, a full review of policies and procedures are outlined. The Centre's Behaviour Management policies and procedures as well as all other policies and procedures are reviewed with all employees, volunteers, and students who will provide care or guidance at the Centre before they begin employment/placement and at least annually afterwards.

Students and volunteers will comply with the behaviour management procedures. Students and volunteers will review the individual plan for a child with anaphylaxis. The emergency procedures are reviewed by volunteers and students. All volunteers are required to provide a criminal reference check. Criminal reference checks for students are routinely required by community colleges and universities prior to students beginning a placement in childcare and the Ministry criminal reference check policy does not apply to students in these circumstances.

Food and Allergies

At Sunshine Kids, we provide 4 nutritious meals per day that are prepared daily in our own kitchen. Our menus draw from the Serbian and Canadian cuisines and include plenty of fruits and vegetables. We start a day with a rich breakfast, have a lunch before nap time and a snack after the nap.. We finish the day with the light snack. Breakfast, Lunch and late snack is provided for children who are attending our before and after program or its variations. All of our menu items meet Canada Food Guide's and are designed to provide the nutrients children need and promote overall health. You are welcome to inquire about the menus and ingredients when you visit the Centre.

We recognize the potentially serious consequences of children with allergies. These allergies may include a condition known as anaphylaxis. Anaphylaxis is a severe, potentially life-threatening allergic reaction brought about by exposure to certain foods or other substances. We take all necessary measures to prevent and minimize any allergic reactions. **Please be sure to notify the Centre in writing of any allergies that your child may have and the precautions that should be taken to minimize reactions upon enrollment or as new allergies develop**. The staff will work with the parents to ensure that menu planning and program planning do not involve any foods or materials that may put that particular child at risk of having an allergic reaction.

Please be advised that Sunshine Kids is a nut free Centre and in accordance with our Allergy and Anaphylaxis Policy, we will endeavor to remain free of common anaphylactic agents (i.e. nuts, stinging insects, shellfish etc). In all literature sent home, we request that **NO PEANUT OR TREE NUT PRODUCTS ARE ALLOWED AT THE CENTRE AT ANYTIME**.

This request may be revised as necessary depending on the life threatening allergies of the children enrolled in our Centre. As with other Sunshine Kids policies, staff, volunteers, parents and children are expected to comply.

Health Policy

The Health Policies at Sunshine Kidd take into consideration the responsibilities of parents while maintaining the safest possible environment for the children. The health of all of the children depends on the co-operation of all parents and staff on health matters. To bring a sick child to the Centre jeopardizes not only the child's health, but also the other children and staff at the Centre.

Parents must keep a child at home who is suffering from a fever, vomiting, and/or diarrhea. The staff will use their own discretion concerning the seriousness of a cold. If a child becomes ill during our Centre hours of operation, the parent/guardian will be notified and asked to pick him/her up as soon as possible. In the case where a child has had diarrhea, vomiting or a temperature of 38.4 degrees Celsius (101 degrees Fahrenheit) he/she may not return to the Centre until his/her condition has been normal for twenty-four hours.

Parents shall report a child's exposure to any communicable disease (such as lice, chicken pox, pertussis, measles, etc.). If a child shows any symptoms of a communicable disease, the child may have to be excluded from the rest of the children to minimize the risk of spreading any such illness as outlined below:

- Children will be separated from the other children and staff if they display severe irritability, lethargy, runny nose, discharge from the ears or eyes, cough, difficulty breathing, vomiting, diarrhea, change in skin colour, rash and/or fever
- Parents will be notified immediately in cases of child's illness
- Toronto Public Health requires all Childcare Centers to exclude ill children and/or staff when:
    1) Illness that prevents child from participating in activities;
    2) Greater need for care that the staff can't provide without compromising supervision ratios/requirements;
    3) Illness poses a serious health risk if it spreads to others, circumstances under which separation of the affected child or staff is necessary;
- Ill children will wait in the office with the Supervisor or Designate staff member until a parent/guardian is able to pick them up so as not to risk the health of the other children and staff in our care.

