

WYCHWOOD TIGERS

DAYCARE

PARENT HANDBOOK

2017/2018

WELCOME TO WYCHWOOD TIGERS DAYCARE CENTRE

GENERAL INFORMATION

Wychwood Tigers Daycare (WTDC) was incorporated as a non-profit organization in 1981 by a group of parents in conjunction with the Toronto Board of Education to respond to the need for daycare services in the community. We have a volunteer Board of Directors comprised of parents from all of the daycare programs. The Board is responsible for setting policy and corporate decision-making.

Operating out of Hillcrest Community School, WTDC offers a quality daycare program that has expanded over the years to meet the needs of the community. In 2013 we entered into a third party agreement with the TDSB to operate the extended day Kindergarten care for children in Full Day Kindergarten. We currently serve children from the ages of two and a half to twelve.

The Centre's employees are dedicated, reliable and most importantly terrific. They encourage the children to explore and create daily. They are always searching for innovative ideas for the children. As well, our staffing ratios meet and many times exceed the *Child Care and Early Years Act (CCEYA)* standards. Staff is required by law to undergo a Criminal Reference Check prior to employment.

The Centre operates between the hours of 7:30 a.m. to 6:00 p.m. We operate twelve months out of the year except for Nursery school (which operates September-June).

WYCHWOOD TIGERS DAYCARE

PHILOSOPHY

The Centre's primary objective is to meet the needs of children and their families through the provision of high quality, licensed childcare services. Our program takes into consideration the varying ages and abilities of the children and strives to meet their unique needs within the context of the whole group. In addition, we provide a wide variety of stimulating activities, both indoor and outdoor, to achieve these needs.

The daycare environment is designed to encourage and facilitate growth in all areas of development, including but not limited to social, physical, intellectual, cognitive and emotional development. We believe that children learn through play and interaction with their environment. We provide a variety of planned activities and experiences that are developmentally appropriate to meet the children's needs and allow them to maximize their individual potential within a group setting. Group participation and play are integral parts of our program and contribute to the development of self-confidence and sense of mutual respect. Beyond fundamental predetermined health and safety rules, we encourage the children to learn the boundaries of behaviour through a positive system of setting limits, thereby maintaining self-respect and encourage the children to approach decision and problem-solving.

The enrolment in our Centre represents the diversity of our community. Therefore, our programming is designed to acknowledge and reflect our multicultural neighbourhood and to promote mutual respect and understanding. We are committed to fostering children's self-esteem in appreciation of their race, culture, gender and religion. The Centre has established an anti-racist policy that is available to parents, and is part of the handbook for the Board of Directors. The anti-racist policy establishes the Centre's commitment to racial tolerance and understanding and outlines the steps that can be taken should a complaint or an allegation of racial harassment or mistreatment arise. Copies of the policy are available in the Supervisor's office.

Additionally, WTDC is committed to communicating with clients with disabilities in different or alternative ways that take into consideration their disability (more information on the daycare accessibility policy is located in the office).

The basic aims of the Centre are to:

- Provide a happy, relaxed and stimulating environment that fosters self-confidence, self-respect, self-discipline and a feeling of security.
- Encourage positive interaction between adults and children, and between children outside of their home and school environments.
- Develop the child's willingness to share.
- Develop the child's ability to respect the rights of others.
- Provide group experiences and broaden the child's world through nature, science, art, music and imaginative play.
- Instill an understanding and acceptance of routines and limits.
- Recognize individual needs and capabilities and help each child grow and develop to his/her potential.

****Please see our full Program Statement – Appendix D****

PARENT INVOLVEMENT

We believe that the child's development will be enhanced if good, strong communication exists between the parent/guardian(s) and the Centre. As a non-profit organization we rely on our members for assistance and support in various areas. While we have an excellent professional staff, the success of our daycare program depends on the continuing contribution of all our members' talents and expertise. Therefore, parental participation is mandatory. Participation may take many forms, including joining the Board of Directors, organizing special events and sharing skills. All ideas are welcome.

Fundraising

WTDC is a non-profit organization and as such it is sometimes necessary to raise extra funds. Fundraisers are organized by the Fundraising Committee, and we always try to involve the children (e.g., arts and crafts, bake sales, raffles). We try to impose as little stress on parents/guardians as possible. However, your participation is greatly appreciated. New ideas are welcomed. Please note that the Centre is a registered charity so we are able to receive charitable donations and provide tax receipts.

Space Availability

WTDC's classroom space is based on our licensed capacity. We cannot guarantee that a space is available for your child in the next program. Movement into the next program occurs the first operating day in July. If we cannot accommodate your child, we will try to assist you to find alternate child care arrangements.

Space priority will be given to: children with siblings, children with special needs, and birth dates (youngest to oldest).

PROGRAM INFORMATION

NURSERY SCHOOL PROGRAM

WTDC offers a licensed, quality half-day Nursery School program for children aged 2½ to 4 years of age. This program operates 10 months of the year, starting in mid-September and finishing at the end of June. A list of dates will be given out when you start the program in September.

Days/Hours of Operation

The Nursery School program runs from 9:00 a.m. to 11:30 a.m., Monday to Friday, with the exception of Statutory Holidays, TDSB Professional Development days, Christmas and March Break. Children will not be accepted earlier than 9:00 a.m. It is necessary for every parent/guardian to check in with the staff upon arrival. Children must not be picked up later than 11:30 a.m. A late fee of \$1.00 per minute will be charged. Please notify the Centre if your child will be picked up late. If a parent/guardian is late more than once during a 30-day period, s/he will be charged \$2.00 per minute the second time. A third late pickup in a 30-day period will increase the charge to \$4.00 per minute. If a parent/guardian is late more than three times, the matter may be referred to the Board of Directors and may result in the cancellation of child's enrolment in the program.

Activities

The Nursery School Program is based on a weekly focus which may be either child directed, theme based or based on learning objectives. These programs are the focus for the activities organized for daycares such as WTDC that operate on the philosophy of "hands-on learning centres". During our circle time, we explore different aspects of the focus through books, music, etc.

The hands-on learning centres are designed to encourage and facilitate growth in all areas of child development. The centres include:

Book Corner: designed as a quiet area.

Dramatic Centre: designed to allow children to be imaginative, develop social and emotional skills, discover verbal and nonverbal means of communication, and to give expression to the many emotions they may feel.

Cognitive Area: designed to make use of tools such as puzzles to teach sequencing and shape recognition and encourage development of fine motor skills.

Water Play: designed as a sensory activity.

Sand Table: designed as a sensory activity.

Creative Arts: designed to provide an outlet for creative expression, as well as giving children an opportunity to work with their hands, which in turn helps to develop fine motor skills.

