



**THE  
SUNFLOWER  
SCHOOL**  
inspiring young minds



## **PARENT HANDBOOK 2023-2024**

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  
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# 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

# LAND ACKNOWLEDGEMENT

We would like to acknowledge the traditional territory of the Anishnaabe, including the Ojibway, Pottawattami and Chippewa, and the people of the Three Fires Confederacy.

We are aware that our settler acknowledgment uses language which may differ from languages used by First Nations Peoples. We understand that language is fluid and living, and we respect this diversity. In recognition of this, we are committed to building important relationships with First Nations Peoples in order to enhance our knowledge of the many languages and histories within Ontario.

We wish to express gratitude to Mother Earth and for the resources we are using, and honour all the First Nations Peoples who have been living on the land since time immemorial.



Created in collaboration with the Dufferin County Cultural Resource Circle

# TABLE OF CONTENTS

- Program Statement
- First Day at The Sunflower School
- Transition from Home to School
- Flow of the Day
- The Children
- Educators
- General Information
- Fees
- Holidays & Vacations
- Nutrition
- Clothing
- Field Trips
- School Closures: Planned & Unplanned
- Health and Safety
- Medication Administration Policy and Procedures
- Green Path
- School Communications
- Supervision of Students and Volunteers
- Parent Issues and Concerns Policy and Procedures
- Contact Information

# PROGRAM STATEMENT

The Sunflower School delivers an inclusive, child-centred, family-oriented program based on a Reggio-inspired philosophy where children are viewed as competent, capable, curious participants and contributors in their environments. We are committed to supporting families and children to reach their potential through developing relationships built on respect and providing an environment that supports positive and responsive interactions. This begins with relationships among staff, students and volunteers and ripples out to relationships with children, families, community, our learning space and the materials we use with children.

Every person who enters The Sunflower School should feel that they belong here, that they are engaged in the program, that their well-being is supported and even enhanced just by being here, and that they are free to express themselves. These four foundations of belonging, engagement, well-being and expression are the rights of all children and provide the basis of our goals and expectations for our program.

As such, this program statement is a living document that continually evolves with the ongoing engagement of the staff and families in our program. Annual and ongoing review of the program statement with staff, students, volunteers and families ensures its continued relevance. TSS staff are supported to make meaningful contributions to the ongoing development and evolution of the program through professional learning provided in the form of onsite pedagogical leadership, attendance in training, workshops and conferences, and support with education.

The following statements specify the approaches we will employ to: promote health, safety, nutrition and well-being; foster positive and responsive relationships; support exploration, play and inquiry; and support family engagement and communication.

## Approaches to Promote Health, Safety, Nutrition and Well-Being

The health, safety, nutrition and well-being of the children in our programs is a primary focus of The Sunflower School. Our goal is for all children to develop a sense of self, health and well-being that they are able to bring with them into their later years. We recognize the significant importance of the early years in children's development and strive to provide children with a strong foundation.

The Sunflower School supports these goals through the implementation of a variety of approaches, such as by:

- Providing nutritious foods and beverages that incorporate family and cultural preferences and are in accordance with the Canada's Food Guide and approved by a Registered Dietician, including one main meal and at least two snacks per day;
- Involving the children and families in menu choices;
- Providing experiences for children to engage in food preparation (e.g. baking activities);
- Being sensitive to and accommodating for children's food restrictions and allergies;
- Creating family-style, positive eating environments with foods and portion sizes that are responsive to children's cues of hunger and fullness;
- Ensuring that all staff members are trained and able to appropriately respond to health, safety and emergency situations;
- Engaging children in physical activity and decreasing the amount of time that is spent in sedentary activities;
- Providing opportunities for children to engage in risk at a level that is appropriate for their development;

- Supporting mental health wellness through encouraging children's development of self-regulation, resiliency and a rich emotional vocabulary;
- Providing opportunities and organization of materials to support children's growing autonomy and independence (e.g. using real dishes for meal times);
- Completing daily health checks through communication with families to understand the child's state of health entering the program and continually monitoring their health during their involvement in the program;
- Performing at least daily safety monitoring checks to ensure that indoor and outdoor environments are safe;
- Providing daily opportunities for sleep, rest or engagement in quiet activities depending on each individual child's needs and development;
- Coordinating with Wellington-Dufferin-Guelph Public Health to ensure that all health and safety procedures are in accordance with research-based best practices;
- Providing at least two hours of time spent learning outside on a daily basis, weather permitting;
- Monitoring children's engagement in activities to determine optimal periods for transitions;
- Providing a variety of indoor, outdoor, active, rest and quiet experiences throughout the day.

