Sunnyside Garden Daycare Centre

Welcome!

Welcome to Sunnyside Garden Daycare Centre. The Centre has been in operation for more than 25 years and is licensed to provide year-round care for children between the ages of eighteen months and twelve years of age. The Centre is a non-profit corporation managed by a volunteer Board of Directors and operated by professional and caring staff. All are committed to providing quality services.

This handbook outlines the philosophy, policies and practices that guide the care the Centre provides. The information contained in this handbook represents the beginning of a very important relationship between you and the Centre, both formally and informally.

Active participation in the Centre is a very important component of your child's care. You are encouraged to regularly speak with staff about your child's daily experiences at the Centre. Parents/guardians are invited to attend any of the monthly meetings of the Board of Directors - whether as a board member or as an interested parent. If you are interested in becoming involved with the Centre, please contact any of the members of the Board (names posted on Centre’s bulletin boards) or speak to the Director.

If you have any suggestions, questions or concerns regarding the operation of the Centre, please talk to any member of the Board or management team. Your input is valued.

Management Team:   
Barbara Gillespie (Director)   
Opal Hassock-Davis (Assistant Director)  
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**Structure**

Sunnyside Garden Daycare Centre of Toronto (SGDC) is a not-for-profit corporation. Members of the corporation are all parents/guardians of children enrolled in programs operated by the corporation. The Centre is governed by a volunteer Board of Directors. The Board is legally responsible for the management, control and accountability of the organization as a whole. The Board of Directors consists of no fewer than seven parent/guardian/community members. All positions are unpaid.

The Management Team includes the Director, Assistant Director and two Program Supervisors. The team guides the day-to-day administration and operations of the Centre. All employees at the Centre are child-care professionals and meet the requirements of the Child Care and Early Years Act (i.e.,, educational requirements, First Aid and CPR certification and have undergone a police reference check). We are proud of the diversity of our staff – all of whom possess the knowledge, experience, skills and commitment to provide the best possible care for your children.

**Philosophy**

Sunnyside Garden Daycare Centre embraces all children in our programs. Programs at the Centre provide diverse opportunities for learning and socializing. We believe that children deserve a safe, warm and caring environment in which to grow and develop. We believe that all children are unique and must be recognized as individuals and as such, it is important to provide opportunities that support each child’s development. We believe that through play, children are best able to explore their world to learn and grow.

We believe that parents/guardians have the primary responsibility for the care and education of their children. They also have the right to pursue financial security, further education and personal fulfillment. We recognize that parents/guardians are the most important and influential people in a child’s life and welcome the opportunity to partner with families to achieve the best for the children in our care.

**Sunnyside Garden Daycare Centre Program Statement**

Our Program Statement is a guide for staff, regarding children’s programming and pedagogy (how children learn). This program statement is intended to strengthen the quality of our programs to support positive outcomes in relation to children’s learning, development, health and well-being on a consistent basis. This document outlines strategies, practices, beliefs and techniques that guide our interactions with children, parents, colleagues and the community to support positive, professional and respectful interactions.

SGDC follows a Play Based Learning Program Model that reflects the Early Learning Framework and “How Does Learning Happen?”. More information can be found in the Minister of Education’s Policy Statement on Programming and Pedagogy made under the Child Care and Early Years Act, 2014.

Our team of Registered Early Childhood Educators (RECEs) and Child Care Workers, along with the Management team, view children as competent, active, curious and capable learners who are all rich in potential. We believe that children learn best when they are interested and engaged in play and experiences that encourage and support active exploration and manipulation of materials. Daily learning experiences are developed and adapted by the Registered Early Childhood Educators to reflect and support children’s individual stage of development and interests. These learning experiences are based on written observations of each child and on the staff’s knowledge and on-going training regarding child development and learning.

Each element of the children’s day; indoor and outdoor play, active play and quiet time are considered by SGDC to provide unique and valuable learning and development experiences and opportunities that are supported by planned programs and child-initiated learning.

**Children are competent, capable of complex thinking, curious, rich in potential**.

SGDC believes that all children are unique and must be recognized as individuals and as such, it is important to provide opportunities that support each child’s development. We believe that through play, children are best able to explore their world to learn and grow as a whole person, and that they deserve a safe, warm and caring environment that fosters curiosity, and where they feel at home and want to be.

We understand the importance of taking children’s stages of development into consideration. For each child, their stage of development is an individualized and complex interplay between developmental factors and their unique family, community and life experiences. Although we understand the Continuum of Development, we know that it is a progression of knowledge and abilities, not a locked step, universal pattern of skills that should be achieved according to a specific timetable.

Our goals for children, consistent with the Ministry of Education pedagogy, include the following:

* Every child has a sense of **belonging** when they are 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** him or herself in many ways.

The type of activities we offer daily include:

* Visual arts, drama, music and dance
* Language and literacy
* Nature and science
* Construction and design
* Daily opportunities for physical literacy and active outdoor play
* Rest time for children who require it, based on their developmental needs

Our programs are designed to:

* Encourage children to interact and communicate in a positive way and support their ability to self-regulate
* Foster the children’s exploration, play and inquiry
* Provide child-initiated and adult-supported experiences
* Offer opportunities to create authentic lasting relationships with both other children and the adults in the program

**Health, safety, nutrition and well-being of children**

We know that the early years set the foundation for children’s health and well-being. Patterns of eating, physical activity and sleep that are established in early childhood continue into later life. Here are some specific ways SGDC promotes health, safety, nutrition and well-being of children:

**Health and Safety**

* SGDC follows all the health and safety requirements of the Ministry of Education and local government bylaws. Public Health, Fire, Food Safety and Water inspections are all available for the families to see at any time.
* Pictures of children with allergies and epi-pens are posted in the kitchen and the appropriate rooms.
* Lists of all children with allergies and/or food restrictions are posted in every room
* Anaphylaxis Policies are part of the initial parent package and are strictly adhered to
* Children are observed for any behaviour that may indicate they are ill and if necessary, parents are contacted
* Fridges and freezers are monitored daily to ensure they are at the correct temperature.
* Food is also monitored that it is kept at the correct temperature.
* Children are signed in and out by the staff and adjustments are made as children move in and out of their program.
* There is adequate time and comfortable space for children to be able to rest/sleep

**Nutrition**

* SGDC uses a local catering company that has been approved by Toronto Public Health to provide lunches for the preschool children and p.m. snacks for the entire centre. Menus and a letter from a dietician are posted for parents to see by all programs. The food inspection and PASS sign are also posted by the menus.
* Food restrictions (e.g., children who are vegetarian or vegan are respected and adjustments are made to the menu to accommodate those requests).
* Menu adjustments are also made to accommodate for allergies
* Food for snack is stored safely in our kitchen

**Support Positive and Responsive Interactions**

Sunnyside Garden Daycare encourages and fosters collaborative and co-operative relationships among all of our partners; children, staff, parents and families and TDSB staff.

Some specific examples of this are:

* Greeting of children, families and staff during arrival and departure
* Informal discussions with families during drop-off and pick-up regarding any concerns regarding their children
* Formal meetings with families when needed, either at their request or at the request of the centre
* Interacting with the children during the day and allowing them to direct the play, rather than the adult
* Regularly scheduled staff meetings to deal with any issues that come up as well as planning for any future changes, etc.
* Including staff at any Family Nights and the Annual General Meeting
* Working with the TDSB to make the best use of the space within each room
* Regular meetings with the school principal to solve problems proactively whenever possible

We strive to promote a sense of belonging for children and families within each of our programs.

We do this by:

* Scheduling parent tours previous to a family either before making an application to or before starting to attend SGDC
* Encouraging families to visit with their child previous to starting at the centre
* Communicating with the children at their level and allowing them to develop at their own speed
* Genuine celebrations of a child’s successes and including parents in this when possible
* Working with families to make their child’s transition from one program to another as smooth and seamless as possible

**Positive self-expression, communication and self-regulation**

SGDC encourages positive self-expression, communication and self-regulation from all participants in our programs. Creating a sense of belonging and connections between the children and the adults in their lives is an important part of this process. In order for these things to happen, the following things happen throughout the day.

* Role modeling positive behaviour between adults and children in the program
* Limiting transitions and the frustrations that often come with them
* Actively listening to the children’s concerns and encouraging them to be part of the problem-solving process
* Setting up the program and classroom in such a way that it is inviting and encourages positive social interactions i.e.,, having enough materials so that sharing isn’t always necessary
* Removal of distractions that make on-going adult intervention necessary
* Acknowledging and validating feelings, emotions and behaviours
* Limiting unnecessary noise and bright lights
* Seeking out opportunities for one-to-one interactions during daily routines in order to strengthen the connections between the children and adults in the program

We endeavour to create an atmosphere where the children are calmly focused and alert. By being aware of the different “languages” that children use to tell us how they are feeling and managing, we can make ongoing adjustments to the areas in order to maintain a calm feeling throughout. This atmosphere allows children the best opportunity to modulate their emotions, pay attention, ignore distractions, inhibit impulses, assess the consequences of their actions and to understand what others are thinking and feeling and to learn strategies to manage these feelings.

SGDC believes that every child has the right to attend a high-quality child care centre in their own community. At our centre, children with special needs receive the same benefits from quality childcare as typically developing children; a chance to grow, develop and learn, to make friends and be part of a social group. We believe that children learn best when they participate with others who have different backgrounds, cultures and abilities. We understand that children absorb spoken and unspoken messages with regard to gender, culture, religion, skin colour and ability. They learn by observing similarities and differences among people. We encourage positive attitudes towards inclusion, respect, tolerance and appreciation for all. We do this in the following ways:

* We are committed to a policy of non-discrimination on the basis of race, creed, colour, national origin, political or religious affiliation, sex, sexual orientation, age, marital status, family relationship or disability.
* Recognize each child as having equal rights to participate in program activities, trips and events
* Establish programming strategies to foster an inclusive learning environment in which each child can participate
* View the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment

**Foster Children’s Exploration, Play and Inquiry**

Play and inquiry are learning approaches that capitalize on children’s natural curiosity and exuberance. This “active learning” allows children to explore with their bodies, minds and senses and stimulates them to ask questions, test theories, solve problems, engage in creative thinking and make meaning of the world around them. When children are able to initiate experiences, generate ideas, plan, problem-solve, make meaningful choices and act spontaneously through play, they are more likely to be happy and get along well with others, to have lower levels of stress and to be attentive and motivated to learn.

