



PARENT HANDBOOK

Revised September 2026

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Thank you for enrolling your child in the Program at Riverside Sunshine Daycare. Please read this handbook and follow the guidelines to ensure a safe and healthy environment for your child. **Sign the last page and return it to the office to confirm you have read and understood the material.** We look forward to serving you.

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Daycare Information

Our Purpose

On August 11, 2008, Sunshine Daycare opened its doors for the first time.

Our goal at Sunshine Daycare is to provide every child a warm, loving, positive environment that will meet his/her individual level of development. Through providing play and learning experiences, we will nurture as well as stimulate the growth of the child's needs: physically, emotionally, intellectually, and socially. Quality childcare, safety, and excellence is evident in our centre.

Thank you for becoming part of our Family!

Program Statement

Riverside Sunshine Daycare of Hamilton offers children a safe place to learn, laugh, and play that strives to be consistent with the Ministry of Education's policy statement on programming and pedagogy. For children to feel safe at play and in learning, each child will be viewed as the person they are, with their unique personalities and abilities. Children will be viewed as being competent, capable, curious, and rich in potential, coming with their own unique factors that will impact the way they learn. These factors include, but are not limited to, their current stage of development, their family life, their friends, their community involvement, and interactions. Understanding that children learn at different rates based on these factors, we will provide an environment where they can learn and grow to maximize their potential that promotes the use of curiosity and exploration. Children are not islands unto themselves but are part of families and communities, and as such, we will strive to support positive and responsive interactions for the children with their parents and families, the staff of the daycare and community partners. Children will be encouraged to interact and communicate in positive ways and will be supported in their ability to self-regulate.

Our goals and programming will be structured around the four foundations of How Does Learning Happen. Each child will be allowed the opportunity to grow and flourish by celebrating their current potential and working towards their future potential. Programming will allow opportunity for each child to explore, play, ask questions and experience their own initiated learning as well as adult-supported learning.

1. **Belonging** – each child will develop a sense of connectedness to others, make new friends and learn to be a contributing member of their community, while maintaining their own sense of uniqueness and valuing the uniqueness of others.
2. **Well-Being** – each child will develop an understanding of their health, safety and well-being embodying their entire self: mind, body, and spirit. This will be achieved through providing nutritious meals, inviting outside community agencies such as the Fire Department, Police, Veterinarians, Dentists, etc., into our establishment to share knowledge with the children on safety issues and community health.
3. **Engagement** – each child will develop an ability to learn by being involved, focused, curious and engaged in the world around them through the incorporation of indoor and outdoor gross motor play, as well as rest and quiet time considering the individual needs of the children that will foster their abilities to become effective problem solvers, creative thinkers and innovators.
4. **Expression** – each child will develop the ability to be effective communicators (listening and being heard) through verbal and non-verbal ways.

Health, Safety, and Nutrition

Goal:

Sunshine Daycare will support each child in developing an understanding of their health, safety, nutrition, and well-being embodying their entire self: mind, body and spirit. Our teachers will strive to provide a childcare experience that fosters children's connections to themselves and each other.

Approach:

This will be achieved by providing nutritious, well-balanced meals and snack prepared on site, by the cook. Children will be served nutritious foods at least three times a day to ensure their bodies are nourished. Water and/or milk are served at all meal and snack times and are available throughout the day to ensure children stay well hydrated. Teachers will help foster children's well-being by making sure a variety of activities are offered to them such as dance, gardening, and sensory activities.

Goal:

Sunshine Daycare will maintain a safe environment for children, families, and staff.

Approach:

This will be achieved through inviting outside community agencies such as the Fire Department and Police into our establishment to share knowledge with the children on safety issues, as well as maintaining daily, monthly, and annual checks on indoor and outdoor environments, fire alarm tests and fire drills. Daily and weekly sanitization occurs for toys, classrooms, shelves, bedding, cots, bathrooms and all floors and surfaces. All staff are trained in Standard First Aid and CPR certified.