## Approaches to Foster Positive and Responsive Relationships

Positive and responsive relationships are essential to high-quality early learning and care. Our goal is to nurture authentic, caring relationships and connections to create a sense of belonging between children, adults and the world around them. We create opportunities for children to connect to others in their world, support their experiences of being valued, and provide opportunities to be part of a community. Through responding positively to children's cues and engaging in reciprocal interactions secure relationships are developed. We believe that supporting children's internal capacity to self-regulate and engage in positive interactions is the foundation for optimal learning, development, health and well-being.

The Sunflower School supports these goals through the implementation of a variety of approaches, such as by:

- Welcoming and greeting children and families at arrival
- Providing opportunities for children to engage with and make contributions to the world around them • Promoting engaged citizenship through empowerment, empathy and advocacy
- Supporting the development of a sense of community within the Centre and the community as a whole
- Providing opportunities for children to be heard and for their contributions to be appreciated within their communities
- Advocating for children as active, competent people who have a stake in society
- Encouraging children's active participation within their communities
- Honouring children's ideas and contributions by responding to them in a respectful way and by focusing on using authentic language in our interactions with them
- Interacting with children on their level
- Actively play partnering with children to expand their learning and support their social experiences;

- Knowing when to be an intentional observer in a play scenario and to support these learning experiences from afar
- Modeling resiliency and problem-solving skills with children and helping them to identify their feelings, the feelings of others, and possible solutions
- Placing importance on encouraging children to develop authentic skills for solving problems, instead of having them take part in a prescribed solution (e.g. making a child say sorry);
- Getting to know the children on an individual basis to identify and work to proactively minimize stressors, and to help the children become self-aware
- Actively listening to children and giving them the time and space to express themselves
- Incorporating learning experiences for the children to engage in a range of group sizes
- Responding to challenging behaviours with the most appropriate and effective but least intrusive strategy
- Reframing challenging behaviours by reflecting on why they may be occurring and what the child might be trying to express
- Acknowledging and positively reinforcing children's efforts in a meaningful way by being specific when describing actions and reactions
- Encouraging children to be respectful of the ideas of others and modelling this ourselves
- Talking about emotions and modeling empathy and self-regulation out loud for the children to hear.

## Approaches to Support Exploration, Play and Inquiry

When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Our goal is for the indoor, outdoor and natural environments to engage children in active, creative and meaningful exploration, play and inquiry. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

The Sunflower School supports these goals through the implementation of a variety of approaches, such as by:

- Observing and engaging with children to understand their questions and inquiries and using these as a guide for programming;
- Respecting and supporting the children's sense of curiosity and wonder;
- Viewing the environment as the "third teacher" and understanding the significant impact it has on our program;
- Organizing the learning environments in a way that makes them aesthetically appealing, uncluttered, engaging and welcoming;
- Incorporating materials that add to a homelike feeling within the learning environments (e.g. curtains, plants, lamps, natural lighting, soft colours, pillows, real materials);
- Providing interesting and complex open-ended learning materials for children to engage with and explore;
- Including real items (e.g. dishes, lamps, glass jars) for children to use and explore in their play;

- Providing natural elements (e.g. sticks, rocks, shells, plants) to help children explore the natural world;
- Role modeling and encouraging respect for materials in the shared learning environment;
- Providing opportunities for extended and uninterrupted play and exploration multiple times each day;
- Providing a variety of learning experiences and materials for children to freely choose to play and express themselves with;
- Engaging with children during their exploration, play and inquiry to support and extend their meaning making of their experiences;
- Engaging in open-ended conversations with children and asking thought-provoking questions to help expand the children's learning and our understanding of their explorations;
- Having an awareness of the many languages that children use to express themselves and providing opportunities for children to share their thoughts and ideas in a variety of ways;
- Reviewing documentation of learning experiences with the children in order to encourage their reflection on their learning;
- Capitalizing on spontaneous, meaningful learning moments during the day by being actively engaged with the children;
- Creating learning environments that mirror the ideas, values, attitudes and cultures of those who use the space;
- Involving local community partners in children's explorations and inquires (e.g. visiting various areas, families' workplaces, regularly exploring in the Marsh, making use of locally donated resources and materials, inviting relevant experts in to share knowledge with the children, etc.).

