THE SUNFLOWER SCHOOL

inspiring young minds

PARENT HANDBOOK
2022-2023

The Sunflower School is
a magical place of
relationships and interactions
that weave parents,
children and educators into
a culture of learning
and loving.

The Sunflower School
Lord Dufferin
32 First Street, M1
Orangeville, Ontario
L9W 2E1

519-307-7500

The Sunflower School
Townline
9 Townline
Orangeville, Ontario
L9W 3R4

519-938-5147

THE HUNDRED LANGUAGES OF CHILDREN

No way.
The hundred is there.
The child is made of one hundred.
The child has a hundred languages
a hundred hands
a hundred thoughts
a hundred ways of thinking
of playing, of speaking.
a hundred, always a hundred
ways of listening
of marveling, of loving
a hundred joys
for singing and understanding
a hundred worlds to discover
a hundred worlds to invent
a hundred worlds to dream.
The child has a hundred languages
(and a hundred hundred hundred more)
but they steal ninety-nine.
The school and the culture
separate the head from the body.
They tell the child to think without hands
to do without head
to listen and not to speak
to understand without joy
to love and to marvel
only at Easter and Christmas.
They tell the child
to discover the world already there
and of the hundred
they steal ninety-nine.
They tell the child
that work and play
reality and fantasy
science and imagination
sky and earth
reason and dream
are things
that do not belong together.
And thus they tell the child
that the hundred is not there.
The child says
“No way – The hundred is there.”

Loris Malaguzzi

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PROGRAM STATEMENT

How might we create a culture of rich, open-ended materials, interesting and intelligent environments and pedagogical reflection for our children, families and our teachers as it pertains to the *How does Learning Happen* document's four foundations:

- Expression
- Engagement
- Well-Being
- Belonging

Our program statement and guiding principles are inspired and influenced by the Infant, Toddler and Preschools of Reggio Emilia, Italy, How does learning happen document, and best practices in healthy child development.

TSS sees every child as a whole person who is capable, intelligent, resourceful, and experienced. We use a logically designed emergent curriculum that highlights the children's interests and the teacher's research projects.

Inclusion Policy

Inclusion / Inclusive: An approach to policies and practice in early years settings where all children and families are accepted and served within a program and where each child and family experiences a sense of belonging and is supported to participate fully in all aspects of the program or service. Inclusive practice includes being attentive to the capabilities, personalities and circumstances of all children and understanding the diversity of development of all children (College of Early Childhood Educators: Code of Ethics and Standards of Practice, 2017).

The Sunflower School is committed to supporting high quality, inclusive practices in an environment that is reflective of every child's capacity and interest. We believe that children of all abilities should have access to participate in meaningful programs that support our image of the child. When children are together as part of the group, their development is enhanced and positive social attitudes are fostered, as is their sense of belonging. All children need support to reduce or eliminate barriers so they can learn and fully engage in experiences with their peers. Our staff are responsive to the individual abilities and needs of each child, and work as a team with families and Dufferin Child and Family Service's "iCAN" program to develop, implement and review Individual Support Plans for children with additional needs. Occasionally, additional staff are required as part of a strategy to include every child.

Image of the Child

- Children are seen as strong, rich, powerful and capable.
- This is seen in our rich fully developed investigations which are drawn from the interests of the children.
- Children make thinking visible to us in many ways including, words, drawing, numbers, dance, painting, building, sculptures, shadow and light play, collage, drama, music and storytelling. Children use many kinds of materials to discover and express what they know, understand and wonder about. This is evident in their work in their portfolios and in our documentation. Their expression is evident in the work throughout the school.
- Children are seen as capable as they learn for example, when they are a toddler they learn to scrape their own plates after lunch, tidy up their spot at snack times and help their friends to pour their own milk at lunch and snack times in preschool.
- Children are respectfully treated in their growth and development, for example children who outgrow sleep times are able to enjoy an afternoon of play with other children, as toddlers become more capable they are given a "big glass" to drink their milk from, when children are ready for toilet training they can be encouraged and supported, children take care of their own clothing in their cubbies, they also learn to take care of their own toileting needs as they grow at The Sunflower School, they are encouraged to greet the teachers and other children every day, we listen to each other in

our meeting times and finally our children feel comfortable at The Sunflower School knowing that the adults they interact with care and respect them. Their well-being is out most important work.

- Our Child Guidance policies respect the child and his development. This is evident in the extensive work in this document (separate document).

Role of the Family

- Families are valuable resources of information and share insights into their children's interest, abilities, strengths and needs.
- Families participate in our family events which includes Starry Night-an evening of light and shadows, Curriculum night in the spring, Graduation night in June and our Christmas concert and potluck dinner. Families are also encouraged to share celebrations reflecting their cultural practices in addition to the events celebrated at The Sunflower School.
- Families participate by providing suggestions to our menu planning twice a year.
- They also provide suggestions on what to add to our ever-changing outdoor play space.
- Families also feel comfortable in the education and the care their children will receive when they spend two visit days with us before their children start, learning the routines and getting to know us.

Role of the Teacher

- Teachers develop supportive relationships with children that foster positive social and emotional development: empathy, problem solving, camaraderie, self-regulation, confidence, persistence, resilience and self esteem
- Teachers respect children's emerging interests and inquiries and develop them into topics for discussion, exploration and group investigations. Teachers value children's thinking by recording their words and thoughts.
- Teachers provide opportunities for children's multiple learning styles in the environment, experiences and materials
- Each child has a portfolio which can be viewed by parents at any time and it is based on the elements of the Portfolio system of assessment (observations/work samples and the developmental profile checklists) and family contributions, teachers plan, implement and individualize for children and the classroom community. All portfolios are sent home in June.
- Teachers are respected and supported for their valuable contribution to The Sunflower School, which fosters engagement and excitement in their day-to-day work. All professional development is supported by our budget. Teachers are encouraged to attend events outside of Dufferin County also. This allows our teachers to see what is happening in other parts of the world in early childhood education.

Role of the Environment

- The materials chosen to create a richly diverse environment reflect the cultures and languages of children and families. We encourage our families to donate to our loose parts art studio.
- Both the indoor and outdoor environments are planned to provide a variety of opportunities for active learning, creativity and social interactions.
- The design and use of space encourages encounters, communication and relationships.
- The environments are filled with natural materials, recycled and reused materials and beautiful, interesting artifacts.

Documentation highlights our walls. The panels are filled with children's thinking, teachers thinking, children's photographs and their work. The documentation makes children's thinking visible. Documentation informs children, teachers, and visitors of children's learning, group learning and it makes meaning of children's play. By making the powerful ideas of children visible to the public, children truly become citizens.

Family

Children and families feel a sense of belonging at The Sunflower School when they see their family portraits proudly displayed in the front hallways, when all of the teachers know their names and their children's name, when they are told daily happy stories about their children and when their thoughts and opinions are asked for about their child's school/child care center.

