



Parent Handbook



Sunny Faces Day Care, Ltd.

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Welcome to Sunny Faces Day Care

Sunny Faces is a licensed, non-profit child care centre dedicated to providing opportunities that enhance each child's health and personal growth.

Sunny Faces supports the Ministry of Education's four foundations: *Belonging; Engagement; Expression; and Well-Being*, to ensure optimal learning and development, as set out in "How Does Learning Happen?" Ontario's Pedagogy for Early Years. (<https://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>)

Sunny Faces is committed to developing healthy children who are strong in character, strong in confidence, and strong in positive values that supports their success in school and beyond.

A Message from the Board of Directors



On behalf of the **Sunny Faces Board of Directors** and our child care staffing team, we would like to welcome you and your family to our **Sunny Faces'** family!

Sunny Faces Day Care Inc has been serving the Etobicoke community for over 39 years. We are a community based, non-profit child care centre operated by a **volunteer Board of Directors**. Our Board of Directors is elected from our membership during our Annual General meeting (AGM) each year.

At **Sunny Faces** we are proud of our role within the community, offering child friendly programs that meet the growing needs for safe and healthy lifestyles, along with play-based programs that endeavor to inspire and educate our children. We are confident that your child will grow and develop under the guidance and encouragement of our dedicated staff team. Our child care Program Statement directs us to provide children with an atmosphere where fun, social development and educating by positive role modeling are equally as important as achieving our objectives of high-quality care and learning in a safe and secure environment.

In keeping true to our **Sunny Faces' Statement, Philosophy and Vision**, every effort to foster a sense of responsibility and a respect for others at a level appropriate to the child's development will be maintained. We firmly believe that a healthy, well-adjusted child is motivated from within by a natural curiosity and love for knowledge. Our goal is to cultivate this natural desire to learn.

Parents have the right to choose the child care setting most appropriate to meet their child's and family needs. A supportive partnership between the parents and **Sunny Faces** will help to ensure the best care. Shared information and involvement will support this process and so we invite you to become familiar with our Policies and Procedures as well as to help us keep communication ongoing.

To find out more about how you can become further involved at **Sunny Faces** please speak with a member of our Board of Directors or a staff member who would be happy to share committee information.

Shauna MacKendrick

Lee-Ann Hand

Shauna MacKendrick
President

Lee-Ann Hand
Executive Director

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Board of Directors



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Membership



Membership in the Corporation will entitle your family to one vote on each question arising during any general or special meeting of the membership. Membership is obtained after a 60-day period of enrollment and if your financial status is in good standing.

Organization Chart

January 2020

BOARD OF DIRECTORS

LEE-ANN HAND
EXECUTIVE DIRECTOR

HELEN PRIMI
SUPERVISOR

RIVERCREST

Natalie Drysdelle - RECE
Erin Treasure - RECE
Rena Ialenti - Non ECE
Melissa Burch - RECE
Esmeralda Jonuzi - RECE
Marisa Rambali - RECE
Stephany Gallo - RECE
Bhakti Patel - RECE
Sonia Sukhoo - RECE
Pauline Levert - RECE
Ashley Treasure - RECE

Cheryl Walker - Non ECE Program Support/Nutrition

ST. BENEDICT

Jamila Barrett - RECE (Assistant Supervisor)
Nicole Drysdelle - RECE
Luisa Fazzari - Non ECE
Jennifer Vidad - Non ECE
Fathiya Mohamed - RECE
Asiya Kashif - Non ECE
Shehara Farook - RECE

Who We Are

Program Statement

Sunny Faces Day Care Ltd. (Sunny Faces) is a non-profit child care centre open to all. Our Program Statement describes how our programs support and foster early learning opportunities that enhance each child's health and personal growth. It outlines our view of children, our philosophy and pedagogy as well as our goals and approaches to ensure healthy child development.

Sunny Faces' Program Statement describes our evaluation process and how our programs maintain quality as we support the professionals who work with the children.

Sunny Faces' Program Statement, inclusive of our programs is reviewed annually to ensure alignment with the ***Ministry of Education's Policy Statement.***

As Educators, **Sunny Faces** understands that each child is an individual of great human worth. We value that all children are competent, capable, curious and rich in potential. Every child differs in their genetic make-up, their growth patterns, their experiences and every aspect of what makes them who they are. We appreciate each child's uniqueness and are committed to developing healthy children.

Sunny Faces understands that children learn through play. Play by definition is an enjoyable and spontaneous activity that is undertaken without sanctions or practical purpose. This means that children are self-learners and do not require an adult to choose what or how they should learn. Natural play is encouraged in a positive, developmentally appropriate learning environment where each child is supported in a wide range of activities, whether in a small group, as a whole group or as an individual. Responsive staff encourages the growth of independence, self-confidence, a sense of responsibility, and respect for others to support their curiosity and maximize each child's potential.

In keeping true to our **Sunny Faces** Program Statement, Philosophy and Objectives, every effort to foster a sense of responsibility and a respect for others at a level appropriate to the child's development will be maintained. We firmly believe that a healthy, well-adjusted child is motivated from within by a natural curiosity and love for knowledge. Our goal is to cultivate this natural desire to learn.

Promoting Health, Safety, Nutrition and Well-Being

Keeping children healthy and safe is a priority at **Sunny Faces**. We have developed inclusive procedures to support the children.

Safe supervision of children:

- child protection procedures and training
- clean and safe environment
- nutrition based menus following Canada's Food Guide
- communicable disease prevention
- emergency procedures
- standard First Aid and CPR C with AED training

All staff, students and volunteers will promote the health, safety, nutrition and well-being of the children by supervising them. Children will be in a clean and safe environment. All staff, students and volunteers will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements and parental preferences in respect to diet and rest time.

Positive and Supporting Relationships

Sunny Faces' staff, students and volunteers understand that children thrive in all areas of development when they are in positive and responsive surroundings with adults. **Sunny Faces'** Educators build a foundation of trust in a respectful environment that fosters positive, equitable and collaborative relationships. When children feel safe, secure and valued, they are able to freely explore, discover, grow, learn and develop.

Sunny Faces' staff, students and volunteers interact and communicate with parents on a daily basis by sharing observations, documentations and reflections. Our Parent Handbook is provided to each family at the time of registration. This clear means of communication supports a positive means to understanding our policies and procedures.

Child-initiated and Adult-supported Experiences

Children and parents are greeted in a warm and friendly manner at 'sign in' time and are given the opportunity for sharing any news from home. Rooms are set up with a variety of activities which support the observed interests of the children. Children are free to choose their area of interest, join a friend or just take a few minutes to observe their environment. There are no expectations imposed by the educators or with curriculum on where the children play, whom they choose to play with or how long they choose to play at an activity. Children choose based on their interests.

Educators support the children's play as it is directed by the children. Educators expand play by asking questions or adding additional material to the play environment. In turn, this will increase the children's interest, spark more questions, and enhance the level of play, which will result in more learning.

Encouraging Children to Interact, Communicate and Self-Regulate

Sunny Faces understands the importance of the adult role in a child's life. Adults are the avenue in which to support children's learning and understanding of their world around them, including other children, adults and the environment. Self-regulation commonly involves having a degree of control over one's bodily functions and impulses, managing one's emotions and changing one's behaviours to maintain focus and attention on something or someone. Staff, students and volunteers support self-regulation by acknowledging that each child is competent, curious and rich in potential. Some of the approaches used by **Sunny Faces** staff, students and volunteers that set the stage for positive interactions among children include:

- staff receives training on self-regulation and resilience
- staff, students and volunteers act as role models, inclusive of respectful and mutual relations with children and other adults
- staff, students and volunteers provide small group experiences for purposeful adult attention
- staff, students and volunteers ensure toys, equipment and materials are plentiful and available to children at all times
- staff, students and volunteers provide a learning environment that is flexible so they can respond to 'in the moment' opportunities and build on the children's interests
- staff, students and volunteers ensure that children are given freedom to make choices
- staff, students and volunteers engage as play partners with children to demonstrate positive social skills, promote discussion, support problem solving skills when conflict arises and help children understand the effects of their actions with others

Fostering exploration, Play and Inquiry

Sunny Faces firmly believes that a healthy, well-adjusted child is motivated from within by a natural curiosity and love for knowledge. As Educators our goal is to cultivate this natural desire to learn through play, exploration and inquiry.

Sunny Faces staff, students and volunteers recognize and foster the natural desire through play by being:

- planners
- engineers of the play space
- keen observers
- reporters
- teammates
- reflective specialists

Observing children at play, you will note that the majority of activities are directed by the children. It is the children who decide who, what, where, when and how they wish to play. Their decisions are based on their interests and their desire to learn. As Educators we respond by adjusting the environment, adding materials and equipment, posing questions and being a play partner. This type of staff, student and volunteer interaction enhances further play, discovery and learning opportunities so that every child flourishes.

Planning Learning Environments and Experiences

Sunny Faces has two facilities located within the Toronto District School Board (TDSB) and the Toronto Catholic District School Board (TCDSB). Staff, students and volunteers understand that a parent is the child's primary teacher. As Educators, staff, students and volunteers are the secondary teachers encompassed within a community learning environment. Home environments inclusive of plants, family photographs and accessories are all intended to make children feel comfortable and safe.

The Learning Centres at **Sunny Faces** are designed to be flexible and supportive of children's play to maximize healthy child development. Our activities are plentiful, age and developmentally appropriate and encourage positive experiences in a learning environment.

Incorporating Indoor, Outdoor, Active Play, Rest and Quiet Time

Sunny Faces' staff, students and volunteers give consideration to the individual needs of the children by designing age, developmental level, energy level, and interests of the children so that the children can manage their day. Daily schedules are designed to meet the needs of the children and provide a balance of activities. Periods of active and quiet play are interwoven throughout the day, both indoors and outdoors. Children thrive on regular schedules and feel secure when they can predict some of their daily happenings. Meal times and rest times are consistent. In addition, staff, students and volunteers are trained to keep transition times to a minimum.

Fostering Engagement and Communication with Parents

Sunny Faces recognizes that the parent is the most important person in a child's life, while Educators play a supporting role. Getting to know family members is a key component to helping a child feel a greater sense of belonging. Staff, students and volunteers communicate daily about the children's activities, health and centre happenings. Other strategies that engage parents and facilitate open communication include;

- monthly newsletters
- celebrations and events like our Holiday Concert, Mother's Day Tea, Father's Day Breakfast
- documentation that describes play and its link to learning
- photographs of children at play
- display of children's artwork and creations
- posting of planning documents, including observations of children's interest and activities
- parent/Staff interviews
- parent surveys

Involving Community Partners

Sunny Faces is committed to working in partnership with our community. Both of our Centres are located within the education system so relationships with principals, faculty and staff are critical. **Sunny Faces** works closely with local community agencies and partners in order to support the children and families within our programs. We seek opportunities to share our knowledge and our learnings.

Continuous Professional Learning

Sunny Faces is committed to ongoing professional development for its staff. We have dedicated financial resources available for each staff member. All staff, students and volunteers are required to acknowledge their understanding of prescribed regulations on a bi-annual or annual basis. **Sunny Faces'** Educators attend external learning events and keep legislated training requirements up-to-date. The Supervisor, in conjunction with the Executive Director and Board of Directors, is responsible for the leadership, mentoring, coaching and development of the staff, students and volunteers. Staff meet informally daily to discuss program happenings. Team meetings take place weekly where staff discuss ideas and strategies for their programs. Monthly Centre meetings are held where staff has opportunity to provide feedback and reflect and connect with their colleagues. Staff is provided access to emails and websites, including articles and various reading materials to supplement their professional learning.

Documentation

Sunny Faces' staff, students and volunteers participate in a continuous cycle of observation for the purpose of:

- documenting the significance of play
- determining the children's interests
- planning programs that support the children's interest
- channeling of communication with families
- dialogues with team members
- reflection that ensures the planning of activities is in keeping with the learning environment

It is this continuous cycle of program observation and assessment that allows Educators to engage with children and evaluate the effectiveness of the learning environment to build on the children's interests. Weekly team meetings and regular reviews of program plans, by the Supervisor, ensures support of the children's learning and development, reflecting upon what worked and what can be improved as they plan for the future.

Philosophy - Vision



Sunny Faces defines child care as organized care for children where fun, high-quality care and learning are equally important objectives.

Each child is encouraged to participate in a wide range of activities, either on their own, within a small group or within a larger unit. We encourage the growth of independence, self-confidence, responsibility and respect for others at a level appropriate to your child's development.

It is our **Vision** to ensure:

- **Responsibility** – by providing an environment where staff and children are safe and supported
- **Inclusiveness** – by encouraging and fostering a sense of belonging. **Sunny Faces** wants every child and staff member to participate to the best of their ability
- **Health** – by supporting children, their families and staff in practicing healthy lifestyle choices
- **Respect** – by respecting all children, families, staff members and volunteers as individuals. **Sunny Faces** believes that everyone's needs, gifts and abilities are unique
- **Caring** – by treating children with kindness, compassion and understanding. Our goal is to provide children with the encouragement they need to achieve their milestones.
- **Honesty** – by upholding integrity at all times

Parent and Child Code of Conduct Policy



All children and parents are required to sign and abide by the **Parent and Child Code of Conduct** at the time of registration and annually thereafter. The Code of Conduct reads:

As part of your contract with **Sunny Faces**, **Sunny Faces'** reserves the right to withdraw or deny services if it is believed that the particular needs of your child or family cannot be appropriately met.