Parents should be especially alert to any signs of illness in an exposed child, and should not send a child to the Centre who seems to be unwell. If a child develops a communicable disease, the child's doctor will determine when the child is able to return and a doctor's note to this effect may be required. If we have three or more children showing the same symptoms, it is considered to be an outbreak with children of this age and must be reported to the Toronto Public Health.

Sunshine Kids requires all children enrolled in our Centre to be immunized according to the current Ontario Publicly Funded Immunization Schedule (please refer to www.toronto.ca/health for details). Parents are required to provide an up to date copy of their

child's immunization record or a statement from the child's physician as to why the child should not be immunized for children with medical contraindications to immunization. Immunization exemption letters will be kept on file at the Centre for future reference.

In accordance with the CCYEA, a signed and fully completed Emergency Health Information Form and an Emergency Contact and Consent Release Form must be presented prior to the child's first day of care.

We are very strict with our Health Policy, as the health and safety of the children is our number one priority. Please be sure to keep the Staff informed and up-to-date about concerns you may have with respect to your child's health. If you have any questions in regard to the Health Policy, please contact the Centre Supervisor.

Medication Policy

At Sunshine Kids, it is our policy that only medication authorized by a physician can be given to a child. If your child requires medication, the Centre staff will administer only prescription medication. Non-prescription medicine will be administered only when it has been recommended in writing by your doctor and you have signed the appropriate form. Any changes in medication or medication instructions must be provided in writing, again using the appropriate form. There should be a prescription label on all items, even over-the-counter medications. The only exceptions will be those medications that are pre-authorized for use by a physician.

All medication is kept in a locked container that is inaccessible to children at all times. All *allergy medication is not locked* and is carried by staff in a fanny pack to ensure that it is readily available to staff while inaccessible to children. The RECE staff will be responsible for carrying the fanny pack and will transfer the fanny pack to the appropriate RECE staff member during transitions such as lunch breaks and shift changes.

Children with anaphylactic allergies or Asthma are required to provide an Epi-Pen and/or Asthma medication to be kept at the Centre. All drugs and medication on the premises of Sunshine Kids are stored and administered in accordance with instructions on the label. Sunshine Kids provides CPR and First Aid training to all staff at the Centre every 2 years.

If your child requires the administration prescription medication while in our care, please:

- Complete and sign the Centre's Medication Authorization form.
- Provide the medication in the original container that is clearly labeled with the child's name, name of medication, dosage, date of purchase, and instructions for storage and administration.
- Make sure to bring the medication in the morning and to pick it up in the afternoon.

If your child needs over-the-counter medication administered while in our care, please:

- Provide the original, unopened container and clearly labeled with the child's name
- Provide a Doctor's note clearly indicating directions for administration, including dosages, times and conditions under which medication must be administered.
- Fill out the form provided to you by the center.

Emergency Procedures

Sunshine Kids has developed Emergency Management Policy and Procedures to be followed in the case of the emergency. To ensure that parents are immediately accessible in case of emergency, it is essential that the Supervisor be notified immediately of any changes in home address, telephone numbers, etc. We ask that each parent arrange an alternate person(s) whom we can contact in an emergency if the parent is unavailable. In the event of an emergency parents/guardians/ alternate persons will be notified by the phone by a Supervisor or designate.

Even with the best precautions, accidents can happen. In case of emergency medical care, Sunshine Kids staff will call 911 and the parents immediately. The child will be transported by ambulance to the nearest hospital. The Supervisor or designate will accompany the child if the parent(s) have not arrived. An RECE staff will stay at the Centre.

We use accident forms to report any incident that results in any injury to a child, even if it seems minor. If your child has an accident, it will be recorded indicating all particulars and be signed by the staff who cared for the child. The staff will notify the parent(s) of any such incident.

We also have a fire drill and emergency procedure that must be followed in case of a fire or emergency. Fire drills are conducted on a regular basis. In case of an emergency where the children must vacate the school, the emergency evacuation site is deemed to be GoodLife Fitness.

Behaviour Management

At Sunshine Kids, we believe that warm supportive family atmosphere with built-in trust and acceptance of every individual brings out the best in all of us leading to harmonious relationships. The Child Care and Early Years Act specifies standards of behavior management that must be followed by all staff and volunteers who provide care at the Centre.