Learning Outcomes

When children leave The Sunflower School they will:

- Participate as a member of an interdependent community
- Care for themselves, others and the community
- Treat others with love and compassion
- Cooperate with other children to accomplish group goals
- Celebrate group accomplishments
- Laugh and play with a tangible sense of joy
- Express many human emotions in language and art
- Be inquisitive
- Initiate new ideas and invent solutions to problems
- Stick with difficult tasks or come back to them later in order to succeed
- Sing and dance with exuberance
- Paint, draw, sculpt and construct objects of beauty
- Maintain the community's spaces in cleanliness and order
- Greet guests with courtesy and charm

Guiding Children and Behaviour (Behaviour Management)

The purpose of our school and our team is to provide a warm and caring environment in which each child can play, learn and grow. Keeping in mind the development of the children, consistent limits have been set. These reflect concerns about issues of health and safety, appropriate use of toys and equipment, and respecting the rights of each child as an individual. Children respond best to positive direction, encouraging language and tone of voice. We believe a child learns respect by being given respect. Our child guidance policies reflect these beliefs. The following methods will be used as appropriate to individual situations:

- Redirection-guiding a child towards an acceptable option when engaged in an unacceptable activity
- Natural and logical consequences
- Limit setting-boundaries are developed by the team for the children as a group or for individual children, according to specific situations

- Modeling appropriate behavior
- Offering and encouraging choices
- Anticipating conflict and planning an appropriate program environment
- Positive reinforcement and encouragement

Prohibited Practices

Under no circumstances will children be harmed physically or emotionally by a staff member. Contravention of this policy by staff would be dealt with under terms of employment. Also, parents, students, and other adults are required to maintain this same policy while they are on the premises of The Sunflower School.

The Sunflower School prohibits the following:

A) corporal punishment, which may include but is not limited to hitting, spanking, slapping, pinching;
B) physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision, unless for the purposes described in the regulation (to prevent self-harm, harm to others, and only until risk of harm/injury is no longer imminent);
C) locking the exits of the child care centre for the purpose of confining the child, or confining to areas or rooms without adult supervision (unless such confinement occurs during an emergency);
D) use of harsh, degrading measures or threats, or derogatory language directed at or used in the presence of a child that would humiliate or frighten the child or undermine their self-respect, dignity or self-worth;
E) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
F) inflicting any bodily harm on children including making children eat or drink against their will.

Right of Exclusion Policy

The Sunflower School reserves the right to exclude any child for whom the program offered by the school is deemed inappropriate in meeting the developmental, social or behavioral needs for the child within our group setting. The Director in consultation with the Early Childhood Educator will review any decision regarding a child's continuance in the school. Consultation with the parent will also take place. If parents are asked to withdraw their child, two weeks' notice will be given.

In the face of imminent danger to children, staff or anyone else, the school reserves the right to terminate without notice but will provide compensation for the required two-week notice period. Excessive biting of more than three incidents is determined as a danger to our children.

If problems between the school personnel and parents arise and these problems affect the efficiency of the school, the situation will be discussed with the Director and parents. The solutions arrived at during this discussion will be final. It is assumed that all feasible solutions will be considered to resolve the problem. However, in extreme cases it could include asking those parents to withdraw their child from the school.

FIRST DAY AT THE SUNFLOWER SCHOOL

On your child's first day please bring the following:

- Backpack for your child's belongings (labelled with their name)
- Photograph of your family for our classroom
- Clothes for outdoor play-snowsuits/boots/mittens/hat for winter, splash/mud pants/rain boots for spring and fall and summer shoes for summer outdoor play. All children must have outdoor shoes and indoor shoes (can be rubber soled slippers).
- Blanket and if your child sleeps with a doll or cuddly toy
- Extra set of clothes especially if your child is toilet training
- Extra sets of underwear if your child is toilet training (we do not want your child to feel embarrassed or upset during a toileting accident and if they have an extra set of their own clothes this will help the situation)
- Toddler group: Soother or pacifier for sleep time, diapers and wipes for the week
- Infant Program: indoor walking shoes, blanket for sleep times, food labelled in containers, bottles labelled with your child's name, diapers and wipes, extra clothes

TRANSITION FROM HOME TO SCHOOL

Children and parents may experience separation anxiety when a child begins a new program. It is our practice to have a set routine for your daily departure. Please speak with your child's teacher to develop a plan that you and your child will be happy with. Our teachers have many good examples of successful goodbye routines.

Visit Days are part of a positive happy transition to the Sunflower School. The first visit day is with your child in the classroom. This is your opportunity to get to know the teachers and our program and for your child to see that you are happy with your care for them. The second visit day is for you to bring in all of your child's belongings and to leave them for 2 hours so that we can see how happy or unhappy they may be. Our goal is for them to feel safe and happy.

FLOW OF THE DAY

Infants **8 months to 18 months – sleep as needed** (these children are never mixed with other age groups and ratios are always maintained throughout the day)

Townline 7:00 – 8:30 AM Lord Dufferin 7:30 – 8:30 AM	• Children arrive • Breakfast is served • Quiet play time
8:30 – 9:00 AM	• Morning Activities • Diaper Change
9:00 – 10:00 AM	• Outdoor Experiences
10:00 – 11:00 AM	• Morning activities / sleep as needed / circle time
11:00 – 11:30 AM	• Diaper Changes • Wash hands for lunch
11:30 – 12:00 PM	• Lunch time
12:00 – 1:00 PM	• Diaper changes if needed • Tidy up from lunch • Quiet play
1:00 – 3:30 PM	• Quiet time • Snack time • Diaper change time • Wash hands • Sleep if needed
3:30 – 4:30 PM	• Afternoon outdoor play time
4:30 – 5:30 PM	• Afternoon play time • Diaper change time • Late night snack time

Toddlers **18 months to 2.5 years**

Townline 7:00 – 8:30 AM Lord Dufferin 7:30 – 8:30 AM	• Children arrive during the morning, as teachers greet each child and accompanying adult and facilitate separation issues. Children wash their hands upon arrival. Breakfast is also served during this time. Children will engage in quiet play activities
8:30 – 10:00 AM	• Morning group time (story/songs) • Morning snack refreshment • Project work and access to all of the classroom materials /art experiences/sensory experiences • The educators observe, document the children's work, facilitate and encourages as needed. • Clean up –everyone helps
10:00 – 11:15 AM	• Diaper change • Prepare to go outside • Outdoor experiences
11:15 – 11:30 AM	• Prepare for lunch • Wash hands • Diaper changes • Washroom routines
11:30 – 12:00 PM	• Lunch
12:00 – 2:30 PM	• Prepare for sleep time • Diaper change if needed • Clean up from lunch
2:30 – 2:45 PM	• Diapering/Washroom, • Put beds away
2:45 – 3:00 PM	• Snack time
3:00 – 4:00 PM	• Outdoor time
4: 00 – 5:30 PM	• Wash hands from outdoor play • Afternoon refreshment • Afternoon project work • Quiet time with the toddlers/reading stories/art experiences/sensory • Getting ready to go home

