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WELCOME TO SUNSHINE HEIGHTS DAYCARE

This Handbook provides basic information about the early learning and child care program provided at Sunshine Heights Day Care Centre. We urge all families to read, understand and agree to follow the guidelines in place to help us ensure that we provide the children with safe, reliable, high quality early learning and child care. This booklet is a snapshot of all that the centre has to offer.

PROGRAM STATEMENT

Sunshine Heights Daycare was established in 1974 and has built a solid reputation as an excellent early learning and child care provider for children birth to 6 years of age. Sunshine Heights Daycare strives to provide positive learning experiences in a safe environment that enhances a child's social, intellectual, physical and emotional development. This enhancement happens throughout a child's daily routine which encompasses a balance of indoor and outdoor play, active play, rest, quiet time, lunch and snack times, along with play based activities done individually or as a group.

Sunshine Heights Daycare believes that:

- Children are competent, capable and rich in potential and we will offer every child opportunities and encouragement to pursue, share and celebrate his or her individual passions, curiosities and abilities.
- Every child deserves a safe, warm, caring and inclusive environment where respect, care and understanding are priorities.

The Minister's policy statement names *How Does Learning Happen? Ontario's Pedagogy for the Early Years* as the document to be used for the purpose of guiding programming and pedagogy in licensed child care programs and we are committed to this vision.

Every child will feel that they belong, that their well-being is a priority and that they have time and a place to become engaged and express themselves in their play.

A copy of our full Program Statement can be found on our website. If you require or wish to have a hard copy of our Program Statement, please let us know.

CORONAVIRUS - COVID-19

Families must review the details in the Package for Parents available on the Covid-19 tab of our website before starting care. If you require or prefer a hard copy of the Covid-19 information, please let us know. The Package for Parents includes:

- Covid-19 Policy & Supporting Documents It is particularly important to read COVID-19 Plan for Sick Children, Educators, or Parents with Possible COVID-19 or Exposure to COVID-19.
- Parent Agreement Form Must be completed and returned to the office before your child's first day.
- Staff & Child Daily Screening is to be completed before entering the centre, temperature check is completed by a screener at the centre's entrance.

OUR TEAM

Sunshine Heights non-discriminatory recruitment practices create a team of educators and board members from diverse backgrounds who support the families and communities we serve.

Our board of directors are interested parents and community members who volunteer to govern the organization. All parents are encouraged to consider becoming a part of the board of directors!

The Executive Director, supervisor, pedagogical lead, early childhood educators, dietary staff, enhanced staffing support are the backbone of Sunshine Heights Day Care Centre. Our early childhood educators are registered with Ontario's College of Early Childhood Educators (CECE) or actively pursuing a diploma in early childhood education to obtain eligibility to register with the CECE. Our educators have a thorough understanding of the developmental needs of children. Educators use the professional resource developed by the Ministry of Education, How Does Learning Happen? Ontario's Pedagogy for the Early Years to plan activities that facilitate learning through play and provide a balanced program that supports children's optimum development. Our educators respect and abide by the numerous Ministry of Education requirements for registered early childhood educators and licensed early learning and child care programs.

Our educators must:

- Provide proof of current qualifications, training, and certifications.
- Review and sign-off on several policies and documents as required by the organization and the various Ministries overseeing licensed early learning and child care programs.

PARENTS AS PARTNERS

We believe mutual respect is key to developing healthy relationships with our families. We encourage and strive to make regular connections in person, through Class Dojo App or by other means (e.g., notes, posting information on bulletin boards, emails, social media updates). Your child's success in our program is important. Our educators will share information with you regularly. We are eager for you to share your knowledge about your child's learning strengths and preferences and day-to-day experiences. We invite you to collaborate and work together with us to ensure we are providing the best possible learning experience for your child.

Another way to become an active partner in our centre is by joining the Parent board. Contact Shelley for more information on becoming a parent board member.

LICENSE CAPACITY AND STAFF TO CHILD RATIO

Sunshine Heights Day Care has the capacity to accommodate up to **73** children. The groups are divided by ages set out in the Day Nurseries Act. This Act is the standards by which we are to operate in order to receive licensing by the Ministry of Education.

