

Junior Citizens Day Care / Centre des jeunes citoyens

Offering 40 years of quality child care services to the City of Greater Sudbury



Parent Handbook

Owned and Operated by: The City of Greater Sudbury
www.greatersudbury.ca | 705-688-7312



Welcome Parents!

Congratulations on choosing the Junior Citizens Day Care/Centre des jeunes citoyens. We are delighted to work with you to give your child a fulfilling and enriching experience. This handbook will take you through some important information that you will want to know about our centre and how we approach your child's care.

Whether your child will be attending our Bilingual Day Program, our School Age Program at Three Doors Down, or our one-of-a-kind Evening Program, you can expect high quality programming, caring staff and a fun experience for your child.

If you have any questions or would like to discuss your child's progress, we would be happy to talk to you one on one. Let us know the time that works for you and we can make an appointment to suit your needs.

Parents with internet access may visit the City of Greater Sudbury website where there are many useful links to information about licensed child care. Please visit us at www.greatersudbury.ca/childcare.

Thank you for choosing Junior Citizens Day Care/Centre des jeunes citoyens and we look forward to getting to know you and your child better.

Your feedback is important to us. You are welcome to speak to any member of our team or feel free to contact me directly at 705-674-4455, extension 4371.

Tyler Campbell
Manager
Children Services Section
City of Greater Sudbury

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About Us

Our Mission Statement

Our centre is licensed under the Day Nurseries Act. As Day Nursery providers, we recognize the uniqueness of our programs (Bilingual and Evening) and work towards adopting principles that reflect their diversity. The City of Greater Sudbury is committed to developing policies and coordinating the delivery of children services which enhance the quality of life of junior citizens.

Service is provided to children with confidentiality, empathy, dignity and respect in a safe, warm and caring environment. The programs promote the total development of each individual child through consistent, guided learning activities in the six dimensions of wellness. These dimensions are: physical, social, cognitive, emotional, occupational and spiritual.

We participate, collaborate and cooperate in the development and implementation of children's initiatives in the community. Each child is seen as a unique individual whose potential and growth must be guided and developed to the fullest of their capabilities.

Staff display warmth, affection, acceptance and understanding of each child so that each child can develop a trust in adults, a trust in him/herself which leads to the development of self-confidence and the ability to develop an independence in the six dimensions of wellness.



Program Values

We believe:

- that the atmosphere of the centre must be warm, friendly and cheerful
- that a healthy and safe environment is conducive to learning and development for both child and staff
- in being flexible to meet parents' needs for education and employment
- that children learn through play
- that each child and his/her family have the right to privacy and confidentiality
- in inclusive care for all, regardless of abilities, race, creed or financial status
- in care that encompasses the physical, social, emotional, intellectual, occupational and spiritual needs of each child to promote skills
- that continuing professional development of staff is vital to meeting the ever changing needs of children and their families
- that staff teach and encourage children to function at the best of their abilities, valuing the uniqueness of each child
- that appropriate, positive intervention is necessary so that children learn to accept the consequence for their actions
- that daily routines are necessary so that children acquire life-long skills
- that free play (unstructured learning activities) is necessary so that children learn to make choices for themselves within boundaries laid out by an adult

Hours of Care

Junior Citizens Day Care/Centre des jeunes citoyens is open Monday through Friday, except for the following designated and statutory holidays. Although the centre is closed on these days, parents are required to pay their daily fee for these days.

- New Year's Day (January)
- Family Day (February)
- Good Friday (March/April)
- Easter Monday (March/April)
- Victoria Day (May)
- Canada Day (July)
- Civic Holiday (August)
- Labour Day (September)
- Thanksgiving (October)
- Remembrance Day (November)
- Christmas (December)
- Boxing Day (December)
- Summer closure – entire 2nd week of July (no charge to parents)

The centre is closed for a professional development one day per year. Parents are given advance notice so that alternate care arrangements can be made for that day. In this instance the daily fee does not apply.

Our day program is open from 7:00 a.m. to 5:30 p.m. All children must be picked up at the Centre by 5:30 p.m. unless they are enrolled in our **evening program which continues until 12:00 a.m.** If you use more than your scheduled hours of care, you will be charged for the additional time.