Preschoolers **2.5 years to 4 years**

Townline 7:00 – 8:30 AM Lord Dufferin 7:30 – 8:30 AM	• Children arrive during the morning, as teachers greet each child and accompanying adult and facilitate separation issues. Children wash their hands-on arrival. Breakfast is also served during this time. Children will engage in quiet play activities
9:00 - 10:00 AM	• Class meeting time • Attendance, jobs and introduction to available materials and ongoing projects are discussed • Each child has a journal-what is your plan for the day. Teachers record the children's work in the journals. Children share significant news from home. • Morning project work. Access to all classroom materials • Teachers will document the work of the children. • Morning snack
10:00 - 11:00 AM	• Outdoor play
11:15 - 11:30 AM	• Prepare for lunch • Wash hands • Diaper changes • Washroom routines

11:30 - 12:00 PM	• Lunch
12:00 - 2:30 PM	• Prepare for sleep time • Diaper change if needed • Clean up from lunch
2:30 - 2:45 PM	• Diapering/Washroom • Put beds away
2:45 - 3:00 PM	• Snack time
3:00 - 4:00 PM	• Afternoon meeting times
4:00 - 5:00 PM	• Outdoor play
5:00 - 5:30 PM	• Wash hands from outdoor play • Afternoon refreshment • Afternoon project work • Quiet time with the toddlers/reading stories/art experiences/sensory • Getting ready to go home

Kindergarten & School Age **4 years to 10 years**

Townline 7:00 – 8:30 AM Lord Dufferin 7:30 – 8:30 AM	• Children arrive. Wash their hands • Breakfast time. • Quiet play activities. Homework help if needed • Tidy up • Getting ready for school
8:15 to 8:30	• Walk to the school • Take kindergartens directly to their classrooms
3:00 to 3:15	• Pick up the children from school
3:15 to 3:30	• Wash our hands • Afternoon snack
3:30 to 4:00	• Prepare for afternoon activities/workshops • The children will decide how their afternoon will be spent/continue work on their projects/art experiences/drama/homework/assist in the toddler and preschool rooms/kitchen work
4:00 to 5:30	• Afternoon activities • Afternoon refreshments are available (water/fruit)

THE CHILDREN

The experience for your child is our most important core value at the Sunflower School. Children`s voices are heard and each child is respected for their uniqueness.

Parents as Partners

Parental involvement is an essential element of The Sunflower School's method of early childhood development and is critical to the success of the program and the individual child. It is an intrinsic element in supporting, guiding and caring for your child. Your communication is valued and is a valuable tool in the life of the school.

HiMama is a parent communication Internet tool that is used to report on the day-to-day activities of your children.

The Parental/Teacher Program provides opportunities for parents to ensure the implementation of positive self-image, language skills, motor skills and problem-solving skills in the evolving child. Parental involvement is also an essential component to open communications.

In addition, Curriculum night provides the opportunity for sharing developmental information and providing assistance on a personal basis.

The Sunflower School offers our teachers lectures, presentations and workshops on topics of interest relating to family/child education and parent education to deepen the understanding of early childhood development.
Overall, the Parent/Teacher Program provides a bond between home and school that gives the child's life a sense of whole and completeness.

All parents wishing to participate in a field trip must have a clear Criminal Reference Check with Vulnerable Sector Check.

EDUCATORS

Our qualified staff consists of the Directors Team Leaders, Early Childhood Educators, Apprenticeship Teachers, on-site kitchen staff. Directors and ECE teachers are all registered Early Childhood Educators with The College of ECEs. All program staff are 18 years of age and older. All staff working with the children will have Infant and Child First Aid and CPR training

Training & Professional Development

Our teaching staff is committed to ongoing continuing education and professional development. Through Raising the Bar-Dufferin each team member is required to participate in 20 hours of professional development yearly.

GENERAL INFORMATION

Hours of Operation

The school hours are from Monday to Friday 7:00 a.m. to 5:30 p.m. inclusive. Our Townline location is open from 7:00 a.m. to 5:30 p.m. Please refer to the Late Fee Policy attached regarding after hours pick up**. On Fridays of long weekends the school will be closed at 5:00 pm.**

During the days between Christmas and New Year's (dates to be determined) there will be care available School age camp will be in full operation during March Break, Summer holidays and Winter Break.

Our program also closes for the last 2 days of August for September preparation. Our teachers move with the children and therefore need time to reorganize the classrooms for the new children.

Programs Available at Each School Location

Lord Dufferin
15 Toddlers (18 months to 2.5 years)
40 Preschoolers (2.5 years to 4 years)
12 School Age (Grade 1 to 4)

Townline
6 Infants (8 months to 18 months)
15 Family Grouping (8 months to 2.5 years)
15 Toddlers (18 months to 2.5 years)
40 Preschoolers (2.5 years to 4 years)

Daily Arrivals and Departures Including Release of Children

The safety and security of each child in our school is of the utmost concern to us. Children should be dropped off by 9:00 am in order for the child to derive the most from the program. We request that parents let us know by telephone if they are going to be arriving late so that we can plan outdoor activities or excursions accordingly. We cannot leave a staff member behind to receive a late child.

Do not hesitate to tell the teacher anything you think he/she should know e.g. your child did not sleep well last night. Even if the teacher seems busy, he/she will be pleased to hear anything that helps her to understand your child and to plan wisely for your child's day. Each child has a journal to record all of your child's activities.

Toddlers and Preschoolers have differing skills but all should be able to remove their own hats and mittens. Assist them only as necessary. Encourage independence in this task.

Bring your child to the teacher after outdoor clothing is removed for a simple visual health check before your child joins the group. (It is the CCEY Act requirement that all teachers do a quick visual health check daily.) A teacher cannot be responsible for a child he/she does not know has arrived. Teachers must sign their children into the classroom with the time of arrival and departure.

Upon picking up your child, be sure to let the teacher know you have your child. For your child's safety, we ask that children not be lifted over the fence surrounding the playgrounds. We recommend that you come for your child at a regular time each day since small children generally feel more secure when their daily timetable is predictable. If you know you will be late, please telephone directly to the program in order that we may prepare your child.

If you cannot come for your child, please **notify us as early as possible** who will be coming for your child. Your child will not be released to anyone without your permission. Please advise the staff with a note or a telephone call to the office. The person who picks up your child will be asked for identification in a picture form if the teacher does not know them.

Kindergarten and School Age Children
If you are picking up your child from school or dropping them off it is so important that you notify The Sunflower School by phone 519 307 7500 (Lord Dufferin location) or 519 938 5147 (Townline location) before 2 pm in the afternoon.