GROUP	STAFF	RATIO	LICENSE CAPACITY
INFANT Under 18 months	1 Registered Early Childhood Educators 2 Assistant	1:3	10
TODDLER 18-30 months	1 Registered Early Childhood Educators 2 Assistant	1:5	15
PRESCHOOL A 30-month to 6 years	2 Registered Early Childhood Educators 1 Assistant	1:8	24
PRESCHOOL B 30 month to 6 years	2 Registered Early Childhood Educators 1 assistant	1:8	24
Kitchen	Dietary aid		
Office	Executive Director Staff Supervisor Administrative Assistant		

Set in accordance with the Childcare Early Years Act 2014 and its regulations. Director's approval is granted for mixed age grouping.

DAYS AND HOURS OF OPERATION

The Day Care is in operation for 12 months of the year, with the following exceptions:

We are closed for all Statutory Holidays and the week between Christmas and New Years

Care is offered between 6:00am and 5:30pm Monday to Friday.

Many families need scheduled part-time hours that vary from week to week. This can be accommodated as long as we receive the monthly schedule, which is due on the 20th day of the previous month. If the need arises and you need last minute care, you can call the center and we will do our best to accommodate you. However, this will depend on the staffing and spaces that are available.

ADMISSION AND DISCHARGE

The registration fee of \$40.00 per child or \$50.00 per family is due when you enroll your child. Two weeks written notice must be given to the centre should you need to temporarily or permanently, withdraw your child from the center.

CHILD CARE FEES PAYMENT POLICY

	FULL DAY	SIBLING RATES	MINIMUM DAYS	STATUTORY HOLIDAYS
INFANT	\$44.00	N/A	2 DAYS/WEEK	\$44.00
TODDLER	\$38.00	\$36.10	2 DAYS/WEEK	\$38.00
PRESCHOOL	\$36.00	\$34.20	2 DAYS/WEEK	\$36.00
KINDERGARTEN (SUMMER, PA DAY)	\$36.00	\$34.20	2 DAYS/WEEK	\$36.00
BEFORE AND AFTER SCHOOL CARE	\$24.00	\$22.80	2 DAYS/WEEK	\$24.00
REGISTRATION FEE	40.00 Single Child	FAMILY 50.00		
TRIP DAY FEE	40.00			
LATE FEE	When accounts become outstanding of 30 days past due , a \$15.00 late charge will be applied.			

NSF FEE	A \$50.00 charge will apply.
COLLECTION AGENCY FEE	Unpaid overdue accounts may be listed with a credit and collection agency upon termination of your childcare with a fee of \$200.00.

Billing for the current month will take place on the 1st. For your convenience, we offer two payment options. Fees may be paid in full at the 1st of the month, or 50% payment on the 15th of each month, and the remaining 50% on or before the last scheduled day for care in the month. Payment may be - E- Transferred to sunshine.heights@outlook.com. **Using the password: sunshine**

Regular fees apply to all statutory holidays/ days of closure or absenteeism - No exception.

It is your responsibility to keep your account balance current. Enrollment in the daycare is conditional on full and timely payment of fees. When accounts become outstanding **30 days past due**, a \$15.00 late charge will apply. At **60 days past due**, your child's enrollment will be terminated. Any other payment schedule must be discussed and agreed upon by the Executive Director.

A \$50.00 charge will apply for every NSF transaction. Subsequent NSF activity will result in the requirement for future certified cheque or cash payment only.

COUNTY SUBSIDY ASSISTANCE

Low to moderate-income families may be eligible for day care fee assistance. The County of Northumberland aids families in need. Please call 905-372-1003 ext. 2481 to see if you are eligible. Applicants to our program, who are awaiting subsidy will not be permitted to start attending Sunshine Heights programs until confirmation of subsidy is received.

RECEIPTS

Official Receipts for tax purposes will be issued on an annual basis before the end of each February.

ACCOUNT INVOICING AND COLLECTION

Invoices will be issued prior to the billing period.

Procedure for accounts remaining unpaid for 30 days after the due date will be subject to an interest charge of \$15.00 applied monthly to the unpaid balance.

Upon withdrawal of day care services, the balance of fees owing must be paid within 30 days otherwise interest charges of 5% will be applied. Accounts remaining unpaid after withdrawal for daycare services will be forwarded to collection with applicable charge.