The decision for suspension and/or withdrawal will be based on, but not limited to, the following types of incidents:

- Extreme physical acts against other children and/or staff (hitting, biting, spitting, bullying, or any other form of verbal or physical threat or assault)
- Non-compliance of staff direction
- Verbal attacks on other children and/or staff, which include the use of threats, name-calling, and repeated profane/degrading language
- Racial or other discriminatory incidents
- A child who leaves **Sunny Faces** without permission and/or leaves the care of **Sunny Faces'** staff on or offsite. This behaviour will result in an automatic one-day withdrawal from **Sunny Faces**.
- Any verbal or physical abuse by a child or child's family member or designate responsible for child

Sunny Faces realizes that occurrences and disputes will occur among children and it is not our intent to exclude children over normal developmental incidents that assist them in acquiring problem-solving skills. However, as individual needs vary in terms of environment and program, some children may not benefit from the program offered at **Sunny Faces**.

Sunny Faces will make every effort to meet the needs of your child, which may require the assistance of an outside agency. If the behaviors still occur and it is still deemed that we are unable to meet the needs of you or your child, then services will be withdrawn, with approval from **Sunny Faces'** Executive Director and or Board of Directors.

Staff, Students, Volunteers, Families and Partners



Staff, Volunteers and Partners at **Sunny Faces** must adhere to a number of Centre policies and procedures, as well as **Ministry Regulations, City Guidelines**, and with **Health and Fire regulations**. An annual review of our Policies and Procedures ensures that staff, students and volunteers are knowledgeable and prepared to handle any situation.

Board of Directors

Sunny Faces' Board of Directors consists of 5 - 10 parent members, the Executive Director and a representative from one of our partnering schools, Rivercrest or St. Benedict. The Executive Director and the school representative hold a non-voting position on the Board.

The Directors' positions within the Board of Directors consist of the **Chairperson, President, Past-President** (if available), **Vice President, Treasurer and Secretary**. In addition, other board members carry roles that represent the Union, Fundraising, Public Relations and Personnel. There are also members at large. Guidelines and responsibilities for the Board of Directors are available upon request.

Refer to page 8 for a complete contact list of **Sunny Faces'** Board of Directors

College of Early Childhood Educators

The **College of Early Childhood Educators** is the professional, self-regulatory body for Early Childhood Educators (ECEs) in Ontario. The College's mandate is to protect the public's interest and ensure quality and standards of practice of early childhood educators. All **Sunny Faces** staff with an ECE Diploma or a Degree must hold a current, clear membership with the College. Membership must be renewed by the Educator on an annual basis.

Unionized Setting

Staff, other than management belongs to **Local 2484-20** of the **Canadian Union of Public Employees (CUPE)**.

Students and Volunteers

At times, **Sunny Faces'** programs are enhanced by the involvement of Volunteers and Placement Students. Volunteers and Placement Students go through a standard interview process and are routinely monitored by their educational support staff. Volunteers and Students must provide **Sunny Faces'** management with a current police records check with vulnerable sector screening prior to being placed in our programs. Volunteers and Placement Students are oriented at each Centre location and review and sign off on all **Sunny Faces'** Policies and Procedures and must adhere to all **Ministry of Education** requirements for licensed child care.

Sunny Faces' Volunteers and Placement Students are not responsible for the children and are never left alone with them. They are always under the supervision of **Sunny Faces'** employees.

Licensing & Regulations

All programs at **Sunny Faces** are licensed by the **Ministry of Education**. The Provincial government's standards are established in order to ensure that all programs provide a safe, healthy and stimulating environment with quality care for the children.

Programs are evaluated regularly to reflect changes within the regulations and ideologies on child care. Programs are inspected annually by the **Ministry of Education** to confirm compliance with Regulations.

Inclusion

Sunny Faces believes that all children and families should have an inclusive and respectful experience while in our programs. There may be times when children require additional support to experience success. In order to meet the individual needs of the children, **Sunny Faces**:

- consults with families to learn more about their child's individual needs and explores ways we can partner to ensure consistency between home, child care and school
- strives to adapt the environment and programs to meet the needs of the child (*where possible*)
- works with our community partner, **City of Toronto Children's Services** to enhance our ability to support children through training and consultation
- allows children to select, plan and organize their own learning activities for a significant portion of the program day
- minimizes problematic environmental influences

Anti-Discrimination Policy

Sunny Faces has a responsibility for the development of positive attitudes in all people under our influence. We understand that the people influenced by our mandate and operations come from many cultures and have many different racial and ethnic backgrounds. We also understand that the educational process must begin with, and be supported by, a belief in the inherent dignity of people.

Refer to **Appendix 1, page 45** for **Sunny Faces'** full **Anti-Discrimination Policy**

Families

Sunny Faces is committed to providing high quality child care by working in partnership with our families. We believe that our expertise in child care is only one part of ensuring that every child has the best experience possible. We rely on our families to work with us in order to better understand and respond to individual needs of their children.

Program Evaluations

In order to serve you and your family better, there is an opportunity to complete a brief evaluation of our programs each year. If you have comments or suggestions **Sunny Faces** encourages you to talk about them with us throughout the year, not just through the Evaluation.

Communication

Sunny Faces encourages our families and educators to exchange information regularly. We use a number of strategies to ensure open communication including: informal information sharing during drop-off and pick-up times; phone calls; newsletters; and website updates. We also provide families with a Parent Satisfaction Survey each year. We encourage all of our families to complete the Survey - it is used as a tool to get feedback and gain insight into how we can continuously improve the quality of our programs.

Sunny Faces staff are available to engage parents/guardians in conversations and support a positive experience during every interaction. Refer to **Appendix 17, page 72** for **Sunny Faces' Parent Issues and Concerns Policy**

Minor Incidents

1. **Sunny Faces'** staff has been trained in **Standard First Aid and CPR-C with Automated External Defibrillator (AED)** to enable them to handle both minor and in some cases more serious injuries. **Sunny Faces** is required to report minor incidents and/or accidents and share the report with families by the end of the day the occurrence happens within.
2. Parents or guardians are required to sign the form. A copy is available to the parent in addition to a copy being kept in the child's file. In the event that an emergency vehicle is required, the parent or guardian will be required to pay any fees incurred.

Contravention to Sunny Faces Policies and Procedures

In accordance with the ***Child Care and Early Years Act (CCEYA)***, all staff, students and volunteers are expected to comply with the program's stated policies and procedures and the requirements of the ***Child and Family Service Act*** with respect to behaviour management.

Failure to comply may result in disciplinary or corrective action, with an initial verbal warning, followed by a written warning and finally termination of employment or volunteer assignment at the discretion of the Supervisor or Executive Director.

Various criteria will be considered when determining which disciplinary measure to take. Criteria may include:

- Seriousness of the offence
- Actual or potential risk, or harm to the child
- Past performance of the employee in general
- Recent performance
- Frequency of occurrence
- Previous disciplinary action taken

Any reports involving breach of **Sunny Faces'** behavior management practices are taken seriously and will be dealt with by **Sunny Faces'** Board of Directors and Management.

Child Abuse Policy Statement

Sunny Faces considers child abuse to be intolerable and unacceptable behaviour. The collective resources available through **Sunny Faces** and our community services will act responsibly to help reduce this social problem. It is our intent that all children who participate in **Sunny Faces'** programs are made to feel unique.

Children have the right to be understood, loved and respected within the framework of a caring family and community.

Sunny Faces recognizes that all children have the legal right to be protected from abuse. Our Philosophy and Vision create a variety of settings for children that will challenge their growth and development in a safe and caring environment. Through our child care programs, we are able to, and will act to reduce child abuse.

Sunny Faces' staff (whether a registered professional, paid and/or volunteer/student) will receive support and guidance on how their work might contribute to the overall well-being of the child and the reduction of child abuse.

Licensing Requirements

Every person in Ontario is required, under the ***Child and Family Services Act***, to report his/her belief that a child may be in need of protection: "A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society."

Duty to Report

1. **Sunny Faces** has a legal obligation to report any suspicion of child abuse to the ***Children's Aid Society***.
2. Every person in Ontario is required under the ***Child and Family Services Act*** to report his/her belief that a child may be in need of protection: "A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society."
3. The legislation specifically requires individuals who perform professional or official duties with respect to children such as the "operator or employee of a day nursery," to report suspicions of child abuse. If in the course of their professional duties, the supervisor and/or staff of **Sunny Faces** have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to a ***Children's Aid Society***.

What is Child Abuse?

Child abuse is any form of physical harm, emotional deprivation, sexual mistreatment or neglect that can result in injury or psychological damage to a child. A child, according to Ontario law, is someone under 16 years of age, or someone up to 18 years of age if under the care of the Children's Aid Society.

A child who needs protection, according to law, is one who has been abandoned or whose parent or guardian cannot or will not provide proper care; one who is living in an unfit or improper place or found associating with an unfit or improper person. A child also needs protection if treated in such a way that his or her mental or emotional development is endangered because of rejection or deprivation. Child abuse, therefore, can be active, such as hitting, or passive, such as withdrawal of affection or failure to provide reasonable protection from physical harm. In summary, when children are made to suffer pain, either emotional or physical, they are being abused.

Types of Child Abuse

The term child abuse covers four major conditions: physical abuse, sexual abuse, neglect and emotional maltreatment.

Physical Abuse is all actions resulting in non-accidental physical injury, from bruises and cuts to burns, fractures and internal injuries. Such abuse is distinguished from acceptable or reasonable use of force by its severity, its inappropriateness for the age of the child and the child's behaviour, and its lack of a healthy corrective purpose.

Sexual Abuse includes any sexual acts involving a child and a parent/person responsible. Sexual abuse can range from a parent/person responsible permitting or exposing a child to sexual acts such as prostitution; to actual molestation, including exposure, fondling or masturbation and intercourse, including incest and rape. Sexual involvement may or may not be accompanied by physical abuse.

Child Neglect covers acts of omission on the part of the parent/person responsible such as failure to provide for a child's basic needs and appropriate level of care with respect to food, clothing, shelter, health, hygiene and safety. This includes the failure to provide adequate supervision, anticipatory prevention of injury and medical attention. Emotional neglect refers to the failure to provide adequate psychological nurturing necessary to a child's growth and development.

Emotional Maltreatment is the most difficult form of child abuse to define and identify. Emotional abuse includes overt rejection, criticism and, often, excessive demands of performance for a child's age and ability. It can lead to negative self-image, emotional maladjustment and disturbance. One definition for emotional abuse describes it as "the willful destruction or significant impairment of a child's competence".

Refer to **Appendix 2, page 46** for **Sunny Faces' Child Abuse Policy**



Serious Occurrence

Serious Occurrence reporting provides Sunny Faces Day Care with an effective means of monitoring the appropriateness and quality of our centre. This monitoring includes provision for the ongoing review of our practices, procedures, and training needs.

Below lists the categories of serious occurrences that are required to be reported to the Executive Director or designate immediately upon happening. The Executive Director or designate will then file and post a report within 24 hours as per licensing agreement.

Twenty-four hours starts at the time when any staff members first become aware of an incident and/or deems the incident to be a serious occurrence.

All staff must review these categories so that they are able to identify the types of occurrences that are reportable as a Serious Occurrence.

Serious Occurrences categories to be reported are defined as follows

- 1) Any death of a child which occurs while participating in a service
- 2) Any alleged abuse, neglect and/or mistreatment of a child which occurs while participating in a service. This includes all allegations of abuse or mistreatment of a child against staff, volunteers, and temporary care providers. If an allegation of abuse has occurred, or if there is reason to suspect that a child has been abused and/or in need of protection, immediate contact must be made with the local child welfare agency, (and with police if appropriate)

In the case of an allegation of abuse, the child is not to be questioned or interviewed by anyone. (Refer to the Child Abuse Policy and Procedures)
- 3) Any life-threatening injury to or a life-threatening illness of a child in the centre
- 4) Any situation where a child is missing or is unsupervised for any length of time
- 5) Any disaster on the premises or an unplanned disruption of normal operations that poses a risk to the health, safety or well-being of a child or children in the care of the centre such as a fire, flood, gas leak, power outage, detection of monoxide, outbreak, lockdown, emergency relocation or temporary closure

Refer to **Appendix 3, page 47** for **Sunny Faces' Serious Occurrence Policy**



Prohibitive Practices

Any practice based on a negative control technique **is not** part of **Sunny Faces Child Abuse Guidance Method**.

Prohibited practices include:

- 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 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 including derogatory language and or verbal abuse including: humiliation, belittlement, threatening, swearing, harassment, yelling, sarcastic comments, discussion of a child within the child's hearing range, inclusive of intimidation and the use of size to create fear in children
- depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding inclusive of any bodily harm on children by making children eat or drink against their will
- any type of behaviour that is sexually abusive or sexual in nature
- lack of supervision including: diverted attention for frequent or extended periods, leaving a child or children unsupervised for **any length of time**

Refer to **Appendix 4, page 52** for **Sunny Faces' Prohibitive Policy and Measures Used to Deal with Contravention of Policies and Use of Prohibited Practices**

Behaviour Guidance and Management

Sunny Faces appreciates the unique methods of child guidance from home to home. **Sunny Faces** feels that it is important to clearly communicate the steps that will be followed in the event of a child displaying inappropriate behaviour.

In accordance with the ***Child Care and Early Years Act (CCEYA)***, staff, students and volunteers are expected to comply with the program's stated Policies and Procedures and the requirements of the ***Child and Family Service Act*** with respect to behaviour management. Failure to comply may result in an initial verbal warning, followed by a written warning and finally dismissal. Various criteria will be considered when determining which disciplinary measure to take. Any or all of the prohibited practices may result in immediate dismissal at the discretion of the Supervisor or Executive Director. **Sunny Faces** is confident that with the support of staff, parents/guardians and community agencies, we can achieve common goals.

