My Centre: Contact Information

Family Day’s Child Care Centres offer a positive and safe environment that nurtures children socially, emotionally, intellectually and physically while encouraging the development of happy, self-motivated and independent children. Our teachers are committed to providing stimulating and creative programs, which are flexible and adapted to the children’s needs.

Please speak to your Centre Supervisor if you have any questions.

If you would like to speak to the Program Manager, Family Day administration offices are open Monday to Friday, 8:30am–4:30pm.

Family Day programs are closed on:

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

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We Believe...

✓ Every child is unique.
✓ Every child has a natural desire to learn.
✓ Children learn best when they are actively involved with people, materials, ideas and events.
✓ Early learning and care programs should provide positive and healthy environments for all children, including children who have special needs.
✓ Parents/guardians are the most important caregivers for their children.
✓ All families should have equal access to our programs and services.

Welcome to Family Day

We are happy that you have chosen Family Day. This handbook will give you information about our child care centres.

At Family Day, our dedicated staff will work to offer your child the best possible care and early learning opportunities.

Our programs are based on developmentally appropriate practices and supported by well-researched and well-supported early learning curricula. Our approach provides children with a solid foundation for life-long learning. The children experience a happy and secure environment that helps them to feel more confident as they gain new knowledge and understanding of their world.

Our relationship with you is as important as our relationship with your child. Together we will provide your child with a wonderful early learning experience.

Joan Arruda
Chief Executive Officer
Family-Centred Child Care

At Family Day we believe that child care is a shared responsibility between family and staff. A respectful relationship between parents and Family Day staff contributes to the overall success of the child’s experience.

Parents are welcome to visit the centre any time of the day.

We follow these guiding principles to support the partnership between families and staff:

✔ Families are unique.
✔ All families have strengths.
✔ Children and their families are part of a community.
✔ Families are experts about their children and are their first and most powerful influence.
✔ Parents have interests, roles and responsibilities in addition to their family duties.
✔ There are many ways for a family to be involved with a child’s care.
✔ The child, family and child care centre all benefit from sharing information.

How You Can Be Involved

Family Day encourages all parents and guardians to be involved in different aspects of our programs and services. There are many ways for you to be involved:

✔ Talk to your child’s teachers.
✔ Visit the classroom.
✔ Go on field trips and community walks.
✔ Attend special events like open houses, curriculum family nights and seasonal events.
✔ Share your interests, skills and hobbies.
✔ Share your family’s cultural background (for example – family traditions, special recipes, language).
✔ Participate in centre fundraising events.
✔ Participate in a Regional Parent Advisory Group. The groups meet three times a year. Speak to your child care Centre Supervisor for more information.

Sharing Information

We want you to know all about your child’s experiences at the child care centre. We share information with families in many ways, including:

At the Centre:
• Daily conversations
• Message Board
• Parent Board
• Daily routines posted in each classroom
• Regular centre newsletters
• Individual parent-teacher meetings

Family Day publishes:
• Agency newsletters
• Annual Report
• Monthly e-bulletin
• E-mails

You are the expert on your child. Please let us know about any events, unusual circumstances or changes in your child’s life that may affect his or her participation at the centre. Knowing this information helps staff to support your child. Please talk to the teachers or Centre Supervisor anytime you have questions or concerns.

We will ask you for your email address for billing and other important communication. We will not share your email address with anyone outside of Family Day Care Services.
Our Approach to Learning

Research shows that children learn best when they are actively involved in personally meaningful activities with people and things. Play is the way that children learn. Family Day’s early learning programs reflect this approach to learning.

ELECT: Early Learning for Every Child Today
The Ontario government’s Early Learning for Every Child Today (ELECT) framework guides our approach to working with young children. ELECT is a resource guide that describes how young children learn and develop and provides a framework for curriculum in child care centres and full-day kindergarten programs. According to this framework, the educator and the child are partners in shaping the learning experience. Our educators:
- Create a safe and supportive environment
- Provide love, guidance and support to each child
- Nurture independence
- Value individuality
- Foster self-worth
- Tie activities to children’s individual interests

For more information about ELECT see www.edu.gov.on.ca/childcare/oelf.