Outstanding fees which have not been discussed or if no arrangements have been made with the Executive Director for an unreasonable length of time will result in the loss of your daycare space. A letter signed by the Executive Director will be forwarded to the family stating the immediate loss of child care space.

Sunshine Heights Day Care Centre recognizes the majority of its customers are responsible business partners. The Day Care Centre's goal is to maintain solid business practices while treating all customers equitably.

The Sunshine Heights Day Care Centre Child Care Fees Policy allows the Day Care to deal with all credit problems fairly and consistently. Under this policy, parents who fail to make payments on time risk the possibility of having their child care spot terminated. Unpaid overdue accounts will be listed with a collection agency upon termination of your child care, with a fee of \$200.00.

CHILDREN'S SCHEDULES

Registration requirement is a minimum of two days scheduled per week for all groups. You may add days to the required minimum, but you cannot reduce the number of days you have scheduled per week.

Child Care schedules will be handed out or sent through Class Dojo on the first day of each month. These schedules must be filled out and returned to the office by the 20th of each month. You are required to pay for all days you schedule. Changes to schedules may be allowed if the center can accommodate and without interruption of the staff scheduling.

Upon enrollment of 6 months, each child will be allocated unpaid vacation time according to their regular schedule.

Children's scheduled for:

Are entitled to:

5 days per week	10 vacation days per calendar year
4 days per week	8 vacation days per calendar year
3 days per week	6 vacation days per calendar year
2 days per week	4 vacation days per calendar year

Any holidays exceeding the allocated number of days, as shown in the schedule above members will be required to pay 50% of their regular daily fee. Excluding the Christmas and March Breaks. Unused holidays cannot be used as payment for discharge notice.

FUNDRAISERS

We are a non-profit charitable organization and in order to keep our fees low we require parents to participate in a variety of fundraising activities for our Centre. All monies raised goes directly into our program, whether it is toys, equipment, or special events.

From time-to-time there may be grants we can apply for major capital projects Examples would be playground upgrades, building maintenance etc, however these may or may not be available.

We can issue income tax receipts for donations since we have our charitable status.

ARRIVAL AND DEPARTURE TIMES

Parking: There is a drop off area in front of the Day Care. If you plan on visiting for any length of time it would be appreciated if you did not park right in front of the center.

We recommend that you establish fixed hours to pick up and drop off your child. Regular contact with your child's teacher during arrival/departure ensures your child's safety and gives the teacher and parents the opportunity to share important information with each other.

LATE PICK-UP AND LATE FEE POLICY

The following policy has been revised in regard to children still in attendance after 5:30 pm. Hours of operation are 6:00 am until 5:30 pm. Staff members are scheduled for hours within this time frame, and we respect their need to leave on time in order to meet any obligations they have outside of the workplace.

We find it necessary to charge late fees (after 5:30 pm) of \$5.00 for every five minutes late. This will be billed directly to your account.

We are required to implement a 3-time limit for anyone picking up a child/children late. After this we will exercise our right to remove your child from our day care program, as per our discharge policy.

ALTERNATE PERSON

Unless otherwise arranged, your child will not be released to any person other than those specified on your enrollment form. Any other arrangements will have to be given to our staff members by you, prior to the pick-up time of your child. Please ask friends or family to bring in photo I.D.

We do require an emergency contact person for all families, in case there is an issue with your child and we cannot get in contact with you, your emergency contact person will be contacted.

CLOTHING

We spend approximately 2 hours per day outdoors and children are doing a variety of activities throughout the day. We recommended that your child wears comfortable, seasonal appropriate clothing.

Children should bring to Daycare: These items can be left at the centre

1. A complete change of clothes.
2. A pair of indoor shoes or rubber soled slippers. This is **VERY** important as we at any given time may have a fire drill and there is **NO** time to put on shoes or boots.
3. Outdoor clothing that is suitable for the season. A water bottle and sunscreen in the summer months. Children enjoy outdoor play more when they are properly dressed. However, we do discourage scarves as they can get caught on playground equipment and seriously injure your child.
4. Diapers, if required.

5. Several pairs of underwear, socks and pants if your child is toilet training. It is better to have too many rather than not enough.
6. Bottles, dietary food requirements i.e. jarred foods for Infants and any other foods if your child has specific dietary needs.
7. Any comfort items i.e. Special blanket or favorite toy to use at sleep time.