Children’s engagement and learning are enhanced when educators are co-learners. This allows the adults to engage with children, sharing the planning, participating and learning with them and in turn, learning about their questions, theories and curiosities. This level of involvement allows the educators to gain a deeper understanding of their children’s developing skills and evolving learning approaches and can then support new learning by planning accordingly in order to support sustained and shared thinking. Planning for these explorations also include finding ways to reduce barriers, understanding how each child learns and create environments and experiences that are meaningful and engaging.

The environment also plays a key role in a child’s exploration and play. The set up of the room and the schedule of the day has a significant influence on children’s level of engagement.

At SGDC, we encourage the children’s play and inquiry in the following ways:

* Regular observations of the children at play which are then used to create the program plan for the next week
* Providing a wide variety of interesting and open-ended materials for children to explore
* Planning daily routines with limited interruptions and transitions to maintain a sense of calm and in order to allow for long periods of play
* Encouraging process, rather than product activities
* Allowing children to take part in the planning through discussions and/or group meetings
* Planning field trips that tie into their interests
* Expanding on children’s interests in order to introduce them to new ideas while still respecting what they are currently working on
* Allowing the children to take part in physical play that challenges them in order to let them learn how their body works
* Having the educators be co-learners with the children, rather that just the keepers of knowledge that they teach the children
* Having ample supplies in order to avoid unnecessary frustration of having to wait all the time
* Creating an atmosphere that is conducive to a calm and relaxing place to play and explore
* Allowing for a quiet space that children can go to if they are needing some solitary time
* Bringing in the natural world into the centre when possible
* Having equipment that is open-ended in its purpose and allowing it to cross over into different areas of the centre. This may also involve bringing the inside equipment outside in order to expand the children’s interest.
* Planning for a day that has a mix of active/passive activities
* Planning for two to four physical activities during each day
* Ensuring that all activities are adapted in such a way that all the children in the program can participate in them.
* Introducing children to literacy and numeracy through play and inquiry, rather than teaching by rote

**Parent Engagement and Communication**

At SGDC, we believe that parents/guardians have the primary responsibility for the care and education of their children. They also have the right to pursue financial security, further education and personal fulfillment. We recognize that parents/guardians are the most important and influential people in a child’s life and welcome the opportunity to partner with families to achieve the best for the children in our care.

All parents are encouraged to communicate with the staff on a daily basis. Sharing knowledge is integral to the success of the children, so parents are encouraged to let the staff know about their child’s activities, development and participation in the program.

We involve parents and families in the following ways:

* Annual parent surveys
* Quarterly newsletters
* Information posted on the website and the bulletin boards located near each program
* Invitations to the monthly Board meetings; dates are posted on the bulletin boards for each program
* Invitations to the Annual General Meeting
* Family events such as the Holiday Party and the AGM BBQ
* Families are welcome in the classroom at any time to spend time with their child

The needs of each child are considered in the context of their family composition, values, culture and language. This approach enriches relationships between early childhood settings, families and their communities.

**Community Partners**

Sunnyside Garden Daycare Centre is part of the communities of High Park and Parkdale. We value our place in the community and support it in the following ways:

* Purchasing from the local businesses when possible, for toys, books, food, etc.
* Planning field trips using local parks and destinations
* Supporting our local library
* Welcoming students from local high schools as volunteers and part-time employees
* Welcoming community individuals as members of our Board of Directors

**Supporting Staff in Continuous Professional Learning**

Sunnyside Garden Daycare Centre is committed to hiring, training and fairly compensating staff. We hire Registered Early Childhood Educators, as well as child care assistants who have a positive and sensitive attitude towards children. Our non-discriminatory hiring practices provide individuals of all backgrounds the opportunity for employment. We believe that everyone has worth and value, and all staff are entitled to be respected, supported and treated fairly.

Our staff support the children and families from a strength-based approach and endeavour to provide a safe, non-judgemental environment for shared learning.

In turn, SGDC supports our educators in the following ways:

* Regular scheduled paid planning time away from the children, as well as time to set up their activities during the day
* Group insurance program that supports a wellness philosophy
* Paid professional development (e.g., childcare conferences, courses specific to their job descriptions, in-house workshops as a team)
* Monthly scheduled whole group staff meetings as well as individual program meetings
* Annual evaluations in order to celebrate successes and develop goals for the next year
* Competitive compensation packages that include paid personal/sick days
* Acknowledgement of personal life events i.e.,, birthday cards, Christmas gifts, compassionate leave, etc.
* Access to supplies that supplement their program planning for the children

Informal learning also happens every day and our educators are co-learners with our children and each other as they continue on their individual pedagogical journeys.

**Documenting and Reviewing the Impact of SGDC Program**

Our staff make daily observations of the children in the program and do regular documenting of their interests. These observations and documentation are used to do future planning for the children in each group. We also use photo documentation to illustrate for the children and their families what they have done with a particular activity. Children have portfolios where examples of their work are kept in order to see their developmental growth over time.

Program plans are reviewed by either the program supervisors or the Director/Assistant Director. Any changes to the program that are required are documented on the plan with post-it notes. The families can read the program plans at any time as they are all on display on bulletin boards located near the programs.

The programs themselves are always a work in progress, as we look for better ways to work together as a team, enhance the children’s experiences at our centre and involve the families in meaningful way. Some of the ways we are doing this are:

* Parent and staff surveys
* Team meetings
* Professional development opportunities
* Working with the children to make changes to the program as necessary

**SGDC Staff Team**

SGDC is a non-profit centre whose day-to-day operations are managed by a Director and Assistant Director. Both are Registered Early Childhood Educators (RECEs) and the Director must be approved by the Ministry of Education. The Director is responsible to the Board of Directors. There are also two Program Supervisors, who directly supervise the front-line staff as well as taking part in the planning and implementing of the daily program.

Our full-time staff are RECEs and are responsible for developing, implementing and adapting the planned children’s programs, supporting the children’s learning and development through positive interactions and strategies in line with the SGDC Program Statement and for ensuring the safety and well-being for the children in their care in partnership with parents.

All RECEs have diplomas in Early Childhood Education from an accredited institution and are registered with the College of Early Childhood Educators. Their membership must be current and is renewed annually. They are assisted by Child Care Workers who help to support the children’s learning and well-being throughout the day. All RECEs and Child Care Workers have a current Vulnerable Sector Check with a local Police Agency. They also have current Standard First Aid and Infant/Child CPR that is renewed at least every three years.

**Canada Wide Early Learning and Child Care Agreement**

Sunnyside Garden Daycare Centre has opted into the Canada Wide Early Learning and Child Care Agreement (CWELCC) with the City of Toronto/Province of Ontario. Our fees for children under the age of 6 have been frozen effective April 1, 2022 and will be reduced accordingly as the CWELCC program proceeds. This reduction only affects base fees. There is no reduction in non-base fees.

**Programs**

**Toddler Program (Room 108):**

The toddler program provides full-day care for children ages 18 to 30 months of age in a structured setting with Registered Early Childhood Educators. Activities are planned throughout the day based on the developmental level of the group and observations of the children’s interests. These activities and experiences incorporate the following components: physical environment, play equipment, toys and materials; learning areas; physical needs, health and safety and interaction.

Children enrolled full-time in the toddler program have priority consideration for enrollment in the Centre’s full day preschool program. We will make every attempt to move children on or just before the time they turn 30 months, but we cannot guarantee that will happen. If a child cannot move into the preschool program at that time due to lack of space, parents will have to continue to pay the Toddler fees until we can move your child into the preschool program.

**Preschool Program (Room 107):**

The preschool program provides full-day care for children two and a half to four years of age in a structured setting with Registered Early Childhood Educators. Planned activities and experiences incorporate the following components: physical environment; play equipment, toys and material; learning areas; physical needs; health and safety; and interaction. Children enrolled full-time in the preschool program have priority consideration for enrolment in the Centre's full-day kindergarten before and after care program.

The full-day kindergarten (FDK) before and after care program provides before and after school care for children four to six years of age in a structured setting. Full day care is also provided for children during Professional Development (PD) days, March Break and Winter Break. Planned activities and experiences are designed to build on the school's FDK program. Children enrolled in the full-year FDK before and after care program have priority consideration for enrolment in the Centre's School Age program.

**School Age Program (Rooms 101, 105, 106 and 104):**

The School Age program provides before and after school care for children six to 12 years of age. Full-day care is provided for school Professional Activity (PA) days, March Break and Winter Break. Planned activities and experiences offered are based on children’s interests, abilities, needs and strengths.

**Summer - School Age Program (Rooms 101, 104, 105, 106):**

The summer School Age program provides full-time care in July and August for children six to 12 years of age. The program is structured like a day camp and provides children opportunities to participate in a range of activities at the Centre and around the neighbourhood. Children from the community can access this program in week-long enrolments or for the entire summer as space allows.

**Summer - FDK Program (Room 109, 110, 111):**The summer FDK Program provides full-time care in July and August for children ages four to six years of age. Children from the community can access this program in week-long enrolments or for the entire summer as space allows. The Centre offers a wide range of activities and field trips for the children during this fun-filled time.