Rates are set according to number of hours of care used and the age group of your child. Please refer to the attached schedule of fees.

Getting Help Paying for Child Care

The City of Greater Sudbury offers a subsidy program which helps parents by paying part or all of their child care costs at licensed child care centres. Parents who live in the City of Greater Sudbury and who are working or going to school, or who are referred to child care for medical or social reasons, may apply for subsidy. Call 3-1-1 for a telephone pre-assessment.

The City of Greater Sudbury encourages all parents to call for the initial assessment to see if they are eligible for fee assistance. Families who did not qualify prior to January 2007 may now qualify, as the system has changed and more families are now eligible.

Caring For Your Child

The Quality Team Caring for Your Child

The City of Greater Sudbury operates the Junior Citizens Day Care/Centre des jeunes citoyens. The centre has a Supervisor, responsible for the daily operation of the centre, and two Senior Teachers who cover when the supervisor is not in the office.

Each room at the centre has trained and registered Early Childhood Educators (ECEs) who hold a diploma or degree in Early Childhood Education. Our Educators are experienced, knowledgeable and nurturing. Each room also has experienced assistants who help maintain a positive nurturing atmosphere. On occasion, students and volunteers have opportunities to assist the educators and gain practical experience while bringing new ideas to the centre (please see Child Care Supervision Policy for Volunteers and Students – Appendix A).

You are the Expert on Your Child

Our goal is to provide your child with the best possible child care. We want to work closely with you to help guide your child through all the stages of childhood development and growth. We encourage you to talk to your child's educator or other centre staff about our daily routines and to share any concerns or suggestions you might have.

Ensuring the Best Experience

At Junior Citizens Day Care/Centre des jeunes citoyens, children enjoy an excellent child care experience. You can help us by:

- Keeping us informed about changes in your child care needs
- Asking questions about your child's learning and care; or about any of the guidelines included in this handbook
- Telling us how we are doing so we can improve the services we provide

The Program/Curriculum

In each of our programs, a number of structured activities are set up each day. Children are encouraged to participate in these activities or may engage in free play throughout the day. Weekly plans are posted by the playrooms for parents to consult.

Each of our programs follows its own daily schedule which provides children with time to play, to learn, to eat, to rest and to enjoy physical activity.

Bilingual Day Program for children ages 1 ½ to 5

Children in this program are divided in groups based on the following age groupings:

Toddlers

18 months to 30 months

Preschoolers

30 months to 44 months

JK/SK Before and after school

4 - 5 years and attending JK/SK

A typical day for our youngest children is organized like this:

- drop offs and free play
- morning snack
- divide into groups for structured program time (circle time, games, crafts, stories)
- outdoor time
- lunch time
- sleep/ rest time
- free play
- afternoon snack
- outdoor time
- free play until pick-up time

Outdoor time is scheduled daily, weather permitting. Our separate play spaces can accommodate more than one age group on the playground at a time. Each group has regularly scheduled swim time and gym time at the YMCA.

Three Doors Down School Age Program

Three Doors Down serves children aged 6-12 years old in our Durham Street site, literally three doors down. During the school year children are dropped off at our main site in the morning and have free time to play until it is time to go upstairs to wait for the school bus.

After school, children are met at the bus. All 4 and 5 year olds proceed down to the main site, while 6 to 12 year olds come in to the Three Doors Down site for snack. After snack, children participate in structured activities (crafts, games, individual projects) and have time to play and socialize. At 5:00 p.m. children go downstairs for outdoor play until pick up time.

On days when school is not in session (PD Days, summer), school age children take part in a busy program which includes swim time, weekly outings, beach outings as well as structured and unstructured time, outdoor play, snacks and lunch.



Evening Program

Our innovative evening program provides a fun and caring environment for children whose parents work or attend school in the evening. This program serves children from 18 months to 12 years. While this program is based on a “family grouping” model of mixed-age groups, younger children and older children will be divided into separate groups at times where numbers warrant it.

The following is a typical schedule for our evening program:

- Supper time - 6:00 p.m.
- Outdoor play time
- Structured activities or homework time for older children
- Snack time
- Bed time routines
- Quiet time/ bed time - 8:00 p.m.
- Parents pick up their children anytime up until midnight.