Note that while outdoor play is not an integral component of the program, the Nursery School Program does have access to the South Yard and will occasionally make use of it. This information will be posted on their weekly program.

PRESCHOOL PROGRAM

The Preschool Program is a full day program for children ages 2 1/2 to 4 years of age (pre-kindergarten). The program operates 12 months per year, including a summer camp in July and August.

Days/Hours of Operation

The hours of operation are 7:30 a.m. to 6:00 p.m., Monday to Friday.

Rest Period

All Preschool children may have a daily rest period, which is in accordance with the *CCEYA Child Care and Early Years Act*. Quiet activities are provided during the rest time for children who have awakened or cannot sleep/rest. Please advise the staff if your child's sleep needs have changed. A cuddly toy is welcomed at rest time. Children should bring a blanket. The daycare will supply a fitted sheet for the children's cots. Parents are responsible for washing the cot sheets and any blankets/pillow cases. Each child will have a labeled bedding bag that will be sent home on Fridays and if the items become soiled.

During the rest period that staff periodically do visual checks for indicators for stress or unusual behavior.

Please note that in order to minimize disruption, we request that no child be brought to the Centre during the rest period.

Activities

The Preschool room offers many different learning activities based on children's interests/focus.

Circle time is a group time where games, songs and stories are used to encourage discussion around the weekly theme. Activity areas include:

Cognitive area: stimulates cognitive growth, including number and letter recognition, quantity, and size.

Building/Block area: helps children gain gross motor skills using a variety of blocks.

Sensory area: water, goop, foam, etc. encourage children to explore with their hands, eyes and noses.

Sand Table: another sensory experience.

Dramatic Centre: stimulates cooperative play and imagination, as well as language and social skills.

Language/Book area: for looking through a book or listening to music or a story tape.

Creative Area: offers an art activity; or, children may choose to create their own work by using materials from the “help yourself” shelf.

Daily Outdoor Play (weather permitting).

Extended Day Kindergarten

Our Extended Day Kindergarten (EDK) service children attending Hillcrest Community Public School's Kindergarten. Each classroom is licensed up to a maximum of 26 children with two staff. Classrooms will be based on the annual TDSB Kindergarten Extended Day Space Survey as well as our ability to accommodate.

Wychwood Tigers **operates year round** and we require one month's written notice of withdrawal from any of our programs.

The program operates in the School's Kindergarten classrooms, 7:30 a.m. to the start of the school day, and the end of the school day to 6:00 p.m. The extended day program includes both morning and afternoon care (there is no other option).

On school professional development days and breaks (Winter Break, March Break) childcare is available from 7:30 a.m. to 6:00 p.m. A hot lunch will be provided for all children only on these days prepared by Real Foods for Real Kids.

During the months of July & August, we offer a summer “like” Camp. The children love all the great field trips and activities that are planned!

Activities

The EDK room offers many different learning activities based on children's interests/focus.

Circle time is a group time where games, songs and stories are used to encourage discussion around the weekly theme. Activity areas include:

Cognitive area: stimulates cognitive growth, including number and letter recognition, quantity, and size.

Building/Block area: helps children gain gross motor skills using a variety of blocks.

Sensory area: water, goop, foam, etc. encourage children to explore with their hands, eyes and noses.

Sand Table: another sensory experience.

Dramatic Centre: stimulates cooperative play and imagination, as well as language and social skills.

Language/Book area: for looking through a book or listening to music or a story tape.

Creative Area: offers an art activity; or, children may choose to create their own work by using materials from the “help yourself” shelf.

SCHOOL AGE PROGRAMS

Both School Age programs operate 12 months per year.

Junior School age program

Days/Hours of Operation

The morning component of the program is from 7:30 a.m. until teacher’s bell at approximately 8:45 a.m. The afternoon component of this program is from 3:30 p.m. until 6:00 p.m., Monday to Friday. Full daycare is available on Professional Development days and at Christmas and March break. During the summer, the program operates like a Day Camp, with lots of exciting trips.

There is a Lunch Program available at an additional cost. That operates from 11:45 a.m. to 12:45 p.m.

Parents/guardians must check in with the staff upon arrival in the morning and evening. A log book is available for parents/guardians to leave messages for the staff. If your child is absent or leaving early, please inform the staff. A message can be left in the log book or on the telephone answering machine.

Activities

The program incorporates creative arts, sports, science, cooking and other learning experiences to make the children’s environment one which is both fun and educational. An after school snack is provided. Field trips are an important part of the program when school is not in session.

Senior School age Program

Days/Hours of Operation

The program is offered between 3:30 p.m. and 6:00 p.m., Mondays to Fridays. Full daycare is available on Professional Development days and at Christmas and March break. During the summer, the program operates like a Day Camp, with lots of exciting trips.

Before school care, running from 7:30 a.m. to teacher's bell, can be arranged at an additional cost. If there are lunch spots available, the Lunch Program can also be arranged at an additional cost.

For children participating in the morning program, it is essential parents/guardians check in with the staff upon arrival. After school, the children are to come to the daycare room, where attendance is taken immediately. Parents/guardians must contact the daycare if their child is absent or has been picked up from school.

Activities

Children have time to do creative arts, sports, cooking, science, group projects and homework. An after-school snack is provided. Special outings are planned for P.D. days, March Break and other holiday times.

Rest Periods

Although there is not a scheduled rest period during the summer and on non-instructional days your child may get tired. Please speak with your child's teacher if you think your child may need a rest so they can find a quiet space for your child (such as the reading area).

Individual Planning

Children with extra support needs participate in every aspect of our program according to their ability. We individualize programs in consultation with parents and professionals such as a Resource Consultant. Individual Support Plans will outline the child's strengths and needs, specific goals and timelines and the supports needed to implement those goals. The centre has access to a Resource Consultant free of charge. Please feel free to speak to the administration team for more information.

Specialized Services

Wychwood Tigers Daycare is not wheel chair accessible.

Wychwood Tigers Daycare will try to accommodate children with special needs into the regular program. Before enrolment both the parent/guardian and Supervisor will assess whether the regular program will be in the child's best interest. However, in the event that the child's needs cannot be met he/she will be withdrawn from the program. The decision will be made based on a consideration of the wellbeing of the individual child, as well as of the group. Withdrawal is a last resort.

CLOTHING

Children should be dressed appropriately for their daily activities. For example, running shoes or sport sandals are required for outside climbers, snow boots are required during the winter months. An extra set of clothing should be kept in the Nursery and Kindergarten children's cubbies at all times, in a bag or knapsack. This should include shirt, pants, underwear, socks, and sweater.