ANY ITEM BEING BROUGHT TO THE CENTER NEEDS TO BE LABELLED WITH YOUR CHILD'S NAME.

Sunshine Heights Cooperative Daycare is NOT responsible for any lost, stolen, or damaged items, you bring into the centre.

TRANSPORTATION OR ACTIVITIES OFF PREMISES

Parents are responsible for transportation to and from the Day Care Centre. The Centre will be responsible to ensure that school age children are bused to and from the appropriate schools.

Bus trips will always require a separate permission form signed by the parent or a legal guardian. If this has not been done, we will not be able to include your child on the bus trip that day. Infant and Toddler programs do not take part on our bus trips. We do have walks around our community in strollers or wagons.

TIMETABLE FOR DAILY SCHEDULES

Infant/Toddler (Sample schedule)		Preschool (sample schedule)	
6:00—8:00	Arrival, free play	6:00—9:00	Arrival, free play, children off to school
8:00—8:30	Touch & Exploration Activities	9:00—9:30	Circle, washroom & hand-washing
8:30—9:00	Diaper check, washroom routine	9:30—9:45	Snack
9:00—9:30	Crafts, free play/circle/ sensory	9:45—10:15	Free-play, creative, sand, water play etc
9:30—10:00	Wash hands, snack	10:15—10:30	Washroom, cloakroom
10:00—10:15	Washroom, diapers	10:30—11:30	Outside Play
10:15—10:30	Cloakroom	11:30—12:00	Washroom routine, wash hands
10:30—11:30	Outside Play/ Indoor large muscle Activities	12:00—12:45	Lunch
11:30 – 11:45	Diaper Check, wash hands	12:45—1:00	Washroom routine
11:45—12:30	Lunch	1:00—2:30	Rest time, quiet time
12:30—2:30	Sleep time	2:30 – 2:45	Washroom Routine
2:30—3:00	Diapers, free-play	2:45—3:00	Free-play, tidy up, hand-washing
3:00—3:30	Snack	3:00—3:30	Snack
3:30—3:45	Circle	3:30—3:45	Circle
3:45—4:00	Cloakroom	3:45—4:00	Cloakroom, washroom check
4:00—5:00	Outside Play	4:00—5:00	Outside play
5:00—5:15	Diaper Check	5:00—5:15	Washroom check
5:15 – 6:30	Free Play	5:15 – 6:30	Free-play
Junior and Senior Kindergarten (sample schedule)		Junior and Senior Kindergarten (sample schedule)	
Before school		After school	

6:00—7:30	Arrival, free play	3:30—4:00	Pick up and arrivals
7:30—8:20	Creative and activities	4:00—5:00	Snack, activities, games, creative's, etc
8:20—8:30	Buses, clean up, table activities	5:00—6:30	Free-play
8:30—8:45	Free play		
8:45—9:00	Clean up, school		

MENU SAMPLE

WEEKLY MENU					
	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast	Peaches with Apple oatmeal squares	Apple wedges and cheese cubes	Homemade muffins with butter and fruit slices	Fruit slices and banana bread	Veggie crackers and broccoli
AM Snack	Bagels and cheese cubes	English muffins with butter and pears	Crumpets with WOW butter and fruit slices	Toast with butter and bananas	Fruit slices and medium cheddar cubes
AM Beverage	Water	Water	Water	Water	Water
Lunch					
Meat	Beef and lentil soup	Pizza Slices	Chicken stew	Tuna cakes	Homemade Mac & cheese
Bread	Whole grain bread sticks	Garlic Bread	Whole wheat rice	Mashed potato	Whole wheat pasta
Vegetables	Mixed vegetables in soup	Cucumbers and carrots	Broccoli	Cooked carrots	Corn
Milk	Milk	Milk	Milk	Milk	Milk
Dessert or Fruit	Honeydew Melon	Fruit Cocktail	Cantaloupe	Pear slices	Apple sauce
PM Snack	Apple sauce and toast	Whole wheat crackers and watermelon	Bananas and graham crackers	Yogurt and apple slices	Veggies sticks with tortilla crisps
PM Beverage	Water	Water	Water	Water	Water

FOOD

A nutritious hot mid-day meal and morning/afternoon snack will be provided. Children's special dietary needs and allergies will be posted in the cooking and serving areas. If you need to provide supplements or substitutions for your child's meals or snacks due to an allergy please clearly label the container and be sure it has been placed in the kitchen to be stored away properly. A nutrition form must be filled out and put on file stating that your child has special dietary needs. Infants are required to provide their own food items once they are being introduced to solid foods.