**Programming**

Weekly program schedules are posted for all the programs at the Centre. Programming is designed to be age appropriate and provide a wide range of activities based on observations of the children’s interests. Activities are made to be as open-ended as possible in order for each child to express themselves as an individual. The room is arranged, and the activities are presented, in a way that is meant to be inclusive of all children’s abilities. Please feel free to offer suggestions, ask questions or discuss programming with any staff member.

**Learning Circle**

Learning circle is a sharing time that is used to promote communication skills and intellectual growth. We use stories, personal experiences, games, songs, music and imagination to make this a fun learning experience.

**Dramatic Play**

Fantasy, imagination, role-playing and language skills flourish during dramatic play. The focus of the dramatic play area changes according to the interests of the children. Staff will provide opportunities for children to bring to life the different events that happen in their lives from their point of view.

**Creative Arts**

Art activities provide an opportunity for children to develop imagination and creativity, as well as small muscle control and hand-eye co-ordination. Children will experience many different media such as paint, crayons, paste, scissors, markers, play dough, etc. in both structured and unstructured activities.

**Sensory Play**

Through sensory play children develop language and co-operation. A variety of sensory activities (e.g., play dough, water and sand) are provided daily for children.

**Gross Motor Active Play**

During this time, the children are given the opportunity to develop their large muscle co-ordination and physical co-ordination. Knowing how to handle their bodies gives children confidence and a good feeling about themselves. Both indoor and outdoor gross motor areas are available for children to develop large and small motor skills.

**Manipulative Play**

Manipulative toys such as puzzles, Lego, Duplo blocks and other toys provide opportunities for children to develop math, fine motor skills, language and imagination development.

**Rest Time**

The Child Care and Early Years Act (Ontario) requires that a child up to 44 months of age as of August 31st of the calendar year, has a rest period if in attendance at a daycare for six hours or more in a day. Rest time is a chance for a child to relax and take a break from active play.

At Sunnyside Garden Daycare Centre, we understand that effective sleep and rest routines are essential to ensuring the development, growth, social and emotional well-being of each child in our care. All children in the preschool program will have the opportunity to rest and/or sleep every day after lunch time. All children in the toddler program will have the opportunity to rest and/or sleep every day after lunch time, as well as during other times of the day as requested by the parent or as needed by the child.

In both programs, each child will be assigned a cot that will be labeled with their name, as well as a consistent place in the room to have their cot located. Children may bring blankets from home or use a blanket from the centre. Home blankets will be sent home weekly and daycare blankets will be laundered weekly with the sheets, etc.

Parents will be consulted on a regular basis when their child either transitions into a new program or if the child is showing signs of needing more or less rest time. Parental concerns regarding their child’s sleep habits will be documented in the communication book or in the child’s file.

Staff will be physically present in the room at all times if a child is resting or sleeping. Children who are sleeping will have a direct visual check done on the quarter hour i.e., 12:30, 12:45, 1:00, etc. and each individual check will be documented in the child’s sleep check report on HiMama. Any concerns regarding their sleep pattern, breathing, etc. will also be noted and communicated to the parent when the child is picked up that day. There will be sufficient light in the room at all times by way of a window or indirect light to make these checks possible.

**Computer/Electronics**

Time at the computer station or playing with electronics (e.g., tablets) encourages small motor development and social interaction. The amount of time children spend at these stations is carefully monitored by staff and all children who wish to participate are provided time-limited sessions. All software and games provided support broader Centre programming. Not all of the programs make use of computers and/or tablets.

**Celebrations**

The Centre is non-denominational. However major Christian holidays such as Christmas and Easter are celebrated. To support our philosophy of inclusion, we also celebrate major holidays and festivities from other cultures and religions. In the past, children have learned about celebrations such as Passover, Kwanzaa, Diwali and Chinese New Year. We welcome opportunities to learn about and join in all cultural and religious festivities celebrated by children attending the Centre. We encourage you to assist us in the planning of an activity for your child’s class. If you would like to share a special celebration with us, please speak with the Director or any staff member.

**Communication with Parents**

All parents/guardians of children enrolled in programs at the Centre are encouraged to communicate with staff on a daily basis - when dropping children off in the morning and when picking them up at the end of the day. Parents/Guardians are also encouraged to communicate with staff regularly about their child’s activities, development and participation in the program (either in person, by telephone or by email). In addition, we provide a regular newsletter to keep parents/guardians informed about upcoming activities and program changes.

**Policies**

**Non-Violence**

We believe that everyone has the right to live without violence. We have a zero-tolerance policy for violent play, toys, or videos. Violence includes physical, psychological, emotional, sexual, and other behaviours used to maintain control.

**Non-Discrimination**

The Centre is committed to a policy of non-discrimination on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, sex (including pregnancy and gender identity), sexual orientation, disability, age, marital status (including same sex partners), and/or family status.

We believe that every child is an individual and is unique. We also believe children learn best when they participate with others who have different backgrounds, cultures and abilities. Development of the whole child, a main component in high-quality child-care experiences, is supported through integration and inclusion. We are committed to working with community partners to enhance our ability to support all children; including children from diverse backgrounds and those with special needs.

We understand that children absorb spoken and unspoken messages with regard to gender, culture, religion, skin colour and ability. Children learn by observing similarities and differences among people. At Sunnyside Garden Daycare Centre, we encourage positive attitudes towards inclusion, respect, tolerance and appreciation for all and we provide opportunities for children and their families to learn about and become comfortable with a variety of individual differences. Racism, sexism, and exclusion have a profound influence on a child’s developing sense of self and other. Biased comments and/or actions are not acceptable. We work to create a learning environment where all children are given equal opportunities to express themselves without limitations.

**Inclusion/Access and Equity – Every Child Belongs**

Sunnyside Garden Daycare Centre believes that every child has the right to attend a high-quality child care centre in their own community. This includes children who require support and assistance with daily living, whether formally diagnosed or not and whether a diagnosis is short or long-term in nature. Children with special needs receive the same benefits from quality child care as typically developing children; to grow, develop and learn, to make friends and be part of a social group and to allow their families the opportunity to work, go to school and be supported by the Centre. We strive to ensure the environment and programs are adapted to meet the needs of all children.

We will support any staff training necessary to assist the child, and in the case where a child requires further support, we will work with the City of Toronto Children’s Special Services consultant to make any necessary program changes. This person is contracted by the city to provide support through the use of developmental screening tools, program and equipment adaptations, service coordination and referrals for the child and family. These Resource Consultants work in conjunction with the parents and centre staff to develop and implement an individual plan to support the needs and development of the child.

All families interested in admission to the program will be dealt with in a fair and equitable manner. An initial meeting will be set up where the family will have the opportunity to inform the Centre about their child’s abilities and challenges in as much detail as possible, as this will enable the Centre to care for their child in the best way possible. Once admitted, children will be placed in the group that best suits their age and abilities. It is preferred that a child is placed and transitioned with other children with similar ages. If this is not possible, a collaborative plan will be developed between the program staff, the parents and the support agencies involved. Our staff will work with the family to determine the best way to support their child.

In a case where the Centre cannot continue care for whatever reason, the withdrawal policy outlined in this policy will be followed. All available resources will be exhausted prior to this happening and there will be supporting documentation of meetings, etc.

**Accessible Customer Service**

We recognize that services provided at the Centre should be accessible to all parents/guardians and children, including those with disabilities. At a minimum, the Centre will meet all legislated requirements set out in the Accessibility Standards for Customer Service, regulated under the Accessibility for Ontarians with Disabilities Act, 2005 (Ontario). All Centre policies and practices will be consistent with the principles of equal opportunity, dignity, integration and independence.

**Privacy Policy and Practices**

Sunnyside Garden Daycare Centre will adhere to all legislative requirements with respect to protecting privacy. Information required by the licensing bodies of the Centre gathered during the time of enrolment, and any ensuing updates, is kept in confidence. Anyone from whom we collect such information should expect that it will be carefully protected and any use of this information is subject to consent. Our employees are authorized to access personal information based only on their need to suitably care for your child.

Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was collected. Staff and Board Members are bound by a Confidentiality Agreement. All information regarded as confidential is kept in locked file cabinets in the Director’s office.

We collect, use and disclose personal information for purposes that a reasonable person would consider appropriate in light of the circumstances (Police, Fire and Ambulance/Hospital personnel. Personal information may be forwarded to credit agencies in the event that an account goes into arrears and all attempts by the Centre to collect have been exhausted.

We do not rent, sell or trade mailing lists. Other personal information such as phone numbers will not be given to other families without written permission. Custodial parents/guardians always have the right to see their child’s file.

Any concerns that your privacy has been breached should be forwarded in writing to the Centre’s President of the Board of Directors.

**Anti-Bias**

Sunnyside Garden Daycare Centre is committed to eliminating attitudes and behavior directed at an individual or group based on race, ancestry, place of origin, colour, ethnic background, citizenship, religious belief, or non-belief, creed, gender, sexual orientation, age, physical challenges, education, and marital, economic or family status. The Centre will provide an opportunity for all board members, staff, children and families to learn about racism and discriminatory behavior and about strategies to combat and resolve biased conduct.

Staff will take a proactive approach to racial and discriminatory incidents by teaching and modeling positive interactions, and conflict resolution skills, such as peacemaking and logical consequences procedures. The goal of our Centre is to create policies and programs that are non-discriminatory, culturally sensitive and promote service equity. Staff at Sunnyside Garden Daycare Centre understands the immense impact discriminatory and racist incidents have on an individual or group and will provide immediate support to reduce the negative effect that can result.

Our Anti-Bias Policy is available upon request.