Belonging (community)

Goal:

Each child will develop a sense of connectedness to others, make new friends and learn to be a contributing member of their community, while maintaining their own sense of uniqueness and valuing the uniqueness of others.

Approach:

This will be achieved by inviting the Fire Department, Police, Veterinarians, Dentists, etc., into our establishment to share knowledge with the children on safety issues and community health.

Goal:

Sunshine Daycare will provide a bridge of access for services provided to families residing in the community. This will break down barriers that new and rural families face obtaining support services for their families.

Approach:

Sunshine Daycare will maintain an open-door policy with community partners to ensure children and families have access to and are receiving the required support. Staff members are members of *Affiliated Services of Children and Youth* and are involved with *Community Living Hamilton* and *Early Words*.

Learning Environment

Goal:

The daily programming schedule of Sunshine Daycare will ensure children have a balanced day filled with opportunities to engage in positive interactions that help promote play, exploration, and inquiry.

Approach:

The children will participate in indoor and outdoor time to explore and discover. The teachers will provide activities and materials based on the children's interests which will ignite exploration and inquiry.

Goal:

Sunshine Daycare's staff will provide child-initiated and adult-supported experiences with each classroom being designed to encourage child led activities that can be transformed into learning experiences.

Approach:

The staff will interact with the children daily and observe their cues and interests. The staff will then supply materials and opportunities to extend their interests into learning experiences.

Goal:

Sunshine Daycare's program is guided by the *How Does Learning Happen* document. Children will be encouraged to explore their environment and form authentic relationships with the world around them.

Approach:

The classrooms will have learning areas such as science, dramatic play, reading, sensory, creative expression, and social play spaces. All learning areas will be set up with equipment that is developmentally appropriate and in good condition. Every classroom has been designed to provide clear sight lines to ensure a safe and functional learning and teaching experience.

Documentation and Program Review

Goal:

Sunshine Daycare will document children's learning experiences, all reports, logs, inspections, and all necessary communications between staff, families, and children.

Approach:

Staff is required to produce pedagogical documentation of the children's learning experiences and to post daily and weekly learning experiences and interactions in their classrooms.

Staff shall maintain electronic reports on the daycare app. for children's diapering (infants and toddlers only: infants wet and BM, toddlers BM only), sleep habits, eating habits and any other needs.

Meetings and important conversations between staff and/or parents are documented and kept on file.

Periodical staff meetings and individual teaching team meetings are conducted. Minutes are recorded and saved on file. During these meetings, there is time for program review, personal self-reflection, professional learning, news and updates within the centre and community.

An annual policy review is conducted each fall by Management to ensure they are current and up to date. The Program Statement will be reviewed with and signed off by each staff member, student, and volunteer prior to the commencement of their employment, annually and each time the statement is amended.

The Program Statement will be reviewed annually to ensure it aligns with Sunshine Daycare's values, follows current ECE trends, ministry guidelines, and the *Child Care and Early Years Act*.

Communication

Goal:

Sunshine Daycare believes family involvement is crucial to a child's development. We will strive to seek out and utilize parental input and ensure adequate time is spent communicating with parents at arrival and departure times.

Approach:

Teachers will have daily open communication with families about their child's day at arrival, departure time and through our daycare app. If more time is needed to discuss further information, questions, or concerns the Program Director will ensure proper coverage of staff to facilitate a proper meeting.

Sunshine Daycare will make every available effort to provide care that is inclusive to all children's needs. If a child is identified as requiring extra support, Management will be in communication with the parents. A support will be developed cooperatively, and referrals will be made.

Continuous Professional Learning and Training

Goal:

Sunshine Daycare's Management will provide a supportive environment where staff will receive ongoing training and guidance in ensuring their classrooms are a place with knowledgeable, informed, skilled and resourceful staff.

