

Parent Handbook

A guide for Parents and Children



JUNCTION
D A Y C A R E

CELEBRATING 25 YEARS • 1981-2006

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Welcome to Junction Day Care

We are pleased that you have enrolled your child/children in our centre and look forward to working cooperatively with you. This parent handbook has been created to inform our parents of the different aspects of our centre. We ask that each parent carefully read the following pages to acquaint themselves with our daycare.

Your Child's Classrooms:

Preschool: Rooms 103 & 104

All Day Kindergarten: Rooms 112 & 113

Junior School Age: Room 100

Senior School Age: Room 99

Please visit our web site junctiondaycare.com for full teacher biographies.

Philosophy

The aim of Junction Daycare Centre (JDCC) is to provide a stimulating, yet relaxed, program that encourages the social, emotional, intellectual and physical development of each child. The program's varied activities promote learning through play and hands on experience. Daily routines are maintained to help foster security, while flexibility in the program makes allowances for individual choices and needs.

Parents' participation is considered an integral part of our daycare philosophy. This is achieved by participating on the Board of Directors or by contributing to the well-being of the Daycare by helping to coordinate special events, communicating with other parents and encouraging a feeling of 'community' among all the members. There are daily opportunities to connect with other parents and staff and to share resources with one another. Parents are welcomed into the classrooms to share their expertise and interests with the children.

Inclusion

Junction Daycare strives to find ways to include all children in our program, reflective of the community we live in. By working with community partners, we enhance our abilities to accommodate the unique and specific needs of each individual child. All children are respected and appreciated for their uniqueness. Their Daycare experience is geared to helping them learn self-worth, independence and respect for others. For more detailed information please see our *Inclusion Policy*.

Program

Curriculum

Play based programs are planned based on the observation of individual and group needs and the interests of the children. Play based activities also list the skill to which each child is learning.

They encompass the five domains of:

- Sensory
- Communication, language and literacy
- Cognitive
- Social/emotional
- Physical

Weekly programs are posted in each room. Parent input is actively sought and welcomed.

Staff

Staff members are the people you will see daily, having a direct relationship with you and your child. Each staff member has your child's best interest at heart. Our ratio of adult to child is within the guidelines of the Day Nurseries Act. Our staff are union members with Canadian Union of Public Employees Local 2484-17.

The staff meet with their room partners on a weekly basis to plan for the following week. In addition to regular staff meetings and in house training, they are encouraged to attend classes and workshops to keep up with the latest developments in Early Childhood Education.

Supervision

Staff are supervised by employees of Junction Daycare Centre. Photos and diplomas are posted for all employees. All Early Childhood Educators must be members of the College of Early Childhood Educators. See Supervision of Students and Volunteers Policy.

No employee is under 18 years of age. Volunteers and students will not have unsupervised access to children and are not counted in the staffing ratios.

Structure

Junction Daycare is a non-profit organization governed by a Board of Directors. The Board of Directors consists of four appointed members and seven members elected at the Annual General Meeting, held every February. All parents with children at the centre can sign up as 'members of the day-care'. A member is entitled to vote at the Annual General Meeting and to be a nominee for election.

The Executive Board consists of:

Chairperson/President

Vice-president

Secretary

Treasurer

These positions are chosen from among those elected to the Board. The Board of Directors is the operator of the Centre and is mandated to operate according to the Bylaws of the centre.

The Supervisor serves as a liaison among the board, parents and staff. Parents are always welcome to see the supervisor or to speak to the staff about their child's progress or with general questions about the daily operations. The supervisor presents a report to the board on a monthly basis.

Parent members are encouraged to participate at the committee level in the Daycare. Committees are a major link in the overall chain of command, yet operate independently of that chain due to their democratic and consensus driven structure. Active committees add to the administrative health of the Daycare and offer participants direct input into centre business. The committees have some responsibility over administration, research and policies, with the understanding that the Board of Directors is the operator of the centre. Parents are asked to inform the Daycare or the Board of any skills or interests they have that may help us in the centre.

Meals

Snacks:

The day care provides a morning snack for children who arrive before 8.30 am and afternoon snacks for all age groups. Food preparation is done at the Centre by our full time cook. Children should not bring their own snacks or treats. No food from home should be eaten in the Day care. Exceptions will be made on an individual basis only if the day care is not able to meet your child's dietary needs.

Lunch:

Preschool and Junior School Age:

Under the supervision of Junction Daycare staff, Preschool and Junior School age children are provided with a hot, balanced lunch, prepared by our full time cook in accordance to Canada's Food Guide and Toronto Operating Criteria.