We build on the principles outlined in the ELECT framework, by using the Hanen Program’s Learning Language and Loving It™ to support the development of language, literacy and social skills. (www.hanen.org).

We plan experiences that encourage participatory learning by following the well-researched, HighScope® curriculum (see next section).

In our school-age programs, staff are trained in the High Five® program for children’s recreation and sport (see next section).

The HighScope® Curriculum
HighScope® is a high quality, research-based approach to early learning that supports young children to become strong independent learners. The curriculum is organized into eight main content areas:
- Approaches to Learning
- Social and Emotional Development
- Physical Development and Health
- Language and Literacy and Communication
- Mathematics
- Creative Arts
- Science and Technology
- Social Studies

Within these content areas there are Key Developmental Indicators (KDIs). A KDI is a statement that identifies an observable behaviour that reflects a child’s knowledge and skill. Staff use KDIs to set learning goals for each child and to design activities and experiences that encourage children to grow and develop.

HighScope® is based on over 40 years of research. It shows that children who attend quality early learning programs have, as adults, enhanced social responsibility, higher income and greater academic success. For more information see www.highscope.org

High Five® – in School Age Programs
Staff in our school age programs are trained to use the High Five® program. High Five® was developed by Parks and Recreation Ontario in 2001 after years of research. Researchers found that positive experiences with recreation and sport at an early age can help children become capable, caring adults who contribute more effectively to the community. Family Day follows the High Five® program to offer high quality recreation and sports programs for school age children. For more information see www.highfive.org
Our Early Learning and Care Team

Our centres are staffed by highly trained teams of early childhood educators. Each centre has an early learning and care team that includes:

• An experienced Centre Supervisor who is a Registered Early Childhood Educator (RECE)
• RECE Teachers
• Assistant Teachers
• Cook or Housekeeping Aide
• Casual/Supply Staff

Registered Early Childhood Educators are graduates of a college or university Early Childhood Education program. They are registered with the College of Early Childhood Educators and are responsible for developing early learning environments that meet the needs of all children.

Our centres offer field placements to students from college and university Early Childhood Education programs. Volunteers from the community and summer students are also important members of the team. The Family Day policy, Supervision of Children – Students and Volunteers, states that no child is ever supervised by a person under 18 years of age, and that a child is never left alone with a student or volunteer. A staff member is always present.

Family Day has a full-time Program Consultant who is a specialist in evidence-based curriculum development including:

• HighScope® curriculum, (see previous section, “Our Approach to Learning” or www.highscope.org)
• Early Learning for Every Child Today (ELECT), the Ontario government’s Early Learning Framework. (www.edu.gov.on.ca/childcare/oelf)
• Learning Language and Loving It™ – The Hanen Program for Early Childhood Educators/Teachers, a program that focuses on developing and enhancing children’s language, literacy and social skills. (www.hanen.org)

The Program Consultant provides ongoing support, as well as individual and group training to all centre staff.

Staff-to-Child Ratios

The number of staff in each centre is based on staff to child ratios listed in the Day Nurseries Act. Children generally arrive and depart at different times, depending on their families’ schedules. For this reason, each childcare centre is allowed some flexibility in the numbers of staff required in the early morning (7:00 – 9:00 a.m.) and late afternoon (4:00 – 6:00 p.m.) when the number of children in attendance fluctuates.

<table>
<thead>
<tr>
<th>Classroom</th>
<th>Staff-to-Child Ratios</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant</td>
<td>1 staff for every 3 children</td>
</tr>
<tr>
<td>Toddler</td>
<td>1 staff for every 5 children</td>
</tr>
<tr>
<td>Preschool</td>
<td>1 staff for every 8 children</td>
</tr>
<tr>
<td>Kindergarten</td>
<td>1 staff for every 10 children</td>
</tr>
<tr>
<td>School Age</td>
<td>1 staff for every 15 children</td>
</tr>
</tbody>
</table>
Before You Start

We encourage you to spend part of the first week with your child in the centre when possible. This helps your child adjust to the centre.