Refer to **Appendix 5, page 54** for **Sunny Faces' Behaviour Guidance and Management Policies and Strategies**

Centre Locations & Operations

Locations

Rivercrest Public School

30 Harefield Drive, Etobicoke ON, M9W 4C9

(416 744 0778) Child Care main office line

Preschool

- Ages 30 months to 5 years
- Must be toilet trained (Sunny Faces is neither licensed for or equipped to care for children in diapers)

Full Day Early Learning Kindergarten Extended Day Program

- Ages 3.8 to 5 years

School-Age Program

- Ages 6 to 12 years

St. Benedict Catholic School

2202 Kipling Avenue, Etobicoke ON, M9W 4K9

(905 749 6394) Child Care School Age line to leave message & during hours of operation only

(905 808 7091) Child Care JK/SK line to leave message & during hours of operation only

Full Day Early Learning Kindergarten Extended Day Program

- Ages 3.8 to 6 years

School Age Program

- Ages 6 to 12 years

Ratios

In accordance with the **Child Care and Early Years Act (CCEYA)**, staff, students and volunteers are expected to comply with the Ministry ratio requirements at all times.

Refer to **Appendix 7, page 59** for **Ministry Staff: Child Ratios**

Hours of Operation

Sunny Faces operates Monday through Friday, 7 am to 6 pm, 12 months of the year.

Based on enrolment numbers, there may be times when the two Centre locations will be required to combine. These times are limited to emergency evacuations, and occasionally for special program activities during PA Days, March Break, Christmas Break and summer holidays.

Statutory Holidays - Centre Closures

Sunny Faces does not operate on the following days:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Simcoe Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

Sunny Faces closes all programs at 2 pm on Christmas Eve and New Year's Eve.

Sunny Faces does not offer alternate care (full day) to bused children when buses are cancelled. Parents are responsible for ensuring that their child is dropped off and picked up at the Centre.

Wait List

Sunny Faces compiles an ongoing list of potential participants on a Wait List in order to support and track families who may be requiring child care. There is no fee for a family to be placed on our Wait List.

Sunny Faces enrolls children all year long however we do provide a **two-week preregistration** opportunity in April of each year for the upcoming school year beginning in September. Priority is given to all existing clients wishing to reregister their child in a ***full-time*** space. Families transferring between our two locations or siblings who need to register within a centre will be included in the priority status of the family.

Registration will open up to the general public after the two-week preregistration period.

Refer to **Appendix 8, page 60** for **Sunny Faces' Wait List Policy**

Inclement Weather

Sunny Faces will not operate if schools are closed. Parents are responsible for determining if their school is closed due to inclement weather or other conditions. Sometimes, schools will not close if inclement conditions arrive after 12 pm (noon). If this happens, **Sunny Faces** has the responsibility of deciding whether or not to cancel afternoon programs. Parents will be notified by **Sunny Faces'** staff and parents will be responsible for ensuring that their child is picked up immediately after school dismissal. If immediate pickup cannot be arranged, it is the parents' responsibility to make alternate arrangements.

Community Outings

Sunny Faces often participates in activities away from the Centre. Outings may include walks, field trips, and other special outings that provide the children with an opportunity to explore their community neighbourhoods.

An Outing & Field Trip permission form must be signed in order to participate
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Door Security System

Sunny Faces takes every precaution to ensure the safety of children and staff within our programs. All child care centres are required to have their doors locked during regular program hours.

A door-locking security system is installed at the entrance of each of **Sunny Faces'** locations. Upon arrival at **Rivercrest**, press the button located just outside of the entrance. Identify yourself and staff will allow you access. If there is more than one person arriving, each person must identify themselves.

Upon arrival at **St. Benedict**, all parents must enter through the kindergarten doors where a staff person will identify them and provide access for picking up their child.

Sunny Faces' curriculum focuses on **ELECT - Early Learning for Every Child Today**. The Early Learning Framework is based on research and perspectives from diverse fields of knowledge. It recognizes the diverse values held by families, communities, and cultures. The framework's six principles provide a shared understanding of how young children experience and interact with the world around them:

1. The early years set the foundation for lifelong learning, behaviour, health and well-being.
2. Partnerships with families and communities help early childhood settings to best meet the needs of young children.
3. Respect for diversity, equity and inclusion is vital for optimal development and learning.
4. A planned program supports early learning.
5. Play is a means to learning that capitalizes on children's natural curiosity and enthusiasm.
6. Educators and other early learning professionals are essential to early childhood settings.

Throughout the early child care years your child will be learning through developmentally appropriate play experiences that will prepare him/her for school. Programs follow the **Ministry of Education's** guidelines and regulations including observation and documentation recordings. Observations and documentation help to create a holistic picture of children's experiences, development and learning skills that help to support planning that is meaningful to each child.

Sexual Health Education

Sexuality is an important part of the personality of every human being; it includes the physical, physiological, psychological, social, emotional, cultural and ethical dimensions of sex and gender. Sexuality is a basic need and aspect of being human which cannot be separated from other aspects of life. It influences our thoughts, feelings, actions and interactions. Sunny Faces is committed to raising sexually healthy children by teaching them the facts, values, responsibility and self-esteem. It is the responsibility of the Executive Director to ensure that staff are trained in child development, including the sexual development of children and to ensure that staff, parents and children abide by the child care **Code of Conduct** and the **Ministry** regulations for reporting Child Abuse. Staff act as positive role models for children and families.

Refer to **Appendix 6, page 57 Sunny Faces' Sexual Health Education Policy**

Communication and Contact

Voicemail and Email

Sunny Face's voicemail is accessible 24 hours a day and allows you to leave a direct message regarding your child for the staff. When leaving a message, be specific. State your name, date, time, your child's name and Centre location plus the information you need to convey. If you require a returned call by staff, be sure to leave your telephone number, including area code.

If an emergency arises later in the day (i.e. you are going to be late, or someone else is picking up your child) call and leave this information on voicemail. Staff will check for messages before calling you at work or your emergency numbers.

You may also leave an email at sunny.faces@bellnet.ca and hpsunnyfaces@outlook.com

Absenteeism

It is extremely important to call **Sunny Faces** every time your child will be absent from program.

Parking/ No Parking

Vehicles are to be parked in an identified parking spot. This ensures a safe place to walk to and from the centre.

There is **NO PARKING** in front of the pylons, along the side of the entrance lane or at the side of the building.

Turn your Vehicle Off

Help reduce air pollution and care for the air we breathe - turn your engine off when parked.

Unattended Children

It is **against the law** to leave a child alone in an unattended vehicle. Parents in Ontario who leave children unattended are subject to the Province's ***Child and Family Services Act***.

Fines

Please obey all parking regulations as fines will be issued.

Sunny Faces is not responsible for any tagged or towed vehicles.

Escorting Children to and from Program Rooms

Parents/guardians must escort their child/ren to their program room and sign them in with a staff member when they arrive. Parents must also pick them up from their program room at time of departure. Children will not be released to meet a parent outside. The Staff do not escort children outside to a waiting parent.

Under no circumstances is a child to be dropped off at a Sunny Faces' location and left unattended

Custody of Child/ren

As part of licensing regulations Sunny Faces is required to have a court order on file when one parent has sole custody of their child/ren. An original court document stating the terms and conditions of the custody agreement must be presented at the time of registration. A copy will be kept in the child/rens file.

If you do not have a legal court document then a signed, written letter must be provided by the parent registering the child/ren. Custody arrangements must be noted in full. A copy will be kept in the child/rens file.

If both parents have legal joint custody of a child or children, then the child/ren may be released to either parent provided that both names are listed on the registration form and a signed letter is in the child/rens file.

If only **one** parent has legal custody, then the **original** Court documents must be provided or a current letter from the Court stating the restriction of denial will be required. This letter must be available on the first day the child or children attend the program.

If an unauthorized person appears at **Sunny Faces**, the Supervisor or designate will contact the police immediately. The Supervisor or designate will contact the legal Parent/Guardian and the Executive Director or Board of Directors. The Supervisor or designate will remove the child from program to ensure his or her safety.

Release of Child/ren

Sunny Faces cannot allow your child to go home with someone we do not know. *Please make sure your child care staff member is advised of any changes to your child's pick-up arrangements.*

Sunny Faces does not have the legal right to deny a parent or authorized pick-up person access to his or her child so long as we have proper identification and a written notice of release for any person picking up. The alternative person must be 16 years of age or older and have ID with them.

Emergency Contacts

An emergency contact person's name, address and telephone number must be provided by the parent at the time of registration. The contact person must be available at work or home during the hours that the child is at **Sunny Faces**. It is the parent's responsibility to update this information when necessary. The contact person must be informed by the parent that s(he) is the emergency contact person and must provide photo ID to staff upon pick up.

Late Pick-Up

Make alternate pick-up arrangements if you anticipate arriving at the Centre late. Parents arriving after the program time will pay a late fee. A late fee is levied at the rate of \$15.00 for every 15 minutes, per child, starting at one minute past the program time.

Example

6:01 – 6:15 p.m. \$15.00 **per child**

6:16 – 6:30 p.m. \$15.00 **per child**

Total cost \$30.00 **per child**

The late fee is cumulative and is to be paid within **24 hours**. A receipt will not be issued for late fee payments. Failure to pay late fees may result in termination from the program. After the third late pick-up, parents will be requested to find alternate child care arrangements. Should you be late, every effort will be made to reach you or your emergency contact. As a last resort, the police department will be notified after 7 pm and the child placed in their custody.

Personal Changes

The well-being of all children participating at **Sunny Faces** is of utmost importance. It is extremely important to inform the child care staff of any major changes in your child's life that would affect his or her time at **Sunny Faces**.

Parents are responsible for notifying staff of any changes or updates to their child's records that are on file (i.e. a change of address and/or phone numbers, doctor's information and/or new immunizations).

Parent and Staff Exchange of Information

The exchange of information between parents and staff provides insight for both parties. **Sunny Faces** locations are equipped with a **Parent Information Bulletin Board**. Staff members can better provide for a child's needs if they are aware of particular situations. **Sunny Faces** reserves the right to share participant information between staff and programs.

Clothing & Possessions

Children should wear comfortable clothing that allows for freedom of movement. For your child's safety, rubber-soled shoes are required.

Each child should have an extra set of clothing in case of accidents. Extra clothing should include socks, shoes, underwear, t-shirt and pants. It is important that children's clothing is appropriate for the season as outdoor activity is part of the daily program. Extra winter clothing should include socks, boots, hat, mittens, and snow pants. All clothing must be labeled with the child's name

Even though all creative supplies at **Sunny Faces** are non-toxic, safe and washable, it is important to keep in mind that not all stains wash out.

Sunny Faces is not responsible for any lost or stolen items that your child brings into the Centre. It is recommended that all items be labeled. Children should not bring items of any significant value into the Centre. **Sunny Faces** will not provide refunds for damaged or lost belongings.

Lost & Found

Any items left in the Lost and Found will be donated to the Salvation Army at the end of each month. **Sunny Faces** is not responsible for lost items.

Birthdays

Please inform a staff member one week prior to your child's birthday if you would like to celebrate their birthday at **Sunny Faces**. Birthday treats will consist of cake and ice cream and is served in addition to the daily nutrition snacks.

Sunny Faces Day Care is a NUT- FREE environment. As we are unable to guarantee nut- free products provided by local grocery stores and bakeries, no outside treats will be allowed in to the centre. Sunny Faces will provide the birthday treat for your child.

Collection of Personal Information & Confidentiality

Information about your child and family is gathered for the sole use of **Sunny Faces**. **Sunny Faces** follows the guidelines as set out by **Canada's Personal Information Protection and Electronic Documents Act (PIPEDA)**. Information is kept in confidence and released only with written parental consent. As a parent or guardian, you have access to your child's file in the presence of a **Sunny Faces'** authorized representative. This file is the property of **Sunny Faces Day Care**.

Video & Photo Policy

Sunny Faces staff regularly record and post images of children in the programs as part of their curriculum. These recorded images display the children's interests, their talents, their skills and their learning through activities and play. Photos and videos help to portray what is happening at the Centre and are an important part of documenting our programs and the children's progress, growth and development.

The recorded images will be used for allergy postings, activities, portfolios, displays in the classrooms, hallways and for the emergency field trip binder. Images will not be used for any other reason without parent/guardian permission.

If you do not wish to have your child's photo taken, please inform the Supervisor in writing and tell your child so they are also aware. We will ask the staff to honour individual requests not to be photographed. However, because there are over 150 children involved in **Sunny Faces**, we cannot guarantee that your child will never be photographed. Should a photo of your child be made and displayed against your wishes, please let the Supervisor know so that it can be removed.

On occasion, families request a copy of their child's photo that they've seen posted. These photos sometimes include other children. We will only provide parents with photos if their child is alone in the picture.

Sunny Faces records seasonal gatherings and group activities as opportunities to recognize and record important milestones and achievements. When capturing and distributing recorded images of children, we ask parents/caregivers to be sensitive to the safety of all children.

In the event that **Sunny Faces** ever wishes to use a photo or video of a child to promote the Centre or an event, this will only be done if we have the express written permission from the parents.

Staff, students and volunteers will only use the Centre's cameras or recording devices for documentation purposes. Staff will ensure the safety and confidentiality of the children by not posting images on social networking sites. Images will only be used for educational purposes. Images will be downloaded to the Centre's computer for printing, sent electronically to be printed or brought to a photo shop on a **Sunny Faces** USB stick to be printed.

Refer to **Appendix 9, page 61 Sunny Faces' Video & Photography Policy**

Smoking

Sunny Faces adheres to the ***Smoke Free Ontario Act, 2017*** as well as the guidelines of the TDSB and TCDSB. Smoking is prohibited on any Toronto District or Toronto Catholic School Board property (including parking lots). Accordingly, no person shall smoke or hold lit tobacco, inclusive of e-cigarettes and vaping in any child care environment, washroom, playground area whether children are present or not. **Sunny Faces** prohibits smoking during program time, including off premises for walks, field trips etc. Employees who smoke before their shift or while on a break are required to wash their hands thoroughly before returning to the program.

Fire Drills and Emergency Evacuation

Fire drills are held monthly at each **Sunny Faces'** location. Instructions for fire drills and evacuation are posted in each program room.