Before and After Care for All Day Kindergarten:

Under supervision of staff hired by the **Toronto District School Board**, Children in the All Day Kindergarten program (ADK) are required to bring their own lunch. Junction Daycare will provide them with a morning and afternoon snack as part of the before and after school program.

Special arrangements will be made for children who have allergies or who are on a special diet. Keep the staff informed of any changes to your child's diet or eating habits. A list of children with food allergies or restrictions is posted in each room. Menus are posted on the notice board.

Rest Period

The Preschool children spend up to two hours resting or napping on cots provided in their classroom. If a parent requests that their child not nap, alternate arrangements will be made after 1.00 p.m. Children may bring soft toys or a favourite blanket for this part of the afternoon.

Toys

Toys from home can be brought to the Daycare only for sleep-time, on special theme days, and on 'show and tell' days. We encourage parents to keep all war or violent toys at home. Inclusion of any toy from home in the regular program will be at the discretion of the teachers in the room.

Birthdays

Birthdays are celebrated during the afternoon snack. The staff will provide the cake. To reduce the rate of sugary snacks, birthdays are celebrated once a month. Ask your child's teacher what date they will be holding the group birthday on.

Field Trips

From time to time the staff will plan outings to complement the program. Parents are encouraged to volunteer to come along. You will be notified ahead of time, and asked to sign a consent form. Trips are more frequent during the summer months.

Clothing

Casual, comfortable, washable clothes are required. Make sure your child brings appropriate outdoor clothing: warm layers in winter: a sun hat and sunscreen lotion in summer. A complete change of clothing in a bag marked with your child's name should also be left at school as accidents do happen, and children are sometimes embarrassed to wear others clothing.

School Age children also need a change of clothes, as they are very self-conscious about mishaps. They are extremely active outdoors and may need clean, dry clothes to change into. Although we are willing to help locate them, the day-care cannot be responsible for lost items. Please label your child's boots, coat, etc. to avoid loss. Each room has its own 'Lost and Found' box for unclaimed items. Please check these regularly.

Anti –Racist/ Anti –Bias Policy

Junction Daycare is committed to serving the public by providing quality child-care without bias or judgement. Staff, families, volunteers, students and visitors all have the right to equal treatment in work, learning and service. We believe that racial and ethno-cultural discrimination are learned behaviours and that we have a responsibility to address discriminatory attitudes/behaviours. Junction Daycare follows the Policies and Procedures of the Toronto Board of Education and Ethno-cultural Mistreatment. A copy of the Anti-Racist/Anti-Biased Policy is posted on the parent bulletin board.

Obligation to report

In accordance with the Child and Family Services Act, every person in Ontario, including a person who performs professional or official duties with respect to children, is required to report immediately to a Children's Aid Society if he/she suspects that child abuse has occurred or if a child is at risk of abuse. Persons having a duty to report would therefore include any employee of a day nursery such as Junction Daycare. An individual's responsibility to report cannot be delegated to anyone else. It is an offence under the Child and Family Services Act for a professional such as an employee not to report.

Children's Aid Societies

Children's Aid Society:	416-924-4646
Catholic Children's Aid:	416-395-1500
Jewish Family & Children's Aid:	416-638-7800
Native Family & Children's Aid;	416-283-4552

Communication

In order to provide the best care for your child, a free flow of information must exist between staff, parents and the Board. To keep you posted as to the Centre's events and for you to keep us aware of any changes, the following systems are provided:

Newsletter contains important information and upcoming events.

Communication Books located in rooms 100, 103, 112 and 113, serve as a book for parents to relay messages to staff and to write permission for their children to be picked up by another designated person. Parents may also leave verbal messages on the Daycare answering machine.

Bulletin Board located outside rooms 103 and 104 displays our menu, licence, fee schedule, and other notices of importance to parents. There are also advocacy bulletin boards outside room 104 and outside the School Age rooms. Bulletin boards for parents of children in the ADK program are located inside classes 112, 113.

Monthly Calendars or letters circulated to the parents of each room outline areas of focus for the program and special events for the children.

Notices, letters and surveys are sent home to inform parents of any changes or concerns in the day-care.

Room notices or signs posted in each room with information that is important to the parents with children in that room. Please make an effort to read the notice and pass along news to teachers and children

Email: most communication to parents is done by email . Please ensure that you write your email in your child's registration package and that you notify the Daycare with changes. Please notify the Daycare if you are not receiving any communication. Hard copies can also be made available when requested. Please check regularly for updates, notices and correspondence from Staff and other Parents.

Hours and Admissions

Hours of Operation

Junction Daycare Centre is open Monday to Friday from 7:30 a.m. to 6:00 p.m.