Before you start:
• Return completed forms to the Centre Supervisor.
• Be sure contact information for you and any authorized pick-up person is up-to-date.
• Put the Centre Supervisor’s business card in your wallet.
• Add the centre phone number to your cell phone Contact List.

Pack the following to take to the centre:
• Blanket for nap time, labelled with your child’s name.
• Soft cuddle toy, labelled with your child’s name.
• Complete change of clothing for your child.
• Extra socks and underwear.
• Picture of your family for your child’s cubby.
• Diapers, wipes, diaper cream and training pants (as needed).
• Formula and infant food for babies.

Please make sure you label all personal belongings, clothes, formula and food with your child’s name.

The Daily Routine

Please give your child a healthy breakfast before you come to the centre. This will help him or her have a good start to the day. The Daily Routine in each centre is predictable but flexible and provides children with a sense of control over the events of the day.

Regular drop-off and pick-up times help your child know what to expect from the day. We recommend that you try to arrive and leave at the same time each day, as much as you possibly can. These are good times to tell the staff any messages or information about your child.

Absences

If your child is not going to be at the centre for the day, please phone the centre staff by 9:00 a.m. You may leave a message on the centre’s voice mail. If your child will be away on vacation, please advise the Supervisor, in writing, of the dates that your child will be absent. In order to maintain your child’s space in the program, your fees continue to be charged whenever your child is absent due to illness or vacation.

Drop-off and Pick-up

Your child’s safety is very important to us. Staff are not permitted to accept children before the centre opens. You must take your child to the classroom and be sure that the teacher has greeted your child and marked attendance.

All children must be picked up and signed out on the attendance sheet before the centre closes at 6:00 p.m. For your child’s safety:
• We will only allow your child to leave the centre with you or someone who is listed on the consent form as an authorized pick-up person.
• When someone other than you or someone listed on the consent form is going to be picking up your child please tell the staff. They will ask that person to show photo identification.
If You are Late
Our centre closes at 6:00 p.m. every day. It is extremely important to your child and to our staff that you arrive on time. If you think you might be late:

• Call the centre right away. This allows the teachers to tell your child what is going on.
• Have a back-up plan. Find someone else who can pick up your child.
• Call the staff to tell them who will be picking up your child.
• Call back later to be sure your child was picked up.
• Staff will make note of the late pick up on your record.
• Late pick-ups are unacceptable and may result in losing a space at the centre.

If your child is not picked up by 7:00 p.m., and we have not been able to contact you or one of your emergency contacts, we are required, by law, to call the Children’s Aid Society.

Lunch and Snacks
Our full-day program includes a nutritious lunch and morning and afternoon snacks. We offer a variety of healthy foods and encourage children to try new foods.

For infants, parents provide formula and infant foods. Once a child begins to eat table foods, the centre provides blended, chopped and solid foods and homogenized milk.

We use Canada’s Food Guide, the Day Nurseries Act and Family Day’s guidelines for healthy foods to plan our menus. Our menus are child-friendly and culturally inclusive. We respect and accommodate special diets and food restrictions.

At some centres, lunches and snacks are provided by a catering company. This company meets Public Health requirements for food handling, and Day Nurseries Act requirements and Family Day’s guidelines for healthy foods.

What is Healthy Food?
Family Day believes that healthy foods:
• Contain whole food ingredients that are minimally processed.
• Are high in naturally occurring nutrients and fibre.
• Are moderate in calories and low in saturated fat, added sugars and sodium.
• Do not contain trans fat.
• Do not contain artificial colours or flavours.

Clothing
Your child should be dressed in comfortable, washable clothes so that he or she can play and explore without worrying about getting dirty. Children go outside on a daily basis – please dress your child for the season and weather. Please label all items of clothing with your child’s name, including boots, mitts, hats, coats and bags.

Every day in the classroom, please make sure your child has:
• Indoor shoes.
• Change of pants, socks, top and underwear (kept at centre).

In winter please make sure your child has:
• Snow pants.
• Outdoor jacket or coat.
• Mittens (two pairs please).
• Warm boots.
• Hat that covers ears.
• Neck warmer (no scarves).

In spring, summer and fall please make sure your child has a sun hat.