Process to Move to The Next Group
Children move from one age group to the next based on the following:

- Availability of space in the older age group
- Chronological age
- Developmental readiness

The decision to move a child up to the next age group is made by the Director in consultation with teachers and parents. Once a child is scheduled to move to the next group the parent will be notified of the move date and any fee changes. A movement schedule will be developed outlining the process with each child's needs being considered. This is shared with each family prior to the visitation period. During the weeks prior to the move date, the child will visit his/her new group for a portion of the day to ensure a smooth transition.

Enrolment Tours

We carry out tours by arranging appointments with families. If you know of anyone interested in enroling their child, please invite them to contact us.

Enrolment Forms

The enrolment form must be completed before the child begins in the program. The forms are designed to meet all the requirements from the Ministry of Education and the Public Health Department.

A reminder that anticipated start date as requested by the parent(s) at time of application is not a guaranteed date of start. Every effort will be made to accommodate the family's needs.

Registration Procedure

Upon joining our school, the Director meets with families to discuss:

- Philosophy and Program Statement
- Serious Occurrence Notification Postings
- Fees and Payment Schedule
- Hours, Holidays and Closings
- Attendance Policy Regarding Sick Children
- Expectations of the Parents and Child

Emergency Preparedness

The Sunflower School has an Emergency Preparedness Policy and Procedure that will be followed in the event of an Emergency and/or Evacuation. Parents will be notified of our whereabouts and what has occurred ones of three ways (depending on the situation and what we have access to):

- Message on the HiMama App
- Signage on the front door
- Phone call from Staff

Each school has their own Emergency Preparedness Policy and Procedure – please visit our website for further details.

Emergency Contacts

The School requires information on how to contact parents during the day in case of emergency or illness. Families need to have at least two available emergency contact people on their enrolment forms, in addition to the parents.

Waiting List

At The Sunflower School, we understand that securing childcare is complex. A family's wait list status (with status defined as high probability or low probability) is based on numerous factors, and **we will offer spaces according to list below regardless of when you applied for care:**

- Available space which is influenced by current and projected enrolment (age groupings laid out in the Child Care Early Years Act)
- Preferred or flexible start date
- Whether full or part time care is preferred
- Age of the child(ren)

Priority Spaces:
The Sunflower School families and referrals, internal transfers between our schools and The Sunflower School's employees are given priority when spaces become available.

We try to predict our enrolment cycle from 6 to 18 months in advance: there may be times when demand is so high we are unable to accommodate new families onto the wait list. **There is no charge to be on the waitlist.**

Families are only considered on the wait list when the following has happened:

- School Tours
- Application forms completed
- Follow up all communication in a timely manner

Each school maintains their own waitlists.

If space becomes available a school Director will contact families on their list and registration is confirmed once fee arrangements are in place.

The waitlist will be visibly available for the Director to advise prospective parents of their position on the waitlist. **The list will be private and confidential. Each child will be given a number and placed on the list and parents are able to see where their child is on the list based on the number.**

Orientation Visits by Parent and Child

We require that each family visit the appropriate classroom for a minimum of two occasions. The purpose of these mini visits is to acquaint the child to their new environment while a familiar face is present. The parents are required to stay on site for the visits. The first visit usually lasts approximately 1 hour and the second visit approximately 2 hours. During these visits, a gateway appointment takes place at which time Policies and Procedures and full review of Admission Form will be completed for processing.

Withdrawal

One month's written notice must be given if a child will be withdrawn from the school. One month's fees will be charged in lieu of proper notice.

Changes to Your Child's Schedule
Any changes to your child's schedule must be done in writing via email. We also need 2 weeks' notice to make these changes

Authorization for Pick-Up

Upon enrollment of children, there is a place on the registration forms where families need to indicate the names of those people who are "authorized" to pick up the child. We ask that the staff be informed ahead of time when someone different will be coming, either by writing a quick note when dropping the child off in the morning or by giving us a phone call during the day as the plans change. Please inform those authorized to pick up that photo identification will be required.

If there is any specific situation in which someone is denied access to the child as a result of a court order, this must be discussed with the Director. The school does not provide a "Supervised Access" program, or any transfer service for children who share time between two parents. The necessary court document will be requested for your child's personal file for reference where needed.

FEES

Registration Fee

Families are required to pay $60.00 by e-transfer when submitting an enrolment application to our school for each family. This is a non-refundable registration fee if your child gets a spot at our centre, which encompasses the process for prior visits and registration of each child. If we cannot provide you with a spot or you inform us 8 weeks before your start date that you do not require a spot, we will happily refund you your $60 registration fee. This registration fee does not guarantee a spot for your child.

School Fee Payment Policy and Payment Options

School Fees are charged monthly. The fees are amortized over 52 weeks divided by 12 to create equal billing. If you start or end in the middle of the month, a daily rate will be used instead of our monthly rate. School fees are predetermined prior to attending our school. The Sunflower School creates invoices at the end of the month to reflect your child's schedule for the next month. All payments are taken out via direct withdrawal and payments are due by the 20th of the month.

- No Cash or Credit card payments
- Pre-Authorized payments from your Chequing account, which requires the parent to complete a form authorizing our transactions and supply a cheque, marked “VOID” for initial set up
- If you have a change in schedule after the month has started your invoice will be updated the following month. If you need immediate changes to your payment or invoice please contact Rachel Donatelli directly
- Invoices are available upon request from Rachel Donatelli. If you wish to receive an invoice every month you can do so by emailing Rachel to inform her that you would like to be added to the monthly invoice list.
- Adding extra days to your child’s regular schedule will depend on availability in your child’s class. These days will be charged at the daily fee. Extra days cannot be in substitution for a missed day in your child’s regular schedule.

Rachel Donatelli contact information: rachel@thesunflowerschool.ca or at (519) 938-5385 (direct line)

Service Charge for Returned Payments

Payments returned by the bank for any reason, will be subject to a service charge of $25.00 to recover the school’s banking and administration costs.

Income Tax Receipts

Childcare is a tax deductible. An income tax receipt will be issued to each family, reflecting the fees paid from January 1st to December 31st of each year. Tax receipts are emailed to your family by February 28th each year. If you have an outstanding balance on your account, the payment is required before a tax receipt is given.

Overdue Accounts

Parents are required to keep their accounts up to date. School fees are due on the 20th day of each month. Accounts will be in arrears as of the 21st day of the month. You will be subject to an interest charge of 2% per month for all outstanding balances. If the account remains in arrears, a child may be given notice of termination from the school.

Overpayments

An over payment of fees is applied to future fees owing and normally is not refunded unless a child withdraws from the school.

Fee Increase

The management reserves the right to change the fees without notice. Each year in February our fees will increase due to operational costs.