**Behaviour Management**

We encourage positive self-expression, communication and self-regulation from all participants in our programs. Creating a sense of belonging and connections between the children and the adults in their lives is an important part of this process. Guided by the SGDC Program Statement, the staff use these building blocks of co-operation between adults and children:

* Respect for the child
* An atmosphere of trust and acceptance
* Appropriate programming
* Age-appropriate expectations

The goal of all discipline is to help the child retain control of their emotions and actions – not to stop them from expressing feelings and moods. This is done by setting the stage with an inviting room arrangement and interesting activities and equipment, creating a favourable climate by making children feel comfortable and keeping the atmosphere calm and relaxed and setting age-appropriate limits with logical consequences for not respecting those limits. Whenever possible, children will be encouraged to be part of the problem-solving process in order to avoid negative behavior from repeating itself.

If behavior occurs that endangers the safety of the child, other children or adults, the child may be temporarily removed from the situation until they are able to manage their emotions. They can then rejoin the group with adult assistance. For persistent behavior issues, please see progressive discipline in the Application, Enrolment and Withdrawal section.

**Workplace Violence and Harassment**

We are committed to the prevention of workplace violence and harassment. Such behavior in the workplace is unacceptable from anyone. The Board of Directors will take whatever steps are necessary to protect Centre staff from workplace violence and/or harassment from any source. This policy applies to staff, volunteers, students, parents, guardians and others. Everyone is expected to uphold this policy and to work together to prevent these occurrences. Please refer to the Workplace Violence and Harassment Policy for more details. It is available upon request.

**Daily Routines**

**Hours of Operation**

Sunnyside Garden Daycare Centre is open Monday to Friday from 7:15 am to 6:00 pm. The Centre is closed on the eleven Statutory Holidays listed below and for one week in August. Early closing (e.g. 3:00 p.m. closure) occurs on the Friday before Labour Day, on Christmas Eve, and on New Year’s Eve.

**Please note**: The Board of Directors may also close the Centre in cases of temporary disruption (see below).

**Statutory Holidays**

The Centre is closed for the following eleven Statutory Holidays:

New Year’s Day   
Family Day  
Good Friday  
Easter Monday  
Victoria Day  
Canada Day  
Civic Holiday  
Labour Day  
Thanksgiving Day  
Christmas Day  
Boxing Day

The TDSB has two scheduled closure days, Easter Monday (we are always closed as well) and another day in lieu of Remembrance Day, which occurs during the Christmas Break. When this day occurs on a Monday, the daycare will also be closed.

**Arrivals and Departures**

**Toddler and Preschool Arrival:**

Sunnyside Garden Daycare Centre will not be responsible for toddler and preschool children until the parent/drop-off person has given the child to an employee of the Centre. Children cannot be left alone in the cubby area. To provide the least amount of disruption for children and to best support their participation in daily programming, parents/guardians of children in the preschool program are encouraged to drop children off at the Centre by 9:30 a.m. If a child will be later or away for the day, families are asked to inform the Centre by 9:00 a.m. Please make note of any field trips or neighborhood walks, etc. that may be scheduled so that your child arrives on time.

**FDK and School Age Arrival:**

Children who are under the age of 10 must be brought to a Sunnyside Garden Daycare Centre staff person before the Centre is considered to be responsible for them. If children over the age of 10 are allowed to walk to the Centre on their own in the morning, the Centre will not be responsible for them until they present themselves to a Centre staff member. Sunnyside Garden Daycare Centre cannot look for children who do not arrive on their own.

**All Programs Departure:**

Unless arranged in advance, children will not be released to any person not specified on the emergency form. Photo I.D. is required for any person other than known parents/guardians when picking up children. If an unknown person comes to pick up a child, the staff will check the communication book and with other staff to see if there is a note authorizing pick-up. If no authorization is found, the staff will attempt to contact the parent. If the parent cannot be reached and no one recognizes the person as a pick-up person, the child will not be released.

Children under the age of ten cannot be released to anyone under the age of thirteen, including siblings.

**If a family feels that their child who is 10 years of age or older is responsible enough to be able to walk home themselves, Sunnyside Garden Daycare Centre requires written instructions either on paper or by email before they will allow the child to leave. A phone call is not sufficient.** The child or parent is encouraged to call the Centre to let us know that they have arrived safely. Again, once the child leaves the premises under these circumstances, the Centre is no longer responsible for them.

If a child is picked up directly from the school, the family must call the Centre so that staff does not think the child is missing.

**Pick-up by a person who appears unwell or under the influence of drugs or alcohol:**

If a parent/authorized person appears to Sunnyside Garden Daycare Centre staff to be unwell (i.e., unable to safely care for the child) or intoxicated when they arrive to pick up a child and staff is concerned for the safety of the child, staff will contact the Director/Asst. Director or designate and inform them of the situation. That person will speak to the parent/authorized person, assess the situation and if they are in agreement with the front-line staff, find out if they are driving. If so, they will offer to call a cab or another authorized person to come and pick them up. If the centre is closing, two staff will stay with the parent /authorized person until the cab or alternate person arrives. If the parent/ authorized person is walking, the Director will still suggest that another person be called. If the parent /authorized person insists on leaving the Centre with child, the staff are not legally able to stop them. In the case of a person driving, the staff will take down the information (make, model and license number) and call 911. In either case, if the staff involved feel the child is in need of protection, they will call Children’s Aid Services immediately and inform them of the situation.

**Temporary Disruption (e.g., school closures, emergency closures for power outages, etc.)**

Should the Toronto District School Board temporarily close its schools, Sunnyside Garden Daycare Centre must also be closed. In the event of a temporary disruption to the Centre’s services, the Board and staff will do their best to inform parents/guardians of the disruption with as much notice as possible. Board and/or staff will use a variety of methods to notify parents/guardians of the disruption. Notification may be provided by letter; posted at the school’s entrance; through the media; or staff resources permitting, by phone or email. In the event of severe weather overnight, please listen to the news or call the Centre before you leave your home in the morning.

Should a disruption occur while the Centre is in operation, our first priority is to ensure the safety of the children at the Centre. In the event the disruption results in emergency closure, staff will phone parents/guardians as per the emergency contact numbers provided to the Centre asking for children to be picked up immediately. Monthly fees are not reimbursed for temporary disruptions.

**Gates and Doors**

When arriving and departing from the Centre, all gates and doors to the toddler and preschool area, including playground area must be closed once you have entered or exited through them. This helps to keep our children safe.

**Ten Hour Guideline**

Whenever possible, we suggest that you do not leave your child at the Centre for any more than 10 hours. The Centre provides a stimulating environment and more than 10 hours is a long day for young children.

**Snack and Meals**

Healthy bodies prepare children for learning. The Centre serves a nutritious morning and afternoon snack each day. Children in the preschool program also receive a nutritious lunch. Snack and meal times provide important opportunities to develop nutritional awareness and social skills. New foods are regularly introduced to the children and all children are encouraged to try them. At no time is a child forced to eat; however, we encourage that all foods be tasted.

To meet provincial government licensing requirements, all snacks and meals are planned around the recommendations of Canada’s Food Guide and all menus are posted. Vegetarian and vegan options are available. If your child has specific dietary restrictions or allergies, please discuss alternative arrangements with the staff. Preschool and Toddler lunches and all pm snacks are catered from a Board approved catering company. Menus are posted by all programs as well as a letter of approval from a licensed dietician.

Children in the school age and FDK program are required to bring a bagged lunch when attending the full-day program (e.g., School Professional Development days, March Break, Christmas). Children in the School Age and FDK summer program are required to bring a bagged lunch daily unless otherwise notified (e.g. dependent on programming). All food brought in a bagged lunch must be nut free. The Centre recommends that a bagged lunch include 1-2 servings of fruit and veggies, one serving of a grain product, one serving of milk and alternatives and one serving of meat and alternatives. Empty calorie foods such as chips, chocolate and pop are strongly discouraged.

**Food from Home**

With the exception of the lunches for the FDK and School Age Children, food from home is not allowed in the Centre unless it meets a specific health need. Parents/guardians are asked to discuss specific needs with the Director in order to determine if and when food from home is allowed at the Centre.

**Belongings from Home**

The Centre is well equipped with a wide variety of toys, games and equipment to support children’s development and growth. With the exception of your child’s ‘show and share day’, we encourage you to not permit your child to bring toys from home. Staff is not responsible for toys brought to the Centre by children or their parents/guardians.

**Birthdays**

Birthdays are special for all children. If you would like to celebrate your child’s birthday at the Centre, please speak with staff prior to the birthday about the specifics of the celebration. If you wish to provide food items, they must include label information that identifies the items as nut free/made in a nut free facility. Unfortunately, home baked treats are not allowed to be shared with other children at the Centre.

**Change of Clothing**

A change of clothing for all children in the preschool and FDK programs must remain in your child’s cubby. Please label all belongings clearly with your child’s name. If clothing is not labeled, the staff may label it, especially shoes and hats, to avoid a mix up with similar clothing. Dirty or wet clothing will be placed in a bag, labeled and put into your child’s cubby or backpack.

**Indoor Shoes**

For safety reasons, children are required to wear shoes at all times while in the Centre. Indoor shoes are preferred for all seasons but are required when weather requires children to wear boots to and from the Centre and for outdoor play. Please label indoor shoes clearly with child’s name.

**Outdoor Shoes**

All children are required to wear closed toe shoes for outdoor play. This is a particularly important consideration during spring and summer. For safety reasons, crocs and sandals are not permitted for outdoor play.

**Outdoor Wear (e.g., hats)**

Provincial government policy requires that each child that is in attendance for six hours or more in a day plays outdoors for at least two hours each day, weather permitting, unless a physician or parent of the child advises otherwise in writing. Please make sure your child is dressed appropriately for the weather each day for outside play. Hats are required for outdoor play in all seasons.

**Sun Safety**

The Centre takes sun safety very seriously. The Centre provides sunscreen with a sun protection factor (SPF) of 30 or higher for all children. Staff will apply sunscreen a half hour prior to outdoor play, as well as during the day as needed. During peak hours children will be sheltered from the sun. Parents who have indicated that they want their children to use sunscreen from home are responsible for making sure the sunscreen is at the centre every day.