The Before and After Program for ADK will run between the hours of:

7:30am - 9am and 3pm-6pm, Monday to Friday.

The Before and After program will operate on Junction Daycare's regular hours during school Professional Development Days and holidays.

The centre is closed on January 1st, the 3rd Monday in February, Family Day, Good Friday, Easter Monday, Victoria Day, 3rd Monday in May, Canada Day on July 1st, Civic Holiday on

August 1st, Labour Day in September, Thanksgiving Day in October, Christmas Day and Boxing Day. In addition, the centre is closed between Christmas and New Year's Day.

Admission and Registration

The Supervisor maintains a waiting list and admission is granted on the basis of the child/staff ratio in each classroom. Part-time child-care can be provided only if one full-time spot is shared between families. The Supervisor will be aware of families who are interested in sharing space. Priority will be given to families with a child already in the day care for sibling admission.

Registration forms must be returned by the child's first day at the centre.

Adjustment Period

Particularly with Preschool children, their introduction to the centre should be gradual, especially if this is your child's first experience in a Daycare. Ideally, you should arrange to pick up your child just after lunch for the first day and just after rest for the second day. The staff will help make you and your child feel welcome and comfortable.

For the Preschool children to receive the maximum benefits of our program, parents are encouraged to bring their children to the centre before 10 a.m. and to pick them up after 3:30 p.m. This gives each child the opportunity to participate in a variety of daily activities.

Fees

A container is located in the Preschool Room for the payments by cheque. Cash payments must be made directly to the Daycare Supervisor/Assistant Supervisor. Fees are set by the Board of Directors and are voted on yearly at the Annual General Meeting or sooner if an Emergency General Meeting is required. Payment is due by the first of each month preferably in the form of post-dated cheques in 3, four-month instalments (January to April, May to August and September to December.) Other arrangement can be made by discussion with the Daycare Supervisor.

A \$25 penalty fee must be paid by parents to cover the cost of NSF cheques. If fees become overdue, special payments may be discussed with the Board. If families remain in arrears for more than one month, the case will be brought to the attention of the Board, and withdrawal from the day-care may result. Please refer to the *Fee Collection Policy and Procedure*.

Receipts for income tax purposes can be requested at the end of each year or upon withdrawal of your child.

Subsidized spaces are available. Talk to the Supervisor about how to apply through Toronto Children's Services. Information on subsidy is also posted on the parent bulletin board.

Deposit Policy

A ONE MONTH deposit, (equal to one month's worth of fees) is required to confirm a space. This amount will stay in your child's account to pay for their last month or be returned to you if adequate withdrawal notice is given. In addition, the day care will collect a \$10 registration fee.

Withdrawal

Parents must give ONE MONTH written notice when withdrawing their child from the Daycare. In the exceptional event that the Daycare requests the withdrawal of a child, two weeks' notice will be given.

Note: If the appropriate notice is not given, parents forfeit the one month deposit.

Priority of Space

By September of each year, children are moved up to the next room according to age. The children currently enrolled in the Preschool rooms will have first priority for the Before and After Care Program. If there are still spaces to fill after this process, names will be taken in order of seniority from the on line wait list for children who attend either Annette or High Park Alternative Public School. Children from the Before and After programs will be eligible for a space in the School Age Program when they move into grade one. Priority for these School Age spaces will be based on seniority in the day care.(i.e. children who were in the Preschool program prior to the Before and After program). If projected September enrolment indicates that there will not be enough space in the School Age rooms to accommodate all of the children who require a space, parents will be informed in writing. The policy states that priority of School Age space is given to the younger school age children who are already enrolled in the Daycare.

Holidays, Absenteeism & Summer Camp

Holidays and Absenteeism:

Parents of children in the Preschool, Before and After Kindergarten program and Junior and Senior Age rooms are expected to pay the full fee while their child is away from the Daycare.

Summer Camp:

Junction Daycare Centre runs a summer camp program for the School Age children. This includes children, currently in and who will be attending, Grade One, up to Grade 6, in September.

At the beginning of June, parents of children in the School Age group who wish to maintain their child's space in September **MUST sign up for a minimum of TWO WEEKS in the Summer Camp Program, in addition to, leaving a post-dated cheque for September's fees.** Parents are also welcome to sign up for Summer Camp on a weekly or monthly basis. Families receiving subsidy will need to get approval from the subsidy office.

It should be noted that Junction DCC will run a full day, full summer program for the Before and After Care Program for the All Day Kindergarten children. Details on this program are not in place at this time, but will follow within the 2013-2014 year.