Personal Items and Toys
You may bring items for your child’s comfort such as a stuffed animal and blanket. Please label these items with your child’s name.

Please do not bring any other toys from home. We have lots of toys for your child to enjoy. We cannot assume responsibility for personal items brought to the centre.
Infant and Toddler Programs

Parents of infants and toddlers will provide:
• 6 (or more) diapers per day for infants and toddlers who are not toilet trained.
• Diapering cream and baby wipes.
• Change of clothing.
• Training pants during toilet training
• Formula in bottles, bottles for milk and jars of baby food.

Please mark all clothing and food and formula containers with your child’s name.

Primary Caregiver Model
Infants and toddlers are explorers. At this young age, we group the children with the same one or two teachers every day. This approach helps infants and toddlers to feel safe and supported. The primary teacher pays close attention to each child’s actions, facial expressions, sounds and words to learn about their skills, likes and dislikes. They cuddle, hold, play, and talk with children in a warm, unhurried, give-and-take manner. They take cues from children rather than impose their own ideas. These strong relationships give children the confidence to explore and experiment.

Infant and toddler caregivers can never take the place of a parent, but they are consistent, responsive, dependable, trusted adults for the child when the parent is away. Please feel free to ask us more about this model.

The Daily Routine
The Daily Routine is posted in the classroom each day. Check it daily to learn more about your child’s day. Knowing what your infant and toddler’s day was like is very important for parents. Each day, staff will give you a written record about your child’s day.

Arrival and Departure
Parents and staff work together to make arrival and departure times pleasant and reassuring for the child.

Group Times
Children explore materials provided by staff, based on staff’s observations of children’s interests. Children are free to make choices about the materials and how to use them.

Choice Time
Children play and explore their environment at their own pace with physical and emotional support from staff.

Outdoor Time
• Infants go outside two times every day, except in bad weather.
• Toddlers explore the outdoor world in their own playground every day, weather permitting. They may go for short walks in the immediate neighbourhood.
• The Day Nurseries Act requires that children go outside for 2 hours every day, weather permitting.

Lunch and Snacks
• Each infant follows his or her own feeding schedule.
• Toddlers have lunch and snacks in a small group with the same staff.

Rest Time
• Each infant follows his or her own sleep schedule.
• Toddlers have a rest time after lunch.

Toileting Routines
Toilet training is not done at a specific age because each child develops differently. Talk to your teacher when you feel your child may be ready to begin toilet training.
**Preschool Classrooms**

*The Daily Routine is posted in the classroom each day.* You can check it to learn more about your child’s day. Each child is part of a small group of children, led by the same staff. This group is together for Small Group Time and lunch.

**Greeting Time**
Staff welcome the children and share messages about upcoming special events, visitors and new materials. Messages are “written” on the message board using pictures and words, so children of all literacy levels can “read” them.

**Plan > Do > Review**
1. **Plan:** Children make plans involving choices about materials, actions and people.
2. **Do:** Children carry out their ideas - they do activities to achieve their goals.
3. **Review:** Children reflect on the experience to review what they did and what they learned.

**Small Group Time**
Activities are planned by staff and are based on math and literacy experiences.

**Large Group Time**
Children participate in various activities, such as music and movement, storytelling or a discussion about something important to the children in the classroom or playground.

**Outdoor Time**
Outdoor play is an important part of your child’s learning. Activities like running, jumping, throwing, swinging, digging and riding all promote social and physical development. The Day Nurseries Act requires that children go outside for 2 hours every day, weather permitting.

Children will play outside for at least two hours every day, weather permitting. Children and staff may go for walks in the neighbourhood to interesting places such as the library and stores. These walks are based on the children’s interests and are wonderful learning opportunities.

**Lunch and Snacks**
Children and staff eat together in a very social environment. Children serve themselves and are encouraged to make choices.

**Rest Time**
Children are provided with comfortable spaces to take a rest or nap. Children who don’t need to nap are encouraged to rest for a short period and then are given a quiet activity to do.