For all children, different seasons bring different needs. Please remember: Summer: hat, bathing suit, towel, light cover up, WTDC t-shirt. WTDC t-shirts can be purchased through the office. Note that sunscreen is provided by WTDC, although the child should have sunscreen applied at home prior to attending the Centre in the morning.

Winter: mittens (2 sets), snow pants, hat, boots, indoor shoes, extra socks.

FOOD

WTDC is aware that snacks and meals are important components of a child's daily activities for reasons other than just nutrition, such as encouraging social skills and celebrating special events.

All food and drinks meet the nutritional recommendations of Health Canada. The catered menu is reviewed by a nutritionist and posted for all parents at the centre.

The Centre has its meals and snacks catered by Real Food For Real Kids.

The guidelines for the centre's nutrition philosophy are as follows:

- When fruit is given, it should be fresh
- Bread products should always be whole wheat
- Packaged foods should be eliminated as much as possible (recognizing they are sometimes necessary for outings during the summer)
- Cheese should not be processed
- Snacks should always include fresh fruit
- With vegetables: fresh is best, frozen is preferred to canned
- When muffins are served, chocolate chip should be replaced with oatmeal or other healthier choices.

Snacks

Nutritious snacks are provided in the morning and afternoon for all the children at the daycare.

On a birthday, parents/guardians are welcome to bring a birthday treat for the daycare class. Such treats are not monitored for adherence to the nutrition policy. However, only **PEANUT & NUT FREE** treats will be served. Please check with your child's teacher to see if there are any other allergies in the room so that all children can be included.

Please note that if a child has allergies or food restrictions, it is the parent's/guardian's responsibility to notify the staff so that special arrangements can be made. WTDC is a **NUT FREE ENVIRONMENT**. Please do not send any products that have nuts to the daycare.

The Lunch Program

The lunch program includes a daily hot lunch. This program is supervised and also includes playtime for the children. Note that lunch is included in the cost of the Preschool Program. The School Age children participating in the lunch program each eat together in their groups in their day care classes. Children enrolled in the extended Day Kindergarten Program will receive a hot lunch on PA days, School breaks and during the summer time (children will not be allowed to bring a packed lunch on these days).

The lunch program is optional for the grade 1-3 school-age group and is only available to the grade 4-6 group if spaces are not filled by grade 1-3 group. If there are still lunch program spaces available, other parents may register their children for the lunch program only.

After eating, the children play indoors and/or outdoors, supervised by the daycare staff.

FIELD TRIPS

During the year the staff plan many fun outings. To keep the outings fun and safe, the WTDC Board of Directors has determined, **where possible**, the following adult-child ratios will try to be met.

Kindergarten Program: 1 adult for every 9 children
School Age Programs: 1 adult for every 12 children

Please note that the Day Nurseries Act sets the minimum requirements as 1 adult for every 13 Kindergarten children and 1 adult for every 15 School Age children.

Volunteering on trips can be a rewarding experience. Parents, grandparents, older siblings, nieces, aunts, uncles are all welcome to act as volunteers for the day-long field trips when required (volunteers must be 18 years of age or older). Please remember that being a volunteer means helping out with everything and our trips are very active. Volunteers who participate in the program will need to provide us with a processed “clear” Vulnerable Sector Screening (forms are available in the office). Please note that this process can take up to 3 months with Toronto Police Department and are only valid if completed **within 6 months** prior to any field trip (original forms must be shown at the office and a copy will be kept in your child’s file). The daycare does not cover the cost for the screening. Please check with office for the current cost of screening. Additionally all volunteers must read and sign the Centre’s Behaviour Management Policy (see attached at the end of this manual) and Volunteer Guidelines. Please note that in accordance with our Student and Volunteer policy no Volunteer will be alone with any child.

Please note that for safety reasons parents/guardians are not permitted to drop off or pick up their child at the site of a field trip. WTDC is responsible for the children when they are off-site. It causes considerable disruption when parents/guardians want to pick children up somewhere other than the daycare.

In the summer, sign-up sheets are posted in the daycare rooms at the end of each week for the next week’s outing (please only sign up after a cleared Vulnerable Check has been provided to the daycare office). Volunteers should add their names to these sheets as early as possible to ensure the Centre has enough volunteers for each outing.

During the school year, trip notices will be sent home prior to the trips. A summer calendar of events is sent home at the end of the school year.

WTDC T-SHIRTS MUST BE WORN BY ALL CHILDREN ON ALL OUTINGS. The t-shirts must be purchased by parents/guardians from the Supervisor.

ADMISSION POLICY

Children must be attending or pending enrolment to the Hillcrest Community School in order to enroll in the Preschool , Extended Day Kindergarten or School Age programs.

The Preschool, Extended Day Kindergarten and School Age programs run 12 months a year. If a child will not be attending the program for a period of time, the parent/guardian is still required to pay full fees in order to maintain the child’s daycare spot. See the section on summer subletting for related information.

The following must be completed before starting at WTDC and must be redone if re-enrolling.

Daycare Application Form/Wait List Form.
Deposit and Registration Paid/Postdated cheques submitted
Enrollment Package
Immunization records/Affidavit (Statement of Conscience or Religious Belief)
Emergency Information Form (includes permission to obtain medical assistance).
Parent Agreement.
General Information Form.
Deposit/Registration Fee.
Local trip Permission Form.
Certificate acknowledging the parent/guardian has read this handbook.
Consent to Share Information with Hillcrest Community School (optional).

All forms must be completed prior to the child starting the program and updated on a yearly basis or as information changes.

Wait List Policy

A waiting list is maintained by the office for the current and subsequent years. Priority will be given to children whose parents work in the building and to those who have siblings in the daycare. Parents choosing to remove their child from the daycare for summer vacations, other summer camps, etc., but would like to re-enter the daycare must reapply and be put back on the wait list. Parents who owe outstanding fees to WTDC will not be able to be added to the waitlist/ or they will be taken off the waitlist (if they owe fees) . Once the fees have been paid they may reapply (the date of placement will be the reapplication date). Due to the high number of wait list applicants we can only give you an estimate of your child's placement on the wait list.

DAILY ROUTINES

Arrival

The Centre opens at 7:30 a.m. and children will not be accepted earlier. Parents/guardians **must** check in with staff upon arrival. Children are not to be left outside or in the hallways.

Children in the preschool room as well as all children during the summer months must be at the daycare no later than 10:00 a.m. (unless other arrangements have been made). This allows for minimal disruption to the children's activities.

On trip days, children must arrive prior to the departure time so that the necessary preparations can be dealt with and arrangements can be made to ensure individual and group safety. Calendars will be given out to all parents will trip times prior to the start of the summer.

No child will be accepted for a trip after the specified time for arrival.

No child can join the group after the departure from the Centre.