## Approaches to Support Family Engagement and Communication

Care and learning cannot occur without the support of the family. Our goal is for families to be active participants in their child's experience at The Sunflower School. We strive to establish positive, responsive relationships with children and their families by promoting engagement and ongoing communication about the program and their children.

The Sunflower School supports these goals through the implementation of a variety of approaches, such as by:

- Communicating with families on a daily in-person basis at minimum at arrival and departure;
- Communicating our perspective of the children's learning and development with families in daily documentation sent electronically through HiMama and posted on documentation boards;
- Encouraging families to share their perspective on the children's learning and development through in-person sharing and electronic responses in HiMama;
- Encouraging families to share pictures and stories of their child's time at home and with family;
- Displaying family information and photographs throughout the learning environments;
- Incorporating aspects from a variety of cultures within the learning environment (e.g. food, music, art, photographs, artifacts);
- Inviting family participation within the daily program and encouraging them to share their varied perspectives and cultural experiences with the children;

- Creating a comfortable place in each learning environment for families to stay and visit;
- Connecting families with local community partners for additional support and services;
- Planning special events and social activities for families to engage in throughout the year (Curriculum night, Winter solstice, Graduation and many other annual family nights at the Centres).

## Our Use of Documentation

The Sunflower School Educators use a variety of documentation methods to share in the joy of children's learning and development, support our communication with parents, reflect on our planning and creation of environments and experiences, review the impact of our interaction and planning approaches, and to support and monitor the implementation of our program statement. On a daily basis, each class writes a small piece of documentation that draws attention to the children's thoughts and contributions, shares our professional knowledge and includes representation of the children's experiences from the day. These go out on your HiMama daily report. These pieces of daily documentation share a broader picture of what is happening in each learning environment on a regular basis.

Within each classroom, more individually and long-term focused documentation pieces are also created and shared with families. These documentation pieces reflect the children, families and educators in each individual learning space and take on a variety of formats, including individual learning stories, group reflections, storybooks, and documentation panels located in your child's classroom as well as in the halls and/or on the playground.

## 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.

## 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:

- corporal punishment, which may include but is not limited to hitting, spanking, slapping, pinching;
- 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);
- 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);
- 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;
- 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.

## 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	<ul style="list-style-type: none"> <li>• Children arrive</li> <li>• Breakfast is served</li> <li>• Quiet play time</li> </ul>
8:30 – 9:00 AM	<ul style="list-style-type: none"> <li>• Morning Activities</li> <li>• Diaper Change</li> </ul>
9:00 – 10:00 AM	<ul style="list-style-type: none"> <li>• Outdoor Experiences</li> </ul>
10:00 – 11:00 AM	<ul style="list-style-type: none"> <li>• Morning activities / sleep as needed / circle time</li> </ul>

11:00 – 11:30 AM	<ul style="list-style-type: none"> <li>• Diaper Changes</li> <li>• Wash hands for lunch</li> </ul>
11:30 – 12:00 PM	<ul style="list-style-type: none"> <li>• Lunch time</li> </ul>
12:00 – 1:00 PM	<ul style="list-style-type: none"> <li>• Diaper changes if needed</li> <li>• Tidy up from lunch</li> <li>• Quiet play</li> </ul>
1:00 – 3:30 PM	<ul style="list-style-type: none"> <li>• Quiet time</li> <li>• Snack time</li> <li>• Diaper change time</li> <li>• Wash hands</li> <li>• Sleep if needed</li> </ul>
3:30 – 4:30 PM	<ul style="list-style-type: none"> <li>• Afternoon outdoor play time</li> </ul>
4:30 – 5:30 PM	<ul style="list-style-type: none"> <li>• Afternoon play time</li> <li>• Diaper change time</li> <li>• Late night snack time</li> </ul>