**Child Guidance**

Family Day promotes respectful interactions between children and their peers and children and adults. All staff receive on-going training to help them support and guide children’s behaviour in positive ways. Some of the strategies we use to guide children’s behaviour include:

- Redirection
- Logical and natural consequences
- Setting limits
- Modelling
- Providing choices
- Anticipating trouble

We do not allow staff, family members or children to use the following actions:

- Physical punishment such as hitting, shaking, kicking, pushing, grabbing or pinching.
- Harsh or humiliating treatment that would harm a child’s self-respect.
- Abusive or humiliating language, yelling or screaming.

**Resolving Conflict Among Children**

All children feel angry and frustrated sometimes. When conflict arises, teachers support the children by using HighScope’s® “Six Steps to Resolving Children’s Social Conflicts:”

1. Approach calmly, stopping any hurtful actions
2. Acknowledge children’s feelings
3. Gather information
4. Restate the problem
5. Ask for ideas for solutions and choose one together
6. Step back and give follow-up support as needed
We review our Behaviour Guidance Policy annually with all staff, students and volunteers. Please talk with the RECE teacher or Centre Supervisor to discuss any issues about child guidance and behaviour management.

**Inclusion**

**Children with Special Needs**
Family Day welcomes all children to our programs, regardless of ability. Some children have special needs such as physical disabilities, intellectual delays, social and behavioural challenges or communication difficulties. Disabilities may be visible or invisible. Children may be born with disabilities or they may emerge later on or change over time.

*We work in partnership with families to find ways to include all children* and remove barriers that prevent children from actively participating in our programs. When a child needs extra support, we work with our community partners to find additional resources.

If you have any concerns about your child’s development and progress, we encourage you to speak with your teacher or Centre Supervisor.

Some children may need more support than we can provide. If your child’s needs are not being met by the program or if your child’s participation affects the safety and needs of the group, the Centre Supervisor will meet with you. The Supervisor will work in partnership with you to find solutions, explore options and, if necessary, make appropriate referrals to a more suitable program.

**Celebrations and Birthdays**
We make every effort to honour the traditions and special celebrations of our families and staff. This supports a sense of belonging. Please share your special family traditions and celebrations with us.

We celebrate every child’s birthday in the centre. Please do not bring a birthday cake or any other food to the centre to celebrate your child’s birthday. We cannot serve food from outside the centre because many children and staff have food allergies or food restrictions. If your family does not celebrate birthdays, please let the staff know.
**Health Information**

**Medication**

If your child needs to take medication during the program, please complete and sign the Family Day Medication Form.

Prescription medication must be in the original container and clearly labelled with your child’s name, date, name of drug and instructions for storage and administration of the drug.

We must have a doctor’s note to give your child non-prescription medicine (for example Tylenol, cough medicine). All medication is stored in a locked container.

If your child is prone to febrile convulsions, a doctor’s note can be kept on file giving permission, whenever necessary, to give the fever-reducing medication that you supply. If your child starts to run a fever while in the centre, we will contact you immediately. We will give your child the fever-reducing medication once only. We expect you to pick up your child immediately in this situation.

**Sunblock**

Please put sunblock on your child before you leave home each morning. Staff will reapply sunblock as necessary during the day. We use a sunblock with SPF 30. We will ask you to fill out a Sunblock Permission Form each year.

**Allergies**

Many children and adults have allergies. Some allergies may be life-threatening. Anaphylaxis is a severe allergic reaction that can be life threatening. If your child requires an EpiPen®, the Centre Supervisor will review Family Day’s Anaphylaxis Policy with you. All centre staff will be trained in the use of an EpiPen.

To ensure the health and safety of everyone in the centre:

- **Do not** bring any food or drinks into the centre.
- Tell staff if your child has any allergies or if there are any changes to your child’s health.
- All Family Day centres strive to be “nut-free” environments.

**When Should a Child Stay Home?**

Family Day’s health policies are based on guidelines from the local Public Health Department. If your child becomes ill while at the centre, staff will contact you immediately and ask you to pick up your child.

Children should not come to the centre when:

- They are too ill to take an active part in the daily program, including going outside.
- They need more individual care than the staff are able to provide without compromising the needs of the other children.
- There is a risk of infecting other children or staff, as outlined in the guidelines below.