Late Policy

Overtime charges will apply if your child is not picked up by 6:00 p.m. After 7:00 p.m., if a parent or emergency contact cannot be reached, the Children's Aid Society (or the Catholic Children's Aid Society) will be asked to provide temporary care. If you are going to be late, you will have to make alternative pick-up arrangements. Make sure you are in touch with the staff, so

they can explain the situation to your child. The centre has a policy to deal with excessive/ chronic lateness

Health and Safety

Immunization

When a child starts at the Daycare, a medical report from a doctor must be submitted. Each child is required by law to have had the immunizations recommended by the family physician. If your child is not immunized for Conscience or Religious belief, parents are required to sign an affidavit. Parents are responsible to provide up-dated medical certificates as changes occur in the child's immunization.

Anaphylaxis

If a child enrolled at the Daycare has an anaphylactic allergy, the parent is required to fill out an individual plan, including an emergency procedure (see full policy). The Daycare will be responsible to implement strategies to ensure children do not face risk of exposure if child is enrolled who has a serious allergic reaction.

Peanut Free/Tree nut Free

It is common to have children in the school and in the Daycare that have serious, sometimes life threatening allergies to peanuts, tree nuts and their products. Therefore the Daycare enforces a policy of no peanut or tree nut products to be brought into the centre. The Daycare strives to have a peanut and tree nut free environment. No foods containing these products are served in the day care. The anaphylactic allergies in the centre may change. This is why parents are asked not to bring food into the Daycare. Parents whose children bring a lunch are responsible to read the labels to ensure that they are peanut/tree nut free.

Non-smoking Facility

Junction Day Care is a smoke free facility. Smoking (or holding of a lighted cigarette) is NOT permitted inside or around any of the playgrounds associated with Junction Daycare Centre whether or not children are present.

Illness

Staff will call parents if it seems a child is ill. Parents will be required to pick up their child as soon as possible. Children should be kept home if they have any of the following symptoms:

- ⇒ sore throat
- ⇒ ear ache
- ⇒ discharge from eyes, ears or nose
- ⇒ swollen glands
- ⇒ fever, flushed face
- ⇒ digestive upset (vomiting or diarrhoea)
- ⇒ unexplained rash or skin eruption
- ⇒ any behaviour which seems out of the ordinary and might indicate illness

Communicable Diseases

If a child has or may have a reportable disease or may be infected with a communicable disease, this is reported to a medical officer of health as soon as possible. A record of the report is written in the daily logbook and symptoms are recorded in the child's file. Any recommended action from the medical officer of health is written in the daily logbook. Copies of reports from the health department are kept on file in office. Copies of reports from the health department are sent to the provincial Ministry office. An up to date list of communicable diseases is posted in each classroom and are reviewed on an annual basis at a staff meeting.

Return after Illness

If children are considered well enough to attend school and Daycare they are considered well enough to go outdoors.

If a child is kept home with a contagious disease, a doctor's note will be required before the child can return to the day-care.

Medication

The staff will only administer prescription drugs in their original container. Non-prescription drugs can be administered only with written authorization of a doctor. All medication must be given to the Daycare staff, who will ensure that it is put in a locked container. The parent must sign a medication form daily. The teacher who administers the medication will note the name of the medication, the date and dosage on the medical form, which is kept in a special binder.

Long-term medication requires replacement every six months.

Emergencies/Accidents

A file on each child is kept, containing all pertinent information. Make sure that the staff know where you can be reached during the day, and that alternate contact names are up to date. All relevant information regarding your child's allergies and medical history must be available. Health card information is optional. All accidents are documented by the staff and brought to the attention of the Supervisor. On arrival to pick up the child, the parent is asked to read and sign off the accident form. Copies of emergency procedures are posted in each classroom. In the event that neither parent nor an alternate contact person can be reached in an emergency, the Supervisor of the Daycare will take the necessary measures to have the child treated.

Escorting

Junior and Senior Kindergarten children are escorted by our staff within the Annette Street Public School and the High Park Alternative School. Parents must make other arrangements have their children escorted to and from other schools.

Absence

Parents must inform the Daycare should their child be absent due to holidays, illness, etc. It is important to keep the Daycare staff informed daily. Parents of School Age children must also inform the Daycare staff if their child will be picked up early at school or at 3:30pm dismissal. The teachers are instructed to follow a strict procedure to ensure the whereabouts of each child

after school. This procedure may include contacting the police if necessary, so please make certain the teachers are aware of your child's absence.