### Toddlers 18 months to 2.5 years

Townline 7:00 – 8:30 AM  Lord Dufferin 7:30 – 8:30 AM	<ul style="list-style-type: none"> <li>• 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</li> </ul>
8:30 – 10:00 AM	<ul style="list-style-type: none"> <li>• Morning group time (story/songs)</li> <li>• Morning snack refreshment</li> <li>• Project work and access to all of the classroom materials /art experiences/sensory experiences</li> <li>• The educators observe, document the children’s work, facilitate and encourages as needed.</li> <li>• Clean up –everyone helps</li> </ul>
10:00 – 11:15 AM	<ul style="list-style-type: none"> <li>• Diaper change</li> <li>• Prepare to go outside</li> <li>• Outdoor experiences</li> </ul>
11:15 – 11:30 AM	<ul style="list-style-type: none"> <li>• Prepare for lunch</li> <li>• Wash hands</li> <li>• Diaper changes</li> <li>• Washroom routines</li> </ul>
11:30 – 12:00 PM	<ul style="list-style-type: none"> <li>• Lunch</li> </ul>
12:00 – 2:30 PM	<ul style="list-style-type: none"> <li>• Prepare for sleep time</li> <li>• Diaper change if needed</li> <li>• Clean up from lunch</li> </ul>
2:30 – 2:45 PM	<ul style="list-style-type: none"> <li>• Diapering/Washroom,</li> <li>• Put beds away</li> </ul>
2:45 – 3:00 PM	<ul style="list-style-type: none"> <li>• Snack time</li> </ul>
3:00 – 4:00 PM	<ul style="list-style-type: none"> <li>• Outdoor time</li> </ul>
4: 00 – 5:30 PM	<ul style="list-style-type: none"> <li>• Wash hands from outdoor play</li> <li>• Afternoon refreshment</li> <li>• Afternoon project work</li> <li>• Quiet time with the toddlers/reading stories/art experiences/sensory</li> <li>• Getting ready to go home</li> </ul>

## Preschoolers 2.5 years to 4 years

Townline 7:00 – 8:30 AM	<ul style="list-style-type: none"> <li>• 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</li> </ul>
Lord Dufferin 7:30 – 8:30 AM	
9:00 - 10:00 AM	<ul style="list-style-type: none"> <li>• Class meeting time</li> <li>• Attendance, jobs and introduction to available materials and ongoing projects are discussed</li> <li>• 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.</li> <li>• Morning project work. Access to all classroom materials</li> <li>• Teachers will document the work of the children.</li> <li>• Morning snack</li> </ul>
10:00 - 11:00 AM	<ul style="list-style-type: none"> <li>• Outdoor play</li> </ul>
11:15 - 11:30 AM	<ul style="list-style-type: none"> <li>• Prepare for lunch</li> <li>• Wash hands</li> <li>• Diaper changes</li> <li>• Washroom routines</li> </ul>
11:30 - 12:00 PM	<ul style="list-style-type: none"> <li>• Lunch</li> </ul>
12:00 - 2:30 PM	<ul style="list-style-type: none"> <li>• Prepare for sleep time</li> <li>• Diaper change if needed</li> <li>• Clean up from lunch</li> </ul>
2:30 - 2:45 PM	<ul style="list-style-type: none"> <li>• Diapering/Washroom</li> <li>• Put beds away</li> </ul>
2:45 - 3:00 PM	<ul style="list-style-type: none"> <li>• Snack time</li> </ul>
3:00 - 4:00 PM	<ul style="list-style-type: none"> <li>• Afternoon meeting times</li> </ul>
4:00 - 5:00 PM	<ul style="list-style-type: none"> <li>• Outdoor play</li> </ul>
5:00 - 5:30 PM	<ul style="list-style-type: none"> <li>• Wash hands from outdoor play</li> <li>• Afternoon refreshment</li> <li>• Afternoon project work</li> <li>• Quiet time with the toddlers/reading stories/art experiences/sensory</li> <li>• Getting ready to go home</li> </ul>

## Kindergarten & School Age 4 years to 10 years

Townline 7:00 – 8:30 AM	<ul style="list-style-type: none"> <li>• Children arrive. Wash their hands</li> <li>• Breakfast time.</li> <li>• Quiet play activities. Homework help if needed</li> </ul>
Lord Dufferin 7:30 – 8:30 AM	
8:15 to 8:30	<ul style="list-style-type: none"> <li>• Walk to the school</li> <li>• Take kindergartens directly to their classrooms</li> </ul>
Townline Lord Dufferin Broadway 3:00 to 3:15	<ul style="list-style-type: none"> <li>• Pick up the children from school</li> </ul>
Townline Lord Dufferin Broadway 3:15 to 3:30	<ul style="list-style-type: none"> <li>• Wash our hands</li> <li>• Afternoon snack</li> </ul>
Townline Lord Dufferin Broadway	<ul style="list-style-type: none"> <li>• Prepare for afternoon activities/workshops</li> <li>• 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</li> </ul>