School Age Programs

Our school age programs run from September to June. Your before and after school rate is applied every month including the months with school holidays such as March Break. If your children attends during a school holiday there will be a fee associated for that time. If your child is not attending during a school holiday, then your regular before and after school monthly fee will apply.

In July and August our school agers can pick and choose the weeks they would like to attend summer camp. All fees for summer camp are due before the summer starts. Registration is required for school age camps and PA days. Two weeks’ notice must be given for any cancellations. There will also be a $25.00 admin fee for this cancellation.

Late Fee

The Sunflower School remains open until 5:30 p.m. In the event a parent is late, a fee will be levied and is payable on your monthly fee. This fee will then be paid to the teacher staying late by The Sunflower School. Please sign the late slip provided by the staff. The late fee is payable at a rate of **$10.00 for the first five minutes and $1 minute for every minute after.** The

fee is for all children. The staff must be released from duty on time. It is requested that parents arrive promptly at 5:30 p.m. to pick up their children in order that staff members may fulfill their duties and close the school promptly at 5:30 p.m. We understand that there may be some emergencies where this may be waived (e.g., severe snowstorm). Please call the school and let us know that you will be late.

Discounts

The registration fee is not discounted. Parents registering more than one child at our school will be given a multiple fee discount of 10% on the oldest child's fees, with only the youngest child enrolled paying full fees.

Included in your Monthly Fees

Full fees must be paid for the weeks containing statutory holidays, snow day, vacations, and children off sick for both full time and part time families.

HOLIDAYS & VACATION

Statutory Holidays

The Sunflower School recognizes the following as statutory holidays:

- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- August Civic Holiday
- Labour Day
- Thanksgiving
- Christmas Day
- Boxing Day
- New Year's Day

Full fees must be paid for the weeks containing these holidays, for both full time and part time families.

Snow Days

Snow days for The Sunflower School are determined by Upper Grand District School Board. They have several criteria to decide whether to close schools amid inclement weather which are early-morning road conditions, weather forecasts for the day and the ability to return students home at the end of the school day.

Absences

Parents are asked to call the school in the morning if a child will be absent. The Ministry and Public Health requires the school to document the reason for the child's absence.

Vacation

The school remains open year-round for your convenience. Since we do not close during the year, we require parents to pay their usual fees each month regardless of family vacation and time spent away from the school.

NUTRITION

At times, we may have children with severe allergies and therefore the School's policy that no outside food is to be brought into the school. The exception to this is if your child has special dietary needs and is not able to eat what is on our menus. In this case you should arrange with the Director to bring food directly to the kitchen. Please ensure that all containers are labelled with your child's name. Food must be prepared according to the Canada Food Guide.

Children are served a simple breakfast, morning snack, lunch and an afternoon snack daily. Our lunches will be catered. We prepare morning and afternoon snacks. Monthly menus are available in print to all families. Filtered water and fruit are available to the children all day. Physical outdoor play is part of a healthy childhood.

Parents of our Infants must speak directly with the Director of the school to inform them of their infants eating needs. If Infants are eating only pureed food or on a special diet then parents must supply the food for the child. All food must be labelled with the child's name and date on it. Children must bring in bottles of formula or breast milk. The Sunflower School provides Homo milk if needed. Please label all bottles with your child's name. Eating instructions must be put in wiring by the parents for your baby.

CLOTHING

Children are encouraged to wear comfortable play clothes that can be easily laundered (we use paint and glue daily). Please consider pants with elastic waistbands that your child can manage on his/her own at toileting time. Shoes and slippers with non-slip shoes need to be worn daily. Indoor shoes are required every day. Outdoor boots will not be permitted in the classrooms. Indoor shoe suggestions are simple running shoes- so that the children can take them off and put them on, **Crocs are not recommended as they catch on the floor,** and children have accidents.

Mabel's labels-www.mabel.ca. All clothes must be clearly labeled with the child's name, even with a ballpoint pen on the tags of their clothes. This will assist us greatly while trying to keep track of each child's possessions.

In accordance with the Day Nurseries Act, weather permitting, we take the children outside for a minimum of 2 hours each day. In our program, we are outside at least one hour in the morning and one hour in the afternoon. For your child's comfort and protection, please have hats, two pairs of mittens, scarves, snowsuits, boots and warm socks (winter) and mud pants (spring and fall), available in your child's cupboard. Please provide a complete change of clothing plus extra underwear, socks and mittens in winter to be left in the child's cupboard. When child care clothing is loaned, please return it promptly so that it can be on hand when needed again.

Children requiring diapers need to have a good supply on hand. Please check daily to see if you need to bring in more diapers.

FIELD TRIPS

Throughout the year, trips are planned to special places of interest in and around the town and on occasion, buses are hired for trips. A notice will be sent home in advance of an excursion to inform you of the date, time and destination which will also include a permission form to be signed and returned. Depending on the venue, a small fee may apply. Parents are also welcome to accompany us and they provide us with a Criminal Reference Check with a vulnerable sector screen. Those who choose not to have their child participate in a field trip must notify the classroom teacher to make alternate arrangements for care.

SCHOOL CLOSURES: PLANNED & UNPLANNED

The Sunflower School will be closed for inclement weather conditions if the Dufferin District School Board or at the discretion of the Director based on road safety status obtained from the local safety branch of the local police departments. The outgoing message on The Sunflower Schools answering machine will also be changed to correspond with the closure, parents are responsible to listen to these stations or call the school for more information on the closure. If busing is cancelled, then families need to make arrangements to have their children dropped off and picked up from school. School aged children are not permitted to stay at The Sunflower school on cancelled bus days or unscheduled school closures as our license does not permit it.

New for 2015: **Hi Mama/Remind** is a new app we are using to inform parents of important information. Please ask Rachel or Sarah for more information.

The last two days of August (Thursday and Friday) are professional development days for our teachers. Teachers need an opportunity to meet together and plan for the school year. These days are part of quality childcare. Fees are based on an annual number of days of care and so fees are not adjusted for those two days.

HEALTH & SAFETY

All children must bring indoor shoes to wear during the day. The Teachers will change them into their outdoor shoes for outdoor play. All parents and visitors must remove their shoes when they enter the classrooms. Mats are provided at each doorway.

Immunization

Prior to admission, each child must be immunized as per regulations. If the parent chooses not to immunize their child, a form is available from the Public Health Department, which must be completed. The child must stay home if an outbreak occurs.

All children need to be up to date with the appropriate immunizations. Families are asked to notify the office in writing of any immunizations the children receive, so that our files can be updated. The Public Health Nurse checks all files on an annual basis and may exclude children from attending who have not met the requirements.

Serious Occurrences

Every effort is made to provide the highest quality of care for children. The Sunflower School and the Ministry are not responsible for accidents or injuries. The parent assumes this responsibility. Parents will be notified immediately.