The emotional and physical well-being of children in our care is our main priority. Establishing clear and consistent expectations and limits to children's behaviour ensures the health and safety of all children and staff at Sunshine Kids. Positive behaviour management techniques that emphasise discussion, respect, encouragement and positive reinforcement promote the healthy development of children. Our goal is to work in partnership with parents to support friendly and constructive relationships within a positive environment and to assist children in developing self-control, self-esteem and ultimately, self-discipline in their interactions with others.

- We believe in positive, constructive and kindly discipline.
- We believe in an orderly, cooperative atmosphere.
- We believe the children should use self-control and self-discipline.
- We expect the children to extend courtesy towards others.

- We expect the children to behave in a manner that will allow others to enjoy themselves.
- We expect the children to be cautious and careful in usage of the Centre grounds, equipment and all other property.
- We believe children are individuals, unique in their own personality. Each behavioural situation (with regard to disciplinary action), has its own varying set of extenuating circumstances. Therefore, each child's behavioural incident will be treated on its own merits in a fair but firm manner.

We recognize the children's need for testing their environment, peers and teachers in an attempt to discover the limitations set by each. We also recognize that a child's curiosity often causes him/her to push the set limitations, which could potentially lead to inappropriate behaviour. That is why, in building the supportive and encouraging environment, we monitor for and help children modify the unacceptable behaviour. Staff are trained to be constantly observing and they have a variety of strategies to use when behavioural issues arise.

Methods that Teachers may use to assist a child with a behavioural issue:

- Discussion with the Child(ren)
- Use of positive verbal communication
- Redirection
- Problem Solving Area
- Meetings with the Parents

Positive discipline techniques are constructive. We set limits that are developmentally appropriate and enforce them consistently. The child is always encouraged to verbalize his/her feelings, fears and anxieties. The staff's goal in regards to a child experiencing behavioral difficulties is to help the child retain control of his/her emotions and actions, not to prevent him/her from expressing feelings. Whenever a child displays unacceptable behavior, it is often because he/she wants something. He/she believes that his/her actions will help get him/her what he/she wants. The teacher will show the child in this kind of a situation to ask for things in a more acceptable way. The teachers remember at all times that children are vulnerable and that above all, they need love, patience and understanding from the adults around them.

To protect the emotional and physical well-being of children those are <u>PROHIBITED PRACTICES</u> at all times:

(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 high chair, 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 child care 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, share 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.

Any ongoing behavioral issues will be discussed at staff meetings and incidents of a serious nature will be reported and dealt with accordingly and will be documented. Staff and management will meet, communicate and discuss ways of handling different situations. Parents will be notified of specific behavioral issues as they arise. Violent and aggressive behavior is not tolerated and suspension or withdrawal may apply for children displaying any verbal and/or physical abuse towards any other children or staff as per our Withdrawal Policy. Should you have specific concerns regarding discipline techniques, we urge you to discuss them with the Supervisor.

Withdrawal Policy

Sunshine Kids Withdrawal Policy outlines the directions to families of the procedures that occur in the event of a child being withdrawn from our Centre.

Parent Withdrawal of Child from Sunshine Kids:
In the event that a family wishes to permanently withdraw their child from the Centre the procedure to be followed is outlined below:

- Parent(s) must provide, in advance, TWO FULL CALENDAR MONTHS written notice (for example, notice given May 16 will be for August 1) to withdraw a child from the Centre, to change the start date, or to decrease the number of days of care. If the notice is not received, the initial deposit fee will be forfeited.
- The initial registration fee paid at the time of registration is non-refundable.
- A permanent space cannot be guaranteed if you wish to temporarily withdraw your child.
- It is important for your child to be given the opportunity to say good-bye and have a sense of closure when leaving the Centre. Please let your child and our Staff know in advance of his/her last day, so that the transition can be a positive experience for your child, their friends and Staff, and your family.