Children in the evening program have scheduled pool time and participate in special activities including movie nights and community events.

Child Care Resources

The centre works in close collaboration with Child Care Resources to ensure the successful integration of all children into our program. This agency may provide the centre with enhanced staffing resources to help with the integration of children with special needs.

As well, our teachers use the Nipissing District Developmental Screen to help monitor your child’s development. This is an easy to use checklist to record the development and progress of children and to flag any area where your child may require further assessment. Copies of these are available at the office.

Getting Started

Attendance

Parents must notify the centre any time their child will not be in attendance due to illness, holidays, or other absences. Parents whose work schedules change weekly must call in the days and hours they will require care as soon as they know them.

Child care staff must be notified if another person will be picking up the child. The person picking up will be asked to show identification before your child will be released to them.

Illness

To ensure the well-being of all children, the centre cannot accept a child who is ill. At times it can be difficult for a parent to determine if their child is well enough to attend day care. In those instances, here is a general rule to apply: if the child is too ill to participate in regular indoor and outdoor activities then the child is too ill to attend. Children who display the following symptoms may be asked to see a doctor before returning to the centre:

- unusual spots or rashes
- discharge from the eyes
- severe breathing difficulty
- any other symptoms indicative of a contagious disease

We recognize that this policy may cause some difficulties for some families (missing work, etc.), however we feel that only with consistent application can we provide the safest and healthiest environment for your child. We recommend that all families try to have an emergency back up in place for those times when your child needs to be at home.

Family Dynamics

In the event where a parent has the sole custody of the child, a copy of the court order must be provided to the centre. Only then can program staff refuse to release the child in the care of the other parent.

Secured Entrance

The entrance to the centre is locked at all times. To ensure the safety of the children, parents must call the playroom using the telephone provided and identify themselves. A staff member will then activate a buzzer that will unlock the doors. Please note that if staff are attending to a child or a situation, your call may not be answered immediately and you may have to wait. Only staff from the centre should let people in the secured entrance. Under no circumstances should parents let anyone in.

Arrivals

When you arrive, help your child to remove their outdoor clothes and boots at their locker and take them to their teacher. This is a good opportunity for you to tell the teacher about any special events in your child's day. If pick up or drop off times are too busy, you are welcome to call the centre during the day to arrange a time to talk your child's teacher about things that may be affecting your child or the way they approach the program. We will also tell you about any highlights or upsets in your child's day.

Departures

Most parents have a usual time for picking up their children. If you need to pick up your child earlier or later than usual, please advise the staff in advance. When you pick up your child, please make sure the supervising teacher acknowledges your departure and is able to mark the attendance accordingly.

Parking

When dropping off or picking up your child, you can park anywhere in the city lot at ground level. Each family is allowed a period of 15 minutes free parking to drop off and/or pick up their child. Once the 15 minutes has lapsed, the regular parking rates will be required upon exiting the parking lot. Parking in front of the child care centre doors to do a quick drop off/pick up is illegal as this space is designated for emergency vehicles only.

Late Pick Up of Children

Late pick up of children can seriously impact staff members' personal lives. Therefore, if a child is not picked up within 1 hour of the regular pick up time or it is after 5:45 and your child is not enrolled in the evening program, you will be called. If there is no answer when an attempt is made to contact you, we will call the emergency numbers you provided. If neither you nor the emergency caregiver contacts us within 2 hours, the police and Children's Aid will be called. Please remember that additional charges will apply if your child is at the centre beyond their regularly approved time.

Transportation

The Sudbury Student Services Consortium coordinates bus transportation for children attending school. Parents are responsible for making bussing arrangements for school age children and informing the centre of any changes to transportation arrangements.



Field Trips

Local field trips are fun for the children, and enhance their learning experience. Field trips may include a visit to the Festival of Trees, the Blueberry Festival or the Bell Park beach. These excursions are often a starting point to encourage children to explore their outside environment.

We take the children on field trips occasionally throughout the year as a means of expanding our in-class learning opportunities. Prior to any trips off the child care property, except for neighborhood walks, parents must sign a consent form provided by the centre.