Anaphylactic Food Allergies

There may be children at the Centre who have severe allergies which can cause an anaphylactic reaction. An anaphylactic reaction is an allergic reaction so severe it can cause death. As a result, the Centre does not permit any outside food to be brought into the center other than for the reasons above.

If your child is entering the centre after recently eating peanut butter/nuts/eggs or any such products, please ensure that hands are thoroughly washed, and teeth are brushed. A peanut/nut allergy can be so severe that even touching or inhaling a trace amount can trigger a life-threatening reaction.

In implementing an allergy/anaphylaxis policy, our centre is not able to permit parents sending in food for snacks or special occasions such as birthdays. If parents/families wish to send non-food items to share with friends, we would be glad to accommodate this. (items such as stickers, pencil, party items etc.)

All parents will need to confirm their understanding of this policy by signing their signature on our parental agreement form in the appropriate section.

CHILDREN'S HEALTH

Immunization records must be kept up-to-date. We require a photocopy upon registration and whenever updated. A statement of conscience or religious beliefs form can be obtained from the program director for the parents and family physician to complete, before the child is enrolled. This is kept in your child's file and a copy is given to the Health Unit for their records.

Children displaying a fever, diarrhea, or vomiting will not be admitted to the Day Care Centre. Each child will be observed in order to detect possible symptoms of ill health before associating with others. Children are expected to wash their hands upon arriving at the Day Care Centre, as this helps reduce the spread of communicable diseases. If your child develops a communicable disease it should be reported to the Day Care, as well as reporting to the Health Unit.

The need for rest or sleep varies per child therefore this will be monitored according to the child and ministry regulations.

Children need to be exposed to fresh air and sunlight. Therefore, an hour is scheduled each morning and each afternoon for outdoor activities, example: playground activities or walks.

DRUG ADMINISTRATION

Sunshine Heights will only permit Doctor prescribed medications. We do not administer over the counter cold medicines. Written authorization must be given by the parent stating time and amounts of medication to be administered.

Creams/ointment (i.e. Diaper rash cream) can be applied with parents' permission for a short period of time. Parents must fill out the creams/ointment form (blanket form). All creams/ointments will be returned to the parent/family when no longer needed.

The medication must be in the *original package*, with the Pharmaceutical label attached stating the child's name, the name of the drug, dosage, date of purchase, and instructions for storage.

Medications will be stored in a locked container and administered by a designated employee.

STAFF TRAINING

Staff of Sunshine Heights Day Care Centre will be properly trained and qualified according to the requirements specified in their respective job descriptions. Training for C.P.R. will be completed and kept up-to-date for all staff.

1. Upon hiring, each staff member will be fully qualified for their position according to what is specified as needed in the Ministry of Education Quality Child Care Division.
2. On-going education, such as seminars, conferences, webinars and workshops are the responsibility of each staff member.
3. Sunshine Heights Day Care Centre will support staff training by allowing time off if feasible or providing funding as allowable per budget year.
4. All staff must keep Standard First Aid and C.P.R. training up-to-date.

POLICIES

All Early Childhood Educators have made a commitment to abide by the standards of their profession set out in the College of Early Childhood Educators Code of Ethics and Standards of Practice. All Early Childhood Educators hold themselves accountable, and will use the Code of Ethics, the Standards of Practice and the CCEYA to guide their decisions and practice.

PROHIBITED PRACTICES

In the event that the Director observes or is made aware of any staff member demonstrating the use of prohibited practices or a practice that is not supported, they will address the issue with the staff member according to the strategies outlined in the Disciplinary Policy.

List of Prohibited Practice:

- ☒ Corporal punishment of the child.
- ☒ Deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect.
- ☒ Depriving the child of basic needs including sleep and toilet use, food, shelter, clothing or bedding.
- ☒ Locking the exits of the child care centre premises for the purpose of confining the child.
- ☒ Using a locked or lockable room or structure to confine the child if he or she has

been separated from other children as a means of discipline.
Exception: during an emergency, i.e., lockdown, a lockable room may be necessary for safety reasons.