For situations that require the evacuation of **Sunny Faces Day Care**, from **September to June**, on instructional school days the centre will relocate to #1 St. Benedict Catholic School, or #2 Mandi Day Care or #3 Thistletown Collegiate or #4 West Humber Junior Middle School. Upon arrival at an evacuation site the Supervisor or designate will notify the Executive Director or the Board of Directors, in addition to the parents.

During the summer months of July and August, or during Christmas Break, March Break and PA Days, **Sunny Faces** will evacuate to St. Benedict Catholic School or to Mandi Day Care

Note: All directions given by Emergency Services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

In the event of an evacuation of **Sunny Faces' St. Benedict programs**, the staff and children will evacuate to **Sunny Faces, Rivercrest.**

Emergency Management

Sunny Faces staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response
2. Next Steps during an Emergency and
3. Recovery

Sunny Faces staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

Refer to **Appendix 18, page 76** for **Sunny Faces' Emergency Management**

Medication and Administration



Children's optimum growth, development and learning depend on a number of factors inclusive of their overall state of health. The following information is intended to minimize the health risks inherent in caring for children in a group setting, while maintaining flexibility to respond to individual situations. The primary purpose of the policies is to protect, maintain, and improve the health of each child in care, and that of the teaching staff.

Medical Information Form

Medical information, in accordance with the ***Child Care and Early Years Act (CCEYA)***, is required.

Prior to admission into a **Sunny Faces** program, a Medical Information Form for each child must be completed. **Sunny Faces'** staff must be advised of any changes in your child's health and any changes to your child's record of immunization when they occur. The Medical Information Form must include details of:

- chronic health conditions
- allergies, sensitivities or restrictions to the child's routine and/or diet
- regular medication and/or treatment required
- method of administration of medication and/or treatment.

Signed Authorization Form

It is the parents' responsibility to ensure that the medication they are providing is safe for their child. **Sunny Faces'** staff may administer medication only when a signed medication authorization form, outlining dosage dates and times, is completed by the parent or guardian.

Prescriptions

All prescription medications must be in its original pharmacy container showing physician and patient's name, date of purchase and instructions. **Sunny Faces**, at the discretion of the Supervisor or Executive Director, may refuse to administer medication or procedures (i.e. insulin, injections, oxygen, suppositories) that staff does not have expertise to administer.

Non-Prescription Medications and Herbal Remedies

Non-prescription medication/herbal remedies may be administered under the following conditions:

- a written doctor's note in conjunction with a parental consent form provided by **Sunny Faces** is completed
- medication must be given to staff with original seals intact; all open medication will remain on the premises of **Sunny Faces** and is not to be taken off the premises
- staff will not exceed one recommended dose as per instructions on the container; staff will only administer medication to children who meet the age or weight requirements outlined in the dosage instructions (Note: weight requirements need to be accompanied by a doctor's note)
- staff **will not administer non-prescription medication/herbal remedy** unless accompanied by a doctor's note

Storage of Medication

All medication will be stored in a locked medicine container, accessible only by staff. Parents must give the medication to the staff member, who will put the medication in the proper storage space.

Refer to Appendix 10, page 62 for Sunny Faces' Administration of Medication Policy

Anaphylaxis

Sunny Faces provides care to children who are at risk for potentially life-threatening allergies. Most of these children are allergic to food, while other children are at risk for an insect sting allergy. Anaphylaxis (pronounced anna-fill-axis) is a severe allergic reaction that can be caused by foods, stings, medications, latex or other substances that a child may be allergic to. While anaphylaxis can lead to death if untreated, anaphylactic reactions and fatalities can be avoided. Education and awareness is the key to keeping students with potentially life-threatening allergies safe.

It is important that parents/guardians read the policy in case they are ever in the presence of a child requiring medication.

Refer to the **Appendix 16, page 68 for Sunny Faces Anaphylaxis Policy**



Sick Children

Parents are required to keep their child home if their child has:

- an illness that prevents them from taking part in **all** program activities
- an infectious illness or if they have been diagnosed with a communicable disease

Sunny Faces programs cannot accommodate children who are ill or who must stay indoors. Programming includes outdoor play every day. Staffing does not allow for supervision inside the program room and outdoors simultaneously.

Refer to Appendix 11, page 62 for a list of Illnesses and Attendance Protocol

Symptoms that May Indicate a Communicable Disease

Children often suffer from minor ailments, most of which are not serious and disappear within a few days. Sometimes a symptom might indicate a more serious problem. The list of illnesses and attendance protocol can be found in the **Appendix 11, page 63** will help parents and staff decide whether a child's symptoms require medical assessment and, if so, the urgency with which a diagnosis should be sought. The staff are not medical professionals. If a child becomes ill while in attendance at **Sunny Faces**, the parent will be contacted and **asked to pick up the child immediately**. If a parent is unable to be reached, an emergency contact person will be contacted and the child released into their care.

Refer to Appendix 12, page 64 for a list of Communicable Diseases

Health Care Outbreaks Policy

For the purpose of this policy, an outbreak will be defined as an occurrence when any symptoms of ill health affect a percentage of the child care population as outlined by **Public Health** or a reoccurrence of the same outbreak over a period of three weeks.

Refer to Appendix 13, page 65 for Sunny Faces' Outbreaks Policy.

Toxic Materials

All toxic materials will be clearly labeled 'toxic' and will be stored out of the reach of children

Toileting

Children must be fully toilet trained to attend Sunny Faces. **Sunny Faces** is not licensed or equipped to properly care for children who are not toilet trained.

Washrooms

A supply of disposable paper drinking cups will be accessible in or near washrooms and playrooms. Soap will be provided and accessible to all children. Paper towels will be kept near all sinks used for hand washing.

After washroom routine, the area is tidied and disinfected. This includes all toilet seats, all sinks, all counters. Paper towels or other loose materials are picked up and hand sanitizer is provided.

Rest Time

A rest period is a mandatory part of the daily routine for preschool children. The children may bring their own blanket from home. Their blanket may be left at **Sunny Faces** during the week and will be sent home at the end of each week for cleaning. A child who is unable to sleep during the rest period will be required to lie quietly on their bed for a minimum of one hour. A child, at the discretion of the child care staff, may chose to have a quiet activity while resting.

Refer to **Appendix 14, page 66** for **Sunny Faces' policy on Rest Time**.

Cots

Children will be assigned their own cot. All cots will be disinfected weekly. Linen will be stacked with beds so that each child's bedding is kept separately. **Sunny Faces** linens will be laundered weekly or more frequently if necessary. Personal items are sent home if soiled or at the end of every week.

Garbage

All garbage will be kept in waterproof metal or plastic containers. Garbage is disposed of daily.

Electrical Outlets

All outlets will be protected by outlet guards when not in use.

Sun Safety Policy

Sunny Faces will not have outdoor play time in extreme weather. Extreme weather includes lightning, a rating of very poor air quality, a high real feel temperature or an extreme UV index notice. When the UV index is moderate (3 - 5) to high (6 - 7) we will take the following precautions: umbrellas to provide shade, hats, sunglasses and sunscreen which parents will provided.

Parents are required to supply sunscreen for use at **Sunny Faces**. Sunscreen must be labeled and stored on the upper shelf of the child's locker. The sunscreen may not be shared with others.

Refer to the **Appendix 15, page 67** for **Sunny Faces** full policy on **Sun Safety**.

Food and Nutrition



Sunny Faces provides nutritious meals and snacks. We foster an environment that encourages healthy eating in accordance to procedures outlined in the ***Child Care and Early Years Act, 2014 (CCEYA)*** and ***Toronto Operating Criteria for Child Care Centres***.

Nut Free Environment

Sunny Faces is a NUT FREE environment. NO food may be brought onto the premises without the authorization of the Supervisor or designate. All foods must follow our peanut/nut free policy.

Food Handling & Preparation

All food and beverages are received, prepared and served using safe food handling practices in accordance with the ***Ontario Health Protection and Promotion Act Reg. 562, Food Premises***. **Sunny Faces** participates in waste diversion programs where appropriate (blue bin recycling and green bin organics) are used.

Meals

Sunny Faces provides nutritious meals and snacks, which respect health issues and family requests, in a safe environment. The children are sometimes involved in the preparation of foods and in nutritional education. Mealtimes provide opportunities for the enhancement of socialization, self-help and language skills.

Special dietary restrictions for medical or religious reasons may be observed. With sufficient notice, **Sunny Faces** will try to accommodate requests for special diets, however, parents will be required to provide the necessary food.

Meal Planning

Meals and snacks are planned to provide two-thirds of the child's daily food requirements in accordance with ***Canada's Food Guide***. **Sunny Faces** aims to provide opportunities for children to experience and gain a positive attitude towards a wide variety of foods. Menus list foods that are served for snacks and lunches. They are prepared and posted for parents to view. Copies are kept on file for one month and are available for parental use.

Furniture and eating utensils are age appropriate and developmentally suitable. Extra dishes and utensils are available at the table if any are dropped or soiled. Staff remains at the table with the children. Meal and snack times are unhurried and conversation is encouraged. Children are encouraged, but not forced, to eat.

Amount of Food Provided

The daily intake of food servings for children needs to be considered in meal planning. A main meal consists of two servings of vegetables/fruit, one serving of meat/alternative, one serving of grain products and one serving of milk/alternative products. Children who are in attendance for 6 hours per day at Sunny Faces are required to receive:

Source: Toronto Children's Services Operating Criteria – Nutrition

(http://www1.toronto.ca/city_of_toronto/childrens_services/files/pdf/oc_nutrition.pdf)

Type of Food	Amount of Food (any of the following)
Grain Products	<ul style="list-style-type: none">• 1 ½ to 2 ½ slices• 175 ml to 450 ml• ¾ to 1 ⅔ cups
Vegetables and Fruit	<ul style="list-style-type: none">• 2 to 2 ½ whole vegetables/fruit• 250 ml to 300 ml• 1 to 1 ¼ cups
Milk and Alternatives	<ul style="list-style-type: none">• 250 ml to 375 ml• 1 to 1 ¾ cups
Meat and Alternatives	<ul style="list-style-type: none">• 60 to 90 grams• 2 to 3 oz

Serving Sizes

Food Group	Range of serving size for children 1-6 years of age (any of the following)	Range of serving size for children 6 years and older (any of the following)
Grain Products	<ul style="list-style-type: none">• ½ to 1 slice• 50 ml to 125 ml• ¼ cup to ½ cup	<ul style="list-style-type: none">• 1 slice• 125 ml to 175 ml• ½ cup to ¾ cup
Vegetables and Fruit	<ul style="list-style-type: none">• ¼ to 1 whole vegetable/fruit• 125 ml• 1/3 to ½ cup	<ul style="list-style-type: none">• 1 whole vegetable/fruit• 175 ml• ¾ cup to 1 cup
Milk and Alternatives	<ul style="list-style-type: none">• 125 ml to 175 ml• ½ cup to ¾ cup	<ul style="list-style-type: none">• 175 ml to 250 ml• ¾ cup to 1 cup
Meat and Alternatives	<ul style="list-style-type: none">• 30 to 60 g• 1 to 2 oz	<ul style="list-style-type: none">• 60 to 90 g• 2 to 3 oz

Role of Supervisor

- Meets with catering company annually to ensure menus are reviewed and approved by a dietician Meets with parents regarding allergies and/or special requests
- Coordinates communication among **Sunny Faces'** staff regarding allergies and special diets
- Ensures all food service staff have, or are in the process of obtaining, current **Food Handler Certification** recognized by **Toronto Public Health**

Role of Staff

Cook

- Works with the catering company in the development of the menus
- Orders and prepares food
- Carries out special dietary arrangements for individual children
- Posts children's food allergies in the kitchen and in all rooms where food is served

Other Staff, Students and Volunteers

- Create opportunities for children to learn about and build skills around healthy eating
- Encourage children to drink water throughout the day to keep hydrated
- Comply with relevant policies and procedures

Special Diets

Special dietary restrictions for medical or religious reasons may be observed. With sufficient notice, the centre will make every effort to accommodate requests for special diets however ***parents will be responsible for providing the necessary nut-free food.***

Financial



Sunny Faces is a 12-month child care operation. Space is **not** held for any missed days or withdrawal purposes during the year.

Fee Schedule

Effective January 1st, 2020

Program	Cost per Month	Cost per Day
Preschool	\$956	\$43.80
JK/SK AM	\$350	\$16.00
JK/SK PM	\$590	\$27.00
JK/SK AM/PM	\$714	\$32.70
School Age	\$575	\$26.35
Summer (July & August) (Full-time JK/SK)	\$956	\$43.80
Summer (July & August) (School Age)	\$745	\$34.15

- Nutritional snacks are provided for all AM and PM programs
- Monthly fees are inclusive of PA Days, March Break and Christmas Break
- Nutritional snacks and lunches are provided on all full day programs
- Two weeks' written notice is required for any withdrawal from the program

Fee Assistance – City of Toronto

Sunny Faces has a **Purchase of Service Agreement** with **Toronto Children's Services**. This agreement allows **Sunny Faces** to accept families with fee subsidy. Families requiring fee subsidy should contact **Toronto Children's Services** to complete the **City of Toronto's** process and assessment for eligibility. Families may be placed on a waiting list for fee subsidy. With a **Purchase of Service Agreement**, **Sunny Faces** is required to meet the **Children's Services Operating Criteria** which outlines the operating standards and practices for child care. Inspections are completed by Quality Assurance analysts on a routine basis. For more information, please refer to **Toronto Children's Services** website at www.toronto.ca/children

Subsidized Families

Subsidized families will provide fees based on their per diem rate at the time of registration. Fees are calculated according to your approved daily rate, multiplied by the number of days in each month, including statutory holidays and vacations. Should changes be made to your daily rate, you will be required to make the necessary financial adjustments no later than the first day of the following month. **Sunny Faces** must have written verification of your subsidy from the Toronto Children's Services at time of registration.