**Outdoor Safety**

To avoid the hazard of strings getting caught on playground equipment, all children’s outerwear, hats, mitts, hoods, jackets etc. must be fastened with snaps, zipper or Velcro. All scarves must be worn inside jackets. Staff is advised to remove any loose strings from clothing with scissors. Laces on shoes or boots should be avoided if possible. If your child’s boots or shoes do have laces, they should be kept to a minimum length.

**Field Trips**

From time to time, the Centre arranges field trips, particularly in the summer. Parents are asked to sign a general consent form which covers all local neighbourhood excursions. Prior to the summer, parents will be given a form listing all dates and destinations for field trips with an attached permission form that will need to be signed by the parent or guardian.

Children will wear a t-shirt provided by the Centre that is easily identifiable for staff and staff will wear a similar t-shirt that is easily identifiable for the children. A medical kit, any required medication, phone, emergency phone numbers and the attendance list will be taken on the trip.

**Emergency Management (Fire Drill, Lockdowns and Emergency Evacuation Practices)**

As part of Garden Avenue Public School, SGDC follows the Fire Safety Protocol and Threat to School Safety Procedures of the school in conjunction to our own Emergency Policy and Procedures. In the case of an evacuation, the centre will evacuate to Fern Avenue Public School, located at 128 Fern Avenue. Parents will be notified by email if evacuation is necessary and will be expected to pick their children up as soon as possible.

The Centre conducts a monthly fire drill. The Centre also follows the Toronto District School Board practices for fire drills, lockdowns and emergency evacuations. For safety reasons, children in the Centre are required to wear indoor shoes so that they may evacuate quickly during emergencies

If you are in the Centre while a fire drill, lockdown or emergency evacuation procedure is being conducted please stand back and make no attempt to help. Staff has been trained on the proper practices to follow and you are asked to not interfere.

The complete Emergency Management Policy and Procedures are available upon request.

**Washroom Routines**

Children in the Preschool Rooms 107 have bathrooms by the entrances to the room. Room 108 has bathrooms inside their room, along with a change table. Children in the FDK rooms have bathrooms in each of their rooms. Children in Rooms 101, 104, 105 and 106 will use the bathrooms in the school. The children in those rooms will go to the bathroom as a group prior to outside time, but during time in the rooms or outside, children will go to the bathroom with a partner. Staff will make sure that the children return together and in a timely manner.

**Health and Illness**

**Illness**

The Centre strictly adheres to hygienic practices and follows the universal precautions guidelines. However, despite best practices, this will not completely eliminate the spread of germs (particularly airborne infections) among children and adults in group settings. Children who are ill should not attend the Centre until they are healthy and have been fever-free without the aid of fever reducers for 24 hours.

Children who are ill cannot be in attendance at the Centre if their own well-being or the well-being of other children is in jeopardy. Parents must make alternative care arrangements. Also, parents are encouraged to seek medical attention for the following conditions:

* Unexplained or undiagnosed pain
* Difficulty with breathing
* Sore throat and difficulty swallowing
* Headache and stiff neck
* Severe itching of body and scalp
* Cold with runny nose and eyes, coughing and sore throat
* Fever over 38 degrees centigrade
* Undiagnosed skin or eye rash
* Unexplained diarrhea or loose stool combined with vomiting
* Known or suspected communicable diseases

In accordance with the Child Care and Early Years Act, every effort is made to provide a safe and healthy environment for children and staff at the Centre. Parents/guardians will be notified to make arrangement to have a child picked up as soon as possible if the child is showing any of the following symptoms while in care:

* Ear ache
* Cold symptoms that hinder regular activity
* Unexplained rash
* Fever
* Discharge from eyes or ears
* Diarrhea or vomiting
* Swollen glands

A child who has recovered from a contagious disease such as impetigo (contagious skin infection) should be examined by a medical doctor before returning to the Centre. Children will be re-admitted to the centre only after being free of unexplained diarrhea for **24 hours**. When a child is diagnosed with a communicable disease (e.g. chicken pox) the Centre is required to advise the local public health unit and the families of other children in the program. For the safety of all children, the Director may require a doctor’s note for return.

Monthly fees or parts thereof are not reimbursed for absences due to illness.

**Prescribed Medication**

If a child requires medicine prescribed by a doctor, it can be administered by staff provided that a medication form is completed and signed by the parents/guardians each day. Medication must be in the original container with the prescription clearly printed. Staff cannot administer over-the-counter medication unless accompanied by a doctor’s written consent.

**Minor Occurrence Practices**

From time-to-time children may receive bumps, bruises, cuts or scrapes during the regular play activities at the Centre. Details of the occurrence will be recorded by the staff member on duty at the time of the occurrence and reported to the parent or guardian as soon as possible after the incident.

**Serious Occurrence Practices**

A serious occurrence is defined as the following:

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

The provincial ministry that oversees child care services (currently the Ministry of Education) has prescribed procedures for the reporting of serious occurrences and all daycare staff is made aware of and agree to follow these procedures upon beginning their employment at the Centre.

Should a serious occurrence occur, staff will make sure the child is attended to and will contact parents/guardians and/or the appropriate authorities (e.g. medical professionals, police, child and family services). On the same day as the incident occurs (at the time the incident occurs or shortly thereafter), the staff on duty who was most closely involved in caring for the child during the occurrence will record information about the incident on an accident/incident report form and sign the form to authenticate its accuracy. The form will also be signed by the Director or Assistant Director.

The Director or Assistant Director shall file a Serious Occurrence Report online using the Ministry of Education’s Child Care Licensing system (CCLS) within 24 hours. A Serious Occurrence Notification form that is generated by CCLS will be completed, printed and posted in a conspicuous place in the centre in order to communicate information to all parents. This will be done within 24 hours, except in the case of alleged abuse which are posted at the completion of all investigations. It will be posted for 10 business days.

**Pediculosis (Lice)**

If a child is found to have nits and/or live lice, the parent will be informed as soon as possible and the parent will be required to treat the lice and keep the child home until they are nit free. If a returning child is not free of lice or nits, the child will not be readmitted to the Centre. Parents will be informed of confirmed cases but specific programs will not be named. In addition, on occasions when there are concerns about a prolonged outbreak in Centre, the Centre may conduct head checks. Monthly fees or parts thereof are not reimbursed for children who are absent due to pediculosis.

**Anaphylaxis**

An Act to Protect Anaphylactic Pupils (Sabrina’s Law) came into force in Ontario in January 2006. This law ensures all school boards have policies or practices in place to address anaphylaxis in schools, which includes providing instruction to staff and guidance on the administration of medication. As the Centre is located in Garden Avenue Public School, we strive to follow all policies and practices established by the Toronto District School Board as well as all policies and practices established by the City of Toronto or Ministry of Education.

Upon enrolment in the Centre parents/guardians are asked to supply information on their child’s life-threatening allergies by completing an administration of anaphylaxis/allergy form. Parents are also required to develop an individual plan for each child who has an anaphylactic allergy. The plan provides details informing staff of the type of allergy, monitoring and avoidance strategies and appropriate treatments.

In addition, parents/guardians are requested to:

* Provide up-to-date auto injector kit, clearly labeled with the child’s name and prescription details
* Provide a training session with staff on how to recognize and treat an anaphylactic reaction
* Provide a picture of the child to be posted in all designated eating areas
* Make sure that the child’s file is kept up-to-date with the medication the child is taking
* Make sure that the child’s file is kept up-to-date with emergency contact information

**Toilet Training**

In the Toddler and Preschool program, children are not required to be toilet trained. Once your child shows that they are ready, we will work with the family to have a consistent routine of toileting. Some signs that your child is ready include:

* Dry diaper or Pull Up for extended periods of time (overnight or for over 4 hours)
* Communicates that they want to “use the potty” or “needs to go”
* Hides in the corner showing they are aware of their need to go
* Asks to have their wet or soiled diaper changed
* Wants to sit on the toilet

Children who are in diapers or Pull Ups need to have at least six diapers in their cubby or back pack daily. The families will also need to provide wipes for diapering.

Children who are in the process of training should have four to six changes of clothes in their cubby or backpack every day. Soiled clothing will be put into bags and left in your child’s cubby to be taken home daily. We have some extra clothes, but it is important that parents check their child’s cubby or backpack daily for supplies.

**Application, Waiting List Policy, Registration, Enrolment and Withdrawal**

**Application**

Parents are required to fill out and sign an application fee in order to be put on the waiting list. Parents/guardians are encouraged to visit the Centre before filling out an application form. Application to the Centre does not guarantee enrolment.

When a space becomes available, the Director or their designate will call parents/guardians to inform them of the available space and give them two days (i.e., 48 hours) to make a decision. In the instance when a voice message is left, parents/guardians are provided two days (i.e.,48 hours) to return the call, and an additional two days to make a decision.

**Waiting List Policy**

The order in which children are placed on the SGDC waiting list is based on the following factors:

1. Date on which the application is received
2. The requested month childcare would start
3. The requested number of days - Full time would take priority over part-time

If parents defer a space or move the start date to another month, their space on the waiting list will be dependent on the date on which they originally registered for the waiting list. If a space is declined, the family will be removed from the waiting list entirely.

**Priority**

SGDC gives priority to the following groups:

1. Children already enrolled in the program (e.g. toddlers already enrolled at SGDC would have priority going into the Preschool program)
2. Siblings of current SGDC clients
3. Children who live in the catchment of Garden Avenue Public Junior School
4. Children of staff currently employed at SGDC and Garden Ave. Public School
5. Children who have been attending on a drop-in basis
6. All other children

SGDC will contact parents as spaces become available and will give families as much notice as possible. They will be contacted by phone and email. If we have not heard from a family in three business days, we will move on with the next family on the list and the child’s name will be removed from the list. All attempts to contact families will be noted on their application form. Application forms for families who decline spaces, either directly or by not responding to the centre’s attempts to reach them will be kept on file for one year and then destroyed. It is the family’s responsibility to let the centre know if their contact information changes.