- ☒ A child being threatened or exposed to derogatory language.
- ☒ Physical restraints of children and prohibit any actions that could result in bodily harm to a child including, but not limited to feeding children against their will.

FIRE PROCEDURES

There will be a fire drill practiced at least once per month. An emergency home is available in the case of a real fire. Parents would be notified by telephone if there were an emergency. Carrying emergency files and children's attendance records are a part of our evacuation procedure. Please ensure that the day care has up-to-date information, example: telephone, address, work number and emergency contact person on file.

SERIOUS OCCURRENCE AND ACCIDENTS

Sunshine Heights Co-op Day Care is responsible for ensuring that services are provided in ways which promote the health, safety and welfare of its clients and staff. As part of the accountability relationship, the service provider is required to follow the Serious Occurrence Reporting procedures as set out by the Ministry of Children and Youth Services. To provide greater transparency to our clients, the operator will complete a Serious Occurrence Notification Form to communicate the information to parents. This form will be posted for 10 business days at the front entrance, near our License.

Note: Immediate attention is always given to the child or children. Agencies will be involved as necessary to each given situation. Policies and procedures are posted in each playroom for constant review.

CRIMINAL REFERENCE CHECKS

Effective March 01, 1995 Sunshine Heights Day Care in compliance with the Ministry of Education and will require Criminal Reference checks on all agency staff and volunteers (including board members) having direct contact with children.

SMOKING

Our Day Care Centre is a non-smoking environment. By order of the local Medical Officer of Health, all cigarettes, vapes, pipes, and cigars are to be extinguished before you enter onto our DayCare property. This includes our driveway, playground, and front yard.

ADMISSION AND DISCHARGE POLICY

An interview will be arranged to familiarize you and your child with the surroundings, answer questions, and complete admission forms prior to enrolment. A non-refundable

registration fee is also required and can be paid at this time. For the first week you are encouraged to stay with your child at the beginning of the day in order to reassure him/her and minimize fears until you and your child become more comfortable. This could also be accomplished by visiting the daycare with your child prior to the time of enrolment.

Written notice of permanent withdrawal must be given two weeks in advance. If notice is not received, full program fees will be charged. Unused holidays cannot be used in lieu of discharge notice, unless approved by the board of directors for unusual or extreme circumstances. A letter to the board asking for this policy exemption, with explanation of why this exemption should be granted, is required before the child is dismissed. This exemption may be granted for the unused portion of your child's vacation allowances. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. Therefore, your child will be placed on a waiting list. Sunshine Heights Day Care Centre may terminate services immediately if policies are not followed, fees are not paid, or information required for our licensing by the Ministry has not been received.

WAITLIST POLICY

Sunshine Heights Co-op Daycare is committed to developing and maintaining a waitlist policy and practices that are transparent, fair, and consistent. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children and families.

To gain access to the waitlist, families may contact Sunshine Heights by phone or email. The Administrative Assistant will gather minimal personal information such as, your name, phone number, age category and expected start date, this information will place this information in the waitlist registry binder.

PROCEDURES

The Management team will receive parental requests to place children on a waiting list via telephone, email or in person.

The Administrative Assistant will place a child on the waiting list in chronological order, based on the date and time that the request was received.

Once a child has been placed on the waiting list, the Administrative Assistant will inform parents of their child's position on the list. Parents are encouraged to contact the office often to check where their child is currently standing on the waitlist. When space becomes available in the desired program, priority will be allotted to children who are currently enrolled and are transferring into the next age grouping and siblings of children currently enrolled.

Parents of children on the waiting list will be notified via telephone or email that a space has become available in their requested program. Parents will be provided a timeframe of 2-4 business days in which a response is required before the next child on the waiting list will be offered that day care space.

RESPONDING TO PARENTS WHO INQUIRE ABOUT THEIR CHILD'S PLACEMENT ON THE WAITING LIST

1. The Administrative Assistant will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The Administrative Assistant will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

MAINTAINING PRIVACY AND CONFIDENTIALITY

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

No fee is charged to have a child added to the waitlist.

Once the placement is accepted, a family will be charged the registration fee.