Registration

Sunny Faces members are required to register annually. Current day care participants will be given a two-week opportunity to pre-register after which time they will have to register on a first-come, first-served basis. All other registrations will be accepted after the pre-registration period. Priority will be given in the following order:

- current participants and or siblings
- in-house transfers
- waiting lists
- general public

Registrations are processed on a first-come, first-served basis. Note that all full-time registrations have priority over any part-time registrations. **Sunny Faces moved to Direct Debit effective September 1st, 2019.**

Income Tax Receipts

Receipts will be available for pick-up on or after February 28. Receipts are to be kept if claiming child care for income tax purposes. **Sunny Faces** is not responsible for lost receipts. An administration fee of \$25.00 will be required to replace lost receipts.

NSF Payments

NSF payments are subject to a \$45.00 NSF charge. Failure to make payments and/or service charges within one week of receiving notice will automatically result in termination from **Sunny Faces**.

Refunds

There will be no refunds for any absenteeism, whether occasional or short-term. Long-term medical absenteeism (more than 3 consecutive weeks) will be reviewed after **Sunny Faces** receives a written doctor's certificate. A prorated fee will be required to hold a space for your child during a medical leave.

Refunds will not be issued for statutory holidays, vacations, short-term illness (less than three weeks) or other unforeseen reasons (i.e. inclement weather, school board closures). Full payment is required.

Withdrawal – Sunny Faces' Request

The length of notice given will depend on each individual situation. Withdrawal may be immediate or up to 10 program days. The following actions will warrant immediate withdrawal:

- parent or guardian abuse of staff, including physical, verbal or if a situation requires 911 to be called for staff safety
- a child who needs to be managed from physically harming staff or children
- a family who refuses to accept support from outside agencies
- consistently late pick-up, late fees or NSF cheques



APPENDICES

Appendix 1 – Anti Discrimination

Appendix 2 – Child Abuse

Appendix 3 – Serious Occurrence

Appendix 4 – Prohibited Practices

Appendix 5 – Behaviour Guidance and Management

Appendix 6 – Sexual Health

Appendix 7 – Staff: Child Ratios

Appendix 8 – Wait List

Appendix 9 – Video and Pictures

Appendix 10 – Administration of Medication

Appendix 11 – Illness and Attendance Protocol

Appendix 12 – Communicable Diseases

Appendix 13 – Outbreaks

Appendix 14 – Rest Requirements

Appendix 15 – Sun Safety

Appendix 16 – Anaphylaxis

Appendix 17 – Parent Issues and Concerns

Appendix 18 – Emergency Management

Anti-Discrimination



Policy Category: Staff, Students, Volunteers, Families and Partners	Date Revised: March 2017
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1. **Sunny Faces** will develop, promote and support positive race and ethnic relations for staff, students and community
2. **Sunny Faces** will take steps to communicate the commitment
3. **Sunny Faces** will take appropriate action when this principle is challenged or undermined in any way at **Sunny Faces**
4. **Sunny Faces** will condemn, and refuse to tolerate, any expression of racial or ethnic bias in any form by its staff, students or parents and will continue to promote a partnership between **Sunny Faces** and the community based on trust, understanding and mutual respect to enhance the educational opportunities for all.
5. **Sunny Faces** will reaffirm its commitment to equal employment opportunity and ensures that staff hiring, evaluation and promotion practices are not discriminatory
6. **Sunny Faces** will equip its Employees, Volunteers and Placement Students with the awareness, knowledge and skills necessary for interacting with people of different ethnic backgrounds
7. **Sunny Faces** will continue to develop programs and supply learning materials which promote self-esteem, pride in one's own culture and positive attitudes toward people of all racial and ethnic backgrounds

Child Abuse

Policy Category: Responsibilities & Welfare	Date Revised: March 2017
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In order to utilize the legal requirements under the ***Child Welfare Act***, it is the responsibility of **Sunny Faces** to follow the required reporting procedures for suspected instances of child abuse.

Policy

It is also the responsibility of every **Sunny Faces'** staff to ensure that their programs are planned to effectively:

- recognize and accept each child's individuality, differences and developmental level
- establish a feeling of trust and security
- enhance feelings of mutual respect, acceptance and caring among children and adults
- encourage positive social interactions
- allow children to select, plan and organize their own learning activities for a significant portion of the program day
- minimize problematic environmental influences

Sunny Faces will ensure that all Program Staff and Volunteers are made aware of the Child Abuse Guidance Policy

1. **Sunny Faces'** staff will inform and communicate these child guidance principles to parents/guardians in an informal and educational manner
2. **Sunny Faces'** Supervisor will train all program staff and volunteers in methods of recognizing child abuse
3. **Sunny Faces** will establish one clear procedure for reporting suspected cases of child abuse and will train their staff to make effective use of them

Sunny Faces has a duty to report and support;

Children's Aid Society – **416 924 4646**

Catholic Children's Aid Society – **416 395 1500**

Jewish Family & Children's Aid Society – **416 638 7800**

Native Child & Family Services – **416 969 8510**

Serious Occurrence Reporting



Policy Category: Health & Welfare	Date Revised: November 2017
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Sunny Faces is responsible for reporting **serious occurrence incidents** to the **Ministry of Education Child Care Quality Assurance and Licensing unit within 24 hours of the occurrence.**

The **Serious Occurrence notification form** will be posted within 24 hours in all program areas for **Sunny Faces**.

A Serious Occurrence incident can include incidents that may require third party medical attention (i.e. disasters on premises, concerns over operations of the program and others.

Serious Occurrence Reporting Procedures - Initial Notification

The Initial Notification Reporting procedure will be followed for all serious occurrences within 24 hours of becoming aware of a serious occurrence, or when the operator deems the occurrence to be serious. The Executive Director or designate is responsible for entering the information about the occurrence into CCLS.

Serious Occurrence Immediate Actions – Staff

When a serious occurrence is deemed to have taken place, Sunny Faces Day Care staff must ensure the following;

1. Staff are to remain calm and shall provide the child with immediate medical attention where warranted
2. Appropriate steps shall be taken to address any continuing risks to the child's health or safety, including the health and safety of other children and or staff must also be considered, as appropriate
3. The child's parent, guardian or emergency contact person is contacted immediately (unless it is an allegation of abuse in regards to the parent/guardian/emergency contact person. In this case, the allegation of abuse procedure is followed)
4. Ensure that the local coroner is notified immediately in **all cases involving death**. If there is reason to suspect that a child has been abused and/or is in need of protection, contact the Children's Aid Society as per the duty to report requirements in consultation with the Executive Director or designate
5. The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the person designated by the operator to conduct serious occurrence inquiries

6. The Executive Director or designated staff shall begin a serious occurrence inquiry, once all safety measures have been taken. The purpose of the inquiry is to gather information regarding the actual or alleged occurrence(s)
7. All persons having knowledge of the occurrence must remain on the premises until the Executive Director or designated staff has interviewed them, or indicated that there is no need for their involvement at that point
8. The Executive Director or designate gathers information to be included during the reporting process. Information should include as many of the following details as possible at this time:
 - Description of the occurrence
 - Client's allegation (if applicable)
 - Date, time, place where it occurred
 - Time occurrence reported
 - Reason for the occurrence (if known)
 - People involved
 - Action taken
 - Current status
 - Parties notified:
 - Coroner in all cases of death
 - Police/CAS, as applicable
 - Parents/others, as appropriate

Serious Occurrence Reporting Process

WITHIN 24 HOURS of becoming aware of a serious occurrence, or when the operator deems the occurrence to be serious;

- The operator enters information about the occurrence into CCLS within 24 hours
- In the event that the operator is unable to access CCLS within the required time period, the operator shall inform their assigned Program Advisor directly by telephone and email or by calling the Toronto Central Region office at 416 325 0652
- The operator will post the notification for parents generated by the Child Care Licensing System within 24 hours

Posting Procedure and Timelines

Upon the completion of the Serious Occurrence reporting protocol procedures our centre will post the Serious Occurrence generated by the Child Care Licensing System within 24 hours.

The form will be posted in a conspicuous place at or near the entrance commonly used by the parents, and near the posted licence and Licensing Summary Chart.

The form will be updated as additional actions or investigations are completed.

The form will be posted for a minimum of 10 business days, and if updated, the form remains posted for 10 additional business days from the date of each update.

The form is to be retained on file for at least 3 years from the date of the occurrence and must be made available for current and prospective parents, licensing and municipal children's services staff upon request.

In order to protect personal information and privacy, no child or staff names, initials, age or birth date of children, or group identifiers (e.g. preschool room), are to be used on the form.

Exceptions

Allegations of Abuse - The serious occurrence is posted when the following have been concluded – the child protection agency e.g. CAS has conducted its investigation and the allegation is either verified or not verified, or CAS has determined that an investigation will not be conducted, and, the Ministry has investigated any associated licensing non-compliances.

Once all investigations are completed, the form will indicate whether – CAS verified or not verified the allegation, the operator has taken action on any other directions given by CAS if applicable, the operator has addressed any associated licensing non-compliances identified by the Ministry if applicable.

Serious Occurrence Reporting Steps

REPORTING TASKS
Immediately – Executive Director or designate is to be contacted
Within 24 hours - the Executive Director enters the required information about the occurrence into CCLS

SERIOUS OCCURRENCE REPORTING STEPS AND TIME LINES	
1. Immediate Actions	<ul style="list-style-type: none"> ➤ Health & safety of children/staff addressed ➤ Parent, Guardian, Emergency contact person notified ➤ Ensure notification of coroner for any death, police/CAS as applicable ➤ Operator conducts a serious occurrence inquiry
2. Within 24 Hours	<ul style="list-style-type: none"> ➤ Operator enters information about the occurrence into CCLS
3. Protection of Persona Information and Privacy	<ul style="list-style-type: none"> ➤ Ensure the information posted in the Serious Notification Form protects personal information and privacy ➤ To help support the protection of privacy and personal information, no child or staff names, initials, age or birth date of child are to be used on the Serious Occurrence Notification Form. No age group identifiers are to be used.
4. Annually	<ul style="list-style-type: none"> ➤ <i>Annual Summary & Analysis Report</i> is completed by the operator and retained on file for review during ministry inspections ➤ Where requested, follow-up with any actions
5. Posting of complaints and allegations	<ul style="list-style-type: none"> ➤ Operator will post the Serious Occurrence report generated by the CCLS within 24 hours for at least 10 business days ➤ Each additional update will be posted for 10 days

Parent Handbook

Sunny Faces Day Care reviews and updates the Parent Handbook annually to provide current information to parents about the Serious Occurrence Notification form.

Annual Summary Roll Up & Analysis Report

Sunny Faces will conduct its own annual summary and analysis report of all of our serious occurrences for the year at end of each calendar year. We will conduct an analysis of any patterns which may suggest a need for training, support or internal policy modifications, and the identified steps to address any of these needs. Once completed, the form will remain on site at the centre and Ministry staff will review it as part of the annual licensing inspection.

The annual report will be reviewed by the Ministry as to the centre's management of serious occurrences. Upon reviewing the report, the Ministry may also identify possible issues or actions that could require additional follow-up by our centre.

In the event of any follow-up action being requested after review of the annual roll-up report by the Ministry, **Sunny Faces** will submit an outcome report upon completion of the identified action.

Prohibited Practices

Policy Category: Guidance & Welfare	Date Revised: November 2017
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Young children benefit from an established approach that encourages positive interactions rather than from a negative or punitive approach to manage unwanted behavior. Studies have shown that experiencing positive relationships in early childhood has a significant long-term impact on both physical and mental health, which also supports success in school and beyond.

Sunny Faces’ Program Statement sets out approaches that support positive interactions between children, families, staff and the community.

Any practice based on negative control technique is not part of **Sunny Faces’ Child Abuse Guidance Method**. Prohibited practices include but are not limited to:

- 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 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 including derogatory language and or verbal abuse including: humiliation, belittlement, threatening, swearing, harassment, yelling, sarcastic comments, discussion of a child within the child’s hearing range, inclusive of intimidation and the use of size to create fear in children
- depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding inclusive of any bodily harm on children by making children eat or drink against their will
- any type of behaviour that is sexually abusive or sexual in nature
- lack of supervision including: diverted attention for frequent or extended periods, leaving a child or children unsupervised for **any length of time**

Measures Used to Deal with Contravention of Policies and Use of Prohibited Practices

Any reports involving breach of **Sunny Faces'** prohibited practices are taken seriously and will be dealt with by **Sunny Faces'** Board of Directors and Management. In accordance with the ***Child Care and Early Years Act (CCEYA)***, all staff, students and volunteers are expected to comply with the program's stated policies and procedures and the requirements of the ***Child and Family Service Act*** with respect to behaviour management.

Failure to comply with policies is subject to disciplinary or corrective action up to and including termination of employment or volunteer assignment at the discretion of the Supervisor or Executive Director.

Various criteria will be considered when determining which disciplinary measure to take. Criteria may include:

- seriousness of the offence
- past performance of the employee in general
- frequency of occurrence
- actual or potential risk, or harm to the child
- recent performance
- previous disciplinary action taken

Behaviour Guidance and Management



Policy Category: Guidance & Welfare	Date Revised: March 2017
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Guidance Policy

Sunny Faces ultimate aim is to help each child achieve self-discipline and a sense of responsibility. Therefore, limits for behaviour have been set, and are consistently enforced by all staff. These limits are appropriate to the developmental level of the child, and deal with safety, care of the equipment and the rights of the individual. A positive approach is used to help guide the children. Each situation and child are dealt with individually.

Please be aware that not all-day care programs meet the needs of every parent or child. If your child is unable to adapt to our program, even after we have implemented Sunny Faces Child Guidance Strategies, **Sunny Faces** will suggest that the parent/guardian make alternate child care arrangements.