New for 2011: The Ontario government has introduced a new policy that requires licensed child care centres to post information about serious occurrences that happen at a centre. A Serious Occurrence Notification form must be posted at the centre in a visible area for 10 days. A serious occurrence could include:

- Death of a child
- Fire or other disaster on site
- Compliant about service standard
- Unplanned disruption of normal operation
- Abuse, neglect or an allegation of abuse or neglect of a child
- An incident where a child goes missing or is temporarily unsupervised (Should we remove? There last 3 points are not in your version.)

A serious occurrence is considered to be any injury that requires medical attention, or any type of activity that requires police notification / intervention including abuse. If any of these events should take place while a child is in our care, appropriate action will be taken immediately. Any staff that was present at the time of the occurrence will be required to prepare a written report for the Ministry. As well, they will be required to stay at The Sunflower School until the Director or another designated person has interviewed them. This is followed up by a preliminary inquiry report by the Director and/or a designated person. Depending on the nature of the occurrence, the Police and/or the Children's Aid Society may be notified.

Child Protection Responsibilities

The staff at The Sunflower School are legally required to comply with the CCEYA. The act directs staff to report to the Children's Aid Society if they have reasonable grounds to suspect abuse and neglect (including issues of lack of supervision). The staff member is legally obligated to report suspected abuse. The staff receive ongoing in-service training to ensure they are up to date with current legislation and reporting requirements.

The following is a sample list of reportable concerns:

- Any questionable marks on a child, or signs of physical abuse
- Signs of serious neglect or a pattern of neglect
- Any disclosure from a child, indicating that they have been injured by another person while in their care

It is important to note that if there are any serious concerns the staff must contact the Children's Aid Society (CAS), and may not be permitted to speak to the family. It is the responsibility of CAS to make the decision about the severity of each situation and determine an appropriate course of action.

Health and Well Being of Your Children
In order for children to participate in the program they must be healthy. The following health policies are maintained:

Parents are required to keep their child at home if he/she displays any of the following symptoms:

- Fever over 37.8 degrees Celsius
- Undiagnosed rash
- Communicable disease (as listed below)
- Diarrhea/Vomiting
- Cough/persistent
- Head Lice (live lice are present only)

Children with the following diseases or illnesses should remain at home away from others:

- Chicken Pox: until child is well enough to participate in all activities regardless of stage of rash
- Diarrhea: until child is diarrhea free for 48 hours
- Impetigo: until the antibiotic prescribed by a doctor has been taken for at least 24hrs
- Measles: for at least 4 days after the rash begins
- Mumps: for at least 9 days after the swollen glands first appear
- Pinkeye: until the antibiotic prescribed by a doctor, has been taken for at least 24 hours
- Ringworm: until treatment has started
- Rubella: until at least 7 days after the rash first appears
- Scarlet Fever, Strep Throat: until antibiotic treatment prescribed by a doctor, has been taken for 24 hours
- Whooping Cough: until antibiotic treatment prescribed by a doctor has been taken for at least 5 days
- Lice: until all of the eggs are gone from the hair

If you suspect your child has a communicable disease, keep your child home and away from others. Contact your doctor for a diagnosis. You must have a doctor's note readmitting your child to our licensed programs. Your doctor will advise you regarding care and treatment when a communicable disease is diagnosed. Please call our Director to inform us if your child has a communicable disease so that the information can be posted, according to licensing requirements. Names will be kept confidential.

A first aid kit is kept on site (Preschool classroom and Kitchen) and is accessible to all staff. The teacher in each program has a current first aid/CPR certificate.

In the event that your child should become ill during a program, the parent or emergency contact (if you cannot be reached and depending on the severity your emergency contact will be notified) will be called to pick up the child. Appropriate care will be provided for your child until you arrive.

It is our policy that ill children are cared for at home. We try to balance the need for parent's work responsibilities with the child's need to be excluded from care; however, all of the children's health and well-being are our first priority.

In the case of serious injury or illness during school hours, the following procedure will be followed:

- The school will try to contact one or both parents
- If parents cannot be reached, one of the emergency contacts will be notified
- We will attempt to contact the child's physician
- Failure to contact any of the above, we will call an ambulance

Please assist the School in keeping your child's family and emergency contacts current. In the event the school needs to contact you and/or your child's emergency contact, out-of-date information can seriously affect the staff's ability to provide the appropriate care to your child in a timely manner.

Anaphylactic Policy

Strategies to reduce the risk of exposure to anaphylactic causative agents: The Sunflower School will eliminate any food items and causative products that any child has an allergy to; too reduce the risk of reaction.

Communication Plan: The Sunflower School will provide information from parents/guardians on any life threatening allergies, including anaphylactic allergies, to all applicable staff including Early Childhood Educators, Directors, Kitchen staff and any other persons who may be on the premises.

Development of a child's Individual Plan: form at the end of this handbook

The parents/guardians will give a detailed description of the following areas:

- Child's allergy
- What strategies to take to monitor and avoid an allergic reaction
- Signs & Symptoms of an Anaphylactic Allergy
- What action should be taken by applicable persons ordinarily at the location
- Parents/guardians to give written consent for applicable person to administrator the allergy medication in the event that their child has an anaphylactic reaction
- Who is to be contacted if their child has an anaphylactic reaction
- Parents would advise the appropriate personnel with any changes to Childs allergy history, treatment, or the child outgrows an allergy and no longer requires medication.

Every plan will be reviewed appropriate staff or any other relevant person on the premises.

Training

All Staff or any other persons on the premises will receive training from a physician or parent, Health Nurse, St John's or Link to Life on procedures to be followed in case of an anaphylactic reaction including how to recognize the signs and symptoms of anaphylactic and administer medication.

- Parents/Guardians of children carrying their own asthma medication or emergency medication will give permission for their child to self-administer. Staff will make sure that the child has the medication in their possession prior to leaving that site.
- Where a child does not self-Administer the medication the staff other persons on the premises will have easy access to the medication and take on all outings.

Sunscreen

Due to ongoing environmental issues, we strongly suggest that parents bring in sunscreen. Parents have the opportunity to supply their own sunscreen or have access to the school's sunscreen. Sunscreen will be applied to all children as per the parent's written instructions. Sunscreen supplied by the parent must be in an original container, labeled with the child's full name. Children should have sunscreen applied at home prior to getting dressed as Public Health encourages full body coverage (e.g. even on skin covered by clothing).

Personal Hygiene

Personal hygiene is part of our ongoing program. The children are encouraged and helped to wash their hands and face throughout the day.

Soothers / Pacifiers

If your child has a soother, they may bring it to school with them. All soothers must be labeled so they do not get mixed up. Soothers usually remain in the child's bag until sleep time. If a child is upset, the soother may be used to comfort them.

Rest Time

Toddlers and Preschoolers must rest for 2 hours in accordance with healthy child development practices. Please bring a small blanket and if they sleep with a doll or stuffed animal please bring that also. Infants will sleep as they need it in cribs in a separate sleep room.

