



Parent Handbook

Date Updated: July 2024

Welcome!

Welcome to The Sunshine Academy Daycare Parent handbook. This is created for you so you can understand and be aware of the requirements for your child being enrolled in The Sunshine Academy Daycare. Please read this handbook carefully, and if you have any questions, don't hesitate to ask any staff member. We are very excited to create new memories with your family.

About Our Philosophy & Program Statement

The children are our focus here at The Sunshine Academy Daycare. They bring the idea to us, and we help them bring their idea to life. Every child has a unique way of thinking, and we would like to provide a safe and confident way for them to execute it at their own pace. We view our educators as co-learners, and the environment as a third teacher.

We will promote health, safety, nutrition and well-being of the children.

All permanent classroom teachers will be Registered Early Childhood Educators (RECE) licensed by the College of Early Childhood Educators. All staff will be trained in health and safety protocols. Staff will always supervise the children. The Centre observes and follows the Ministry of Health and Safety guidelines and hold evacuation and fire drills monthly.

All staff will be trained in Standard First Aid/CPR, upon hire and prior to expiry. The Sunshine Academy does have an Anaphylactic Policy and Procedure in place and staff have been trained in the use of Epi-pen. Staff are required to possess a Vulnerable Sector Check before employment as well.

We will collect information from each staff member and child, including documentation of immunization. The Supervisor and teachers will review all information regarding each child prior to their first day in their classroom (especially noting allergies, diet and preferences). The health of each child is documented on a daily and monthly basis including documentation of immunization. Any child who is sick must be 24 hours fever, vomit and diarrhea free before returning to daycare. Our medication policy requires that medication be kept in a locked medicine box, out of reach of children, and there is a box in the kitchen fridge for any that needs to be refrigerated. Only a RECE administers medication and medication must be pharmacy labeled and have the child's name on it. A medication log is kept for each child and parents must sign it and specify the medication and the dose (as well as the time to be administered) and it must match the pharmacy label. The RECE will sign the log when the dose has been administered.

We ask parents and guardians to provide sunscreen during the summer months, and our staff will apply it prior to going outside.

The Centre offers two healthy snacks in AM and PM and a nutritious midday lunch, based on the Canada Food Guide. The cook and the Director, as well as any other staff that will be handling food preparation, will also be Food Handlers Certified. Allergies will be posted in applicable classrooms and the kitchen. We are a nut safe centre. We request that anyone who has eaten peanut butter to brush their teeth and wash hands and face prior to coming to the centre. Families are encouraged to not to bring food into the centre, except in the case of an allergy to foods that we provide. In this exception, please bring the food to the cook with the child's name clearly marked on the outside of the container. Water is always available to drink throughout the day.

Educators will role model to the children healthy eating behaviors by participating in lunch, snacks and through creative play activities, such as the dramatic play in the kitchen area. Staff will document what their snacks and lunches were, as well as how much they ate.

Staff will provide a clean and safe early learning environment. Washrooms are cleaned and disinfected after each washroom routine and floors are swept after lunch and snack. Toys are cleaned and disinfected weekly as well as before being stored and any time they have been mouthed. Beds and linen are washed and disinfected weekly and when illness or bedwetting incidents occur. All furniture is kept clean and in good repair (broken furniture is fixed or removed immediately upon discovery).

Support positive and responsive interactions among the children, parents, child-care providers and staff.

We have an open-door policy with Parents. Staff will greet families and children each day on arrival and share information pertaining to the child through verbal or written communication. Staff will communicate with parents via phone calls, emails, HIMAMA app and monthly calendars. Teachers will make themselves available for Parent/Teacher meetings when the needs of the child or parent require it. Documentation is also displayed for families to view the classroom activities.

Staff will practice and encourage inclusive and positive interactions. We will foster an atmosphere of inclusion, cooperation, sharing and kindness. This behavior is modeled through RECE's interactions with colleagues, children and families.