Approach:

Sunshine Daycare's staff is required to engage in continuous professional learning. This occurs through self-reflection, on-going team meetings, workshops, etc. All RECE staff are required to participate in the Continuous Professional Learning Program and be registered with the College of Early Childhood Educators. Staff records will be kept documenting completed training and suggestions for training will be a standard part of the supervision and monitoring process.

Staff and team meetings will occur monthly. During this time, we discuss classroom and centre needs, concerns, issues, and share resources.

Positive Guidance and Prohibited Practices

Goal:

Sunshine Daycare will provide a safe, caring, and respectful environment where children are supported through positive guidance and appropriate behaviour management strategies.

Approach:

This will be achieved by using positive reinforcement, redirection, encouragement, and age-appropriate strategies to support children's behaviour and development. Sunshine Daycare does not permit corporal punishment, inappropriate physical restraint, harsh or degrading treatment, threats, withholding of basic needs, or any other prohibited practice outlined in the Child Care and Early Years Act and Ontario Regulation 137/15.

Programs Provided

Infant Program: 0 months to 18 months

Toddler Program: 18 months to 2 1/2 years

Preschool Program: 2 years 6 months to 6 years

School-Age Camp: JK to 11 years

All programs are full-day programs. Riverside Sunshine Daycare will provide full-time care only. Our School Age Program is provided for Christmas Break, March Break, and Summer Vacation.

Hours of Operation & Closures

The daycare hours are Monday to Friday, 7:30 am to 5:30 pm. It is strongly recommended that children do not attend longer than 9 hours per day. To receive the most out of the programming offered, your child should be at daycare between the hours of 9:00am and 3:30pm. Children must be in attendance by 10:00am or will be considered absent for the day.

Riverside Sunshine Daycare will be closed for the following Holidays:

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

Please Note: Reminders regarding all closures will be given in our monthly newsletter/calendar. We may also close for Professional Development days throughout the year and will provide families with ample notice prior to. On Professional Development days parents are not required to pay for daycare fees.

Snow Closure

If it is necessary to close the Daycare due to inclement weather, notification will be provided on our Facebook Families Page, as well as a posting on our Daycare App Newsfeed. The decision to close will be influenced by public school closures with consideration for the driving conditions for our staff and families. It is the responsibility of parents to read our social media pages and/or our Daycare App. for this information.

Emergency Closure (other than weather related)

In the event Sunshine Daycare is unable to safely accommodate children upon opening (i.e., flood, fire, vandalism), the following procedure will be followed. If the closure is for three days or less, the parents are required to pay their fees. If the closure is for an extended period, the parents will not be required

to pay. *Note: Every attempt will be made to relocate the childcare site and continue to provide service.*

Early Closure

On occasion, there may be extreme circumstances (i.e., severe storms, loss of heat or hydro, etc.) that cause the Daycare to close early. Sunshine Management will make the decision to close early. If this occurs, parents will be contacted by phone and arrangements must be made for pick up by the time indicated (within 2 hours).

Student/Volunteer Policy

From time to time, we have volunteers and students (both High School and College placements) at the Daycare. All students and volunteers are expected to follow all policies and procedures of the Daycare. They must have a criminal reference check completed prior to beginning at the Daycare. Students and volunteers will never be left alone with the children within the classroom, gross motor room or playgrounds. Our staff will be modeling professional behaviors to the students and volunteers and will guide them with appropriate techniques. Our staff will never compromise the quality of the program, or their time spent with the children.

Confidentiality

Staff/Board Members:

No addresses or telephone numbers of any Staff or Board Member will be published or given out without prior consent by the individual.

Families:

All family dealings with Riverside Sunshine Daycare will be of a confidential nature. No information will be given to persons or agencies without prior written consent.

Children:

All records regarding children, including parent-teacher conversations, will be kept strictly confidential. Only first names and last initials of children will be used when posted in the classroom for any reason. The children shall not be discussed over the telephone or in a casual manner with anyone except the parents or persons representing an agency that has prior written parental permission. No photograph or videotape will be taken of a child without signed parental consent.

