Family Day’s Extended Day and School Age Programs 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.

Please speak to your Centre Supervisor if you have any questions.
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 extended day and school age programs.

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

Family Day recognizes the importance of the family and the community in a child’s development. As a family-centred child care organization, we work to strengthen the relationships between children, their families, their communities and society. Family Day staff understand how culture, diversity, community and public policy affect child and family development. Parents and staff are partners in caring for children. We support our families, and recognize and respect parents as the most important caregivers for each child.

The eight key principles that guide Family Day staff are:

✓ Each family has its own characteristics, strengths and resources.
✓ All families have strengths.
✓ Children and their families are part of a community.
✓ Families have the most influence on their children.
✓ Parents have interests, roles and responsibilities in addition to their family responsibilities.
✓ There are many ways for a family to be involved with their child’s care.
✓ Families and staff both have something to offer each other.
✓ Staff have opportunities to develop family-centred child care practices.

How You Can Be Involved

Family Day encourages all parents and guardians to be involved in the 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 excursions.
✓ 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 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 Program:
- Daily conversations
- Message Board
- Parent Board
- Daily routines posted in each classroom
- Individual parent-teacher meetings

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

You are the expert about 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 program. 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.

Family Day provides stimulating, supportive before and after school experiences for kindergarten and school age children (3.8 yr-12 yr). The daily schedule is designed to meet the individual needs and interests of each child and to ensure that all children are able to participate to the best of their abilities.

Extended Day Program
This program for children in Junior and Senior Kindergarten is offered in partnership with school boards in the Greater Toronto Area. Our Registered Early Childhood Educators (RECEs) follow the HighScope® curriculum. This high quality, research-based approach to early learning supports young children to become strong, independent learners and complements the Ministry of Education’s guidelines and curriculum documents. For more information see www.highscope.org.

School Age Program
Children from ages 6 to 12 are encouraged to play, learn and become more independent through safe and stimulating before and after school programs. Family Day follows the High Five® principles (developed by Parks and Recreation Ontario), offering high quality recreation and sports programs for school age children. Researchers have 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. For more information see www.highfive.org.

The children in our programs will experience:
• Supportive environments in which they can develop their skills, talents and interests.
• Opportunities to be creative, imaginative and to feel productive.
• Choices in leisure activities such as sports, games, projects and social interactions with their peers and adults.

Our Program Team

Our programs are staffed by highly trained teams of early childhood educators. Each program has a team that includes:
• An experienced Centre Supervisor who is a Registered Early Childhood Educator (RECE)
• RECE Teachers
• Assistant Teachers

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 programs 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.
The Daily Routine

Hours of Care
The program’s daily hours are listed at the front of this handbook, along with the statutory holidays when Family Day programs are closed.

If the Board of Education closes the host school because of poor weather conditions or other emergency situations, it is the parent’s responsibility to make alternate arrangements for care that day.

Absences
If your child is not going to be at the centre for the day, please phone the centre 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 Centre Supervisor, in writing, of the dates that your child will be absent. You must continue to pay your fees whenever your child is absent due to illness or vacation in order to maintain your child’s space in the program.

Drop-off and Pick-up
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.

Your child’s safety is very important to us. Staff are not permitted to accept children before the program 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 program closes at 6:00 p.m. For your child’s safety:
• We will only allow your child to leave the program with you or someone who is listed on the consent form as an authorized pick-up person.
• When someone other than you or a person 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 program 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.

Program Rules of Conduct
Staff and children develop the Program Rules of Conduct together. These rules are based on mutual respect. The groups meet together to discuss concepts such as politeness and courtesy, bullying and appropriate language. Staff and children agree on rules for the group and choose the consequences for not following these rules.
Snacks
We provide a nutritious snack before children leave for school in the morning and after they return from school in the afternoon. Please check with the staff to find out what time the daily snacks are served and where the menu is posted. We want to be sure that your child does not miss the opportunity to have a snack.

Children in our Extended Day and School Age Programs eat lunch at their school.

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.

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
Each child must have a change of indoor clothing (labeled with the child’s name) at the program. Children must have indoor shoes to wear each day. They are not permitted to wear socks without shoes.