Staff will encourage every child's self-help skill. Each child is viewed as capable, and independence is encouraged, with assistance from RECE's as required. Staff will challenge the children's skills to facilitate the development of new and stronger skills. The teachers will also encourage the children to be helpful to one another also. We will use positive language when talking with children and adults. We will guide behavior using positive language, questions, and encouragement. RECE's will not use Prohibited Practices, i.e., corporal punishment, verbal degradation, confinement, and deprivation of basic needs (including food, clothing, or bedding).

Encourage the children to interact and communicate in a positive way and support their ability to self-regulate

Educators will always model the use of positive language and behavior when engaging with the children and other adults. We will work to help children to develop communication skills and problems solving skills in their daily interactions.

To encourage self-regulation, we strive to create an environment where every child feels safe and supported to find a variety of ways in which to express their emotions. We work to teach the children to recognize their emotions and to discover ways in which to deal with the affectively and calmly. We give the children choices about learning activities and provide predictable routines.

Foster the children's exploration, play and inquiry

Children make their interests known in a variety of ways in the classroom. To uncover such interests, the RECE's observe, listen, discuss, and document interactions. Through play-based learning, children will develop the skills needed to expand their abilities as well as their knowledge, natural curiosities and understanding of their world. Implementing the Four Foundations of How Does Learning Happen, the educators will create an environment that allows the children to explore the topic of interest, and the world around them. The four foundations within this document which we like to include every day in our care, and they are:

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

Provide child-initiated and adult supported experiences

The RECE will follow the child's lead in interactions and in developing an environment that is rich in opportunities for exploration. Reflecting on documentation, we discover the child's current interests, which guide us in the materials we provide and the opportunities we offer in all areas of the child's development. While considering the needs of the group, individual needs are always considered as well. The environment will then be set up to encourage the children to challenge their abilities, expand their interests and develop relationships.

Plan for and create positive learning environments and experiences in which each child's learning and development will be supported

From regular observations of the children's activities and interactions we will plan a program that will stimulate the interests and development of the children. We will provide a variety of activities, both active and quiet, which will meet the needs of the developing child regardless of the level of need and development. We will make changes in our environment and program as the children's interests and developmental needs change.

Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving care.

We will follow the guidelines of the CCEYA in setting our program. We strive to provide equal opportunities for all children to find the active and quiet time that meets their individual needs. We make use of the playground for two hours every day, weather permitting. Nap time is provided for two hours per day after the midday meal.

Every age group will have a daily schedule that is followed. It will always include:

- AM Snack
- Lunch Time

- PM Snack
- Outdoor Time
- Free Play
- Large Group Time
- Bathroom Training

Foster the engagement of and ongoing communication with parents about the program and their children

Parents are welcome to visit and are encouraged to participate in their child's classroom. The Centre has adopted the HiMama App as a way for educators to correspond with parents daily by sending photos, documentation and updates electronically.

Involve local community partners and allow those partners to support the children, their families and staff

Staff members are members of the College of E.C.E.s which provide ongoing professional development and resources. We can partner with outside programs (eg. Children First, Speak 2 me, etc.) if needs are presented. Parents have the right to refuse their child's participation.

Support Staff, or others who interact with the children at a child care centre premises in relation to continuous professional learning

The Sunshine Academy Daycare makes our facility available to visitors from within the education field as well as high school co-op students. Pending Parent permission, we allow students to use our center for various practicum work and projects. Occasionally, we invite leaders in our field to provide onsite workshops and training sessions for our staff, while also providing our staff with opportunities to participate in offsite professional development.

Document and review the impact of strategies set out in this statement on the children and their families

We will use documentation, reflection, as well as formal assessments to continually evaluate our program and its effects on the children and their families. Surveys will be sent out to our Parents and Staff in an effort to further evaluate our effectiveness. Staff, Students, and Volunteers will read this Program Statement and sign off prior to interacting with the children, when the statement is updated and on an annual basis. The Director will review this yearly.