Fun can be Messy

Every child has a locker with a hook for their clothing. Please ensure your child's clothing is clearly labeled to avoid loss and confusion. Each child should bring a change of clothing, as even the oldest children can get soaked during water play or cover themselves in paint. Although paints and markers are washable, we suggest children wear comfortable, washable clothing you wouldn't worry about being spoiled. An extra sweater or jacket left at the centre will ensure adequate protection to meet weather changes. Children are at risk of strangulation from loose strings or scarves. Please remove drawstrings from clothing or tuck them securely into coats. Glove or mitten clips are safer than strings. Clothing should have easy closures to encourage children to be independent.

Children who are not fully toilet trained must have an adequate number of clothing changes/diapers for each day. Footwear should have non-slip soles and be suitable for running and climbing.

Pool Outings

Children participating in the bi-weekly pool outing must have a swimsuit clearly labeled with their name. Those not yet toilet-trained must also have swim diapers.

Birthdays

Children's birthdays will be acknowledged and celebrated with a special cake at lunch time. Parents are welcome to join in.

Program

Behaviour Management

Children are disciplined in a positive manner and at a level that is appropriate to their action and their ages. Program staff set clear and sensible limits that are well-defined and age appropriate. Staff will re-direct or suggest to the child a more appropriate way of handling the problem at hand. The teachers help guide the children towards self-discipline and respect for others. Children are taught conflict resolution skills that will empower them to problem solve appropriate solutions, resolve their own problems peacefully and help each other resolve conflict as well. "Time out" will only be used when necessary and is used as a time for the child to calm himself/herself before re-entering the group.

Corporal punishment in any form is not permitted. On-going incidents will be recorded if necessary and discussed with the parents, teachers and supervisor in order to develop a common plan of action and goal. If a child requires a behavior management plan, the plan will be signed off by the parent, the primary educator and resource consultant prior to implementation.

We have additional policies that are in place for the following:

- Children who refuse to take their medications
- Children with severe behaviour

If your child demonstrates these behaviours, you will be notified and these policies will be implemented.

Snacks and Lunches

Good nutrition and the promotion of healthy attitudes towards foods are an important part of the centre's program. A nutritionally balanced lunch and two snacks will be served daily. Menus are posted on the board by the front entrance to assist parents in planning meals at home.

We do not serve nuts on our menus and we strive to eliminate peanuts from our centres. However, if a child has allergies, is on a special diet or is unable to eat certain foods due to cultural practices, it is your responsibility to notify the staff so special arrangements can be made for your child's meals. Please tell us about any special dietary concerns ahead of time.

Meal and snack times provide opportunities for children to socialize while establishing sound eating habits and appreciation of a variety of foods. We recommend you provide your child with a good breakfast before coming to the centre. In addition, please help us ensure your child's complete safety by not bringing food, chewing gum or cough candies to the centre.

Please help us protect the children - food allergies are a serious concern for some children, therefore, no outside food is permitted in Junior Citizens Day Care/Centre des jeunes citoyens. We strive to keep our centres peanut/nut safe zones.

Rest Period

According to the Day Nurseries Act, children under the age of five are required to rest for not more than 2 hours daily. Children who do not sleep after one hour can engage in a quiet activity.

Health Policies and Practices

Many of the policies and practices are determined by the Day Nurseries Act as well as local municipal regulations. These policies are created and enforced for the benefit of the child who is ill, as well as in consideration of other children and staff that may become ill. We have sanitary practices that all staff follows. These hygienic practices, including hand washing, cleaning and disinfecting toys, equipment and furnishings, have been established as part of the daily routines.

Communicable Diseases

Children suspected of having a communicable disease such as mumps or measles, should not be in the centre. When children develop symptoms during the day, parents will be called and asked to pick up their child from the centre immediately. Children can return to the centre only with confirmation that they are no longer contagious.

Immunization

All children are required to be immunized, as recommended by the local Medical Officer of Health. A record of the child's updated immunization record must be submitted upon enrollment in the centre. A copy is kept in the child's file and another is forwarded to the Health Unit.