Keep your child at home if he or she has any of the following symptoms:

- Fever (temperature above 38°C)
- Undiagnosed rash/skin condition
- Communicable disease
- Thick, coloured discharge from eyes
- Persistent cough
- Diarrhea
- Vomiting
- Persistent pain
- Head lice

If a child shows signs of ill health, you may be asked to provide the centre with a doctor’s note to explain the child’s health. Children with diagnosed communicable diseases are not permitted to attend the program.

**Infection Control and Universal Precautions**

Our staff are required to follow infection control and universal precaution procedures to prevent the spread of contagious illnesses. We use these procedures when:

- Diapering and toilet training
- Hand-washing
- Preparing food
- Handling waste
- Cleaning and sanitizing toys and equipment
- Sharing personal items
- Cleaning up blood or other body fluids
- Applying first aid

We encourage your children to wash their hands frequently to help reduce children the spread of contagious illness. Please remind them to wash their hands at home, too!
Safety Procedures

Safety Inspections
- Family Day staff do daily, weekly and monthly safety inspections of the centre.
- Staff inspect the playground before they take the children outside.
- Each centre holds a monthly fire drill.
- The local Public Health Department regularly inspects our centres.
- The Ministry of Education inspects all our centres every year.
- Each centre meets all local licensing requirements.

Sanitizing Toys & Equipment
All toys and equipment in the centre are sanitized on a regular schedule and as needed.

Photo ID Badges
All Family Day staff wear photo ID badges. Students, volunteers and visitors in our centres wear a Family Day name tag. For safety reasons, staff do not wear their ID badges when they are in our Infant rooms.

Outdoor Play
- Our centre playgrounds are Canadian Standards Association (CSA) approved.
- Staff do a safety inspection of equipment and the playground space before each playground time.
- Outdoor play may be restricted as stated in Family Day’s Extreme Weather Policy.

First Aid Training
All centre staff are required to have current First Aid and Cardiopulmonary Resuscitation (CPR) certificates.

Security
To support security measures in our child care centres, each centre has a keypad access system with a code that is changed on a routine basis.

Closures & Emergencies
During the winter, if a Board of Education closes a school because of bad weather, the child care centre in that school will also be closed. When this happens, there will be a recorded message from the Centre Supervisor on the program phone announcing the closure as early in the morning as possible.

If there is an emergency situation at the centre, you may be contacted immediately.

If the emergency means that children must leave (evacuate) the centre, they will be taken to the evacuation site. You will be contacted and asked to pick up your child.

In centres located in a school, Family Day is required to follow the Board of Education’s emergency procedures, including the lock down procedure.

See the inside front cover of this handbook for the location of the centre’s evacuation site.

Emergency Contact Information
We need to have up-to-date contact information at all times, in case we need to reach you quickly in an emergency situation. You will be asked for this information when you register. We are required by law to keep this information up-to-date. It is very important that you tell us immediately when the contact information changes for you or for anyone else who is authorized to pick up your child.

Child Care Fees
It is very important to pay your fees on time so that we can continue to provide a high quality program for your child. Child Care Fees are based on the number of days your child is enrolled in care, including statutory holidays, absences due to illness or vacation and occasional emergency closure (for example – bad weather). If you do not keep your payments up-to-date, Family Day will not be able to continue to offer care for your child.

- You must pay your fees in advance, at the beginning of every month, using a pre-authorized payment plan from a bank account.
- Child care fees are tax deductible. Each February, you will receive a receipt for fees paid in the previous calendar year to file with your income tax return.
- If a cheque is returned for non-sufficient funds (NSF), you will be charged an administrative fee.

Leaving the Centre
If you plan to withdraw your child from the centre, you must tell us in writing, two weeks before the child’s last day. If you do not give us two weeks’ notice, we will charge you the fees for two weeks of care.