Each program within The Sunshine Academy Daycare will use a binder for observations, plans and documentation to support understanding. Documentation will be shared with families.

In our program you will see:

- A wide variety of open-ended play materials in loosely defined areas so that children can freely use the materials to support their exploration, inquiry and play with bodies, minds and senses.
- Periodic visits from and to community partners (e.g Music teacher, Yoga teacher, park etc.) to enhance the children's experiences.
- Pictures of the children engaged in play, learning stories that document that children's experiences and feedback from parents posted on the parent information board. We want our families to feel a part of their child's journey with us as much as possible, as well as seeing all the exciting work we accomplish!
- Smiles!

In our program you will hear:

- Dialogue between staff and children that support problem solving and co-learning throughout the entire day.
- Daily communication and the exchange of information with families and staff. Staff will utilize phone calls and emails (HiMama) as well as our monthly newsletters to maintain a steady communication with our families.
- Music, singing, book reading and lots of giggles!

“Where bright minds are able to grow.”

The Sunshine Academy Daycare has enrolled in the Canada-Wide Early Learning and Child Care agreement.

Ontario’s deal will lower childcare fees and provide more accessible, high-quality childcare for you, including delivering an average of \$10-a-day childcare by September 2025.

The Sunshine Academy Daycare Rates

DUE TO CWELCC, AS OF DECEMBER 31st, 2022 OUR RATES ARE:

	<u>Full Days</u>	<u>Half Days</u>
Toddler (18 months to 2.5 years)	20.32/day	16.54/day
Preschool (2.5 years to 6 years)	19.38/day	16.54/day
School Age (6 years to 13 years)	35.00/day	25.00/day
School Age (Before/After School)	10.00/before	12.00/after
(\$12.00 if combined)		

** CWELCC only applies to children who are under the age of 6 years old. **

** CWELCC daily rates cannot be lower than \$12.00/day. **

The following fee’s are not included in the CWELCC Agreement:

There is a registration fee of \$100.00, payable to the centre upon receiving your child’s applicable forms.

Extended Day Fee: \$20.00/day (over 10 hours)

Late Pick-Up Fee: If you are picking up your child after 6:00pm, there will be a late fee of 10.00\$ per 10 minutes in a non-emergency situation. The late fee will be added towards your invoice.

Policies and Procedures

Hours of Operation

The Sunshine Academy Daycare is open Monday to Friday 6:00am to 6:00pm. Before/After School Care available.

The Sunshine Academy Daycare will be CLOSED on the following days:

- January 1st
- Family Day
- Good Friday
- Victoria Day
- Canada Day

- Civic Holiday
- Labour Day
- Thanksgiving
- Christmas Day
- Boxing Day

Payment Procedures

Forms of payment currently accepted are cash, post-dated cheques, and bank transfers connected through our HiMama App. Please let us know if you would be paying electronically.

Child Care Fees are based on the number of days your child is enrolled in care, including statutory holidays, and absences due to illness or vacation and occasional emergency closure (for example – bad weather).

There is a registration fee of \$100.00, payable to the centre upon receiving your child's applicable forms.

All fees must be paid by the 1st of every month. There will be a late payment fee of \$50.00 added to your invoice if we do not receive payments by the 1st.

****Schedules****

Schedule's must be sent via email by the 15th of each month. If we do not receive confirmation of your child's schedule, Sunshine Academy will invoice you for their normal scheduled days, with no reimbursement.

Vacation Days

Vacation days must be known a month in advance to the centre. If we do not receive notice of vacation days prior to your invoice being issued, you will not be reimbursed. Vacations that exceed a consecutive 7-day period, you will be invoiced for the minimum requirement of 2 days a week to hold your child's spot for the remaining vacation time.

Example: 14 Days of consecutive vacation, you will be invoiced for 2 days.

Enrollment Requirements

Before enrolling your child at The Sunshine Academy Daycare we ask you to complete and provide the following documents to ensure your designated start date.