Withdrawal or Suspension of Services from Sunshine Kids:
There may be instances when Sunshine Kids cannot accommodate the ongoing or future needs of a currently enrolled or wait-listed child. These matters will be addressed to the

Directors. In the event that a child's placement with the Sunshine Kids is determined to be inappropriate, the Centre reserves the right to require the withdrawal of the child from the Centre or waiting list. In order for a child to be discharged from the Centre all relevant information must be documented, the Directors must approve the discharge and four weeks written notice must be provided (except as outlined below).

Withdrawal Due to Breaches of Centre Policies and Code of Conduct:
Upon enrollment to Sunshine Kids, families are provided with the Parent Handbook and are required to sign off indicating they have read, understood and agree to follow the Centre's Code of Conduct and Policies and Procedures outlined in the handbook. Sunshine Kids reserves the right in its sole discretion to discharge any child and/or family for breaches of any of the Centre's policies, by the child or the parents/ guardians.
The decision for withdrawal will be based on, but not limited to, the following types of incidents:

- Inappropriate behavior by a child or family member (ie: continuous inappropriate behaviour in the classroom, repeated disruptive behaviour against other children and/or staff, uttering threats, or causing physical damage to church or school property), or
- Disregard for School staff and/or Policies which include, but not limited to: Code of Conduct, Fee Policy or Late Pick-Up Policy.

We realize that occurrences and disputes will occur among children and it is not our intention to exclude children as a result of normal developmental incidents that assist them in acquiring problem-solving skills. However, as individual needs vary in terms of environment and programming, some children many not benefit from the services offered in this Centre.
We recognize that all children have unique and individual needs and will make every effort to meet the needs of your child, including seeking the assistance of an outside agency if necessary. In such instances the Centre will request an outside agency to send a resource support educator to come into the Centre to provide support to the child, family and our staff. After consulting with the resource person the Supervisor, staff, parents will put together a positive action plan.
If after seeking help from a resource educator the behaviours still occur and it is still deemed that we are unable to meet the needs of you or your child, then services will be withdrawn, with approval from the Directors.
In extreme cases (as determined by the Directors) of violent or threatening behaviour by either a child, a parent or a caregiver where the safety of other children and/or the staff are at risk and where behaviours are not conducive to the well-being of the centre, the four weeks' notice of withdrawal is waived. Fees for that month will not be reimbursed.

Code of Conduct Policy

At Sunshine Kids, we strive to provide a safe, caring, learning environment for children, staff and families. We believe in the equality and respect diversity.
It is unacceptable to discriminate against another person unreasonably on the basis of any characteristic.

The following people are expected to behave in a respectful manner and comply with this code of conduct:

Management, Board of Directors and staff members
Children
Parents/Guardians of children enrolled
All others involved with our Center (visitors, professionals, students, volunteers)

Guiding Principles for Appropriate Behaviour

Be Respectful
We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We are respectful of the environment, equipment and materials.

Be Safe
We work and play safely to help keep ourselves and others from getting hurt.

Be Cooperative
We solve our problems by talking and listening to each other respectfully to find a solution. When we cannot solve a problem ourselves, we ask for help.

Be Supportive of Learning
We learn to the best of our abilities and support the learning of others.

Developmental Capabilities of Children
We understand that it is normal for children to display inappropriate behaviour at times for a variety of reasons. The developmental capabilities of each child will always be considered when determining both expectations for behaviour and consequences of inappropriate behaviour. The rules and limits in the Centre are explained to the children and enforced consistently in a positive manner, taking into consideration the varying levels of development capabilities.

Appropriate Use of Technology
All children, parents, staff and others involved in our centre must use e-mail, electronic devices and the Internet in accordance with our policies. This protects people's privacy and the confidentiality of information.

Unacceptable Behaviours
The following behaviours by children, staff, parents/guardians and others involved in our centre are unacceptable at all times:

All forms of bullying
(physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive
Harassment,

including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome
All forms of abuse
(sexual, physical or psychological), including verbally, in writing or otherwise
Discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
Actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone

Proactive Strategies
We actively strive to create an environment that supports the health, safety and well-being of the children by:

- having realistic and developmentally appropriate expectations for behaviour
- setting up the environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour
- planning a program based on children's interests and developmental needs
- establishing consistent yet flexible schedules and routines that help children gain trust, security and self control

We create a positive environment for children, parents/guardians, staff and others involved in our centre by:

- developing positive relationships, including making time to talk and listen
- establishing clear, consistent, simple limits
- stating limits in a positive way and periodically reminding people
- providing explanations for limits
- working together to solve problems
- modelling and encouraging appropriate behaviour

Consequences for Inappropriate Behaviour
We will consistently respond to inappropriate behaviour by children, parents/guardians, staff and others involved in our centre by:

- reminding people of expectations and limits (based on the developmental level of the child)
- using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected
- talking only about the behaviour, not labelling the person
- responding sympathetically and acknowledging feelings
- establishing natural, logical consequences

Depending on the severity and frequency of the behaviour, we will consider further steps such as:

- using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour
- having a meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- developing a written contract with an adult or older child that outlines specific expectations and consequences
- giving a written warning that outlines specific concerns and consequences if the behaviour continues
- accessing outside resources for help, such as:

a behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour

Depending on the severity of the behaviour, additional steps may be taken such as:

- suspending or dismissing a staff member
- suspending or withdrawing child care services because of a child's or family member's inappropriate behaviour
- if the behaviour is from a visitor, not allowing that person to return to the centre
- contacting the police and/or child and family services if the behaviour is illegal such as abuse, assault or threatening another person

Privacy Policy

Sunshine Kids collect personal information in the regular course of its activities. Personal information is any information about an identifiable person (e.g. name, address, phone number, etc.). The purpose of this policy is to establish rules that govern the collection, use and disclosure of personal information by Sunshine Kids in a manner that recognizes the need to balance the right of privacy of individuals with respect to their personal information with Sunshine Kids need to collect, use, and/or disclose that personal information in order to fulfill its charitable purposes. This Policy applies to all Sunshine Kids Employees.

Sunshine Kids Child Care Services commits to ensuring that all personal information gathered about its customers (parents and children) and its employees, students and volunteers is kept confidential and is treated in a manner that a reasonable person would consider appropriate in the circumstances.

Our key principles are:

1. Collecting and Using Information

Sunshine Kids will only collect personal information that is required to provide its services and/or is required for licensing or legal purposes. Personal employee information will only be collected to provide benefits and for payroll and performance management purposes

Obtaining Consent When personal information is collected, Sunshine Kids will explain how it will be used and will obtain your consent to collect, use, and disclose it.

2. Limiting Use and Disclosure of Information

Sunshine Kids will only use your personal information for the purposes for which we have obtained your consent. We may provide your information to other parties:

• when we have your consent to do so; and/or

• when we are required or permitted to do so by law.

3. Protecting Information

We will protect your information with appropriate procedures and security measures and dispose of it by means of shredding, or other methods, to protect the security of the information no longer required. The personal information collected by Sunshine Kids is kept and/or maintained at the head office of Sunshine Kids and each employer, student and volunteer of Sunshine Kids is required to agree to not share, copy, or disclose any personal information to any third party for any reason, other than as required under law, or for the purposes for which you provided your personal information to us.

4. Retaining Information

Your personal information is kept until the stated purpose is completed. For example, if you gave us your personal information to register your child in a Sunshine Kids program, we will keep this information until your child is no longer in the program and only for as long as it must be kept under law.

5. Providing Information Access and Accuracy

You will be responsible for ensuring that we have your up-to-date personal information in our records. Upon written request, and proof of identification, we will provide you with the personal information that we have on file about you.

Purpose of Personal Information Gathered by Sunshine Kids

Source and Information Gathered	Purpose for Gathering	May Be Disclosed To
Registration Form Child's Information	• To Process the registration form and attendance sheets	• Program Staff • Relief Staff • Supervisors

• Given Name and Preferred Name • Address • Date of Birth • Gender • Parent Child Lives With <u>Parent/Guardian Information</u> • Name • Address • Email address • Relationship to Child • Home and Mobile Telephone Number • Business Telephone Number/s • Employer & address <u>Emergency Contact</u> • Name • Relationship to Child • Telephone Number • Address	• Contact information to process registrations; communicate with parents and for emergency contact purposes. • For program fee payment purposes • To ensure that an adult can pick up and assume responsibility for the child in the event of an emergency when parents can not be reached	• Head Office Staff involved in the administration of registration and management of programs • Ministry of Education licensing staff • Companies contracted by Sunshine Kids to; print Income Tax Receipts, provide insurance. • Financial institutions for fee payment transactions
Medical Form <u>Child's Information</u> • Name • Date of Birth	• Information used in the case of a medical emergency	• Program Staff • Relief Staff • Supervisors