Vacations
Please tell your Centre Supervisor when you are taking vacation as soon as you know the dates. It helps our staff to plan activities when they know how many children will be in the program.
Family Day Policies

Anti-Racism Policy
Family Day provides quality child care and family support without bias or judgment. We treat every individual with dignity and respect. Family Day’s Anti-Racism Policy applies to all board, staff, caregivers, families, volunteers and visitors. The four basic elements of the policy are:

- Employment: we promote equal opportunities for all.
- Recruitment: we strive to reflect the communities we serve.
- Community Relations: we strive to promote accessibility and equity to help meet the diverse needs of the communities we serve.
- Programs and Services: we support diversity and inclusivity in all areas of our organization and actively work towards creating an environment of acceptance of all.

Child Protection and Our Duty to Report
In Ontario any adult who suspects that child may need protection from harm or abuse must report their concerns to a local Children’s Aid Society. People who work closely with children, including all Family Day staff, must report suspected abuse or risk being fined for not doing their duty.

If our staff members are worried that a child might be in need of protection, they must contact a Children’s Aid Society to ask them to investigate. Staff are required to report concerns about:

- Neglect—basic needs for food, clothing, shelter and safety are not met.
- Physical abuse—signs of physical harm or injury.
- Sexual abuse—inappropriate touching or involvement in a sexual activity or exploitation.
- Emotional abuse—humiliation, insults, threats and other behaviour that harms a child’s emotional state.
- Exposure to family violence.

The Children’s Aid Society will investigate to find out whether the concerns are serious and if the child needs protection from the police or support from community organizations.

Complaints Process
Our staff work hard to care for your child. If you have a concern or complaint, we invite you to speak to us right away. If your concerns are not addressed, here is the process we recommend:

- Speak to the staff person involved in the reason for your concern.
- Talk to the child care Centre Supervisor.
- Contact the Program Manager.
- Contact the Director, Development and Programs for Family Day who oversees the programs and services.

The names and contact information for each person are listed on the inside front cover of this handbook.

Confidentiality and Sharing Information
As part of our licensing regulations, we are required by law to keep up-to-date records about each child, including name, contact information, attendance and health information. We must share this information with the provincial licensing inspector and the municipality for inspection and quality compliance reasons only.

Family Day will not share personal information about you or your child with anyone outside the agency unless we have your permission or unless we are required to share information by law. All staff sign a Confidentiality Policy.

Conflict of Interest Policy
We acknowledge and appreciate the desire of parents and children to recognize the quality of service our staff provide. However, because our staff are expected to make impartial and objective decisions during day-to-day operations, staff who work directly with children may only receive small tokens of appreciation on special occasions (such as gifts under $10.00).

Day Nurseries Act
Licensed child care in Ontario is regulated by the Day Nurseries Act of the Ontario Ministry of Education. This legislation is intended to protect the health, safety and well-being of children in care. Family Day’s standards meet or exceed the standards of the Day Nurseries Act. For more information see www.edu.gov.on.ca/childcare/licensingstandards.html.

A copy of Family Day’s Policy Binder is available from the Centre Supervisor.
HIV/AIDS Policy
In accordance with the Human Rights Code, Family Day does not discriminate against individuals who are HIV-positive or have AIDS. A person will not be denied service or a child denied placement with Family Day because that individual has AIDS or is HIV-positive. Individuals with AIDS or who are HIV-positive are not required to disclose that they have this illness. Staff at all Family Day centres are required to follow infection control and universal precaution procedures that apply to all infectious diseases at all times.

Reporting Serious Occurrences
If there is a serious occurrence in the centre, Family Day must report it to the Ministry of Education and to the parents in the centre. A serious occurrence might be an injury to a child, a fire or a complaint about the standard of care.

We will write a report about what happened and what we did to respond to the occurrence on a Serious Occurrence Notification Form. The form will be posted on a notice board and it must stay up for 10 days. The report will respect the privacy of the people involved in the incident.

We work hard to keep your children safe, but sometimes accidents happen. We use these reports to keep you informed and to let you know what we are doing to keep your children safe in a way that is clear to everyone.

Smoke-Free Policy
All Family Day locations are smoke-free according to the Smoke Free Ontario Act. Please respect the smoking regulations and bylaws of the buildings where our centres are located.