Parents/guardians are asked to call the Centre or leave a message on the answering machine if the child will be late or not be attending the Centre on any given day.

Departure

The Centre closes at 6:00 p.m. sharp and children must not be picked up any later than that. When parents/guardians are late to pick up their children, two staff members must remain after closing hours. The staff is not paid after 6:00 pm, nor do they receive overtime pay. Therefore, parents/guardians are responsible for paying those staff members. The late fee after 6:00 p.m. is \$1.00 per minute. For example, if a parent/guardian arrives at 6:10 p.m., s/he owes a late fee of \$10.00. The fine is paid to the staff members on duty at the time of pick up. In addition to the late fee, there is a form that must be completed which requests the reason for lateness and details the amount due.

WTDC understands that some delays are inevitable but whenever possible please have an alternative plan available. If a parent/guardian knows s/he is going to be late, s/he should call the Centre and let staff know.

If a parent/guardian is late more than once during a 30-day period, s/he will be charged \$2.00 per minute the second time. A third late pickup in a 30-day period will increase the charge to \$4.00 per minute. If a parent/guardian is late more than three times, the matter may be referred to the Board of Directors and may result in the cancellation of child's enrolment in the program.

When registering with the WTDC, the parent/guardian will be asked to complete a form with information regarding persons who are authorized to pick up the child on a regular basis. The emergency contact person is considered authorized in the event that WTDC is unable to contact the parent/guardian. If the child is to be picked up by someone else, the parent/guardian must notify staff in advance in writing, by telephone or in person. Children will not be released without authorization from the parent/guardian. Please note that staff members are not allowed to be emergency contacts and cannot bring the children home.

Parents/guardians must notify staff if they are going to pick up their children during the day or immediately after school at 3:30 p.m. Messages may be given to staff members or called into the Centre.

Please note:

In the case of single parent families, only the custodial parent is able to authorize individuals to pick up their child/ren. (Proper documentation must be provided).

If someone is picking up the child/ren other than the persons who are routinely authorized to do so, the parent/guardian must telephone the Centre to check that the child has, in fact, been picked up.

Staff will attempt to contact the parent/guardian or the emergency contact person if they have not received notification of late pick up by 6:00 p.m. If staff are unable to contact the parent/guardian or if staff have not heard from the parent/guardian by 7:00 p.m., the Centre is required by law to contact the Children's Aid Society.

Absence

The Supervisor must be informed if a child will be absent for one or more days. A message can be left on the answering machine. Also, parents/guardians should inform the Supervisor as to when their children will be away on vacation.

FEE PAYMENT

Registration and Deposits

A non-refundable registration fee will be charged upon admission to the Centre. In addition, a security deposit equal to one month's full fee must be provided prior to admission. This will be refunded (minus any outstanding balance) after the child's last day, provided the parent/guardian provides one month's written notice of withdrawal from the Centre. If the fees increase, the security deposit must be updated. No interest will accrue on this payment. Parents/guardians unable to comply with this policy should speak with the Supervisor about various payment plans.

Fee Increases and other: Parents/Guardians will receive one month's notice of fee increases. When this happens a new fee memo signed by the Treasurer will be given out via staff or mailboxes (in the classrooms) where applicable. In addition, a copy of the new or current fees is located on the Parent Board (located in the basement just outside room B1). Historically, fee increases coincide with the centre's fiscal year, which is January 1st to December 31st. Therefore, the majority of our increases occur on the first of January.

PA days, Winter break, March Break and 2 weeks' vacation have been pro-rated into the fees (excluding nursery school)

Fee Payment:

Fees must be paid by post-dated cheques (cash payment is not accepted) **for the entire year**. If the monthly fee changes during the year (i.e., during the summer program), the post-dated cheques will be returned upon receipt of the revised cheques. Cheques should be post-dated for the first day of each month. Normally, all of the cheques will be due at the beginning of January, coinciding with the first month of the fiscal year. If these post-dated cheques are not received by the end of that month, parents/guardians will receive a letter stating that fees are due immediately. Failure to submit fees within one week of the date of the letter will result in the cancellation of the child's enrollment.

**Please note that the current years' fee is accessible on our website:
www.wychwoodtigers.com**

Returned Cheques and Unpaid Fees

Parents/guardians are informed if cheques returned by the bank as non-negotiable. Payment is to be submitted immediately in certified form only. There is a \$25.00 charge for any returned cheques and this must accompany the resubmitted payment. If cheques are returned for any reason twice in any 12-month period, parents/guardians shall be required to certify all future payments for a 12-month period.

Failure to submit monthly payment as required or failure to submit immediate payment for returned cheques will be cancellation of the child's enrollment. Cancellation will occur within 30 days of failure to submit payment and for re-payment of returned cheques.

All unpaid fees will be collected through Small Claims Court.

Income Tax Statements

Income tax statements will be provided to all families in February. If you leave the daycare before the end of the year please ensure to provide us with your current mailing address.

Parents/guardians who withdraw children during the year should request their fee record at that time and pick up this information from the Supervisor. It will not normally be mailed.

Summer Sublet

During the summer months, parents/guardians in our School age programs (not available for preschool/kindergarten program) have the option to sublet their daycare space(s) to other parents who have contacted the centre. The Centre will facilitate the sublet and do our best to match up at least one week for each family additional weeks will be done by lottery. Subletting is based on supply and demand. Payment of fees are due before the subletting child attends. All sublet arrangements including registration must be made before June 30th. Sublets are arranged based on the age of the children and program that they are in. Your child will not be permitted to attend when a sublet arrangement has been made.

For further information please see the centre Supervisor some restrictions apply.

Other

Parents/guardians receiving subsidy from Toronto Children's Services **must** adhere to the policies set forth by both Children's Services and WTDC. For example, the daycare requires **one month's written notice** for withdrawal of services.

Due to operational costs, WTDC cannot make fee adjustments when a child is ill or on vacation.

EMERGENCIES AND ILL HEALTH

Emergency Contact Person

Parents/guardians will be contacted if their child complains of feeling unwell or is in distress, even without any obvious symptoms of ill health. If parents/guardians cannot be reached, the emergency contact person will be contacted. The names/numbers of emergency contacts must be provided by parents/guardians and updated as required. The contact persons must a) be informed by the parent/guardians that they have been named as contacts and b) be available by phone during the hours children are in care. Staff members are not permitted to be named as emergency contacts.