3:30 to 4:00	
Townline Lord Dufferin Broadway 4:00 to 5:30	<ul style="list-style-type: none"> <li>• Afternoon activities</li> <li>• Afternoon refreshments are available (water/fruit)</li> </ul>

## 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

15 Family Grouping (8 months to 2.5 years)  
25 Toddlers (18 months to 2.5 years)  
40 Preschoolers (2.5 years to 4 years)

### Broadway

12 Preschool (2.5 years to 4 years)  
15 School Age (Kindergarten to Grade 3)

### 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 enrolling 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 – Policy Revised: June 2023

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:**

### Priority Spaces:

- 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)

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.**

When a spot becomes available for their child then the family will be notified and if they turn down the spot they will be put at the bottom of the list.

Pulling out for the Summer:

- When pulling out completely for the summer you will take your chances with having a spot back in September
- You are put on our waitlist, but given priority as a "Currently enrolled Child."
- You can guarantee your spot for September by staying enrolled for at least 2 days/week or if you are School age signing up for 4 weeks of Summer Camp.

The waitlist policy must be reviewed with staff, volunteers and students, implemented and monitored for compliance and contraventions.

The waitlist policy may be effected during complete school closures (Government mandated) which are unforeseen (for example: pandemics). During these times Child Care Centres may be required to run at a reduced enrollment. If this is the case, waitlists may be at a standstill as our current enrollment would be our priority.

## 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

## CWELCC Funding

The Sunflower School is currently enrolled in the Canada-Wide Early Learning and Child Care System. (CWELCC) Agreement for the calendar year 2022/23 with The County of Dufferin for the provision of Canada-Wide Early Learning and Child Care funding. As of January 1st, 2023, fees will be reduced by 52.75%. The fee charts will be posted in the front hallways of our schools.

Any child **under six years of age** for the full calendar year **and** enrolled in a licensed infant, toddler, preschool or kindergarten group, (as defined in the CCEYA) is **eligible**.

Any child **turning six years old between January 1 - June 30** in the calendar year **and** enrolled in a licensed infant, toddler, preschool or kindergarten group, is **eligible up until June 30 in the calendar year**.

Any child **turning six years old between July 1 - December 31** in the calendar year is **eligible up until the end of the month in which they turn six in the calendar year**, regardless of the child's age group.

Once a 6 year old is ineligible as described above, a full time before and after school rate will be charged.

Families receiving fee subsidy will continue to receive fee subsidy and will also see the above same reduction amounts in their parental contributions (to a minimum of \$0/day).

The Sunflower School may choose to opt out if government restrictions cause financial harm to our business. The CWELCC is an annual (Jan to Dec) agreement.

## CWELCC Funding Fees as of January 1<sup>st</sup>, 2023

Daily fees with 52.75% off our regular daily fees

Program	Full Time	Part Time
<b>Infant</b> <i>12 months -18 months</i>	\$35.91	\$38.27
<b>Toddlers</b> <i>18 months - 2.5 years</i>	\$32.60	\$34.49
<b>Preschool</b> <i>2.5 years - 4 years</i>	\$29.77	\$32.60
<b>Makerspace (half day)</b> <i>2.5 years - 4 years</i>	\$15.59	\$17.01
	<b>Kindergarten</b> <i>Jr. and Sr. Kinders</i>	<b>School Age</b> <i>Gr. 1 to Gr. 5</i>
<b>Before and After</b>	\$14.65	\$30.00
<b>AM only</b>	\$7.09	\$14.00
<b>PM only</b>	\$8.51	\$17.00
<b>School Holiday</b>	\$29.77	\$52.00

### Ontario Early Years and Childcare Agreement

As of April 1<sup>st</sup>, 2022, The Sunflower School signed into the CWELC agreement which is providing families with 52.75% off our daily rates for families.