• Doctor's Name, address and telephone number • Medical Information provided by parents e.g. food allergies, epilepsy, diabetes • For children attending the centre • Immunization Data • Weight and Height	• For adequate supervision with respect to medical requirements of the child e.g. allergy to certain foods	• Office Staff involved in the administration of registration and management of programs • Ministry of Education licensing staff • Medical Practitioners
Other • Custody agreements or arrangements between parents	• To ensure the child is released to the appropriate guardian • To advise the source of the registration details and fees	• Program Staff • Relief Staff • Supervisors • Office Staff involved in the administration of registration and management of programs

Smoke Free Policy

The Smoke-Free Ontario Act came into effect on May 31, 2006, prohibiting smoking in enclosed workplaces and public places, to protect workers and the public from the hazards of second-hand smoke. Parents, staff and students are prohibited from smoking in the Centre and playground areas whether the children are present or not.

Smoke Free Practices:

- Smoking is strictly prohibited on Sunshine Kids property at any time (inside or outside the grounds including the playground and parking lot).
- No person is allowed to smoke or to hold a lit cigarette, cigar or pipe on the property.
- Staff will ensure the safety of children during our hours of operation by notifying the Supervisor if they observe anyone smoking in the parking lot or anywhere else on the property.

Policy For Use of Electronic Devices and the Internet Pertaining to Sunshine Kids

This policy is meant to assure that people's privacy and the confidentiality of information about the centre, children, parents/guardians/caregivers and staff is upheld. All children, parents, staff and others involved with the centre must use email, electronic devices and the Internet according to our policies. Failure to do so will result in consequences and disciplinary action.

Inappropriate uses of social media and Internet includes but is not limited to:

Intentionally accessing, transmitting, copying or creating material that violates the confidentiality of children, parents/guardians, caregivers, the staff or centre itself
Intentionally accessing, transmitting, copying or creating material that violates the Centre's Code of Conduct which includes messages that are pornographic, threatening, rude, harassing, bullying or discriminating

Information about staff, children, parents/guardians/caregivers and the centre (including photos and video) must not be posted on a staff or parents/guardians/caregivers personal web space, any social networking site, any public networking or file sharing site or any other type of Internet website.

The Director and Assistant Director of the facility have the right to monitor the use of information technology resources and to examine, use and disclose data which is contrary to this policy or legislation found as required under the law. They will use this information in disciplinary actions, and release to the police if it is criminal in nature.

Please be aware of what you post online. Social media venues are very public. What you contribute leaves a permanent digital footprint for all to see.

Exercise care with privacy settings and personal profile content, to ensure that posted content does not reflect poorly on the child care facility in any way or otherwise create a conflict of interest. While using the services of Growing Minds Child Care Centre, it is expected that all staff, parents/guardians/caregivers are supportive and promote the centre in a positive light

Serious Occurrence Policy

Sunshine Kids is responsible for providing services that promote health, safety and welfare of children. Our Centre is accountable to the Ministry of Education to demonstrate our services are consistent with relevant legislation. All Serious Occurrences must be reported to the Ministry of Education and the City of Toronto Children Services.

What is a Serious Occurrence?

1. The death of a child who received child care at a child care centre,
2. Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
3. A life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,
4. An incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
5. An unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre.

The Ministry requires that we post a high-level Serious Occurrence Notification Form when a serious occurrence happens in our Centre. This will be posted on the parent information board and will be updated as investigations are completed. No child or staff names, initials, and age or birth date of child or age groupings will be used on the form to protect personal information and privacy. Parents benefit from information about the incidents that occur in licensed child care programs. This provides greater transparency for parents about serious occurrences that take place in our Centre.

Complete Policy and Protocols of Serious Occurrence Reporting can be found in the Policies and Procedures Manual.