Symptoms of Ill Health

In conjunction with Toronto Public Health regulations Parents/guardians are required to keep their child home if they display any of the following symptoms:

- A temperature of 37 degrees Celsius by Axilla or mouth or 38 degrees Celsius rectally.
- Diarrhea (2 or more times in 24 hours).
- Vomiting (2 or more times in 24 hours).
- Undiagnosed skin rash accompanied by fever or behavioural change.
- Inflammation and irritation to the white of the eye or redness and swelling to the lower or upper eyelid (conjunctivitis/pink eye).
- Head lice.
- Any communicable disease.
- Too ill to participate in the scheduled program
- Anything dictated by Toronto Public Health policies.

A staff member who notices any of these symptoms when a child arrives or during the course of the day will ask that the child be taken home or to a doctor for a note confirming that the child is healthy and not infectious. The decision to send the child home will be at the discretion of the staff or Supervisor. The decision to send the child home will be supported by the Board of Directors.

If a child is showing other symptoms of ill health, the parent/guardian may be asked to provide the Centre with a doctor's note clarifying the child's health.

Children with diagnosed communicable diseases will be excluded as per Toronto Public Health departments' requirement/until a doctor's note verifies that, the child is no longer infectious.

Sick Children at Daycare

If a child is attending the Centre and begins displaying any symptoms of ill health, s/he will be isolated from the other children (brought to the office area) and the supervisor/designate will call the parent/guardian. If the parent/guardian cannot be reached, staff will call the emergency contact.

The Centre expects that the parent/guardian/emergency contact will remove the child within one hour.

If the child is not picked up within two hours, the Centre will issue a warning letter to the parent/guardian. The Centre is neither staffed nor equipped to look after sick children for long periods of time. A child's illness can have an adverse effect on the rest of the children and staff. For these reasons, the Supervisor reserves the right to contact the Public Health Department and, if necessary, the Children's Aid Society.

Parent/guardians are required to keep children home from daycare for at least 24 hours after

- Fever
- Diarrhea
- Vomiting accompanied by fever

Head lice are communicable and any evidence of either lice or eggs (nits) will restrict attendance of the child at the daycare until appropriate and effective treatment is undertaken. Treatment for lice with egg removal. The initial treatment, which includes a special shampoo and physical removal of nits (eggs), is just the first step. Follow up is crucial, daily checking and removal of nits and extra cleaning of clothes and linen at home are necessary.

Medication

The staff can administer medication that has been prescribed by a doctor, but only if authorized to do so by the child's parent/guardian. If a child is on such medication, the parent/guardian is asked to sign the medication log and detail the times and amounts of the medicine to be given. Staff will not administer medication that is beyond the expiration date on the label and not in its original container with details about the medication. Staff will only administer medication if the prescription is in the name of the child.

Over the counter medication will only be given if accompanied by a doctor's note. Tempra/Tylenol will only be administered if there is a consent form on file signed by both the parent/guardian and the child's doctor, and staff receives verbal confirmation from a parent/guardian by telephone. In addition, it is the parent/guardian's responsibility to provide the centre with a labeled unexpired bottle.

Allergies/Food Restrictions

It is crucial that parent/guardian (s) let the staff and Supervisor know of any allergies their child might have, and what reaction to expect. Although we cannot change the entire environment of the centre because of allergies, every effort possible will be made to minimize the child's contact with the offending substances. If your child has an anaphylactic allergy you must review the centre's anaphylactic policy and procedures and fill out the symptom and emergency procedure form prior to your child's start date with your physician. Additionally, you will be required to leave a epi-pen (s) at the centre. We will not accept children with anaphylaxis in our care unless there is unexpired epi-pen at the centre. Any child who has an expired epi-pen and a replacement has not been provided prior to expiry will be required to be picked up immediately and will not be able to return to the daycare until an up to date epi-pen is provided. Our goal is to ensure the safety of all our the children in our care.

Many children at the centre have nut allergies. Therefore, you should never send peanut or nut products (i.e. peanut butter sandwiches, cookies, nutella etc.) with your child to the centre.

WYCHWOOD TIGERS IS A NUT FREE ENVIRONMENT.

Child Safety Plans

Any child that requires special medical attention must fill out a Child Safety Plan. This plan will include emergency protocols for your child.

Accidents

In case of any accident that requires medical care, the parent/guardian will be contacted immediately. If necessary, the Supervisor will accompany the child by ambulance/taxi to the closest hospital. The parent/guardian is responsible for all expenses incurred by an emergency. All parents will receive a copy of any accident reports.

CHILD ABUSE

The staff at WTDC are dedicated to their work with the children under their care. It is every staff's legal responsibility to report suspected child abuse forthwith to the Children's Aid Society. WTDC will follow all relevant legislation with respect to reporting suspected child abuse.

ACCESS TO THE CENTRE

Fire Drill and Evacuation

In case of a fire, fire drill, emergency situation, and/or evacuation, the staff will escort the children safely out of the building and wait for further instructions. If need be, staff will proceed to the Centre's emergency shelter, which is at Mothercraft, 646 St. Clair Avenue, West, adjacent to the Green P parking lot. Reception telephone: 416-483-0511, or 416-483-0644 ext. 100.

Bad Weather/Snow Day closures/TDSB building closures

In the event that the facilities (Hillcrest Community Public School) is closed due to inclement weather or an unexpected emergency the daycare will not be operational. Please check your local news such as 680 news, the daycare answering machine, and or the TDSB website. The daycare website may have updates as well. Please note that in the event of a mass power failure updates may not be able to be provided but will be as soon as the power has been restored.

School Strikes

In the event of a strike, WTDC will make every effort to find a temporary alternative location and the Centre has been successful in doing so in the past. An extra charge may be applied if using an alternative space results in increasing costs to the Centre.

If, however, the Centre is unable to find an alternative space, parents/guardians will need to find temporary care.

WITHDRAWAL

Voluntary Withdrawal

Parents/guardians are required to notify the Supervisor/Assistant Supervisor in writing one full month before withdrawing a child from the daycare. Failure to give proper notice will result in a charge of one month's fees in lieu of notice. **One month's notice is required for children receiving subsidy from the City of Toronto.

Space Availability

WTDC's classroom space is based on our licensed capacity. We cannot guarantee that a space is available for your child in the next program. Movement into the next program occurs the first operating day in July. If we cannot accommodate your child, we will try to assist you to find alternate child care arrangements.

Space priority will be given to: children with siblings, children with special needs, and birth dates (youngest to oldest).

Termination of Enrolment

The Centre reserves the right to terminate membership of any family if, in the opinion of the Board of Directors, the family has failed to comply with the Centre's policies and/or procedures or has failed to act in a manner consistent with the best interests of the Centre, the children, and/or the staff.

WTDC reserves the right to terminate the enrolment of any child if, in the opinion of the Board of Directors, continued enrolment interferes with the smooth and safe operation of the Centre.