Violence and Harassment in the Workplace Statement
According to a new law, Family Day must make sure that the work environment for our staff is free of violence and harassment. Bill 168 – Occupational Health and Safety Amendment Act (Violence and Harassment in the Workplace), 2009 defines workplace violence as the use of physical force or threats of physical force against a worker. Workplace harassment may include bullying, intimidating, offensive jokes or offensive or intimidating phone calls. We are required to have policies and procedures in place to protect our staff from violence and harassment, whether it comes from children, staff, parents or other community members. Please see the complete statement posted on the Centre bulletin board.

Withdrawal from the Program
If you plan to withdraw your child from the centre, you must tell us in writing, two weeks before the child’s last day. If you do not give us two weeks’ notice, we will charge you the fees for two weeks of care.

We do our best to include all children in our programs (see page 19: Inclusion) but some children have needs that we cannot meet and some have challenges that affect the safety and needs of the whole group. When we have concerns about a child the Centre Supervisor will work in partnership with families to explore options, make appropriate recommendations and, if necessary, make referrals to other programs. We will:
• Treat your family in a fair and equitable manner.
• Invite you to meet to discuss ways to adapt the program to accommodate your child.
• Introduce program adaptations, additional resources or community agency support to address your child’s needs.
• Provide consistent notice of meetings and clear documentation of discussions.

If Family Day is unable to accommodate your child’s needs or family’s circumstances, and your child is asked to leave or denied admission we will:
• Provide two (2) weeks written notice of withdrawal.
• Provide referrals to other services, including the Children’s Services Consultant (where appropriate).
• Document the use of support services and meetings with parents.
• Notify Family Day’s Director, Development and Programs.

In the extreme event that the behaviours of the child pose a safety risk to staff or children, Family Day reserves the right to give immediate notice to the family.
Family Day Care Services is a non-profit, charitable organization with a long and distinguished history of providing services to children and families. In 1851 we opened one of the first orphanages in Toronto. In the 1920s, we became leaders in the development of supervised foster care. In the 1940s, we opened one of the first day nursery programs in Ontario. Family Day is committed to high-quality early learning and care. Today, we offer a wide range of services to children and their families in locations across the Greater Toronto Area.

**School Age Programs** offer before and after school activities for children ages 6 to 12 years. Children are encouraged to play, learn and become more independent through safe and stimulating programs.

**Licensed Home Child Care** offers family-style care for children from infancy to 12 years. Caregivers are carefully selected and trained to offer well-rounded programs for the children in their homes.

The **Toronto Integration Services Program (Special Needs Resourcing)** is part of the City of Toronto’s Every Child Belongs program. Four full-time Integration Services Coordinators support children with special needs to be included in home child care and child care centres within Toronto East. They provide consultation, training and support to staff and work with other service providers and specialists to facilitate early identification and assessment and make referrals as needed.

**Ontario Early Years Centres** and **Family Resource Programs** offer free programs and resources for families with children from infancy to 6 years. Programs help young children develop social, communication and early literacy skills and help parents develop their parenting skills.

**Summer Camp Programs** offer children ages 4 to 12 a great summer experience that includes field trips and exciting enrichment activities in sports, art and drama.

**The Creative Zone** is a partnership between the Peel District School Board, Dufferin-Peel Catholic District School Board, YMCA Greater Toronto, PLASP Child Care Services, the Region of Peel and Family Day Care Services. Teachers and child care staff can take resources from this paradise of recycled materials to use in their programs.

**Extended Day Programs** provide before and after school activities for children who attend Full-Day Kindergarten. Family Day partners with school boards in the Greater Toronto Area to deliver a research-based program that works well with the learning outcomes in Full-Day Kindergarten.

**Child Care/Early Learning Centres** provide care for infants, toddlers and preschool children. Our staff follow the research-based HighScope® approach to learning. HighScope® encourages children to be active learners with physical, emotional, and intellectual support from caring adults.

**Family Day Care Services** is a non-profit, charitable organization with a long and distinguished history of providing services to children and families.
For small children there is no division between playing and learning, between the things he or she does “just for fun” and the things that are “educational.” The child learns while living, and any part of living that is enjoyable is play.

Penelope Leach, psychologist and author of Your Baby and Child: From Birth to Age Five