Accident Reports

All accidents will be recorded on a two-part form for parents to review the details of the accident and to sign off and then to take a copy for their own records.

Fire Drills

Our School has a written procedure for fire drills that has been approved by the local fire department. Every staff member is familiar with this procedure, and each room has specific instructions for moving the children safely from the building. The procedures are posted in each room and drills are carried out and documented once a month. Parents may not pick up children during fire drills until the drill is completed. If you arrive to pick up your child during a fire drill, you must stay until the end of the drill; we need to account for every child.

In case of an emergency that makes the premises unsafe, the children will be evacuated from the building. Parents will be notified should it become necessary to move the children to our emergency location, Parkinson Centennial School for our Lawrence location and Family Medical Centre at 1 Elizabeth for our Lord Dufferin location is our emergency evacuation location.
All infants are placed in the designated emergency crib and rolled to the appropriate exit. The emergency bag must be taken on all drills and all actual fire evacuations.

MEDICATION AMINISTRATION POLICY AND PROCEDURES

Name of Child Care Centre: The Sunflower School
Date Policy and Procedures Established: January 4, 2019
Date Policy and Procedures Updated: May 17, 2019
Date Policy and Procedures Updated: November 27, 2019
Changes made at last update: Over the counter medication will no longer be administered at The Sunflower School. Prescription Medication will only be given for children with a Medical need and an ISP. All non-life-threatening needed medications or products will be discontinued as of September 1st, 2019.
Date Policy and Procedures Updated: February 8, 2022

The only medication The Sunflower School will accept and administer is medication related to Anaphylaxis, Asthma, Diabetes, Seizure Disorders, Epilepsy and anything else deemed a medical need by the Director and the family. These conditions are identified as “prevalent medical conditions.” These conditions have the potential to result in a medical incident or life-threatening medical emergency. Children deemed to have a prevalent medical condition will have an Individualized Plan for a Child with Medical Needs or Anaphylaxis created which will outline the medical condition and daily routine management while at The Sunflower School.

Parents/Guardians shall:

- Take all reasonable measures to minimize the need to administer medication at school. For example: ask your physician to change your child’s antibiotic dosage from 3 times to 2 times a day
- Complete the Medication Administration form fully with all information needed. Keep track of expiration dates and take home medication when it is complete or not needed anymore
- Review your child’s Individualized Plan annually with the Director or child care staff
- Provide materials and/or documentation required to meet the health needs of your child, including but not limited to: a medical note, medications, medical identification, specialized equipment, etc.

- Whenever possible, parents will be encouraged to administer drugs or medications to their children **at home** if this can be done without affecting the child's treatment schedule

Non-medicated or medicated creams/products can be administered as long as they are not for acute (symptomatic) treatment. This can include but is not limited to: diaper cream, eczema cream, Vaseline, etc. Due to their long-term daily usage, these products:

- Must have a blanket authorization from a parent/guardian by completing the appropriate form
- Does not require record-keeping
- Can be administered by program staff – not just the designated Medication Staff

Changes to this document – effective September 1st, 2019

- Changes have been made regarding the types of Medication we will not accept at The Sunflower School. Medication we accept will be related to Anaphylaxis, Asthma, Diabetes, Seizure Disorders, Epilepsy and anything else deemed a Medical Need by the Director and Parents. These conditions are identified as "prevalent medical conditions". These medical conditions have the potential to result in a medical incident or life-threatening medical emergency. Children deemed to have a Medical need this severe, will have an Individualized Plan reviewed by staff and posted in the School.

Reasons for Change:

- Supporting students with health/medical conditions in schools is complex. We have many children in our care (over 250!) and many different medications, creams and oils for non-life threatening issues. During our Ministry of Education license inspections (2-3 times/year) we are continuously being written up and or fined for because of missing information on forms or old medication not going home. It is extremely difficult to manage when we have that many medications and over the counter products in the building at one time.
- Our Ministry of Ed Program Advisor highly recommended that we stop accepting any over the counter products, and that all schools and many child care programs have already started doing this for the same reasons.

Implementation Timeline: September 1st, 2019

- Individualized Support or Medical Plans will be created for students who are at known risk for specific medical emergencies and daily routine management that may occur at school and outline the management of these known conditions. ISP's will be posted in all classrooms and binders.
- If your child currently has an ISP, no changes will be made. Everything stays the same for your child.
-

THE GREEN PATH

Pesticides and Pest Prevention

- We use non-toxic techniques both inside and outside the facility to prevent and control pests (Both insects and weeds). If a serious threat remains and pesticide application is the only viable option, parents are notified in advance and a licensed professional applies the least toxic, effective product at a time when children will not be exposed to the application area for at least 12 hours.

Air Quality

- We avoid conditions that lead to excess moisture, which contributes to the growth of mould and mildew. We maintain adequate ventilation and air flow; we repair water leaks and we keep humidity within a desirable range.
- We do not allow cars or other vehicles to idle near the facility.
- We do not use scented candles or air fresheners.
- We do not permit smoking anywhere on the premises or in sight of children.

Household Chemicals

- We use biodegradable, non-toxic cleaning products and least toxic disinfecting products. When other products are required, they are used only for their intended purpose in strict accordance with all label instructions. We store cleaning products where children cannot access them.
- We only use chlorine bleach when and where it is required or recommended by Public Health Authorities. We use it prudently and never use more than necessary.
- We do not use aerosol sprays of any kind.
- We use only low-VOC latex paints and do not paint when children are present.

Lead

- We use only cold water for drinking, cooking and we run the water for 5-10 seconds or until it feels noticeably colder.
- We do not use imported, old or handmade pottery to cook, store or serve food or drinks.
- We supply a rough mat at the entrance of our facility and encourage the wiping of shoes before entering

Mercury

- We do not use any mercury-containing thermometers. Instead we use digital thermometers.
- We securely store and recycle all used batteries and fluorescent and compact fluorescent light bulbs.

Furniture and Carpets

- Furniture is in good condition without foam or inside stuffing exposed (same goes for stuffed animals or any other foam item)
- Furniture is made of solid wood, with few, if any, items made of particleboard.
- We do not have wall-to-wall carpets.
- Area rugs are vacuumed daily and cleaned at least twice a year using biodegradable cleaners.

Art Supplies

- We use only non-toxic art supplies approved by the Art & Creative Materials Institute (ACMI) (see www.acminet.org/index.htm for a list).

Plastics and Plastic Toys

- We avoid toys made out of soft plastic vinyl (i.e., we buy only those labeled “PVC-free”).
- We never use the microwave to heat food that is in plastic containers, plastic wrap or plastic bags.

Treated Playground Equipment

- We do not have playground equipment made of treated wood.

Recycling and Garbage Storage

- We recycle all paper/cardboard, glass, aluminum and plastic bottles.
- We keep our garbage covered at all times to avoid attracting pests and to minimize odours.