Administrative and Financial Information

Licensing

Riverside Sunshine Daycare is licensed by the Ministry of Education. The Child Care and Early Years Act, and its accompanying regulations, form the basis for the licensing procedure. The daycare is inspected annually, and a renewal license is issued, provided all requirements are met. The license is displayed in the daycare for parents to review. Please feel free to ask the office for details about any of the licensing requirements.

Family Visits and Tours

If a space becomes available, management will contact families near the top of the wait list to schedule appointments to tour our facility. These tours usually take place in the morning and allow parents and their child to observe the implemented programming. Please note that being invited for a tour does not guarantee a spot at the daycare.

Enrolment Forms and Waiting Lists

It is mandatory that prior to enrolling your child at Riverside Sunshine Daycare, at least one parent with their child has taken a tour of our facilities. You will then have an opportunity to complete the enrollment package. To hold your child's spot, a non-refundable deposit equal to two weeks of Daycare fees is required (no spot will be held without this deposit). This is put towards your first and last week at Riverside Sunshine Daycare.

The enrollment package must be completed and returned to the office prior to the child starting at Riverside Sunshine Daycare. The forms are designed to meet all the requirements from the Ministry of Education and the City of Hamilton Health Department.

A child may start as soon as the registration package has been received, and the deposit has been made. This allows time to process registration forms and ensure necessary arrangements can be made.

Should all spots in a classroom be full, names of parents and children seeking a spot will be put on a waiting list and contacted as a vacancy becomes available. Priority will be given to siblings already enrolled in our centre to make for a seamless transition.

It is important to keep us notified of any changes to addresses, phone or cell numbers, emergency information, immunization information, etc.

Payment of Fees

Invoices will be issued bi-weekly, with the exception of subsidy invoices which will be billed monthly. Payment is due within 4 days of the invoice date. Childcare services will be temporarily suspended if the account is not current, and if the account remains delinquent for more than two weeks, the child's placement may be at risk of termination due to non-payment.

Parents are required to pay for all regularly scheduled days of attendance, including statutory holidays, vacation days, snow days, early closure days and sick days.

Payment methods: Pre-Authorized Payment or E-transfer. Please send E-transfer to info@sunshinedaycare.net.

Tuition fees are nonrefundable, except in cases where a subsidy has been applied retroactively for reimbursement.

Fee Subsidy

At Sunshine Daycare, we value that all children should have access to a quality early childhood program regardless of their family's socio/economic location. A childcare fee subsidy is available to qualified

families through The City of Hamilton. All interested families should speak with the Program Director of Sunshine-Daycare.

Income Tax Receipts

Childcare is a tax-deductible expense. An income tax receipt will be issued to each family by February 28 reflecting the fees paid from January 1 to December 31 of the previous year.

Fee Increases

The fees at Riverside Sunshine Daycare are subject to change. A minimum of 3 weeks' notice of any increases in your rates will be given.

Canada-Wide Early Learning and Child Care System

Sunshine Daycare has opted in for the CWELCC System that is aimed to support Ontario's families through affordable, accessible, inclusive, and high-quality childcare. CWELCC is aimed at reducing parent fees to an average of \$12 a day.

Effective January 1, 2025, base fees for childcare in CWELCC-enrolled programs are capped at a maximum of \$22 per day for eligible children.

Pricing

Base Fee

Infant – Preschoolers \$110/week

Camp (Ages 5 and under) \$110/week

Camp (Ages 6 and over) \$275/week

Additional Charges: (Non-Base fee)

Field trip fees (when applicable)

Late fees \$25 – Up to 1st 15 minutes, \$10 for every 5 minutes after

Late Pick-Up

It is the parent/guardian's responsibility to arrive at the Daycare in time to pick up their child before 5:30 pm. If a parent is unable to be at the daycare by 5:30 pm, we ask that they make alternate arrangements for the child to be picked up.