If a child ages out of one program before they are accepted, their application will be moved into the next age group and will maintain the same application date.

**Requests for information**

Parents can contact the Director to ask about their child’s place on the waiting list. They will receive that information of their position on the waitlist for the month that they have requested to start. At this time, the Director will let the parent know that this number may change depending on families withdrawing from the waitlist, other members on the waitlist who change their requested start dates or if priority individuals join the waitlist.

The Ministry of Education mandates that parents can request to have access to view the Daycare’s waitlist with the anonymity of all the waitlist parties maintained. SGDC does not maintain a separate, anonymous waitlist. If a request is made for a physical copy of a waitlist, SGDC will provide a redacted list within fourteen business days for only the month and age group of the start date requested by the inquiring parent.

**Registration and Enrolment**

**Registration**

Once parents/guardians accept space(s), payment for the first month is required. The amount is credited to the parents/guardians account and will be applied against the first month’s fee. Should parents/guardians withdraw their registration before the child/children start attending the Centre, the amount paid will not be refunded back to parents/guardians.

**Enrolment**

The Director, with support from the Board of Directors, manages enrolment to the Centre's programs based on the availability of spaces and in a manner, that most effectively uses spaces to result in stability in the overall operation of the Centre. Sunnyside Garden Daycare Centre cannot offer care to children attending any school other than Garden Avenue Public School (except for in the summer in the school age and FDK program, based on availability).

When making decisions about enrolment from the application pool, the Centre must do their best to maintain a balance across all age groups. With this factor in mind, preference is given to:

* Siblings of children already enrolled at the Centre
* Children enrolled part-time, who attend on a drop-in basis,
* The youngest children in the application pool
* Children living in the Garden Avenue Public School catchment area

**Enrolment: Preschool**

While enrolment into the Preschool program is not guaranteed, children in the full-time toddler program have priority consideration for enrolment. We will make every attempt to move children on or just before the time they turn 30 months, but there isn’t a guarantee that will happen. If a child cannot move into the preschool program at that time due to lack of space, parents will have to continue to pay the Toddler fees until we can move your child into the preschool program.

**Enrolment: Full Day Kindergarten (FDK) Before and After Care Program**

While enrolment into the FDK before and after care program is not guaranteed, children in the full-time preschool program have priority consideration for enrolment.

**Enrolment: School Age Program**

While enrolment into the School Age program is not guaranteed, upon graduation from senior kindergarten, children in the FDK before and after care program have priority consideration for enrolment. Children move from the FDK before and after care program to the School Age program in September (first business day of September).

Depending on availability, children not currently enrolled in the Centre or not attending Garden Avenue Public School may be enrolled in the summer School Age program. Enrolment in the summer School Age program does not guarantee space in the program beyond the weeks available (e.g., during July and/or August).

**Enrolment: Part-time**

The Centre does not offer ‘stand-alone’ part-time spaces in any of its programs. If a family wants part-time space(s) for their child(ren), the family has the option of finding another family to partner with to share full-time space(s). However, should one of the partnering families leave their portion of the space (e.g., either switch to full-time (upon availability) or leave the Centre), the family remaining is responsible for paying the full-time rate until they find another family to share their space.

Children in part-time spaces are allowed to attend on Professional Development (PD) days only if the day falls on the day the child is registered (e.g., if the PD Day falls on a Friday and the child normally attends on a Friday), unless there is space available and then an additional day will be added to the next month’s billing. Children in part-time spaces have priority for space in the summer program.

**Enrolment: Immunization**

The Child Care and Early Years Act stipulate that before admittance in to Centre, all children must be immunized against infectious diseases as recommended by the local Medical Officer of Health. Immunization requirements include Diphtheria Tetanus, Polio, Mumps and Rubella. Parents/guardians are required to provide updated immunization information for children over time. Children can be exempted from this requirement if parents/guardians object to the immunization for religious, medical or conscience reasons.

Effective August 29, 2016, Statement of Conscience or Religious Belief forms must be filled out for religious or conscience objections and must be completed by a “commissioner for taking affidavit” (i.e., must be notarized) and a Statement of Medical Exemption form for medical exemption to immunization must be completed by a doctor or nurse practitioner.

**Enrolment: Special Health Care Needs**

Children may have a variety of special health care needs (e.g., allergies) that may include precautions and monitoring for administration of medication, and/or the use of special medical equipment. At the time of enrolment, parents/guardians must inform the Centre about all special health care needs.

**Enrolment: Separation Anxiety**

All children go through an adjustment period (especially the younger children) and this is perfectly normal. To make the adjustment period a gradual one for your child, we suggest children be introduced gradually over a few days. If you are able to pick your child up earlier for the first few days, that will assure them that you will return. If this is not possible, parents are encouraged to check in and see how their child’s day is.

All children adjust differently and it is common for you to see changes in your child’s behavior. Some children cry; others may display behavior changes. Others may adjust very quickly at first and then become clingy after a period of time has passed. All of these things are normal. We ask that parents keep the centre informed of any events that may cause a change in your child’s behavior.

**Withdrawal**

**Reapplication:**

Successful reapplication (after a withdrawal) is dependent on space availability. The City of Toronto, Children’s Services Fee Subsidy Agreement will apply for subsidized families.

**Withdrawal: Parents/Guardians Decision**

Should parents/guardians choose to withdraw their children from the Centre, notice of withdrawal must be given in writing, a minimum of four weeks prior to the last date of care required. Should the four weeks notice not be provided, a fee equivalent to the number of day’s lack of notice will be charged. If a child is absent without notice for longer than four weeks, this is considered a withdrawal. A withdrawal-without-notice fee equivalent to four weeks will apply.

**Withdrawal: Toddler and Preschool Programs**

Withdrawal from the toddler or preschool program for the summer, in whole or in part, is considered withdrawal from the Centre. Moving from full-time to part-time status (with a partnering family) is considered a withdrawal from the full-time program. Re-enrolment is not guaranteed and is dependent on space availability.

**Withdrawal: Full Day Kindergarten (FDK) and School Age Before and After Care Program**

Moving from full-time to part-time status (with a partnering family) is considered a withdrawal from the full-time program. Re-enrolment to the full-time program is not guaranteed and is dependent on space availability.

Parents/guardians may choose to withdraw their child from the summer School Age program for a minimum of four weeks and maintain their child’s position at the Centre provided a 25% retainer fee has been received for all the weeks withdrawn. The Centre is closed the second week of August and as such, this does not count as a withdrawal week. The parents who choose this option must provide notice in writing along with the 25% retainer fee to the Director no later than May 1st of the year of the summer withdrawal. A post-dated cheque for the weeks in attendance is also required at this time.

If a child is absent from the School Age program in July and/or August and the July and/or August monthly fees are not paid nor is the 25% retainer fee (as per above), the child will be considered withdrawn from the program. Re-enrolment in the program in September is not guaranteed and is dependent on space availability.

**Please note*:*** This School Age and FDK summer withdrawal option is annually reviewed by the Board of Directors and is subject to revision or cancellation.

**Withdrawal: Overage (School Age Program)**

While the Centre is licensed to provide care for children up to age 12, the Centre places priority on providing space for younger children moving up through the program. As such, once a child turns 10 years of age, the child will be allowed to stay at the Centre until the end of the school year (e.g., June 30th). Children 10 years of age (i.e., end of school year after their 10th birthday) and older will only be allowed to continue at the Centre if there is space available (e.g., is not needed by a younger child enrolled in the FDK before and after care program moving to the School Aged program).

Parents/guardians of children 10 years of age or older who are losing their space on June 30th will receive a minimum of four weeks notice (i.e., by May 31).

Should there be space available in the School Age summer program (e.g., July and August); children who are 10 years of age and over may access the program. Any available spots in the summer program will be offered to the youngest of the children 10 years of age and over first.

**Withdrawal: Overage (FDK Before and After Care program)**

When projected enrolment into the School Age program indicates a lack of licensed spaces to accommodate all children graduating into the program, the Director, along with the Board of Directors, will first implement the withdrawal: overage policy (as above). Should there still not be enough licensed spaces after all children age 10 and older are withdrawn from the program, the Director, along with the Board of Directors, will determine priority enrolment from the FDK program into the School Age program based on age of the child, siblings in care and tenure in daycare program (e.g., full-time over part-time).

Parents/guardians of children in the FDK program who will not be offered space in the School Age program and who will be losing their space on June 30th will receive a minimum of four weeks notice (i.e., by May 31).

Should there be space available in the School Age summer program offered during July and August, children graduating from the FDK program may access the program. Any available spots in the summer program will be offered to the youngest of the children graduating from the FDK program.

**Please note:** The Board of Directors is fully aware of the difficulties for parents/guardians and children when ‘overage’ withdrawals are required and has proactively instituted enrolment policies to strive to prevent this situation from occurring.

**Suspension/Withdrawal: Progressive Discipline**

If a child is over the age of six and a significant behavior problem persists, the Centre will follow practices of progressive discipline. After reasonable efforts working with the child and the parents/guardians to correct the behavior, the Director with the support of the Board of Directors may suspend the child for a day. Suspension would only be used in cases where it is believed the child is able to understand that if after the day suspension, the behavior does not improve, the Director, with the support of the Board may suspend the child for one week.

When a child returns to the program after a one-day suspension, the child and parent/guardian must speak with the Supervisor of their program or with the Director/Assistant Director. This will provide an opportunity for the child to have a successful re-entry to the program.