Toys, Games and Personal Items
Family Day does not allow children to bring toys, games and personal items (for example – iPods, hand-held game system, Yu-Gi-Oh cards) to the program. We provide a wide range of activities. We are not responsible for lost or broken items.

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. Please make sure that your child wears outdoor clothing that is appropriate for the weather.

Excursions
We may plan some special outings during the school year to enhance your child’s program. We will tell you about these plans in advance and ask you to fill out permission forms to give consent.

Child Guidance

Family Day staff work hard to provide a safe, happy learning environment for all children. We promote 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 that encourage children to learn to regulate their own behaviour. We guide children’s behaviour with strategies that are appropriate to their actions and age. Some of the strategies include:
• Discussion.
• Redirection or change of activity.
• Separation of children.
• Restatement of expectations and monitoring results.
• Positive reinforcement of appropriate behaviour.

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.

If your child is suspended from school, he or she will not be allowed to attend our program. Board policy does not permit your child to be on school property during the suspension. Family Day will not be able to provide full time care during the suspension.

We review our Behaviour Guidance Policy annually with all staff, students and volunteers. Please talk to the RECE teacher or the Centre Supervisor to discuss any issues about child guidance and behaviour management.
Inclusion

Family Day believes that each child is unique, and in partnership with families we are committed to meeting the developmental and learning needs of all children, 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 program. Please do not bring a birthday cake or any other food to the program to celebrate your child’s birthday. We cannot serve food from outside the program 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

When Your Child is Sick

If your child becomes ill at school, the school will call you to pick up your child. When this happens, we will not be able to accept your child in our program. If your child becomes ill in our program, we will call you. You or another designated pick-up person must pick up your child within one hour of being called.

Medication

If your child needs to take prescription or non-prescription medication during the program, please complete and sign the Family Day Medication Form. All medication is stored in a locked container.

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). We can only give your child non-prescription medications for a maximum of 10 days for each illness. If you feel your child still needs the non-prescription medication after 10 days, your child will have to visit the doctor again and the doctor will have to provide another written note.

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.

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 program staff will be trained in the use of an EpiPen. You must provide a current dated EpiPen, with written instructions for administration, to leave at the program at all times. Family Day cannot accept the risk of having your child in care if an EpiPen is not provided.
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:
• 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
• Diapering and toilet training

We encourage your children to wash their hands frequently to help reduce 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.

Disinfecting Equipment & Toys
All equipment and toys in the program are disinfected 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 program staff are required to have current First Aid and Cardiopulmonary Resuscitation (CPR) certificates.

School Closures & Emergencies
During the winter, if a Board of Education closes a school because of bad weather, our programs 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 program, you may be contacted immediately.
• If the emergency means that children must leave (evacuate) the program, they will be taken to the evacuation site. You will be contacted and asked to pick up your child.
• In programs 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 program’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.* Fees for Extended Day Programs and School Age Programs are charged monthly from September to June.

- Monthly child care fees include school board Professional Activity (P.A.) Days.
- There is a separate sign-up process and fee for your child during school breaks including Christmas Break, Spring Break and Easter Monday.
- There are no refunds for statutory holidays or absences due to illness or vacation or an occasional emergency closure (for example – bad weather).

**Fees Payment**

- 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 an income tax receipt for fees paid for the previous 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.

**If You Leave 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.

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**Summer Camps**

Family Day’s Summer Camps offer families a great summer experience for children ages 4 to 12. These programs may take place in a different location than the regular school year program. There is a separate registration for the Summer Camp program. Application forms are distributed in March. Spaces are limited and registration is on a first-come, first-served basis.

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**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, students, 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 – 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 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 is 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

HIV/AIDS Policy
In accordance with the Ontario 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 programs 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 a program, Family Day must report it to the Ministry of Education and to the parents in the program. 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 placed 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 programs are located.

Violence and Harassment in the Workplace Statement
The Violence and Harassment in the Workplace Act (Bill 168) states that employers must make sure that the work environment for staff is free of violence and harassment. The Act 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 program bulletin board.

Withdrawal from the Program
If you plan to withdraw your child from the program, 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 12: 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.

**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.

**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.
Family Day, in partnership with families and communities, is committed to leadership in developing and providing exemplary quality child care and early learning services to promote healthy child development.

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