Redirection

Guiding a child into acceptable options when he or she is engaged in an unacceptable activity

Logical and natural consequences

Try to make the child aware of the results of his or her actions

Limit setting

Boundaries are developed for the children as a group and for individual children according to each situation

Modeling

Demonstration of appropriate ways of interacting

Providing choices

Appropriate choices are outlined and children are encouraged to make decisions for themselves

Anticipating trouble

Planning and preparing the environment

Ignoring

Some inappropriate behaviour can be ignored with more emphasis given to appropriate behaviour

Positive reinforcement

Use of encouragement

UNDER NO CIRCUMSTANCES WILL CORPORAL PUNISHMENT BE USED FOR BEHAVIOR MANAGEMENT

Appropriate Methods for Guiding Children's Behaviour

- Set a good example (i.e. children are not permitted to sit on the tables. This policy is also followed by the teachers.)
- Use positive reinforcement to strengthen desired behaviour (ex. lots of praise, attention, smiles, hugs). Move directly to the child to speak to him/her. Avoid shouting across the room. Get his/her full attention before attempting to guide desired behaviour.
- Talk to the child at his/her level. Bend down, put your arm around the child's shoulder, hold his/her hand and establish eye contact.
- Offer choices only when there is an appropriate choice to be given. Offer alternatives to guide behaviour. (ex. "If you would like to throw something here is a ball or we use the crayons for colouring not throwing")
- Speak softly, slowly, patiently; be friendly yet firm when necessary. You can be firm without raising your voice.
- Listen to child's explanation about how he/she feels. Accept his/her right to those feelings. Give the children opportunities to begin to identify and recognize their own feelings and the feelings of others around them. When conflicts arise between two or more children; encourage them to resolve their differences through verbalization and identification of their feelings. (ex. "That makes me angry when you take my blocks") When necessary, give them the words to use.
- Encourage children to share their success; give praise, show understanding and enthusiasm. Encourage positive social interactions.
- Be patient. Allow children time to stop their activity (unless they are in danger.) Give children warnings before it is time to make a transition from one activity to another.
- Use natural consequences. Consequences should be logical, reasonable, immediate and consistent. (i.e. Children dumping bins of toys are responsible for picking them up.) Always provide an honest and real learning situation. It allows the child to develop independence and self-discipline skills.
- "Sitting out" or "time out" should be used only as a last resort. The time period must "fit" the attention span of the child in order to make it a long-term learning situation for the child. This time should not exceed ten minutes.
- Teachers are responsible for the physical care and safety of children (i.e. encourage the children to wipe their noses, and wash their hands whenever necessary).
- After disciplining, make sure that the child knows you still care about him. Reinforce appropriate behaviour as soon as it is exhibited.
- Refrain from talking about a child in front of him. If the message must be communicated at that time to a parent or staff member, include the child.
- Children should be encouraged to try all foods provided at snack time but should never be forced to eat or drink anything.
- Be gentle and responsive to the child's individual needs
- Talk to the child on his/her own level. Spend as much time as possible at his/her height, on the floor or in a chair
- Always have a positive attitude. Being negative will encourage a child to be negative.
- Encourage a child to solve his/her own problems and praise him when he does
- If a child is having a bad day, spending some time with him/her may be just what he needs
- Be consistent, always follow through
- Encourage independence. Praise for small accomplishments will lead to bigger ones.
- Requirements: **NEVER LEAVE A CHILD OR GROUP UNATTENDED**
 - a) A child is expected to tidy up their materials before moving on to another activity.
 - b) Children should be encouraged to be as independent as possible, but they should always have help available to them if needed.
- **Smile - it's contagious!**

Management Policy

Sunny Faces appreciates the unique methods of child guidance from home to home. **Sunny Faces** feels that it is important to clearly communicate the steps that will be followed in the event of a child displaying inappropriate behaviour. **Sunny Faces** is confident that with the support of staff, parents/guardians and community agencies, we can achieve common goals.

First Level

1. Staff observe and document any inappropriate behaviour
2. Staff review program content and activities and provides alternate options that may impact or prevent unwanted behaviours
3. After recognizing the behaviour, staff will communicate with the parent(s)/guardian(s)
 - verbally, when the child is picked up,
 - by phone,
 - follow up in written form and put in the file
4. Depending on the occurrence, temporary suspension may occur immediately
5. Obtain referral/consent to pursue additional support

Second Level

1. Formal meeting with staff, parent(s) and/or guardian(s). Written documentation will be provided to all parties involved
2. Staff will continue to observe and document strategies/techniques being implemented as determined in the previous step
3. Follow-up meetings will be scheduled to review any progress and offer parents other support options

Third Level

1. A request may be made, but not limited to, the parents hiring additional support for one-on-one care within the child care setting
2. Temporary suspension may continue until this is arranged

Fourth Level

If all outlets have been exhausted and inappropriate behaviour still exists, the parent(s)/guardian(s) will be advised of this in a meeting and will be asked to find alternate care for their child. If a child is to be withdrawn from the program at the request of **Sunny Faces**, the length of notice given will depend on each individual situation. Withdrawal may be effective immediately or up to a maximum of 5 working days. A referral to other services will be provided to parents. The City Consultant may be informed at the first level or when support is deemed necessary.

Any level of this process can be made void at the discretion of **Sunny Faces**, depending on the incident, the child's behaviour and the severity of the occurrence. The Supervisor will keep the Executive Director informed during the entire process. The Board of Directors will be updated at the second level and kept apprised of any situation that may involve a suspension or withdrawal from program.

Sexual Health

Policy Category: Curriculum	Date Revised: March 2017
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Sexuality is an important part of the personality of every human being; it includes the physical, physiological, psychological, social, emotional, cultural and ethical dimensions of sex and gender. Sexuality is a basic need and aspect of being human which cannot be separated from other aspects of life. It influences our thoughts, feelings, actions and interactions. Sunny Faces is committed to raising sexually healthy children by teaching them the facts, values, responsibility and self-esteem. It is the responsibility of the Executive Director to ensure that staff are trained in child development, including the sexual development of children and to ensure that staff, parents and children abide by the child care **Code of Conduct** and the Ministry regulations for reporting Child Abuse. The Staff acts as positive role models for children and families.

Management Policy

1. **Sunny Faces** teaches appropriate sexuality language using dictionary or polite terms for body parts.
2. Children have the right to learn and grow in a bias-free, sexually healthy environment.
3. Children have the right to privacy and to be treated with respect.
4. **Sunny Faces'** staff responds to children's questions and comments about sexuality with honesty and openness.
5. **Sunny Faces'** staff regularly provides opportunities that enable children to learn through their own observations.
6. Books and other written materials, pictorials, anatomically correct dolls, puppets and toys depicting a variety of healthy relationships and workshops are provided to encourage positive learning about sexuality for staff, parents and children.
7. Children are clearly and directly told what age appropriate behaviour is without making them feel guilty. Children are encouraged to tell each other how they feel and to speak up for themselves.
8. While "toilet talk" and "street language" are used by many children, they will be discouraged at **Sunny Faces**. **Sunny Faces** strives to create an inclusive climate where everyone feels welcomed, appreciated and accepted. Children will be encouraged to experiment with toys, dress-up clothes, and make choices about the toys and peers that they play with. Staff will attempt to purchase toys that are non-biased and not gender specific. Ample opportunities are provided for children to play with toys and take part in play situations that are traditionally associated with the other gender.
9. Gentle, non-obtrusive touches that support positive feelings of self and others are encouraged between staff and children.
10. Staff provide equal opportunities for boys and girls to feel valuable and capable; gender role stereotypes and use of sexist language are discouraged.

11. Children are provided with the appropriate language and reminded of the negative impact of using sexist language. Incidents will be addressed on a case-by-case basis and parents will be notified immediately if their child has been involved in an incident.
12. If children persist in using sexist language, they may be asked to leave **Sunny Faces** in keeping with **Sunny Faces' Code of Conduct**.
13. Staff remind children in a gentle manner that self-pleasuring is a private matter that needs to take place at home in the privacy of their bedroom or bathroom.
14. Children are taught that their bodies are private and not to be touched by anyone without their permission.

Staff Education

1. Staff are trained in child development. They are aware of typical behaviours for children's body exploration and play.
2. Sexual behavioural norms and behaviours that may be of concern will be posted in the program rooms to remind Staff, children and families of developmental norms.
3. Contact information for Toronto Public Health will also be posted for families to seek additional information or resources.

Communication

1. We encourage families to maintain an open dialogue with their children and the child care staff so that we can work together to foster healthy sexual development in the children.
2. Some information and particular topics around sexuality are better addressed by families in their own way at home.
3. Information is shared with the children based on their chronological age and social emotional developmental age. Parents are notified when issues or questions are raised by their children so they can facilitate discussions at home.

Resources

Child Protection Agencies

Children's Aid Society – 416 924 4640

Children's Aid Society (Catholic) – 416 395 1500

Children's Aid Society (Jewish) – 416 638 7800

Child and Family Services (Native) – 416 969 8510

Kids Help Line – 1 800 668 6868

Parent Help Line – 1 888 603 9100

Staff: Child Ratios

Policy Category: Centre Locations & Operations

Date Revised: March 2017

Source: Child Care and Early Years Act staff:child ratios

Number of Staff Required for a Child Care Centre Other Than a Child Care Centre for Children with Special Needs

<i>Item</i>	<i>Column 1 Name of Age Category</i>	<i>Column 2 Age Range of Category</i>	<i>Column 3 Ratio of Employees to Children</i>	<i>Column 4 Maximum Number of Children in Group</i>
1	Infant	Younger than 18 months	3 to 10	10
2	Toddler	18 months or older but younger than 30 months	1 to 5	15
3	Preschool	30 months or older but younger than 6 years	1 to 8	24
4	Kindergarten	44 months or older but younger than 68 months	1 to 13	26
5	Primary/Junior School Age	68 months or older but younger than 13 years	1 to 15	30
6	Junior School Age	9 years or older but younger than 13 years	1 to 20	20

Wait List Policy

Policy Category: Centre Locations & Operations	Date Revised: March 2017
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Sunny Faces compiles an ongoing list of potential participants on a Wait List in order to support and track families who may be requiring child care. There is no fee for a family to be placed on our waiting list.

Sunny Faces enrolls children all year long however, we do provide a **two-week** preregistration opportunity in April of each year for the upcoming school year beginning in September. Priority is given to all existing clients wishing to reregister their child in a **full-time** space. Families transferring between our two locations, or siblings who are needing to register within a centre will be included in the priority status of the family.

Registration will open up to all new families after the two-week preregistration period.

Available child care spaces are to be filled by families on the waiting list according to the order of sequential dates as indicated on the child care waiting list forms. Priority will be given to all families wishing to register their child in a **full-time** space.

As ongoing space becomes available the first family on the waiting list is contacted and asked if they are interested in the space or if they would prefer to remain on the waiting list. Families will have 24 hours after initial contact to confirm their acceptance of the child care space. If a family cannot be reached, or does not return our call within 24 hours after the initial call, the next person on the list will be contacted. A family has 48 hours after accepting the space to come into the centre to register.

Families on the wait list can contact the Supervisor at any time to determine their standing on the wait list. Families will be provided their status via an assigned number. Families may also request a hard copy of the wait list that shows their assigned number.

All shared copies of **Sunny Faces** Wait List will maintain the privacy of all families.

Available child care spaces are filled on a first come, first served basis.

Video and Photos

Policy Category: Communication and Contact	Date Revised: March 2017
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Sunny Faces staff regularly records and posts images of children in the programs as part of their curriculum. These recorded images display the children's interests, their talents, their skills and their learning through activities and play. Photos and videos help to portray what is happening in the Centre and are an important part of documenting our programs and the children's progress, growth and development.

1. The recorded images will be used for allergy postings, activities, portfolios or displays in our classrooms, school hallways and for our emergency field trip binder. Images will not be used for any other reason, without parent/guardian permission. If you do not wish to have your child's photo taken, please inform the Supervisor of your wishes in writing and tell your child so they are also aware. We will ask the staff to honour individual requests not to be photographed. However, because there are over 150 children involved in **Sunny Faces**, we cannot guarantee that your child will never be photographed. Should a photo of your child be made and displayed against your wishes, please let the Supervisor know so that it can be removed.
2. On occasion, families request a copy of their child's photo that they've seen posted. These photos sometimes include other children. We will only provide parents with photos if their child is alone in the picture.
3. **Sunny Faces** sees their seasonal gatherings and group activities as opportunities to recognize and record important milestones and achievements. When capturing and distributing recorded images of children, we ask parents/caregivers to be sensitive to the safety of all children.
4. In the event that **Sunny Faces** ever wishes to use a photo or video of a child to promote the Centre or an event, this will only be done if we have the express **written permission** from the parents.
5. Staff, students and volunteers will only use the Centre's cameras or recording devices for documentation purposes. Staff will ensure the safety and confidentiality of the children by not posting images on social networking sites. Images will only be used for educational purposes. Images will be downloaded to the Centre's computer for printing, sent electronically to be printed or brought to a photo shop on a **Sunny Faces** USB stick to be printed.

Administration of Medication

Policy Category: Medication & Administration	Date Revised: March 2017
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Medication Administration Policy

It is the parent's responsibility to ensure that the medication they are providing is safe for their child. **Sunny Faces'** staff may administer medication only when a signed medication authorization form, outlining dosage dates and times, is completed by the parent or guardian.

Prescription Medication

All prescription medications must be in its original pharmacy container showing physician and patient's name, date of purchase and instructions. **Sunny Faces**, at the discretion of the Supervisor or Executive Director, may refuse to administer medication or procedures (i.e. insulin, injections, oxygen, suppositories) if that staff does not have expertise to administer.