- Signed Registration Package
- Copy of Immunization Record
- Copy of Health Card
- 100.00\$ Registration fee
- Medication Consent (If applicable)
- Epi Pen Administration (if applicable)

First day checklist:

- Diapers & Wipes
- Diaper cream
- Spare clothes
- Blanket for rest time

- Outdoor clothing for current weather conditions
- Indoor shoes (Winter)
- Sunscreen

Attendance Record Policy

Children are signed in and out by the staff member upon arrival and departure. If your child is not attending care we ask you to inform us by 9:00 am. If someone else is picking up or dropping off your child please let us know. Photo ID will be required if the staff member is not familiar with them.

Illness Policy

If your child is too sick to attend daycare, please keep them home. If your child experiences any of the following we ask you to keep them home:

- Fever greater than or equal to 100.3 degrees F.
- Red discoloration towards eyes (Pink Eye)
- Severe abdominal pain, diarrhea, or vomiting
- Deep, hacking cough
- Lice
- Skin rash unless seen by physician

If your child has any of the above symptoms while in our care, we will contact you immediately for he/she to be picked up. We ask the child to be clear of symptoms for at least 24 hours before returning to daycare. A doctor's note may be asked to return to care depending on the circumstances.

Daily Routine

Every age group will have a daily schedule that is followed. It will always include:

- AM Snack
- Lunch Time
- PM Snack
- Outdoor Time (2 hours per day, weather permitting)
- Free Play
- Large Group Time
- Bathroom Training

Menu

The Sunshine Academy Daycare serves a morning and afternoon snack plus a nutritious lunch prepared fresh daily. Menus are developed by the centre, in consultation with Canada's Food Guide to Healthy Eating and the requirements of the Child Care and Early Years Act. Feel free to ask any staff or management for a copy of our menu.

Please be conscious that The Sunshine Academy Daycare is a NUT FREE Centre.

Anaphylactic Policy (Food sent from home)

- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.

- Ensure that parents label food brought to the child care centre with the child's full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.

Accidents

Despite all of our precautions, accidents can occur. Employees will treat routine bumps and bruises and let you know exactly what happened. An "Child Accident Form" will be completed by staff, indicating the following:

- 1) Time, date, and location of injury
- 2) Nature of injury
- 3) Description of what causes the injury
- 4) First Aid administered

Parents and Supervisor must sign the Child Accident Form and a copy is given to the Parent. Depending on the severity, a phone call may be made by the Supervisor to inform the parent/guardian.

Medication

Over the Counter Medications

Some examples may be a puffer, diaper cream, acetaminophen. These medications are referred to "as needed" because they are given as needed opposed to on a schedule. Storing and administering medications at Sunshine Academy will always require a Medication Administration Consent Form. All information must be completed on the form before the medication can be given. We will *always* contact you beforehand to have verbal consent before administering as well. If your child developed a fever while in our care, that is 99. F and lower, we can administer the medication. Again, if the fever is 100. F and above, we will ask for them to be picked up.

Prescribed Medications

The first dosage of prescribed medications should always be at home with sufficient time before returning to care. This follows our policy of being illness free for 24 hours before returning to care. This is for the protection of the child that is ill, and for the other children in care. If a dosage is during time of care, we can administer it. This will require filling out a Medication Administration Consent Form, before administering.

All medications will be stored:

- Inaccessible to children
- Under proper temperature control
- In a small lock box

*Any prescription or over the counter medication brought to the centre must be specific to the child who is receiving the medication and labelled with their name on it. All medication must

have the original pharmacist label, or the manufacturer's original label.

*Medications given in the centre will be administered by designated staff or supervisor that has been informed of the child's health needs.

Withdrawal from Service

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. In the extreme event The Sunshine Academy Daycare cannot accommodate your child's needs or behaviours, which pose a safety risk to others; we reserve the right to give immediate notice to the family.