Wait List Policy

Sunshine Kids aims to facilitate families access to its program. This policy is intended to ensure that Sunshine Kids has a clear registration and waitlist process for its program, and that this process is in accordance with Sunshine Kid's obligation under CCEYA Act,2014 and it's regulations.

Parents who wish to enrollee their children in a Sunshine Kids program must register their child by calling or visiting Sunshine Kids Center. If there is a availability in the program that the parent is requesting, confirmation will take place immediately. If there is no space available in the program that parent is requesting, the child is automatically placed on the waitlist for the program. Sunshine Kids does not charge any fees or request any deposit for registration on a waitlist or removal from a waitlist.

Spaces in a Sunshine Kids is offered to waitlisted parents in accordance with priority. Children are placed numerically on the list based on the date and time the registration was received by Sunshine Kids. Children currently enrolled in Sunshine Kids programs will have

priority, and move to the top of the waitlist, over a child who is not currently registered in Sunshine Kids program. When space in program becomes available, parents will be notified via email.

Parents may inquire with respect to their waitlist status at any time by contacting the Sunshine Kids office. Sunshine Kids will only disclose the child's position on the waitlist to parents who have requested information about their status.

Removal from a Waitlist

Every three months from the date of registration, parents on the waiting list will receive an email asking them whether they would like to remain or be removed from the waiting list. Parents will be required to respond to the email stating "remain" or "remove" for each child from the waitlist for each program. If parent does not indicate whether their registration on the waitlist should remain or be removed, a second reminder email will be sent after ten days.

Families who do not respond within ten days from reminder email, will automatically be removed from the waitlist.

If, after having been removed from Sunshine Kids waitlist, parent's circumstances change, and they wish to return to a Sunshine Kids Program, the parents must re-register for desired programs.

Canceling a Waitlist Registration

Families who wish to cancel their registration on a waitlist must do so by calling or emailing Sunshine Kids Center.

Privacy

Sunshine Kids waitlisted registrations are secured on the Sunshine Kids data base and made available only to the families requesting information about their child's position on the wait list.

Addressing Parent Issues and Concerns Policy and Procedures

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 programs. As reinforced 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 the program staff, Supervisor and Directors and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties 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 5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved. Should we feel that a child is not in the program best suited to his/her needs, Sunshine Kids may request an interview with the parents and a change of program may be suggested. Consultation and resolution are the goals. We will make every effort to meet the needs of your child which may require the assistance of an outside agency. If the needs of your child or family cannot be appropriately met and/or if certain behaviours still occur and it is deemed by the discretion of Sunshine Kids that we are unable to meet the needs of you or your child, Sunshine Kids reserves the right to withdraw or deny services. In extreme cases of violent or threatening behaviour by either a child, a parent, or a caregiver where the safety of other children or staff are at risk, discharge may happen immediately. The Supervisor and/or Directors will meet with the parent and the child will be required to be withdrawn from Sunshine Kids.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Sunshine Kids maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor, Director or Executive Director or Designate.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit
http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff, Supervisor and/or Director or Designate in responding to issue/concern:
Program Room-Related E.g: schedule, sleeping arrangements, toilet training, indoor/outdoor program activities, snacks, meals, etc.	Raise the issue or concern to - the classroom staff directly or - the Supervisor or - a Director or Designate.	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 5 business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name 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.
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the Supervisor or - a Director or Designate.	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff, Supervisor and/or Director or Designate in responding to issue/concern:
Staff-, Executive Director or Designate-, and/or Executive Director or Designate-Related	Raise the issue or concern to - the individual directly or - the Supervisor or a Director or Designate. All issues or concerns about the conduct of staff, etc. that puts a child's health, safety and well-being at risk should be reported to a Director or Designate as soon as parents/guardians become aware of the situation.	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 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the Supervisor or a Director or Designate. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to a Director or Designate as soon as parents/guardians become aware of the situation.	

Excalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Directors of Sunshine Kids.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire

department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Supervisor:

Directors:

Questions or Concerns

We look forward to working with you and your child. If you have any questions or concerns, please do not hesitate to call the Centre at 416-622-7529.