Exemptions from immunization are limited to the following:

- Statement of Medical Exemption - there may be circumstances when a child cannot be immunized due to medical problems such as allergies, cancer or immune system illness
- Statement of Conscience or Religious Belief Affidavit - where a parent objects to the immunization on the grounds that the immunization conflicts with the sincerely held convictions of the parents' religion or conscience, this must be outlined in writing to the centre supervisor

Medication

The staff will only administer medications which have been prescribed or authorized in writing by your physician. Staff will NOT administer a non-prescribed drug unless accompanied by a note from your physician. The medication will be administered only from the original container, clearly labeled by a doctor or pharmacist with the child's name, drug and dosage. A consent form must be completed for each medication.

With parent's written permission, the staff will apply sun screen lotion and/or insect repellent to the children's body parts exposed to the sun prior to outdoor activities. A yearly written consent is required or when there is a change in the product used.

Allergies

Parents must inform staff members of their child's allergies or food intolerance. The centre will provide substitutes for any food items that children are allergic to. Severe allergies will be addressed on an individual basis. Given the wide variety of food allergies, bringing food/snack items into the centre is not permitted. A current allergy list is posted in the kitchen and in the playroom.

Playground Safety

Staff-to-child ratios, as outlined in the Day Nurseries Act, are maintained on the playground at all times and cannot be reduced for any reason. All staff members are aware of the number of children in their group at any given time and attendance is recorded. Staff members position themselves to ensure all areas of the playground are visible, and teach children the safety rules for all the equipment and riding toys. Our outdoor play schedules reflect the seasonal weather conditions and time of year. Staff members inspect the playground area and equipment for potential hazards and litter twice each day.

Outdoor Play Safety

Outdoor play is an important part of your child's healthy development. Children normally play outside twice per day to a maximum of two hours per day, weather permitting. Some days outdoor play is not possible because of extreme heat, cold or stormy weather. We work hard to balance children's need for outdoor play with their comfort and safety. You should expect that your child will be playing outside most days and always send outdoor clothing appropriate for the weather.

If your child is not well enough to participate in outdoor play, they should remain at home until they are feeling better. While we are concerned for your child's well-being, we are not able to keep your child indoors with a teacher and meet the required teacher-to-child ratio mandated by the Day Nurseries Act. Your cooperation is necessary to ensure the safe supervision of all children in our care.

Stepping Stones

Separation Anxiety

Starting a new child care arrangement can be a difficult transition for children. Please remember that separation anxiety is a perfectly normal stage of development and every child may experience it to a different degree or in a different way.

Some parents are upset when their child does not cry when they leave. Some children may cry for a day or two, some for a whole month, and some do not cry at all for the first week or so and then start to experience some problems when it is time to say goodbye. Some children are fine during the program and then cry when their parents come to pick them up.

Remember that Junior Citizens Day Care/Centre des jeunes citoyens has a caring team of educators and assistants who are trained and prepared to help you and your child. Staff will reassure and comfort your child, help your child to identify his/her emotions and feelings and support him/her during the separation process. Always feel free to call the centre to receive a verbal progress report on how your child is doing during the day.

Tears are Normal

Tears, however distressing to you, are perfectly normal and will not last forever. Often after you leave, your child will stop crying within a short while and join in with activities. You are always welcome to stay on the premises - wait to talk to an educator or phone in to see how your child is doing.

Prepare your child before he/she attends the centre. Tell him/her where they are going and what will happen once they get there. Take pictures of the class and teachers so you can talk about them at home. By returning early for the first few sessions your child will learn to understand that you will return. Leave something of yours for your child to hold.

Toilet Learning

Every child is different when it comes to toileting needs. A child needs to show signs of toilet readiness before the training process. Here are some signs that your child may show to indicate they are ready to begin toilet learning:

- dry diaper for three hours or more or dry overnight
- child tells you they need “to go”
- shows an awareness of “going to the bathroom”
- may ask to have a diaper changed when wet or soiled
- child wants to sit on the toilet or potty seat (your child’s feet should touch the floor)

Please discuss your child’s toilet learning needs with the supervisor and staff. For your child to have ongoing success, it is very important to work on a consistent routine between home and the child care centre. Be sure to bring lots of clothing changes because accidents are common until the age of five.