In the case of a one-week suspension, the child and parent/guardian must make an appointment to meet with the Director or in her absence, the Assistant Director prior to the child’s re-entry to the program. During the meeting, the Director/Asst. Director will clarify the expected behaviours going forward, as well as the consequences of not following these expectations. The child and their parent will have the opportunity to ask any questions they may have.

If, in a reasonable period of time after a one-week suspension the behavior has not improved, and if information gathered in meetings and observations indicates that for the benefit of the child’s safety and for the safety of others the child must be removed from the program, the Board of Directors may decide that the child must be withdrawn.

In the event the Board makes the decision to withdraw a child from the Centre, parents/guardians will be informed of the decision in writing with a notice of withdrawal four weeks prior to the last date that care can be provided in order to cause the least disruption while providing time for the best possible arrangements to be made for the child’s continued care.

**Please note:** Fees for the time a child is suspended will not be reimbursed to parents/guardians nor will subsidy payments be made for suspension periods. In addition, the City of Toronto, Provincial Government and Principal of Garden Avenue Public School must be informed of any suspension or withdrawal of a child by means of this process.

**Withdrawal: Board of Director’s Decision (Due to Child’s Needs)**

The Sunnyside Garden Daycare Centre makes every effort to serve all children. However, there may be situations in which the regular program cannot meet the needs of a particular child. In this case the Director with the support of the Board will work with the parents/guardians to try to modify aspects of the program to meet the child’s needs. If it is felt that additional supports may be needed, the City of Toronto Children’s Services through the ‘Every Child Belongs’ model (Resource Consultation Services) will be contacted for assistance. The Director, as well any staff that are involved will meet with the family as needed. In the rare case where a reasonable effort to meet the child’s needs have been unsuccessful, the Board of Directors has the right to withdraw a child from care if the child’s individual needs seriously interferes with the effective running of the Centre.

In the event the Board makes the decision to withdraw a child from the Centre, parents/guardians will be informed of the decision in writing with a notice of withdrawal four weeks prior to the last date that care can be provided in order to cause the least disruption while providing time for the best possible arrangements to be made for the child’s continued care. If the Board views the child’s behavior to be dangerous to the other children, staff and/or the program, the notice period may be shortened.

Notice may also be given if the Director, along with the Board of Directors, feel that the Centre requires support from outside agencies to adequately support the child’s needs and the parents refuse to cooperate with a request to authorize this assistance.

**Withdrawal: Board of Directors to cooperate with a request to Parent/Caregiver Behaviour**

The Sunnyside Garden Daycare Centre makes every effort to serve all families. However, we are committed to the prevention of workplace violence and harassment and are ultimately responsible to worker health and safety. With that in mind, we will take any reasonable steps to protect our workers from workplace violence and harassment from all sources. If a situation arises where a parent or caregiver behaves in a manner that is deemed hostile or threatening to the staff, Board of Directors or Centre, that person will be given a letter of warning outlining the behavior in question and the possible consequences. If the behavior continues, the Board reserves the right to give the family notice that care for their child is being withdrawn.

In the case where a family wants to file a complaint regarding a Centre-initiated withdrawal, they can contact the President of the Board of Directors either by email or in writing. They can expect a response within 30 days.

**Financial Matters – See the Fee Schedule for Full Time Care at the end of this Document. Part – Time fees can be found on our website.**

**Program Rates: Establishment of Monthly Fees** **(Also known as Base Fees)**

The Board of Directors is responsible for establishing the monthly fees to cover the operating costs of the Centre. Monthly fees include all Statutory Holidays as listed in the Daily Routines section (above). Fees are not paid for the week the Centre is closed in August.

Fees are established annually and generally come into effect July 1st of each year. Fee increases are communicated in writing (i.e., Parent Rate and Terms) to parents/guardians with a minimum of two months notice. These fees are referred to as Base Fees.

**Program Rates: Toddler and Preschool Program**

Rates for the toddler and preschool programs include all programming, morning and afternoon snacks. These programs run every day with the exception of the days listed for closure under Statutory Holidays.

**Program Rates: FDK Before and After Care / School Aged Programs**

Rates for the FDK before and after care and School Aged programs include all programming, morning and afternoon snack, all school Professional Activity (PA) Days, March Break, Christmas Break and Summer Break (as set by the Toronto District School Board).

**Monthly Fees: Payment**

Parents/guardians are responsible for paying the full monthly fee to the Centre directly unless a child care fee subsidy is obtained from the City of Toronto. Monthly fees are due on the first business day of each month. Parents are strongly encouraged to use the PAD (preauthorized debit) method of paying their fees. The form for this is found in the registration package. If parents/guardians choose to use cheques, they are requested to provide post-dated cheques semi-annually (January and July) for six-month periods. Cheques should be made payable to Sunnyside Garden Daycare Centre. Cash will not be accepted for the payment of fees.

Monthly fees or parts thereof are not reimbursed for children who are absent due to vacation or sickness. In the event of a temporary disruption or Board approved closure (e.g., between Christmas and New Year’s or resulting from a TDSB school closure), there are also no reimbursement of fees.

**Subsidies**

If a subsidy is obtained from the City of Toronto, the monthly fee paid by the family is based on the assessed daily fee contribution. Parents/guardians are responsible for fulfilling all the requirements of the City of Toronto to maintain the subsidy. If a family exceeds the allowable absences for the period covered by their subsidy approval, they will be charged the full daily fee for each absence after that date.

**Late Payment Fee and Non-Sufficient Funds (NSF) Fee – Non-Base Fees**

In instances of monthly fees received after the first business day of the month, a late payment fee of $5.00 per day will be charged. If the monthly fee, together with late payment fee, has not been received by the Centre after two weeks, this is considered a withdrawal. An additional ‘withdrawal without notice’ fee will apply equivalent to half a month’s fees. Cheques returned as Non-Sufficient Funds (NSF) will be treated as overdue monthly fees and the above overdue payment charges will apply. A $48.00 administration fee for each NSF cheque or returned PAD will also be charged.

**Late Pickup Fees – Non-Base Fees**

Late pickup fees will be charged to parents/guardians who pick up children from the preschool, FDK before and after or School Age programs after 6:00 p.m. or after early closing time on designated dates.

The following fees will be charged to parents/guardians arriving after the times outlined above:

* 1 to 5 minutes past = $10.00
* 6 to 10 minutes past = $20.00
* 11 to 15 minutes past = $30.00

Each minute past 15 minutes late will be charged at a rate of $1.00 per minute. For example, if you arrive at the Centre 30 minutes past 6 p.m. closing, the late pickup fee will be $45.00. In order to avoid any discrepancy about pick up times, the recorded pickup time will be recorded by staff and based on the clock in the daycare room. The amount due is to be paid by the next day to the staff in your child’s room. Tax receipts are not given for late fees.

Parents who are persistently late will be asked to attempt to resolve the problem with the Director. If the problem cannot be resolved within a reasonable length of time, the Board of Directors will withdraw the child from the program.

**Please note:** If children are not picked by 7:00 p.m. (one hour after closing) the Centre is legally required to contact the Children’s Aid Society (as per the Child Care and Early Years Act).

**Additional Important Information**

**Suspected Child Abuse**

In compliance with the Child and Family Services Act, any staff member who has reasonable grounds to suspect that a child has suffered or may be suffering abuse must report the suspected abuse to a Children’s Aid Society. Suspected abuse may include emotional, physical or sexual abuse.

Sunnyside Garden Daycare Centre is committed to taking a pro-active position regarding the prevention of child abuse through:

* + Ongoing observation of the children in the Centre's care
  + Professional education with respect to early identification, effective response and adherence to legal obligations, including reporting
  + Keeping abreast of developments in legislation and relevant issues
  + Communication and support of the child and family
  + Working with other community service providers

**Duty to Report**

In accordance with the Child and Family Services Act, it is the responsibility of every person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to a Children's Aid Society if s/he suspects that child abuse has occurred or if a child is at risk of abuse. This includes any operator or employee of a day nursery. An individual’s responsibility to report cannot be delegated to anyone else. It is then the responsibility of CAS to investigate and follow-up on the situation, as necessary.

**Prohibited Practices**

The following practices are strictly prohibited at Sunnyside Garden Daycare Centre:

* Corporal punishment of a child
* Physical restraint of a child, such as confining the child to a high chair, car seat, etc. for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
* Deliberate 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 the child or undermine his or her self-respect, dignity or self-worth
* Deprive a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
* Locking the exits of the child care centre premises for the purposes of confining the child, or confining the child in an area or room without adult supervision
* Use a locked or lockable room or structure to confine the child if he or she has been separated from others.
* Inflicting any bodily harm on children including making children eat or drink against their will

If, at any time, a staff member or placement student were to implement any of these practices, Children’s Aid Society would be notified and disciplinary actions would be taken, including notification to the College of Early Childhood Educators as required. Incidents of this nature would be reported to the Ministry of Education and the City of Toronto as a Serious Occurrence.

**Confidentiality**

The Centre has a responsibility to protect the privacy of its staff, children and families and to ensure that confidentiality is maintained. The Centre considers the following types of information to be protected as confidential: personal information and personal health information of children, families and staff (as collected by the Centre or that is shared verbally or in written form); and employment information about staff. The only exceptions to this are information shared between the Centre and Garden Avenue Public School that is covered by the Information Sharing form signed at enrollment and information required by law during an investigation by Children’s Aid Society and/or an Ontario Policing agency.

**Health and Safety**

The Centre recognizes that the maintenance of a safe and healthy environment is a cornerstone to providing our services. As such, at a minimum Sunnyside Garden Daycare Centre will comply with all regulations made under the Occupational Health and Safety Act (Ontario). The Centre firmly believes that all accidents and illness can be controlled, reduced or eliminated. As such, staff will take all possible measures to investigate accidents, to determine root causes and take a preventive approach to accident reduction.