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 Sunshine Academy staff, must report suspected abuse or risk being fined for not doing their duty. If our staff members are worried that a child might need protection, they must contact a Children's Aid Society to ask them to investigate. 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.

Neighborhood Walks/Field Trips

In the event that staff takes the children on a walking field trip; we need to have parents' permission to let your child participate in the trip. Off-site trips include neighborhood walks and excursions. For field trips that extend further than the four-block radius, a permission slip must be signed for each individual trip. Children in our School age program will have the opportunity to attend off site field trips twice during summer months. Bus transportation is available if needed. Field trip examples include Art Lab, Swimming, community centers.

Students and Volunteers

Sunshine Academy Daycare welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs. All students and volunteers must possess a Vulnerable Sector Check, along with up to date CPR and First Aid. Volunteers and placement students do not count in ratios with teachers and children, and will be supervised at all times, and will not be left unattended with children.

Parent Communication

HiMama Program

HiMama will be used by our educators to record activities and updates throughout the day. It will provide you with a complete history of your child's experience in our program. HiMama is a parent app and web portal where parents can view photos, videos, daily reports and schedules; update their child's information, and message educators in their own private, secure account.

Prohibited Practices

We will not permit:

- corporal punishment of the child
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint

is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent

- locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- inflicting any bodily harm on children including making children eat or drink against their will

Inclement Weather Conditions

Severe weather conditions could result in the school boards closing the schools. Please listen to local radio AM 800 and Local television stations. Sunshine Academy will make every effort to notify parents if the Centre is closed. We follow guidelines developed by the CCEYA and City of Windsor Health Department during these cases.

Children will have two-hour outdoor programming daily except during inclement weather which is defined as temperatures **below** -12 degrees Celsius (actual temperature or due to wind chill), temperatures **higher** than 30 degrees Celsius, heavy rain/blizzard, sleet/hail, heavy winds or as indicated by posted humidex warnings, wind chill or other severe weather warnings (such as smog alert or heat alert). If outdoor play is not possible due to inclement weather conditions as described above, an inside alternate gross motor play activity will take place.

Sun safety

Sunshine Academy Daycare will adhere to the Public Health's guidelines which stipulate precautions that caregivers can take to protect children from overexposure to sun. The following precautions are in place:

1. Time outdoors will be limited between the hours of 11:00 a.m. and 4:00 p.m.
2. Sun block will be applied to children prior to their time outdoors.
3. Children will be provided with water to drink during their time outdoors.
4. While outdoors, shaded areas of play will be provided for the children.

Emergency Management Policy and Procedures

This policy outlines clear directions for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. In the event of an emergency, parents will be notified by email (HiMama) or by phone. The message on the phone voicemail will be changed as often as possible with updates for parents. Please see the Policy and Procedure manual for more information.

Parking Availability

There are (6) parking spots reserved for parent pick-up and drop-off, (3) on the north side and (3) on the south side of building. Use the south side entrance door for drop-offs and pick-ups.

Waiting List Policy

Our waiting list policy for The Sunshine Academy Daycare is a first come first serve basis. We need the following information for your child to be placed on the waiting list:

1. Parents first and last names
2. Contact number and/or email
3. Your expected start date
4. Child's name
5. Child's date of birth

How the waiting list works:

The day that you provide the required information will be your seniority date on the waiting list. Be mindful and strategic of your expected start date, you may also put the earliest start date you will consider for. If there are any changes to your contact information during the wait period, please let us know.

When a space is available, we will be in contact immediately. Once a family is contacted from the waiting list, they are given a specific time frame to pursue interest, otherwise we move on to the next. If you do not wish to take the spot in that time, you will remain on the waiting list until said otherwise.

Parent Issues and Concerns Policy

At The Sunshine Academy Daycare, effective and transparent communication with our parents, guardians and families is of paramount importance. We are committed to ensuring that parental issues and concerns are brought to the attention of management, addressed in a timely manner and that every effort is made to reach a mutually acceptable resolution to issues and concerns should they arise. In working towards achieving a resolution, the over-all well-being of the child is of the utmost importance. This policy applies to all families, parents, guardian, staff, students and volunteers.