Making the Transition

Please take your child to the washroom when you arrive in the morning. Leave the following items at the centre for each toddler:

- two complete changes of clothing
- diaper cream (if used), labeled with your child's name
- at least four disposable diapers or training pants (if being toilet trained)
- blanket (and optional pillow) – please note, the blanket and pillow will be sent home on a regular basis for washing
- pacifier and/or familiar toy
- suitable outdoor winter clothing, such as boots, hat, mittens, scarf, snow pants, jackets or snowsuit
- suitable outdoor summer clothing, such as comfortable footwear, hat, light jacket or sweater (sun screen is provided by the centre)

We wish to make your child's experience as secure, reassuring and positive as possible. If there are any routines or articles that will help your child through transition times (i.e. sleep, lunch, outside time), please advise staff. In order to permit morning programming to start on time, please check and change your child's diaper, if necessary, upon arrival at the centre.

Policy Information

In accordance with provincial guidelines and the Day Nurseries' Act, parents must be advised of the following policies in place at their daycare:

- Child Care Supervision Policy for Volunteers and Students (Appendix A)
- Serious Occurrences in Licensed Child Care Programs (Appendix B)

Enrollment And Fees

Payment of Fees

Parents pay the fee set for each calendar year to cover operational expenses of the centre. Parents are billed after each month for all enrolled days, as well as designated holidays. Invoices will be provided to parents by the 5th business day of the following month, and payment in full is expected by the 20th day of the billing month (ex. invoice provided to parents by January 5th and payable in full by January 20th). If payments are not made by that date, the child(ren) will not be allowed to return to daycare until payment in full is received. For subsidized parents, subsequent additional charges may be applied to your invoices if the subsidy office does not approve all days or types of days of care used (ex. exceeding absent days allowed, using unapproved extended days). In this instance, revised invoices will be provided, however the due date will remain unchanged.

The preferred method of payment is by debit or credit card. However a cheque or money order payable to the City of Greater Sudbury is acceptable. A receipt for tax purposes is issued after each payment. NSF cheques will result in a fee charged to parents, equivalent to the banking and administrative charges associated with an NSF cheque.

Fees during Absence

Parents must continue to pay regular fees when their child is absent due to illness or vacation. Please notify the centre by 9 a.m. if your child is sick or is to be absent for any length of time. This will help us in planning snacks and lunches.

Absent day fees are necessary because the centre's operational expenses (staffing costs, building operations) remain the same regardless of the number of children in attendance. Some parents find it easier to consider child care fees a monthly expense that is a set amount every month, like a rent or mortgage payment, instead of thinking in terms of daily fees. Junior Citizens Day Care/Centre des jeunes citoyens takes pride in providing a stable child care environment that is well staffed and available to your child all year long, and depends on consistent revenues to do this.

Enrollment

Prior to the enrollment of your child in the centre, the following is required:

- An orientation with the supervisor to review the centre's procedures, as outlined in this handbook.
- The supervisor will provide the parents with a registration package with all the necessary forms.
- Once completed, a start date will be confirmed with the family.
- Parents will be asked to accept and adhere to the payment of fees procedures included in this handout.

Withdrawal

Parents are required to give a minimum of two weeks' notice in writing prior to withdrawing the children from the centre. All fees must be paid prior to the child's last day of attendance.

If a child is absent without notification to the centre for two consecutive weeks, s/he may be discharged from enrollment in the centre.

Accounts Receivable

Where invoices are not paid by the 20th of the month, child(ren) are discharged from care and not allowed to return until the balance has been paid in full. Where fees remain unpaid for more than 60 days, accounts are sent to the collection agency, thereby negatively impacting parents' credit rating. In order to avoid this outcome, parents are encouraged to pay their fees by the 20th of each month. On an exception basis only, special repayment arrangements may be approved by the Manager, Children Services at the City. Please discuss this option further with the Supervisor.

Special Considerations

Emergency Procedures

Fire drills are conducted once a month. During fire drills, the children are taken outside the centre, weather permitting, and to a designated area in the playground. In the event of a major emergency that requires evacuation of the building, arrangements have been made to take all the children to the designated shelter. Every effort will be made to notify all parents that an evacuation has occurred. Parents will be required to pick up their children at the evacuation site as soon as possible. Our designated shelter is the foyer of Tom Davies Square. In the event Tom Davies Square is unusable, the secondary site will be the Sudbury Community Arena. If seeking shelter indoors is inappropriate (such as during an earthquake), the designated evacuation area will be Memorial Park.