Non-Prescription Medications and Herbal Remedies

Non-prescription medication/herbal remedies may be administered under the following conditions:

- a written doctor's note in conjunction with a parental consent form provided by **Sunny Faces** is completed
- medication must be given to staff with **original seals intact**; all open medication will remain on the premises of Sunny Faces and is not to be taken off the premises
- staff will NOT exceed one recommended dose as per instructions on the container; staff will only administer medication to children who meet the age or weight requirements outlined in the dosage instructions (Note: weight requirements need to be accompanied by a doctor's note)
- staff will NOT administer non-prescription medication/herbal remedy unless accompanied by a doctor's note

Storage of Medication

All medication will be stored in a locked medicine container, accessible only by staff. Parents must give the medication to the staff member, who will put the medication in the proper storage space.

Illness and Attendance Protocol

Policy Category: Health & Well-being

Date Revised: March 2017

Fever	Temperature of 38°C/100.4°F or higher; especially if other symptoms such as vomiting, sore throat, diarrhea, headache, stiff neck, or undiagnosed rash are present.
Respiratory Symptoms	Difficulty or rapid breathing or severe coughing. Child makes a high-pitched croupy or whooping sound after (s)he coughs. A child is unable to lie comfortably or partake in program activities due to continuous coughing.
Vomiting	One episode of vomiting within the previous 24 hours.
Diarrhea	An increased number of abnormally loose stools in the previous 24 hours or three or more loose stools per day without obvious dietary, drug or medical cause. Child shows other symptoms such as fear, abdominal pain or vomiting and/or foul- smelling stools.
Sore Throat	Sore throat, especially when other symptoms such as fever or visibly swollen glands in the neck are present.
Skin Irritations/Itching	Rashes which are undiagnosed or contagious. Persistent itching (or scratching) of body or scalp.
Appearance/Behaviour	Child looks or acts differently; unusually tired, pale, lacking appetite, confused, irritable or difficult to awake.
Pinworms/Enterobius vermicularis	Itching around the anus, disturbed sleep and irritability.
Scabies	Red, very itchy rash which usually appears between fingers, on palms, underarms, wrists, soles, elbows, head and neck. Itchiness is usually worse at night.
Norwalk/Norovirus	Sudden onset of watery diarrhea, abdominal cramps, nausea and/or vomiting. Symptoms last from 24-60 hours.

Communicable Diseases



Policy Category: Health & Well-being

Date Revised: March 2017

The following is a list of communicable diseases and their required periods of exclusion.

A doctor's note is required before a child can return to program.

Chicken Pox	Until all chicken pox have become dry and scabbed over
Diarrhea	Until 24 hours after diarrhea stops (depending on the cause the Health Department may require a longer period of exclusion)
Fever	Until 24 hours after fever disappears
Impetigo	Until an antibiotic prescribed by a doctor has been taken for at least one full day
Measles	For a minimum of four days after rash appears
Rubella (German Measles)	For a minimum of seven days after the rash first appears
Mumps	For a minimum of 9 days after the swollen glands first appear
PinkEye, Bacterial Conjunctivitis	Until antibiotic treatment has been taken for one full day
Ringworm	Until treatment has been taken for one full day
Scarlett Fever & Strep Throat	Until antibiotic treatment has been taken for one full day
Vomiting	Until 24 hours after vomiting stops
Whooping Cough (Pertussis)	Until antibiotic treatment has been taken for a minimum of 5 days. If no treatment has been given, a minimum of 3 weeks from the time the coughing began.
Thrush (Candida) Hand, Foot, Mouth	Until fever and or blisters disappear
Roseola	Until signs and symptoms have disappeared
Fifth's Disease (slap cheek)	Until fever is gone. Children are unlikely to be infectious after the rash appears, but it is safest to keep your child away from anyone who might be pregnant

Outbreaks

Policy Category: Health & Well-being	Date Revised: March 2017
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For the purpose of this policy, an outbreak will be defined as an occurrence when any symptoms of ill health affect a percentage of the child care population outlined by **Public Health Department** or a reoccurrence of the same outbreak over a period of three weeks.

Management Policy

In the event of an outbreak, the Supervisor, in conjunction with the Executive Director and **Public Health Department**, will devise a plan for management of the outbreak. This may include grouping infected children separately from healthy children, or closing the centre for a period of time if necessary. **Sunny Faces** will cooperate with procedures recommended by Public Health.

Viruses

- All parents are advised of a virus via a posted notice
- Toys are disinfected routinely and specifically with an outbreak
- Toilets are disinfected after each toilet routine
- Water play/sand play will be stopped until contagious period is over
- Creative cooking is stopped until contagious period is over
- Disposable paper products are used as much as possible
- Beds are disinfected, sheets are washed and blankets sent home

Rest Requirements



Policy Category: Health & Well-being	Date Revised: November 2017
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The ***Child Care and Early Years Act*** requires that a rest time be provided for preschool children that are in attendance for six hours or more in a day will not exceed two hours in length. During family orientation parents will be advised of the program requirements for rest.

Parents will be consulted regarding their child's sleep patterns at the time of enrollment and at any other appropriate time. Parents can provide written documentation requesting their child not have a rest period. This documentation will be included in the child's file. Children who do not sleep will engage in quiet activities based on the child's needs.

A child who is unable to sleep during the rest period will not be kept on their cot for longer than one hour and will be permitted to engage in quiet activities.

There will be a labelled cot with bedding for each preschool child that receives care longer than 6 hours/day and each room will have a sleep chart layout outlining each child's assigned cot.

Cots need to be placed at least 46 cm apart and with an aisle of at least 92 cm to ensure all children and educators can evacuate in an emergency.

The ***Child Care and Early Years Act*** requires that educators are performing direct visual checks of sleeping children by being physically present and checking for indicators for distress or unusual behaviours. **Sunny Faces** will perform and log these checks every **45 minutes**.

In addition, each staff person, during a shift change for lunch break will perform a visual check upon arriving into program and log their findings.

A daily record of rest period will be kept in the daily log. If no unusual behaviours occurred during rest time, record in the log "no unusual behaviours during rest time".

If an unusual behaviour occurred, for example a child awoke from a dream or from coughing a record of the incident is to be recorded in the daily log including the child's first name and last initial. The incident is to be communicated to the parent and will result in adjustments to the manner in which the child is supervised during sleep as well as recorded in the child's journal.

There must be sufficient lighting in the program room during rest time to conduct visual checks of the children.

Each child will have a daily journal completed by the educator indicating duration of rest and any significant changes to the child's sleep patterns or behaviours.

Sun Safety

Policy Category: Health & Well-being	Date Revised: March 2017
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Management Policy

Sunny Faces will not participate in outdoor play time during extreme weather. Extreme weather includes lightning, a rating of very poor air quality, a high real feel temperature or an extreme UV index notice. When the UV index is moderate (3 - 5) to high (6 - 7) we will take the following precautions: umbrellas to provide shade, hats, sunglasses and sunscreen which parents will provide.

1. Parents are required to supply sunscreen for use at **Sunny Faces**. Sunscreen must be labeled and stored on the upper shelf of the child's locker. The sunscreen may not be shared with others.
2. Parents must apply sunscreen in the morning.
3. A list is posted of children with sunscreen and is checked and initialed by staff when sunscreen is applied.
4. During the months of May and June, sunscreen will be applied at community check. During the months of July and August sunscreen will be applied after rest time. On days when the children are outdoors for the majority of the day sunscreen will be applied at noon and at 4 pm.
5. When we have swim days or water play days, we will ensure that the children's sunscreen is reapplied in the morning. The day care will reapply sunscreen for afternoon outdoor play as follows:

Age 2 and 3 Year Olds

Staff will apply and distribute sunscreen, washing between applying, or using fresh gloves, for each child to avoid allergic reactions.

Age 4 and 5 Year Olds

Staff will apply to areas and children will rub in with adult supervision. Children will wash their hands afterwards to avoid potential contact with their eyes.

6 Years and Up

School age children are reminded to apply sunscreen in the afternoon. Adult supervision is provided.

Anaphylaxis Policy

Policy Category: Medication & Administration	Date Revised: March 2017
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Sunny Faces provides care to children who are at risk for potentially life-threatening allergies. Most of these children are allergic to food, but others are at risk for an insect sting allergy. Anaphylaxis (pronounced anna-fill-axis) is a severe allergic reaction that can be caused by foods, stings, medications, latex or other substances that a child may be allergic to. While anaphylaxis can lead to death if untreated, anaphylactic reactions and fatalities can be avoided. Education and awareness is the key to keeping students with potentially life-threatening allergies safe.

Management Policy

1. The Anaphylaxis plan at **Sunny Faces** is designed to ensure that children at risk are identified, strategies are in place to minimize the potential for accidental exposure, and staff, student teachers and students/volunteers are trained to respond in an emergency situation.
2. Communication Plan
 - provide general information on life-threatening allergies, including anaphylactic allergies to staff, parents, students and volunteers
 - obtain information from parents about their child's medical condition, including whether children are at risk of anaphylaxis
 - advise parents, staff, students and volunteers that there are children attending **Sunny Faces** who are at risk for potentially life-threatening allergies and the foods and causative agents to be avoided
 - identify the mechanism to review the strategies intended to reduce the risk of exposure to life threatening allergies
 - post a list of known allergies of enrolled children in food preparation and eating areas including activity rooms
- Advise **Sunny Faces'** caterer of the foods/contributing agents not to be in food prepared for the Centre and appropriate food substitutes will be provided
3. Identification of Children at Risk
 - At the time of registration, parents will be asked about medical conditions, including whether children are at risk of anaphylaxis and asthma. All staff must be aware of these children.

4. It is the responsibility of the parent to:

- Inform the Supervisor of their child's allergy (and asthma).
- Supply an Epinephrine Auto Injector (Epi-pen), which is labeled and up- to- date, to **Sunny Faces** in order to be stored on site and in the emergency knapsack to be taken on fieldtrips.
- Complete medical forms and the Anaphylaxis Emergency plan, which includes a photograph, a description of the child's allergy, emergency procedure, contact information, consent to administer medication and consent to post the child's plan. The Anaphylaxis Emergency Plan will be posted in key areas such as in the classrooms, the office area and taken on all excursions.
- Supply training to staff on procedures to be followed in the event of an anaphylactic reaction. If parent is not able, a child's physician could do training.
- Advise the Supervisor if their child has outgrown an allergy or no longer requires an Epi-pen (A letter from the child's doctor is required).
- Have the child wear medical identification (Medic Alert bracelet). The identification could alert others to the child's allergies and indicate that the child carries an Epi-pen. Information accessed through a special number on the identification jewelry can also assist first responders, such as paramedics, to access important information quickly.

5. **Location and Availability of Epinephrine Auto-injectors (Epi-pen)**

- Children at risk of anaphylaxis, and who have demonstrated maturity and have parent's permission (see individual plan), may carry one Epi-pen with them at all times and have a back-up available at **Sunny Faces**. Most children are able to carry their own Epi-pen and asthma inhaler (if needed between ages 6 to 12 years). For children with stinging insect allergy, this would not have to be for the full year but during insect season (warmer months).
- Otherwise the Epi-pen will be stored in the child's classroom and carried in the emergency backpack on outings and field trips.

6. **Emergency Protocol**

An individual Anaphylaxis Emergency Plan with emergency procedures will be completed by the parent and reviewed by staff, volunteers and student teachers yearly. A copy of the Plan will be placed in designated areas.

7. **Adults** must be encouraged to listen to the concerns of the child at risk, who usually knows when a reaction is occurring even before signs appear. It cannot be assumed that children will be able to properly self-administer their auto-injector. (In some cases, children may be fearful of getting a needle or may be in denial that they are having a reaction.)

8. To respond effectively during an emergency, a routine has been established and practiced, similar to a fire drill. During an emergency:

- One person stays with the child at all times
- One person goes for help or calls for help
- Administer epinephrine at the first sign of reaction. The use of epinephrine for a potentially life-threatening allergic reaction will not harm a normally healthy child if epinephrine was not required. Note time of administration.
- Call 911. Have the child transported to an emergency room even if symptoms have subsided.

Symptoms may recur hours after exposure to an allergen. One calm and familiar person must stay with the child until a parent or guardian has been contacted and arrives.

9. Training

- Before a child is registered at **Sunny Faces** a parent must ensure that the initial training to administer an epi-pen has occurred by the child's physician or by themselves.
- Each year, and before employees start their employment, there will be training for staff, volunteers and student teachers which includes an overview of anaphylaxis, signs and symptoms and a demonstration on the use of epinephrine. Staff, student teachers and volunteers will annually sign off that they have reviewed the individual plans and the anaphylactic policy. Staff will have an opportunity to practice using an auto-injector trainer (device used for training purposes) and are encouraged to practice with the auto-injector trainer throughout the year, especially if they have a student at risk in their class.
- Allergy, food restrictions and asthma conditions will be updated and posted in each classroom. The catering company will be informed of any pertinent information around allergies and food restrictions.

10. Creating an Allergy-safe Environment

- Individuals at risk of anaphylaxis must learn to avoid specific triggers. While the key responsibility lies with the children at risk and their families, **Sunny Faces** must also be aware. Special care is taken to avoid exposure to allergy-causing substances.

11. To reduce the risk of exposure Sunny Faces Day Care Centre will:

- Provide craft, sensory and chemical materials that limit the opportunity for triggering allergies
- Ensure parents are notified upon enrollment that we are a nut, peanut free school and that there are children attending the centre who are at risk for potentially life-threatening allergies.
- Inform families that they are not permitted to bring any baked goods into **Sunny Faces**. In order to celebrate birthdays, **Sunny Faces** provides a cake and ice cream at a cost to the parent.
- Provide well- balanced snacks and food choices. **Sunny Faces** ensures that the children are offered a wide variety of choices and will involve them in planning for special treats that they will enjoy

Preventive Measures for Children

Given that anaphylaxis can be triggered by minute amounts of an allergen when ingested, children with food allergies must be encouraged to follow these guidelines:

- Wash hands before and after eating
- Do not share food, utensils or containers
- Place food on a napkin rather than in direct contact with a table

Parent Issues and Concerns



Policy Category: Communication & Contact	Date Revised: November 2017
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General Policy

Parents/guardians are encouraged to take an active role in **Sunny Faces** 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, that fosters the engagement of and ongoing communication with parents/guardians about the program and their children. **Sunny Faces** 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 **Sunny Faces Day Care** 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. 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 three 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 all 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 (ex. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Sunny Faces 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.