*\*Ontario early years and childcare agreement does not apply for children 6 years and older (SK's turning 6 will still get the discount till they are done SK)*

## CWELCC Fee Reduction Calculator for January 2023 for FULL FEE Children Base Fee

<b>Group</b>	<b>Original Daily Fee as of March 27, 2022</b> <i>(enter fee)</i>	<b>New Daily Fee as of January 1, 2023 with 52.75% Reduction</b> <i>(auto calculated)</i>
Infant F/T	\$76.00	\$35.91
Infant P/T	\$81.00	\$38.27
Toddler F/T	\$69.00	\$32.60
Toddler P/T	\$73.00	\$34.49
Preschool F/T	\$63.00	\$29.77
Preschool P/T	\$69.00	\$32.60
Makerspace F/T	\$33.00	\$15.59
Makerspace P/T	\$36.00	\$17.01
Kinder	\$31.00	\$14.65
Kinder AM	\$15.00	\$7.09
Kinder PM	\$18.00	\$8.51
Kinder Full Day	\$63.00	\$29.77

- “Base fee” (or “base rate”) means any fee or part of a fee that is considered to be a mandatory charge to a parent for providing child care, including anything a Service Provider is required to provide under the CCEYA (e.g. daily fee for care, mandatory Registration fee, etc.), or anything a Service Provider requires the parent to purchase from the Service Provider, but does not include a non-base fee.

Base fees include the daily rate fee, registration fees.

- “Non-base fee” (or “non-base rate”) means any fees charged for optional items or optional services, such as transportation or field trips, or any fees charged pursuant to an agreement between the parent and the Service Provider in respect of circumstances where the parent fails to meet the terms of the agreement (e.g. fees for picking up a child late, fees to obtain items that the parent agreed to provide for their child but failed to provide), as defined in the CCEYA.

Non-Base fees include: overdue / service charges on accounts, late fees which go directly to staff, field trip fees and fundraising activities.

## 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 20<sup>th</sup> 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](mailto: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.

## 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.

## 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.

## Cancellation or Change of Schedule Notice

4 weeks' notice to withdraw or change of schedule is required.

# 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](http://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
- Complaint 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

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 locations, RJ Burnside at 15 Townline for our Townline location, Family Medical Centre at 1 Elizabeth for our Lord Dufferin location, Lord Dufferin Center at 32 First Street for our Broadway 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 ADMINISTRATION 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 1<sup>st</sup>, 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 1<sup>st</sup>, 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](http://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](http://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 19<sup>th</sup>, 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

Date Policy and Procedures Updated: September 20<sup>th</sup>, 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

Nature of Issue of Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to Issue/Concern:
<b>Program Room Related</b> Eg. Schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to: <ul style="list-style-type: none"> <li>- The classroom staff directly</li> <li>Or</li> <li>- The supervisor or licensee</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> <li>Or</li> <li>- Arrange for a meeting with the parent/guardian within 1 business day</li> </ul>
<b>General, Center or Operations Related</b> Eg. Child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to: <ul style="list-style-type: none"> <li>- The supervisor or licensee</li> </ul>	Document the issues/concerns in detail. Documentation should include:
<b>Staff, Duty Parent, Supervisor and/or Licensee Related</b>	Raise the issue or concern to: <ul style="list-style-type: none"> <li>- The individual directly</li> <li>Or</li> <li>- The supervisor or licensee</li> </ul> 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.	<ul style="list-style-type: none"> <li>- The date and time the issue/concern was received</li> <li>- The name of the person who received the issue/concern</li> <li>- The name of the person reporting the issue/concern</li> <li>- The details of the issue/concern; and</li> <li>- Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding the next steps or referral.</li> </ul>
<b>Student or Volunteer Related</b>	Raise the issue or concern to: <ul style="list-style-type: none"> <li>- The staff responsible for supervising the volunteer or student</li> <li>Or</li> <li>- The supervisor or licensee</li> </ul>	Provide contact information for the appropriate person if the person being notified is unable to address the matter.

	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.	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.
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### 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	<b>Heather Jackson, RECE   Executive Director and Licensee</b> heather@thesunflowerschool.ca  <b>Jackie Henry, RECE   Director</b> jackie@thesunflowerschool.ca	(519) 307-7500
TOWNLINE 9 Townline Orangeville, ON L9W 3R4	<b>Keri Best, RECE   Director</b> keri@thesunflowerschool.ca	(519) 938-5147
BROADWAY 289 Broadway Orangeville, ON L9W 1L2	<b>Sarah Sayfii, RECE   Director</b> sarah@thesunflowerschool.ca	(519) 941-0909

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.**