It is important that the centre is able to contact you or your designated alternate in an emergency. Please inform the supervisor immediately of any changes in your home address and also your employment and home phone numbers. If for any reason you will not be at your regular place of employment, we ask you to ensure that we are able to contact you should the need arise.

Child Abuse Protocol: Children's Aid Society

Anyone who suspects that a child has been abused or is at risk for abuse (physical, sexual or emotional) and/or neglect has a legislated duty to report this directly to the Children's Aid Society.

Junior Citizens Day Care/Centre des jeunes citoyens provides services to children and their families and, therefore, also have roles and responsibilities with respect to child abuse and neglect. The Child and Family Services Act requires that everyone who has reasonable grounds to suspect that a child is in need of protection, shall immediately report the suspicion and the information on which it is based to the Sudbury-Manitoulin Children's Aid Society. Further action will then be determined by SMCAS.

Seasonal Weather and Bad Weather

If there are severe weather conditions such as storms, low temperatures of -20 degrees Celsius, wind chill or smog advisories, children are kept indoors.

While we realize that centre closure at any time other than the normal closing time causes inconvenience, there are times when such an action is necessary. In this event, Junior Citizens Day Care/Centre des jeunes citoyens will follow the direction of the local School Boards about the cancellation of services.

Children aged 6 and up are required to attend school when school is in session. For this reason, children 6 to 12 may not attend Junior Citizens Daycare on days when schools are open, even when school busses are cancelled. However, children under the age of 6 have the option of attending the centre on days when school busses are cancelled, if space is available. Regular fees apply.

Service Feedback

We are continually striving to improve our services by seeking innovative ideas. Periodically throughout the year, we may ask you for input on how we can provide you with better services. Watch for our surveys and please fill them out as they come. Your input is valuable to us.

Checklist For Parents

Talk to Us

- schedule a meeting with the supervisor to discuss your child's early learning and child care needs and the hours of care you require
- spend a little time with your child's teacher in the morning when you arrive to share any information that will help your child have a great day

Getting Off to a Good Start

- label all your child's clothing, toys and personal items, including diaper cream
- remove drawstrings from clothing or tuck them securely into coats – children are at risk of strangulation from loose strings or scarves
- Keep an extra set of clothing at the centre for your child.
- bring your child to the centre at a regular time each day and advise us if you need to start at a different time
- give us the name of another adult we can call in case you are not available if there is an emergency
- have a back-up plan for child care when your child is ill and cannot come to the centre
- do not bring food, such as birthday cakes, chewing gum, or cough candies to the centre to help us ensure your child's complete safety – outside food is not permitted in our centres to ensure a safe environment for all our children
- leave important toys or belongings at home

Let Us Know

- if there are any routines or articles that will help your child through transition times (i.e. sleep, lunch, outside time)
- about your child's toilet learning needs
- if you need to pick up your child earlier or later than usual, please advise the staff in advance
- when you can't pick up your child, tell the centre supervisor and document any special arrangements
- if your child is sick or will be absent for any length of time, please call the centre by 9 a.m. Advise the supervisor of the illness and the expected return date
- if you move, change jobs or change any of your telephone numbers (home, work, or cell phone)
- if your child has any food or other allergies

Appendix A

Centre des Jeunes Citoyens/Junior Citizens Day Care Centre Child Care Supervision Policy Overview for Volunteers and Students

Intent

Effective September 6, 2011, all day nursery and private-home day care agency operators are required to develop and implement a policy for the supervision of volunteers and placement students in child care programs. The Child Care Supervision Policy is to support the safety and well-being of children in the day care centre.

Procedure:

The Child Care Supervision Policy for Volunteers and Students will be reviewed annually by all employees of the day care centre, and will be reviewed by volunteers and placement students prior to their start date with the day care centre.