PARENT ISSUES, CONCERNS AND COMPLAINTS

Parents/ Guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing in our program. As outlined in our program statement, we support positive and responsive interactions among the children, parents/ guardians, and child care providers. Our staff members are available to engage parents/guardians in conversations and support positive experiences.

All issues and concerns raised by parents/guardians, are taken seriously by Sunshine Heights Daycare and will be addressed quickly and effectively. Every effort will be made to address and resolve issues and concerns to the mutual satisfaction of all parties.

Issues and 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. The initial response to an issue or concern will be provided to the parent/guardian within 2 business days. Investigations of issues and concerns will be fair, impartial and respectful to all parties involved.

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of all parties involved, except when information must be disclosed for legal reasons to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or the Children's Aid Society.

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, staff member, student or volunteer feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Director or Management team.

Inappropriate conduct from any party will not be tolerated including swearing, cursing, racist or aggressive behavior/ language that threatens, intimidates or belittles is unacceptable.

Concerns about the suspected abuse or neglect of a child

Everyone, including members of the public and professionals who work closely with children, are required by law to report suspected cases of child abuse or neglect.

If a parent/ guardian expresses concerns that a child is being abused or neglected, the parent/guardian will be advised to contact the local children's Aid Society directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

CODE OF CONDUCT

All persons entering the premises of Sunshine Heights Daycare, shall conduct themselves accordingly.

- At No time will any rude or foul language be tolerated.
- Nor will any form of harassment or intimidation or aggressive behavior be tolerated.
- Any physical or emotional abuse will not be tolerated within the facility or on the grounds of Sunshine Heights Daycare

Such behavior will result in immediate removal from the centre and failure to adhere to this policy will result in the involvement of local authorities.

Supervision of Students and Volunteers

Students and volunteers assisting at Sunshine Heights Co-op Daycare will be supervised always by an employee. No volunteer or student will be left alone with any child.

Sunshine Heights Daycare is Licensed under the Child Care and Early Years Branch of the Ministry of Education and is required to meet all Health and fire regulations. Licensing requires that the program meets the standards set out by the Child Care and Early Years Act and How Does Learning Happen Pedagogy

BOARD OF DIRECTORS, VOTING MEMBERS AND COMMITTEE VOLUNTEERS

Who we are and what we do:

In 1973, a group of mothers joined together to start a co-operative nursery school for their community. They had an initial enrollment of just 20 children. Since then Sunshine Heights has evolved into a full-time Day Care centre which continues to offer full-time and part-time care to accommodate the needs of our community. At present, we are licensed to provide these quality services to 73 children between the ages of 0 months to 6 years.

While there have been many changes through the years, one thing remains the same - we are still a non-profit co-operative day Care centre. This means that we require the active participation of parents to set the long-range and day-to-day mandates of the educational process within the day care. **You have a say in your child's academic, social and emotional development.** A parent participating in co-operative day care is also one in which parents reduce the operating cost of the day care by administering its business aspects. Since we are a non-profit organization, the savings are passed along to the parents by way of reduced fees. **You have a say in the cost of daycare.**

The day care is governed by a Board of Directors consisting of an Executive Director, President/Chairperson, Vice-President, Secretary, Treasurer, and up to six other Directors. Voting members are made up of parents and guardians of children that attend the day care. These members can help to identify and bring issues and improvements to the board and vote on actionable items. **You decide what you'd like changed and help to implement that change by voting accordingly.** Sustaining members are made up of anyone in the community interested in supporting and participating in the activities of the Day Care. Sustaining members have the right to vote at general meetings and the right to hold office.

Commitment:

The Board of Directors meets once a month to discuss current issues and new business. All Staff and Voting Members are welcome to attend. At least one general meeting will be held per year. At all general meetings, opportunity will be provided for any member to raise any business concerning the day Care. (Some executive roles require a few extra hours per month for preparation time and special projects).

Skills or Requirements:

Along with the commitment, you only need a healthy interest in your child's care and success. Of course, if you do have any special talents or skills that you think may benefit the day care and you are willing to share, please let us know. We are always looking for Committee Members that can head up initiatives.

**The Sunshine Heights Co-Operative Day Care Board of Directors, Voting Members and
Committee Volunteers are made up of Parents just like you.
Without you there can be no day Care.**