In either of the above situations, the first attempt to resolve the problem will be made by the Supervisor, staff and parents. If resolution cannot be reached, the Board of Directors will review the matter, hearing submissions by both the Supervisor and the parent/guardian concerned. The Board will then make the final decision.

The Board of Directors has the right in its sole and absolute judgment to terminate enrolment immediately. The Board shall not be responsible for any loss or inconvenience that may result.

If it is deemed necessary, by the Board of Directors, to withdraw a child from the daycare effort will be made through a referral to other agency(ies) to help the family find care for the child.

Toronto Children's Services will be contacted.

Other agencies which may be contacted are: The Child Development Institute, The Geneva Centre, Toronto Resource Consultant etc.

Suspension and Withdrawal (see Appendix for Incident Policy)

The Board of Directors reserves the right to suspend or withdraw a child from the Centre in the event that:

It is impossible to meet the child's needs within the program.

The child poses a serious threat to him/herself, other children, and/or staff.

Daycare fees are in arrears.

BEHAVIOUR MANAGEMENT

WTDC staff members are required to comply with the Centre's behaviour management policy. The goal of this policy is to foster a sense of respect and mutuality among children, parents and teachers. Children are given clear and consistent limits. When a child tests these limits, the teacher will first encourage the child to articulate his/her feelings and then attempt to avert the child's attention through re-direction or a quiet time away from the group. Through discussion, the child is encouraged to find reasonable solutions to combat further unfavourable circumstances. Parents/guardians will be informed of behavioural problems. If the behaviour persists, the Centre may seek assistance from outside agencies.

Per CCEYA Ontario Regulation 137/15

48 No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (a) corporal punishment of the child;
- (b) deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect;
- (c) depriving the child of basic needs including food, shelter, clothing or bedding;
- (d) locking the exits of the child care centre or home child care premises for the purpose of confining the child; or
- (e) using a locked or lockable room or structure to confine the child if he or she has been separated from other children.

There may arise an unusual situation in which the regular Wychwood Tigers program cannot meet the needs of a particular child. The Board of Directors has the right to decide that a child should be suspended or withdrawn from the Centre. This decision will be made if a child poses a threat to the other children and/or staff. The decision will be made based on a consideration of the best interests of the individual child, as well as of the group. Withdrawal is a last resort.

Parents/guardians will be informed in writing if a decision to suspend/withdraw is made. In the case of subsidized families, the appropriate government officials will be informed.

Conflict Resolution, parent issues, concerns and complaints (full policy see Appendix C)

Please note that it is expected that parents/guardians will act appropriately and respectfully to the children, staff, and other parents/guardians within the Centre. Please allow the staff to deal and follow up with conflict resolution between children. Inappropriate parent/guardian behaviour could also result in the child being asked to leave the Centre. WTDC will follow all relevant legislation with respect to reporting suspected child abuse.

Issues, concerns or problems may arise, from time to time, that require attention and resolution (this policy does not reflect situations of harassment, discrimination or child abuse). Every attempt will be made to handle problems with sensitivity, ensuring that confidentiality is maintained. Issues that concern activities within the classroom should be discussed first with your child's teacher assigned to the class. Problems with respect to the administration of the Centre should be discussed with the Supervisor/Assistant Supervisor. In most instances, concerns are resolved through mutual discussion which will generate an agreeable course of action.

If a concern cannot be satisfactorily resolved through discussion between the parties involved, a formal complaint may be lodged. Formal complaints must be presented verbally and in writing to the Supervisor. The supervisor will investigate the complaint and discuss it with the individual involved. The Supervisor may invited the Personnel Chair or Member of the Board to attend any meetings.

SOCIAL MEDIA POLICY

Purpose

Wychwood Tigers Daycare (“WTD”) recognizes the widespread use and enjoyment of many forms of social media by the WTD community (WTD staff, parents and members of the Board of Directors). Social media sites include, without limitation, blogs, social networking sites (e.g. Facebook), and content communities (e.g. YouTube), collaborative projects (e.g. Wikipedia), file sharing sites, and virtual game worlds, and this list will continue to evolve. This Social Media Policy applies to all full-time and part-time staff members of WTD, as well as to all members of the WTD Board of Directors (collectively “WTD Members”). This Social Media Policy is not intended to limit WTD Members’ use of social media, but to establish general guidelines that promote responsible use and protect WTD and all WTD Members.

Responsibility

What a WTD Member posts on a social media site is that individual’s responsibility. Anything a WTD Member posts can potentially tarnish WTD’s image or reputation or that of another WTD Member. Communications made through social media can become public and can be difficult to delete. Accordingly, every WTD Member is expected to exercise good judgment and common sense when posting any statements, information, photographs or other content to a social media site. Specifically, WTD Members must refrain from (a) discussing workplace issues, especially opinions or comments regarding the behaviour or performance of other WTD Members, (b) making comments that may negatively affect WTD, and (c) issuing or accepting “friend” requests from children who attend WTD.

Confidentiality

No confidential information about WTD, WTD Members, or WTD families should be disclosed on a social media site. Social media postings should never include any WTD content, including photographs of WTD Members, children or parents without prior consent.

Enforcement

A WTD Member will be required to immediately remove any post on a social media site that violates this Social Media Policy. If the posting in question was made by a WTD Member other than the WTD Supervisor or a member of the WTD Board of Directors, then the WTD Supervisor and/or the WTD Board of Directors will discuss the matter with the WTD Member in question to ensure he/she understands this Social Media Policy and the importance of respecting the policy. If the posting in question was made by the WTD Supervisor or a member of the WTD Board of Directors, then the other members of the WTD Board of Directors will discuss the matter with the WTD Member in question. Depending on the nature of the violation(s) or in the event of repeat violations, a WTD Member may face disciplinary measures, up to and including termination (from employment or from the WTD Board of Directors, as applicable).

APPENDIX “A”

DAYS OF OPERATION/HOLIDAY CLOSING

The Centre is **closed** on the following statutory and holiday closures:

New Year’s Day
Good Friday
Easter Monday
Victoria Day
Canada Day
Civic Holiday (August)
Labour Day
Thanksgiving
Christmas Eve (December 24th)
Christmas Day
Boxing Day
Family Day

Early closing on December 31st (closing at 1:00 p.m.)

In the event of a “Toronto District School Board – Board Day”, the Centre will be closed.

The Centre is open on all other business days, including all school professional development days, March break, the summer months and all other days during the Christmas break other than those noted above.

Please note the Nursery program only operates September to June and is closed on all the above-mentioned dates, as well as professional development days, Christmas break and March break. As list of those days will be provided to you in September.

Please note changes to the Parent Handbook are updated as required and the information posted on our website may not be the most recent version so we suggest you check with centre for the most recent version

APPENDIX “B”

INCIDENT POLICY

This policy operates in conjunction with the information in the parent manual on suspension/withdrawal and termination of enrolment at WTDC.