Supervision in Child Care Centre:

1. No child will be supervised by a person under 18 years of age. Only employees of the day care centre will have direct unsupervised access to children.
2. Volunteers and students may not be counted in the staffing ratios.
3. All volunteers and students will be required to review all relevant policies, individual plans for health care, emergency and intervention plans prior the start of their placement with the day care centre.
4. The Behaviour Management Policy will be reviewed by volunteers and students under the direction of the supervisor, or designate, prior to providing care or guidance.
5. All volunteers and students must sign a statement of understanding and a declaration of compliance with the Behaviour Management Policy.
6. Volunteers and students in contravention of the Behaviour Management Policy are subject to the same disciplinary measures as staff.
7. Volunteers and students are required to undergo a criminal reference check prior to the start of their placement.
8. A day care supervisory staff member will be assigned to all volunteers and students, to provide mentoring and direction.

Appendix B

Centre des Jeunes Citoyens/Junior Citizens Day Care Centre

Serious Occurrence Notification Form Posting Policy

Intent:

Effective November 1, 2011, all child care operators will be required to complete the following:

- Child care centres: Post a high-level Serious Occurrence Notification Form at the day nursery when a serious occurrence has happened.
- Private-home day care agencies: Post a high-level Serious Occurrence Notification Form at the home location where a serious occurrence has happened.
- Child care centre and private-home day care agency operators will update their serious occurrence policy to include the Serious Occurrence Notification Form posting requirement and review the updated policy with centre or agency staff and private-home day care agency providers.

The new requirement supports and is an addition to the current Serious Occurrence reporting requirements set out O.Reg. 262 under the DNA and the MCSS/MCYS 2009 Serious Occurrence Reporting Procedures. Operators will continue to follow all existing serious occurrence reporting requirements to the Ministry of Education. The Serious Occurrence Policy ensures there is a plan to deal with any serious occurrence which may affect the health and safety of individuals on or off the premises. The new requirement supports the safety and well-being of childrens in licensed day nurseries and private-home day care homes monitored by a licensed agency. The Serious Occurrence Policy ensures that the centre is accountable to the licensing Ministry in the delivery of its service consistent with relevant legislation, regulations and policy. The new requirement will provide greater transparency for parents about serious occurrences that occur in the child care program.

Procedure:

Effective November 1, 2011, the Serious Occurrence Notification Form, Posting Process and Key Timelines will be included in the Serious Occurrence Policy. All day nursery staff will review the updated policy. Centre des Jeunes Citoyens/Junior Citizens Day Care Centre will post the Serious Occurrence Notification Form on the Parent Information Board.

Posting Process and Key Timelines

1. Following submission of a Serious Occurrence Initial Notification Report (INR) and within 24 hours of becoming aware of an occurrence or when the operator deems the occurrence to be serious, Centre des Jeunes Citoyens/Junior Citizens Day Care Centre, will complete a Serious Occurrence Notification Form to communicate information to parents/guardians.

Exception: In the case of allegations of abuse or unverified complaints, which will be posted at the completion of follow up/investigation.

2. The Serious Occurrence Notification Form (SONF) will be posted on the Parent Information Board near the Child Care License and Licensing Summary Chart. (Located at the entrance of Centre des Jeunes Citoyens/Junior Citizens Day Care Centre and Three Doors Down).
3. The Serious Occurrence Notification Form will be updated as additional actions or investigations are completed.
4. The Serious Occurrence Notification Form will be posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by the operator, the form will remain posted for 10 days from the date of the update.
5. Centre des Jeunes Citoyens/Junior Citizens Day Care Centre will retain the Serious Occurrence Notification Form for at least two (2) years from the date of the occurrence and make the forms available for current and prospective parents, licensing and municipal children's services staff upon request.

Instructions for Completing the Serious Occurrence Notification Form

- Program Name:** Provide the name of the child care centre
Centre des Jeunes Citoyens/Junior Citizens Day Care Centre
- Date:** Provide the date that the Serious Occurrence Notification Form is posted on site
- Type:** Provide the type of SO, according to the definitions set out in the MCSS/MCYS 2009 Serious Occurrence Reporting Procedures.
- Death of a child
 - Serious injury caused by service provider
 - Serious injury-accidental
 - Serious injury-self-inflicted/unexplained
 - Alleged abuse/mistreatment
 - Missing child
 - Disaster on the premises
 - Complaint about service standard
 - Other – complaint made by or about a child, or any other serious occurrence