Policy

Any issues or concerns raised by parents/guardians related to their child's classroom experience, or other childcare-related concerns will be promptly addressed by management. The centre will ensure that parental issues, and concerns, are treated seriously, and resolved in a confidential and timely manner ensuring that the well-being of the child is the prime focus.

Procedure

Sunshine Academy Daycare is committed to addressing and resolving issues and concerns raised by parents/guardians regarding their child's classroom experience, or other child care-related concerns. Parents are encouraged to bring issues and concerns to the attention of Management. Management will investigate and deal with all issues and concerns in a confidential, respectful and timely manner.

Communicating an Issue or Concern

If a parent/guardian has an issue or concern, they can speak directly to the Owner/Operator or the Supervisor in the absence of the Owner/Operator. Parents can reach the Owner/Operator by email or phone.

If a staff member, student or volunteer, is made aware of, or suspects, a parental issue or concern, they should encourage the parent/guardian to speak directly to the Owner or the Supervisor in the absence of the Owner.

The steps for parents to follow when they have an issue or concern to bring forward to the licensee;

- Address it with the staff if they feel comfortable to do so
- Leave a email for supervisor or owner via email address
- Phone the center and talk to Supervisor or owner

The steps for licensee to follow when they have an issue or concern brought forward by a parent:

- All issues and concerns raised by parents/guardians are taken seriously by Sunshine Academy and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties.
- Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 2-3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

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

Sleep Policy

As per the CCEYA, children attending the program for 6 hours or more have a rest period not exceeding 2 hours. Sunshine Academy recognizes that not all children require the same amount of sleep and some may not sleep at all. Children will have a rest period between 12:00 and 2:00pm. Blankets, pillows and soft toys are allowed at sleep time. No child will be made to lie on their bed for more than 1 hour after trying to sleep or having slept and awakened. After the one-hour mark, quiet activities such as reading books, colouring or quiet toys will be provided. Preschool children may be given quiet activities on their beds after an initial rest period. Direct visual checks are required for all age groups. Children over 18 months of age who sleep will be placed in individual cots for sleep.

Consultation with Parents

- All parents of children who regularly sleep at the child care centre will be advised of the centre's policies and procedures regarding sleep at the time of their child's enrolment and/or any time the policies and procedures are revised, as applicable.
- The Supervisor will consult with parents about their child's sleeping arrangements at the time of enrolment and at any other appropriate time (e.g. when a child transitions to a new program or room, or at the parent's request).

- Significant changes in a child's sleeping patterns or behaviours will be communicated to parents. Any significant changes in sleeping patterns or behaviours will result in adjustments being made to the child's supervision during sleep time, where appropriate, based on consultation with the child's parent.

The Sunshine Academy Daycare Inc.

Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: The Sunshine Academy Daycare Inc.

Date Policy and Procedures Established: 2023-12-12

Date Policy and Procedures Updated: 2023-12-12

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

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

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's contact card and/or registration package. Or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the supervisor/director and they must commence contacting the child's parent/guardian no later than 9:30am. Staff shall send a message on HiMama and/or call the parent/guardian. If we do not receive any communication from the family, we will mark them absent by 10:00am and notify the supervisor/director.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up the staff member will send out a message on HiMama no later than 30 minutes after their communicated pick-up time and advise the parent/guardian that the child is still present at the centre.
 - Where the staff is unable to reach the parent/guardian, staff must call the parents, leave a voicemail. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall

proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall notify the supervisor/director. They will then call and leave a voicemail and after 30 minutes of no communication back to the centre we will start calling the emergency contacts listed on the contact cards and registration packages.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Staff will call the parent/guardian while being with the child. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian and notify them that their child is still at the centre and we are closing.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the emergency contacts listed in their registration packages, contact cards, or on HiMama.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) 519-252-1171. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

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