The Centre has obligations to provide a secure environment to the children and staff, and to maintain the physical integrity of the daycare facilities. Incidents of violence and vandalism cannot be tolerated. While every effort will be made to accommodate the needs of each child in the Centre, the Board of Directors has the right to suspend a child whose actions give rise to a well-founded fear that the child’s attendance will seriously jeopardize the Centre’s ability to fulfill these obligations. The suspension can be for a period of one to five days.

Please see the next page of this policy for a list of examples of incidents that will not be tolerated and will cause the child to be subject to the possibility of suspension. These are only examples and do not cover all the possibilities for the reason to suspend/withdraw a child. Those examples on the “A” list are considered to be more serious than those on the “B” list and may give grounds for suspension/withdrawal on the first occurrence.

When an incident takes place, an Incident Report will be completed. This report must be discussed with the parent/guardian of both the perpetrator and the victim child the same day and put on file. After the parent/guardian has been informed of the incident, a copy of the Incident Report will be forwarded to Hillcrest Community School. The safety of the victim and others is of the utmost importance.

A child who is the perpetrator in three Incident Reports within a 30-day period will be suspended for at least one day, with the suspension commencing the day following the incident. If a single incident is sufficiently serious that it gives rise to a well-founded fear that the child’s attendance the following day will seriously jeopardize the Centre’s ability to fulfill its obligations, immediate suspension may be imposed after only one incident.

The parent/guardian may be liable for any damage inflicted by their child including charges incurred for a “false” fire alarm that resulted in mischief.

In determining whether suspension is appropriate, the Centre will take into account the type and context of the incident, the underlying cause, the degree of harm, the ages of those involved, the rights of all concerned, and the consequences for the perpetrator and support for the victim.

A decision to suspend a child can be made only by the Supervisor/Acting Supervisor together with at least two members of the Executive of the Board of Directors. If a child is to be suspended, a planned meeting between the parent/guardian, Supervisor and staff must be scheduled as soon as possible to discuss the basis of the suspension and to devise strategies to prevent a repetition of the behaviour. No refund will be given for any portion of the fees for suspension.

“A” LIST

- Possession or weapons
- Physical assault causing bodily harm
- Threats of serious physical injury
- Hate - motivated violence (i.e. Assaults based on racism, sexism, or sexual orientation)
- Sexual assault
- Robbery
- Extortion
- Vandalism or arson (extensive damage)
- Trafficking in alcohol or narcotics

“B” LIST

- Physical assault not causing bodily harm
- Bullying/intimidation
- Verbal/emotional abuse
- Verbal harassment
- Vandalism
- Theft
- Possession of alcohol or drugs
- False Fire alarms (i.e. pulling alarm out of mischief)

APPENDIX “C”

WYCHWOOD TIGERS DAYCARE CONFLICT RESOLUTION, PARENT ISSUES, CONCERNS AND COMPLAINTS POLICY AND PROCEDURES

The purpose of this policy is to provide a transparent process for parents/guardians, for Wychwood Tigers Daycare centre parents and staff to use when parents/guardians bring forward issues, concerns and complaints. (This policy does not reflect situations of harassment, discrimination or child abuse-the centres harassment, discrimination, and child abuse policy are available in the office and posted in B1 for reference).

Definition of Issue:

A point or matter of discussion, debate, or dispute

Definition of Concern:

A feeling of worry about a situation/matter of interest and importance to someone

Definition of Complaint:

An expression of dissatisfaction; a situation that is unacceptable

Examples of Service Standard Concerns:

- Staff/Ratio
- Food
- Sanitary Practices
- Playground
- Adverse Water Quality
- Lead Exceedance
- Staff-Child Interactions
- Supervision
- Microbiological Exceedance
- Hazardous Substance
- Missing/Stolen Files

Policy:

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) experiences with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction. All issues, concerns and complaints raised by parents/guardians are taken seriously and will be addressed. In most instances, concerns are resolved through mutual discussion which will generate an agreeable course of action.

Steps to Follow:

1. Issues that concern your child's teacher/activities within the classroom should be discussed first with your child's teacher assigned to the class.
2. Problems with respect to the administration of the centre should be discussed with Supervisor/Assistant Supervisor.
3. If a concern cannot be satisfactorily resolved through discussion between the parties involved a formal complaint may be lodged. Formal complaints must be presented verbally and in writing to the Supervisor.
4. The Supervisor will investigate the complaint and discuss it with the individual involved
5. The Supervisor may invite the Personnel Chair or Member of the Board to attend any meetings
6. For issues/concerns that relate to compliance requirements set out in the Child and Early Years Act, 2014 and Ontario Regulation 137/15 must be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Parents should address all issues, concerns, complaints directly to the program staff. The staff member will provide feedback and a resolution in a prompt and thorough manner. Discussions between parents and staff members must take place at an appropriate time and location, where confidentiality can be adhered to, the classroom will not be disturbed and the children are properly supervised. Depending on the severity of the issue, concern or complaint, the staff member will try to resolve the issue immediately or the same day the parents notify the staff. The staff member will inform the Supervisor of any issues, complaints and concerns the parents have and how they resolved it, if they were able to do so.

Steps to Resolve Issues, Concerns and Complaints

- Each issue, concern and complaint is considered on its own merit.
- **We monitor complaints and use them to assess and improve the quality of service we are able to provide for parents/guardians.**
- Complaints will be treated confidentially and steps will be taken to help protect a complainant's privacy
- Complaint investigations are fair, impartial and respectful to parties involved
- You will be contacted if further action is needed outside of our expertise or if you are dissatisfied with your treatment or outcome.
- Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.
- You will be informed when a decision is made and provided with an explanation for the decision.
- All written complaints will be responded to in writing or verbally.

- Complaints involving staff conduct will be investigated and you will be informed when it is resolved, **however no disciplinary information can be shared.**
- While there are certain steps that need to be taken to ensure fairness for all concerned, there can be unavoidable delays; however we will treat each case in a prompt and thorough manner.

What to do if you disagree with the resolution of your issue/concern/complaint:

If the parent feels that a staff member does not adequately resolve his/her concerns, they then must speak/contact the Supervisor. The Supervisor will address the concern/complaint. The Supervisor may schedule a meeting with the parent and the program staff to resolve the concern/complaint.

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.

If, after addressing the issue with the Supervisor, and meeting with the program staff, the parent continues to feel the complaint has not been resolved, he/she may ask, in writing for the matter to be brought to the Board of Directors.