SCHOOL COMMUNICATION

It is our goal to maintain open communication with families, as much as possible. Experiences of conflict and differences are valued as opportunities for discussion, repair of relationships and reaching new points of view. Communication is the key to a positive experience for you and your child in our school. Parents are welcome to drop in at any time to pick up their children or visit the program, without advance notification. If a short visit is too difficult for your child (e.g. the child becomes upset when you have to leave/return to work), the teachers will discuss this with you. Please feel free to call during the day if you are concerned about your child, or wish to speak to your child's teacher. We are also available daily for any questions or comments you wish to make. We appreciate feedback and suggestions.

Twitter

We have a Twitter account (@sunfloweroville) so that we can keep you informed of our comings and goings. Please refer to it daily.

Instagram

The Sunflower School also has an Instagram account for each location. Parents of current students only may request to follow for access to photos. Your child will only be photographed for posts on our Instagram account if you have given your express permission in our Enrolment Application.

Lord Dufferin - @sunflolordduff

Townline - @SunflowerSchoolTownline

Website

On our website (www.thesunflowerschool.ca) we have a parent section - In this section is our menu, schedule of the day, medication forms and more information will be added over time. We have also added an event calendar in which you can click on dates to reveal the event for the day. Parties, field trips and PA days will be part of our event calendar.

SUPERVISION OF STUDENTS AND VOLUNTEERS

Updated: November 19th, 2019

Purpose

To provide a clear direction regarding supervision of volunteers and students at The Sunflower School (TSS).

- Program Statement which includes Behavior Guidance policies and procedures are reviewed with volunteers and students who will provide care or guidance at TSS before they begin providing care or guidance and every year thereafter.
- There is a written procedure for monitoring Behaviour guidance practices of volunteers and student who will be providing care or guidance.
- Student's and Volunteer's roles are to learn and assist the teachers in their classrooms. They will also follow TSS's program statement for curriculum guidelines. Volunteers and students will be expected to comply with the policies and procedures outlined in the TSS personnel policy handbook.
- The Teacher's role would be to supervise the Students and Volunteers, to assist with any questions or concerns and to teach them about TSS's culture and curriculum.
- The Supervisor/Director's role is to give the orientation to volunteers and students. The Supervisor/Director will ensure that Students and Volunteers are following all policies, procedures and program statements. As well as to ensure they sign off on all policies before they start, and annually thereafter.
- The individual plan for a child with anaphylaxis and the emergency procedures are reviewed with volunteers and students and annually thereafter.

- Criminal reference checks with vulnerable sector checks are required for all volunteers and students. The ministry CRC (VSC) policy does not apply to High school students under the age of 18 years.
- Students and volunteers will be supervised by an employee at all times and may not be permitted to have direct unsupervised access or be alone with a child at any time.
- Volunteers and Students will never be counted in the staff-child ratios.
- Volunteers and students will be provided a copy of their roles and responsibilities.
- Volunteers and student will be provided a copy of the parent handbook and will have access to the CCEYA via online.
- Volunteers and student will be supervised by the Director or a designate RECE in the classrooms they will be working in. (Example: Humber students will be directly supervised by the RECE in the class, and not the Director)
- This documentation will be kept for 3 years.
- Volunteers and Students shall not engage in any of the prohibited practices as outlined in the CCEYA. The following are the prohibited practices:

    - 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, corporal punishment of the child;
    - physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
    - locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
    - use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
    - depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
    - Inflicting any bodily harm on children including making children eat or drink against their will.
    - No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home child care or in-home services at a premises overseen by a home child care agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Date Policy and Procedures Updated: September 20th, 2017

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Policy

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and 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 and concerns raised by parents/guardians are taken seriously by The Sunflower School Staff and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated 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).

Conduct

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, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee. Directors have the right to refuse service if the conversation is deemed to be inappropriate or disrespectful.

Negative conversations or comments online about services or interactions will not be tolerated. If there is a concern we ask that you bring it forward to your management team before going online. Any or all unjust negative comments about The Sunflower School will be treated as an act of defamation of name.

Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is 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 will be advised to contact the local Children's Aid Society (CAS) 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*.

For more information, visit: http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx

Procedures

<table>
<tr><th>Nature of Issue of Concern</th><th>Steps for Parent and/or Guardian to Report Issue/Concern:</th><th>Steps for Staff and/or Licensee in Responding to Issue/Concern:</th></tr>
<tr><td>Program Room Related
Eg. Schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</td><td>Raise the issue or concern to:
- The classroom staff directly
Or
- The supervisor or licensee</td><td rowspan="4">- Address the issue/concern at the time it is raised
Or
- Arrange for a meeting with the parent/guardian within 1 business day

Document the issues/concerns in detail. Documentation should include:
- The date and time the issue/concern was received
- The name of the person who received the issue/concern
- The name of the person reporting the issue/concern
- The details of the issue/concern; and
- Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding the next steps or referral.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

Ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business day, or as soon as reasonable possible thereafter. Document reasons for delays in writing.

Provide a resolution or outcome to the parent/guardian who raised the issue/concern.</td></tr>
<tr><td>General, Center or Operations Related
Eg. Child care fees, hours of operation, staffing, waiting lists, menus, etc.</td><td>Raise the issue or concern to:
- The supervisor or licensee</td></tr>
<tr><td>Staff, Duty Parent, Supervisor and/or Licensee Related</td><td>Raise the issue or concern to:
- The individual directly
Or
- The supervisor or licensee

All issues of concern about the conduct of staff, duty parents, etc. that puts a child's health, safety or well-being at risk should be reported to the supervisor as soon as the parent/guardian becomes aware of the situation.</td></tr>
<tr><td>Student or Volunteer Related</td><td>Raise the issue or concern to:
- The staff responsible for supervising the volunteer or student
Or
- The supervisor or licensee

All issues of concern about the conduct of students and/or volunteers that puts a child's health, safety or well-being at risk should be reported to the supervisor as soon as the parent/guardian becomes aware of the situation.</td></tr>
</table>

Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to our Ministry of Education Program Advisor.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (eg. Local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Child Educators, Ontario College of Teachers, College of Social Workers, etc.) where appropriate.

CONTACT INFORMATION

Location	Contact	Phone
LORD DUFFERIN 32 First Street M1 Orangeville, ON L9W 2E1	**Heather Jackson, RECE | Executive Director and Licensee** heather@thesunflowerschool.ca **Jackie Henry, RECE | Director** jackie@thesunflowerschool.ca	(519) 307-7500
TOWNLINE 9 Townline Orangeville, ON L9W 3R4	**Sarah Sayffi, RECE | Director** sarah@thesunflowerschool.ca	(519) 938-5147

Ministry of Education Program Advisor: Mary Velanovski (905) 693-9711 ext. 566 or mary.velanovski@ontario.ca

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

We look forward to caring and educating your child and working with your family.