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/childrensaidthereportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room - Ex: schedule, sleep arrangements, toileting, indoor/outdoor program activities,	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly then - the Supervisor or licensee 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within three business days. Document the issues/concerns in detail
General, Centre-or Operations Ex: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern with the Supervisor or licensee	Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
Staff, Parent, Supervisor, and/or Licensee	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly then - the Supervisor or licensee All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation	Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Student/ Volunteer	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student then - the Supervisor and/or licensee - All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

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 the Executive Director or Board of Directors.

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 (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts

Sunny Faces Board of Directors list is located in the Parent Handbook as well as posted on the parent information board

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

Emergency Management

Policy Category: Communication & Contact	Date Revised: November 2017
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For the purposes of this policy, the following definitions / acronyms apply:

Sunny Faces

Sunny Faces Day Care Inc.

CCEYA, 2014

Child Care Early Years Act, 2014

Purpose

The purpose of this policy is to provide clear direction for staff to follow when dealing with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions

All-Clear: A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee)

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called

Emergency Services Personnel: Persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services)

Evacuation Site: The designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

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)

Meeting Place: The designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary

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

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency;
- and 3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of **Sunny Faces Day Care**, the **meeting place** to gather immediately will be located at: September to June – on instructional school days we proceed with the school – Thistletown Collegiate or West Humber Junior Middle School

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: St. Benedict Catholic School – 2202 Kipling Avenue

Note: All directions given by Emergency Services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Supervisor and or designate will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by management in the daily written record.

All emergency situations will be documented in details by the Supervisor and or designate in the daily written record.

All programs at **Sunny Faces** Day Care conduct monthly fire drills that are documented in the fire drill binder. Staff follow steps of Fire Emergency Procedure posted at fire exit doors.

All programs at **Sunny Faces** Day Care conduct quarterly lockdown drills that are documented in the lock down binder. Staff follow steps of Lockdown Procedure posted at fire exit doors.

All staff members, volunteers and students read and provide proper sign off of Fire Safety Plan for both locations and Emergency Procedures annually and/or as required.

All staff members, volunteers and students read and provide proper sign off of this Policy annually and/or as required.

Emergency Situation	Phase 1: Immediate Emergency Response Roles and Responsibilities
Lockdown When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.	<ol style="list-style-type: none"> 1. The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2. Staff members who are outdoors must ensure everyone who is outdoors proceeds to the safe location. 3. Staff inside the building must <ul style="list-style-type: none"> • Remain calm; • Gather all children and remove them from the doors and windows; • Take children's attendance to confirm all children are accounted for; • Take shelter in closets and/or under furniture with the children, if appropriate; • Keep children calm; ensure children remain in sheltered space; • Turn off/mute all cellular phones; and • Wait for further instructions. 4. If possible, staff inside program rooms should also: <ul style="list-style-type: none"> • Close all window coverings and doors; • Barricade the room door; • Gather emergency medication; and join the rest of the group for shelter. 5. The Supervisor and or designate will immediately: <ul style="list-style-type: none"> • Close and lock all the day care's entrance/exit doors, if possible; • Take shelter. <p>Only Emergency Service personnel are allowed to enter or exit the child care during lockdown.</p>
Hold & Secure When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.	<ol style="list-style-type: none"> 1. The staff member who becomes aware of the external threat must inform all other staff as quickly and safely as possible. 2. Staff members who are outdoors must ensure everyone returns to their program rooms immediately. 3. Staff in the program rooms immediately; <ul style="list-style-type: none"> • Remain calm; • Take children's attendance to confirm all children are accounted for; • Close all window coverings and windows in the program room; • Continue normal operation of the program; and • Wait for further instructions. 4. The Supervisor and or designate must immediately: <ul style="list-style-type: none"> • Close and lock all entrances/exits of the day care; • Close all blinds and windows outside of the program rooms; and • Place a note on the external doors with instructions that no one may enter or exit the daycare. <p>Only Emergency Services personnel are allowed to enter or exit the child care during a hold and secure.</p>

Bomb Threat

A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.

1. The staff member who becomes aware of a threat, the Supervisor and or designate must:
 - Remain calm;
 - Call 911 if emergency if not aware of the situation;
 - Follow the directions of emergency services personnel; and
 - Take children's attendance to confirm all children are accounted for.
- A. When a threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.
- B. When the threat is received in a form of suspicious package, staff must ensure that no one approaches or touches the package at any time.

Disaster Requiring Evacuation

A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.

1. 1) The staff member who becomes aware of the disaster must inform all other staff members of the incident and that the child care must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.
2. Staff must immediately:
 - Remain calm;
 - Gather all children, the attendance rerecords, children's emergency contact information and emergency medication;
 - Exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to the weather conditions;
 - Escort children to the meeting place; and take children's attendance to confirm all children are accounted for;
 - Keep children calm; and
 - Wait for further instructions.
3. If possible, staff should also:
 - Take a first aid kit;
 - Gather all non-emergency medications.
4. Designated (RECE in each program) staff will:
 - Help any individuals with medical/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child);

And

 - In doing so, follow the instructions posted on the special needs equipment or assistive devices during the evacuation.
 - If individuals cannot be safely assisted to exit the building, the designated staff (named in the individualized plan) will stay with them and ensure their required medication is accessible, if applicable; and
 - Wait for further instructions.
5. If possible, the Supervisor and or designate child care management person (Administrator) must conduct a walk-through of the child care to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.

<p>Disaster – External Environmental Threat</p> <p>An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<ol style="list-style-type: none"> 1. The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate premises. <p>If remaining on site:</p> <ol style="list-style-type: none"> 1. Staff members who are outside with children must ensure that everyone who is outdoors returns to their program room immediately. 2. Staff must immediately: <ul style="list-style-type: none"> • Remain calm; • Take children’s attendance to ensure that all children are accounted for; • Close all program room windows and doors that lead outside (where applicable); • Seal off external air entryways located in the program rooms (where applicable); • Continue with normal operation of the program; and • Wait for further instructions. 3. The Supervisor and or designate: <ul style="list-style-type: none"> • Seal all external air entryways not located in the program rooms (where applicable); • Place note on all external doors with instructions that no one may enter or exit the child care until further notice; and turn off all air handling equipment (heating, ventilation and/or air conditioning located in each building in the furnace rooms). <p>If Emergency Services personnel otherwise direct the day care to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
<p>Natural Disaster: Tornado / Tornado Warning</p>	<ol style="list-style-type: none"> 1. The staff member who becomes aware of tornado or tornado warning must inform all other staff as quickly and safely as possible. 2. Staff members who are outdoors with children must ensure that everyone who is outdoors returns to their program rooms immediately. 3. Staff must immediately: <ul style="list-style-type: none"> • Remain calm; • Gather all children; • Go to closest program room; • Take children’s attendance to confirm all children are accounted for; • Remain and keep children away from windows, doors and exterior walls; • Keep children calm; • Conduct ongoing visual checks of the children; and • Wait for further instructions.

**Natural
Disaster:
Major
Earthquake**

1. Staff in the program room must immediately:
Remain calm;
Instruct children to find shelter under sturdy desk or table and away from unstable structures;
Ensure that everyone is away from windows and outer walls;
Help children who require assistance to find shelter;
Find safe shelter for themselves;
Visually assess the safety of all children; and
Wait for the shaking to stop.
2. Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.
3. Once the shaking stops, staff must:
Gather all the children, their emergency cards and emergency medication; and
Exit the building through nearest safe exit, where possible, in case of aftershock or damage to the building.
4. If possible, prior to exiting the building, staff should also:
 - Take the first aid kit; and
 - Gather all non-emergency medications.
5. Individuals who have exited the building must gather at the meeting place and wait for further instructions.
6. Designated staff (RECE in each program) will:
 - Help any individuals with medical/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child);
 - And
 - If doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.
 - If individuals cannot be safely assisted to exit the building, the designated staff will stay with them and ensure their required medication is accessible, if applicable; and
 - Wait for further instructions.
7. The Supervisor and or designate must conduct a walkthrough of the child care to ensure all individuals are evacuated, where possible.

Immediate Emergency Response Procedure for Other Emergencies

Immediate Emergency. E.g. Equipment failure, water spill, locked door.	<ol style="list-style-type: none">1. Staff member who becomes aware of the emergency must contact the Supervisor and or designate immediately over the phone.2. The Supervisor and or designate attends to the situation immediately.3. If the Supervisor and or designate are not available to attend to the situation they must give detailed instructions to be followed by staff.
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Additional Procedures for Immediate Emergency Response

Additional Procedures	<ol style="list-style-type: none">1. The Supervisor and or designate assesses the situation and gives specific instructions that include by are not limited to:<ul style="list-style-type: none">• Designate extra staff to assist the program if possible;• Contact church maintenance personnel (secretary first), church's custodian or cleaning person.
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Phase 2: Next Steps during the Emergency

1. Where emergency services personnel are not already aware of the situation, the Supervisor and or designate must notify emergency services personnel (911) of the emergency as soon as possible.
2. Where the day care has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
3. If the licensee (the Board of Directors members) are not already on the site the Supervisor and or designate must contact them and inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons:	
Local Police Department 23 Division	416-808-2300
Ambulance	416-489-2111
Local Fire Services	911
Supervisor Helen Primi	416 428 5457
Executive Director Lee-Ann Hand	905 580 0411
Board President Shauna MacKendrick	416 740 3375
Board Vice President Gary Ramharack	416 629 1617

4. Where any staff, students and/or volunteers are not on the site the Supervisor and or designate must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them to return to the day care.
5. The Supervisor and or designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
6. Throughout the emergency, staff will:
 - Help keep children calm;
 - Take attendance to ensure that all children are accounted for;
 - Conduct ongoing visual checks and head counts of children;
 - Maintain constant supervision of the children; and
 - Engage children in activities, where possible.
7. In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8. A) Procedures to Follow When “All-Clear” Notification is Given

Procedures	<ol style="list-style-type: none"> 1. The individual who receives the “all-clear” from the authority must inform all staff that the “all-clear” has been given and that it is safe to return to the day care. 2. Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the daycare. 3. Staff must: <ul style="list-style-type: none"> • Take attendance to ensure all children are accounted for; • Escort children back to their program rooms, where applicable; • Take attendance upon returning to the program rooms to ensure all children are accounted for; where applicable; and • Re-open closed/sealed blinds, windows and doors. 4. The Supervisor and or designate will determine if operations will resume and communicate this decision to staff.
Communication with Parents/Guardians	<ol style="list-style-type: none"> 1. As soon as possible the Supervisor and or designate must notify parents/guardians of the emergency situation and that the all-clear has been given. 2. Where disasters have occurred that did not require evacuation of the day care the Supervisor and or designate must provide a notice of the incident to parents/guardians by the end of the following day.

	<ol style="list-style-type: none"> 3. If normal operations do not resume the same day that an emergency situation has taken place the Supervisor and or designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.
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8 B) Procedures to Follow When “Unsafe to Return” Notification is Given

Procedures	<ol style="list-style-type: none"> 1. The individual who receives the “unsafe to return” notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2. Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3. Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4. The Supervisor and or designate will post a note for parents/guardians on the day care entrance with information on the evacuation site, where is possible and safe to do so. 5. Upon arrival to the evacuation site, staff must: <ul style="list-style-type: none"> • Remain calm; • Take attendance to ensure that all children are accounted for; • Help keep children calm; • Engage children with activities, where possible; • Conduct ongoing visual checks and head counts of children; • Maintain constant supervision of the children; • Keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • Remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	<ol style="list-style-type: none"> 1. Upon arrival at the emergency evacuation site the Supervisor and or designate will update the day care’s voice mail box as soon as possible to inform parents/guardians that the day care has been evacuated, and include the details of the evacuation site location and contact information in the message.

Additional Procedures for Next Steps During an Emergency

1. Upon arriving at the emergency evacuation site staff will:

- Fill out accident/injury forms where applicable;
- Provide children with drinks and snacks (staff designated by the Supervisor will make purchases);

Phase 3: Recovery (After an Emergency Situation has ended)

Procedures for Resuming Normal Operation	<ol style="list-style-type: none">1. The Supervisor and or designate will follow the Serious Occurrence Policy.2. The Supervisor and or designate will maintain communication with Ministry of Education Program Advisor and Children's Services Program Consultant.3. The Supervisor and or designate will advise the Children's Services of unplanned program disruptions.4. The Administrator of the child care will contact insurance company where applicable.5. The Administration of the day care in contact with the Board of Directors will issue a statement to the media if applicable.6. The Supervisor and or designate will cancel outside services where applicable.7. The Supervisor and or designate will maintain proper documentation.
Procedures for Providing Support to Children and Staff who Experience Distress	<ol style="list-style-type: none">1. The Supervisor and or designate in contact with the Board of Directors will arrange for counselling if necessary, to support children, families and staff experiencing distress.2. The Supervisor and or designate will arrange for meeting of staff with board members if necessary, to provide information how experienced emergency situation might affect operation of the program, employment and plans for the future.
Procedures for Debriefing Staff, Children and Parents/Guardians	<ol style="list-style-type: none">1. The Supervisor and or designate will maintain ongoing communication with staff during staff meetings, memos and individual meetings.2. The staff and Supervisor and or designate will document observations of children behaviour that might indicate problems relating to distress and contact Special Needs Resource Consultant if necessary.3. The Supervisor and or designate will maintain and document communication with parents/guardians to ensure support for children in need of support.

Related Forms:

1. Fire Drill binder
2. Lockdown binder