The Board of Directors, collectively with the Supervisor, will make every effort to resolve the issue(s). During the course of discussion with the parents, the President or any Board member must remain neutral, fair and respectful to the parties involved and ensure that the outcome/answer suggested remains undetermined until the Board has met as a whole and a relevant resolution is passed.

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

Harassment and discrimination will therefore not be tolerated from any party.

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

Our **Code of Conduct** sets clear standards of behavior that apply to all individuals involved in our centre including parents/guardians, visitors, staff, volunteers, students, board members etc.

APPENDIX “D”

Wychwood Tigers Daycare Program Statement

Wychwood Tigers Daycare is committed to providing a well-rounded environment for our children, families and educators. We do this by incorporating and setting goals for our program using the basic principles of pedagogy from the Ontario’s “How does Learning Happen” document. At Wychwood we believe that children are competent, capable and curious and rich in potential. We will foster the following foundations of learning which are Belonging, Well-being, Engagement and Expression within all aspects of our program.

Wychwood Tigers Daycare was incorporated as a non-profit organization in 1981 by a group of parents in conjunction with the Toronto Board of Education to respond to the need for daycare services in the community. Operating year round out of Hillcrest Community School, we service children from 2.5 years to twelve years of age. The daycare environment is designed to encourage and facilitate growth in all areas of development. We believe that children learn through play and interaction with their environment.

Keeping in line with Provincial expectations along with those of the College of ECEs, WTDC strives to support staff in their professional development. Staff have developed training plans to ensure they have the resources to support children and families within the context of “How does Learning Happen” and beyond.

Program Goals:

Committed to promoting a healthy and safe environment for the well-being of our children:

- The daycare environment is designed to encourage and facilitate growth in all areas of development. Through observations of children, children input and weekly staff programming meetings the staff design programs for children to reach their full potential. All programs are guided by principals of elect. Written observations are kept for children in all programs and available for parents to review and provide insight.
- Beyond fundamental predetermined health and safety rules, we encourage the children to learn the boundaries of behaviours through a positive system of setting limits, thereby maintain self-respect and encourage the children to approach decision and problem-solving.
- All food and drink meet the nutritional recommendations of Health Canada. The catered menu is reviewed by a nutritionist and posted for all parents at the centre.
- The playgrounds are inspected daily and monthly by the staff as well as annually by a third party to ensure the safest environment for our outdoor play.
- Staff review all the centres policies and programme statement annually or when changes are made

Committed to promoting positive supportive interactions amongst our children, families and educators

- The staff at Wychwood Tigers create an atmosphere that fosters a warm, supportive relationship with the children and families.
- Providing flexibility for individual needs
- Staff understand that a child's natural curiosity will occasionally cause him/her to test limits. Staff will direct children in a developmentally positive way.
- Monthly staff meetings are a way for staff members to reflecting on practices, discussing with peers, researching best practices and review new policies and procedures
- Staff encourage children to articulate their feelings and work respectfully with children to problem solve and resolve conflicts
- Our belief is that positive relationships promote better connections
- From time to time conflicts arise at the centre, parents/guardians are encouraged to follow the Conflict resolution policy set out in the parent handbook
- Staff are encouraged to follow the grievance procedure set out in the employee manual
- All staff are to follow the behaviour management policy set out by Wychwood Tigers Daycare which includes Ontario Relation 137/15. Annual monitoring of behaviour management practices is done by the Supervisor or designate and reviewed with the staff.
- Parent feedback for programming is welcomed and monthly newsletters are provided by each program to support a sense of belonging.
-

Committed to providing programs that support learning experiences that incorporate community, family and the individual needs of the children we care for:

- Observations and or portfolios of individual children and the group are used to help create positive learning environments and experiences to keep the children engaged and to promote positive interactions.
- Staff use their knowledge base and research developmentally appropriate activities for both indoor and outdoor that provide a balance of active, quiet and rest time.
- We encourage participation from our families and the community into the daily programme
- Our programming is designed to acknowledge and reflect our multicultural neighbourhood and promote mutual respect, understanding and a self of belonging. Parents are encouraged to provide programming ideas that foster our diversity. Staff will solicit this information with informal discussion with families and through written communication
- Parents/guardians can participate in a variety of ways, volunteering, providing a favourite story, sharing a programming idea, sharing insight about their child
- We use community resources such as the local library, to borrow books or meet an author
- Children are encouraged to provide programming ideas through verbal and written communication

- Field trips for our Kindergarten and School agers are well thought out and provide the children with a balance of active and quiet activities that are developmentally appropriate. Parents are encouraged to volunteer
- Children are encouraged to engage in community activities within the community such as Hillcrest Community Centre and School. From time to time, the daycare children are invited to take part in assemblies and special events at Hillcrest school (such as remembrance day and holiday sing along)
- The Supervisor/Assistant Supervisor review programme plans weekly.

CONFIRMATION OF REVIEW OF PARENT HANDBOOK

Please sign and return to the Centre

The purpose of the Wychwood Tigers Daycare Handbook is to inform you of the Centre's policies and procedures in order to ensure that your child can have the best experience possible.

Please sign below and return before your child commences the daycare.

I _____ have read the Parent Handbook and understand and will abide by the Wychwood Tigers Daycare's Policies and Procedures.

Parent/Guardian Signature: _____

Date: _____

PARENT AGREEMENT

Please sign and return to the Centre

I understand and agree to fulfill my duties as a member of WTDC, a parent cooperative centre.

I have read the Parent Handbook and agree to abide by the Centre's rules and policies, including but not limited to issues regarding:

The safe arrival and departure of my child/ren to and from the Centre.

The illness of my child.

The administration of medication by staff.

The payment of fees.

Notice of one month, in writing, for withdrawal of my child from the Centre.

My responsibility to participate in the Centre, either on a Committee, work parties, photography, etc.

My signature and authorization for the Centre to obtain necessary medical assistance in the event of an emergency situation.

Social Media Policy

Conflict resolution, parent issues, concerns and complaints policy and procedures

Anaphylactic Policy/Child Safety Plan

Volunteer Policy

Wait List Policy

Space Availability Policy

Dates of Operation

Health Policy

Program Statement

Name of child: _____

Name of Parent/Guardian: _____

Signature of Parent/Guardian: _____

Date: _____

PARENT INFORMATION FORM

Please sign and return to the Centre

There are many areas in which the Centre can make use of our members' talents and expertise. However, it is difficult for us to know what they are. In order to help us, we would appreciate you completing this form.

We realize that the information you share with us is personal and we assure you that it will be kept confidential.

There are many different ways to contribute. We hope you can find some way to be a part of your child's daycare.

Parent/Guardian Name: _____

Child's Name: _____

Occupation/Profession: _____

Area of Expertise: _____

Skills: _____