Behaviour Management

Children

Children and Daycare staff are expected to treat each other with respect and consideration. Children are encouraged to show co-operation and kindness toward their peers. Parents will be asked to assist the Daycare staff in teaching their children socially acceptable behaviour, and to help enforce the expectations of the Daycare. Learning to be among other children is part of the exploring, experiencing, questioning and problem solving that make up the program. Junction Daycare has a policy of inclusion and children come with varying needs. Staff recognize that every child is individual and unique so they are flexible in their approach. Should a child have difficulty in keeping within the limits on a continual basis, the parents and day care staff will meet to discuss whether assistance from other agencies would be helpful. If special needs resources and other outside agencies support have been exhausted and the Daycare determines that they cannot meet the needs of a child in the centre, the *Suspension and Withdrawal Policy*, be followed.

Staff

All staff are required to sign the *Behaviour Management Policy* on an annual basis. Discipline of children should be:

- related to the nature of the troublesome behaviour
- appropriate to the developmental level of the child
- used in a positive and consistent manner
- designed to assist the child in learning the appropriate behaviour
- implemented as soon as possible; after the troublesome behaviour
- discussed with parents if persistent

Corporal punishment or threatening behaviour is not allowed at any time. A child must not be humiliated either physically or verbally. A child must not be confined or locked in any room. A child must not be placed in a room alone. A child must not be deprived of the basic need for food, clothing shelter, or bedding. A child must not be punished or reprimanded in any way for failing to use the toilet, or for not falling asleep.

Junction Daycare provides care to children with varying needs. In extreme situations (when a child is endangering him/herself and others), physical guidance may be used as a method to defuse and or/de-escalate a volatile situation. (See Guidelines for de-escalating Volatile Situations)

A complete copy of the Behaviour Management Policy is posted in each room.

Serious Occurrence

If an incidence is considered to be a Serious Occurrence (see Serious Occurrence Policy) , it must be reported within 24 hours using the online Childcare Licensing System(CCLS). This procedure logs the Serious Occurrence with the Provincial Program Advisor. In addition, the supervisor calls the City of Toronto Serious Occurrence line and confirms that the information has been reported through the CCLS. The supervisor posts the Serious Occurrence summary on the parent bulletin board for 10 business days.

Committees

Committees are formed as needed. Some of the committees currently operating are:

Summer Program Committee

Objective: To plan the Summer School Program and Summer Brochure layout. Typically comprised of Daycare Staff, the centre welcomes parent input in regards to summer programs. Meetings are held once a year, during the winter.

Newsletter Committee

Objective: Produce a quarterly newsletter to keep parents informed about the Daycare centre. This committee will also produce information flyers as needed.

Advocacy Committee

Objective: Give parents and staff at the day-care a voice in promoting quality, non-profit child-care through our participation in the campaigns of the Toronto and Ontario Coalition for Better Child-care. The members ensure that the advocacy bulletin boards in the centre are kept current.

The Personnel Committee

Objective: Interview and assess potential staff members.

The Finance Committee

Objective: Review the monthly financial statements and monitor the day-care's budget.

The Special Events Committee

Objective: Organize special events at the centre/for the centre. These may include the Annual Open House, Annual General Meeting, Fundraising Events and Parent Socials.

Ad Hoc Committees

Objective: To address more specific issues outside of regular Board meetings.

Questions and Concerns

Our Parent Handbook is designed to clarify the Centre's policies so that you will see the guidelines and framework that help our Centre to operate in a fair and democratic way.

However, if you have any questions regarding other policies, please feel free to approach the Supervisor, a Board member or a staff member. Within any organization, some conflict will arise, especially in areas of the program where no set policies exist. To expedite the resolution of concerns of parent, staff and Board members, the Centre has established a process to set up a Conflict Resolution Committee, comprised of a Parent, Staff member, Supervisor, and Union representative where necessary. This committee is to meet as necessary to deal with ongoing

concerns. Please contact the Supervisor to find out the members of the current Board of Directors.

Please contact the Supervisor if you wish to view any of Junction Daycare's Policies or any Policies mentioned in this Handbook.

We sincerely hope your child's time with Junction Daycare will be happy and memorable.

Junction Daycare Parent Feedback Form

Junction Day Care Centre welcomes feedback on how we provide services to our community. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Ways to give Feedback:

Written - please fill out the "Parent Feedback Form" and leave it with a staff member,

Email - junctiondaycare@bellnet.ca,

Voicemail - 416-767-2991

Request a meeting with the Supervisor

Parents can expect to hear back from us within 5 business days.

Junction Daycare Centre Parent Feedback Form

Date: _____

Comment/Concern/Suggestion:

Contact Information:

Name:

Phone Number:

Email:

Committee Form

I am interested in helping with the _____
committee.

Name _____

Please return this form to your child's teacher or the Supervisor.

To the best of our ability, this handbook may be available in other formats if required.
Updated 30/07/2013

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