**Parent Issues and Concerns Policy and Procedures**

Name of Child Care Agency: Sunnyside Garden Daycare Centre

Date Policy and Procedures Established: August 17, 2017

Date Policy and Procedures Updated:

**Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the home child care agency licensee and staff to use when parents/guardians bring forward issues/concerns.

**Policy General**

Parents/guardians are encouraged to take an active role in Sunnyside Garden Daycare Centre and regularly discuss what their child(ren) are experiencing with our staff. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by Sunnyside Garden Daycare Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. In some instances, the Director may request that verbal issues/concerns are put into 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 fifteen business day(s). If the issue or concern is brought to the Board of Directors, the response will be made within thirty business days. 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.

**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**

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

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

**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.

**Procedures**

|  |  |  |
| --- | --- | --- |
| **Nature of Issue or Concern** | **Step for Parent and/or Guardian to Report Issue or Concern:** | **Steps for Staff or Director/Assistant Director in responding to issue/concern:** |
| **Program Related**  E.g., schedule,  toilet training, indoor/outdoor program activities, menus, etc. | Raise the issue or concern to:  -Program Supervisor  -Assistant Director  -Director | -Address the issue/concern at the time it is raised; or  -arrange for a meeting with the parent/guardian within fifteen 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.  Provide contact information for the appropriate person if the person being notified is unable to address the matter. |
| **General, Agency or Operations Related**  E.g., fees, placement, etc. | Raise the issue or concern to:  -Director or Assistant Director |  |
| **Provider, Staff and/or Licensee**  **Related**  E.g., conduct of front-line staff, Assistant Director or Director | Raise the issue or concern to:  -Director or Assistant Director  All issues or concerns about the conduct of the provider or staff that puts a child’s health, safety and well-being at risk should be reported to the Director or Assistant Director as soon as parents/guardians become aware of the situation. In the case of the Director, concern should be raised with the Board of Directors at  [board@sunnysidegardendaycare.com](mailto:board@sunnysidegardendaycare.com) |  |
| **Student or Volunteer Related** | Raise the issue or concern to:  -the person responsible for supervising the volunteer or student or  -Director or Assistant Director  All issues or concerns about the conduct of students/volunteers that puts a child’s health, safety and well-being at risk should be reported to the Director or Assistant Director as soon as parents/guardians become aware of the situation |  |

**Escalation of Issues or Concerns**

When 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 President of the Board of Directors at [board@sunnysidegardendaycare.com](mailto:board@sunnysidegardendaycare.com)

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g., local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers, etc.) where appropriate.

**Contacts**

**Directo**r: Barbara Gillespie [barb@sunnysidegardendaycare.com](mailto:barb@sunnysidegardendaycare.com)

**Assistant Director**: Opal Hassock-Davis – [opal@sunnysidegardendaycare.com](mailto:opal@sunnysidegardendaycare.com)

Board of Directors: [board@sunnysidegardendaycare.com](mailto:board@sunnysidegardendaycare.com)

**Ministry of Education**: current Program Advisor, Central West Region

**Ministry of Education**: Licensed Child Care Help Desk – <childcare_ontario@ontario.ca>

**City of Toronto**: District Consultant - Filomena Furtado – <ffurtado@toronto.ca>

**Students and Volunteers**

The Centre does benefit from the services of students and volunteers (e.g., individuals completing placements to gain ‘work’ experience). Students and volunteers who ‘work’ at the Centre, assist regular staff only and are not counted in the Centre’s staffing ratios (as required for licensing) nor are they allowed to have unsupervised direct responsibilities for children. They are never left alone with children and are supervised by a staff person of SGDC at all times.

All volunteers are interviewed by the Director or Assistant Director. Those candidates who meet requirements of the position for which they are volunteering will be asked to provide the Director or designate with a list of personal and/or professional references. If the reference check is satisfactory, the candidate may start volunteering in the program once the Director or designate has received the results of his or her Criminal Reference Check, CPR and First Aid Certificate and a completed Medical Assessment Form.

**Non-Smoking**

*The Smoke-Free Ontario Act* is designed to protect the health of all Ontarians by prohibiting smoking of tobacco, the use of an e-cigarette or the smoking of medical cannabis in all enclosed workplaces and enclosed public places in Ontario as of July 1, 2018. All areas used by the Centre are designated as non-smoking. As such, there is no smoking of any kind or the use of e-cigarettes are allowed in the Centre or playground whether children are present or not.

In accordance with *The Smoke-Free Ontario Act* and under the Ministry directive, the Centre has developed this policy to advise all staff, volunteers, parents and any person entering the Centre's facilities that smoking of tobacco, the use of e-cigarettes and the smoking of medical cannabis is prohibited on the premises and on the playground.

**Substance Use**

In the event of suspected substance use by any parents/guardians picking up a child from the Centre, staff may request that the child stay at the Centre until another adult arrives to pick up the child. If a parent/guardian insists on taking the child and is driving, staff is required to contact the police and the Children’s Aid Society.

**Parenting, Guardianship and Custody Rights**

Sunnyside Garden Daycare Centre will always act in the best interest of the children. However, the staff will not intervene in family custody or disputes, unless the situation violates a Centre policy.

Parents/Guardians must provide a copy of all legal documentation regarding custody of the children in the care of Sunnyside Garden Daycare Centre. It is the responsibility of the parent to inform the Centre, in writing, of any changes in custody as well as provide a copy of the updated custody arrangement.

Parents/Guardians must provide legal documentation, as well as a picture (if possible), of any person(s) who have been restricted by a court from access to a child(ren) attending Sunnyside Garden Daycare. In the event of a breach, the parents/custodial parent or guardian and the police will be notified immediately. In cases where there aren’t any legal documents, the Centre cannot withhold a child from their parent. If this happens, the Centre will make every attempt to reach the custodial parent to inform them of the incident.

Any requests for documents in the possession of Sunnyside Garden Daycare Centre, excluding day-to-day information relating to the care of the child while at the Centre, must be made through the courts. All costs, including legal expenses, incurred by the Centre relating to such a request will be paid by the applicant.

**Media Policy**

The Centre does not release names, photos or details of children to the media unless there is written and signed consent from parents/guardians.

**Community Outreach**

The Centre believes in maintaining the Centre's good reputation/positive image in the community. The board members, supervisors, staff and parents/guardians are all asked to participate in and support efforts to uphold the Centre's reputation within the community.

SUNNYSIDE GARDEN DAYCARE CENTRE

PARENT/GUARDIAN AGREEMENT

I (we) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_agree to:

*Name(s) of parent(s)/guardian(s)*

* Accept membership in the Sunnyside Garden Daycare Centre upon my (our) child’s/children’s enrolment and agree to resign upon my (our) child’s/children’s withdrawal
* Have read the Parent Handbook and agree to act within the parameters of the Centre’s philosophy, policies and practices
* Pay all fees to the Centre by the first business day of each month
* Arrive to pick up my (our) child/children prior to 6:00 p.m. (or prior to closing on designated early closure days)
* Should I(we) arrive late, I (we) agree to pay the late pickup fees outlined in the Parent Handbook
* Notify the Centre in writing four weeks in advance of withdrawing my (our) child/children from the Centre
* Give Sunnyside Garden Daycare Centre the authority to seek and secure medical attention for my (our) child/children in case of serious illness or accident

I (we) understand that the monthly fees are set by the Board of Directors and reviewed annually. I (we) accept responsibility to pay the full monthly fee unless I (we) receive a fee subsidy from Toronto Children’s Services. If I (we) do receive a child care fee subsidy, the monthly fee is based on my (our) assessed daily fee contribution. I (we) accept responsibility to fulfill all requirements of the Toronto Children’s Services necessary to maintain the subsidy. If I (we) become ineligible for child care fee subsidy, I (we) accept responsibility for paying the full monthly fee.

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Name of Parent/Guardian Signature of Parent/Guardian Date

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Name of Parent/Guardian Signature of Parent/Guardian Date

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Form received by Director Date

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Name of Director Signature of Director Date

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Date of Enrolment Date Notice Provided of Withdrawal

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sunnyside Garden Daycare Centre Fees Schedule** | | | | | | |  |
|  |  |  |  |  |  |  |  |
| **Toddler Program** | | |  |  |  |  |  |
| January 1-June 30th and September 1 - December 31 | | | | | |  |  |
| $720.60 |  |  |  |  |  |  |  |
| July |  |  |  |  |  |  |  |
| $720.60 |  |  |  |  |  |  |  |
| August |  |  |  |  |  |  |  |
| $629.50 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| **Preschool Program** | | |  |  |  |  |  |
| January 1 - June 30 and September 1 - December 31 | | | | |  |  |  |
| $519.85 |  |  |  |  |  |  |  |
| July |  |  |  |  |  |  |  |
| $519.85 |  |  |  |  |  |  |  |
| August |  |  |  |  |  |  |  |
| $454.10 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| **FDK** |  |  |  |  |  |  |  |
| January 1 - June 30 and September 1 - December 31 | | | | |  |  |  |
| $335.60 |  |  |  |  |  |  |  |
| July - August | |  |  |  |  |  |  |
| Children under 6 years of age - $130.00 per week | | | | |  |  |  |
| Children over the age of 6 - $275.00 per week | | | | |  |  |  |
|  |  |  |  |  |  |  |  |
| **School Age** | |  |  |  |  |  |  |
| January 1 - March 31 | | |  |  |  |  |  |
| $515.00 |  |  |  |  |  |  |  |
| April 1 - June 30 | |  |  |  |  |  |  |
| $525.30 |  |  |  |  |  |  |  |
| July and August | |  |  |  |  |  |  |
| $257.50 per week | |  |  |  |  |  |  |
| September 1 - December 31 | | |  |  |  |  |  |
| Children under 6 years of age - $386.25 | | | |  |  |  |  |
| Children over 6 years of age - $525.30 | | | |  |  |  |  |