A non base late fee of \$25.00 per child will be charged for the first 15 minutes or part thereof for parents who pickup their children after 5:30 pm. Subsequently, an additional \$10.00 per child will be charged for every 5 minutes until the child is picked up by their parent or guardian. This fee will be added to the next invoice. The official time will be determined using the iPad time smart watch. Please note that three late pickups within a year may result in termination of service. Additionally, if a child has not been

picked up by 6:00 pm with no communication from the parent, Sunshine Daycare will contact the Children's Aid Society due to this infraction.

Fundraising

Riverside Sunshine Daycare is a not-for-profit Child Care Centre. From time to time we organize and implement fundraisers. The proceeds from these events go directly towards funding various components of our program (i.e., field trips, new equipment/furniture, teacher resources, etc.). Participation and cooperation from parents and staff are encouraged as the proceeds directly benefit and help the Daycare maintain the quality of care that we are proud to present to your children and our community. If parents would prefer, they are welcome to make a financial donation to the daycare instead of participating in fundraising.

Absences

Parents are asked to call, email the office or message teachers on the Daycare App in the morning if their child will be absent. The Ministry of Health requires the centre to keep on file a note stating the reason for the absence.

Withdrawal of Service

Families who wish to withdraw their child from the Daycare must provide at least three weeks' written notice. If the required notice is not given, fees for three weeks will be charged from the date the notice is received.

Right of Exclusion Policy

At Riverside Sunshine Daycare, we are committed to providing a program that stimulates children in all aspects of development within a group setting. If we determine that our program does not adequately address the developmental, social, or behavioral needs of a child, the following plan will be implemented:

- A team meeting with the parents, Daycare Management, Teacher, and Resource Teacher (if applicable) to discuss methods of addressing the issues.
- A referral may be made to an appropriate Community Agency to provide support for both the family and the daycare.
- Adjustments to the service provided, such as reducing hours or days.

If all steps are taken but do not successfully resolve the situation, a meeting to discuss the child's continuation at the Daycare will be held with the parents and Daycare Management. The safety of all children at the Daycare is paramount and must remain our top priority. In extreme cases, this may result in suspension for a day, termination of care, and assisting the family in finding alternative care within the community if possible.

Should parents be asked to withdraw their child from Riverside Sunshine Daycare, two weeks' notice will be given. In situations where there is imminent danger to children, staff, or anyone else within the Daycare, Riverside Sunshine Daycare reserves the right to terminate without notice, and no further fees will be due.

Parent Issues and Concerns

Parents/guardians are encouraged to take an active role in our childcare 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, childcare providers and staff, and foster the engagement of ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction. All issues and concerns raised by parents/guardians are taken seriously by all staff members and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society).

Conduct

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

Concerns about the Suspected Abuse or Neglect of a Child

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

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

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

Procedures

Nature of Issue 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-Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to the classroom staff directly. If the issue or concern cannot be resolved by the classroom staff then please speak to the Program Director.	- Address the issue/concern at the time it is raised or -Arrange for a meeting with the parent/guardian within 3-5 business days
General, Centre- or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the Program Director or Office Manager	Document the issues/concern in detail. Documentation should include: -the date and time the issue/concern was received;
Staff, Management and/or Licensee-Related	Raise the issue or concern to - the individual directly or - the Program Director or Office Manager All issues or concerns about the conduct of staff, 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.	-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.
Student / Volunteer Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the Program Director or Office Manager 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	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 3-5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.

	parents/guardians become aware of the situation	
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Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Office Manager who will work to resolve the concern with the parent and staff. If unable to come to a resolution a written complaint from the parent will be forwarded to the Chairperson who with a Board delegation will meet with the parent within 14 days of the notification and offer a written response.

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.

HEALTH, SAFETY AND NUTRITION INFORMATION

Immunizations

All children are required to be up to date with immunizations prior to starting at Riverside Sunshine Daycare. A Public Health Immunization History form is provided to parents at the time of enrollment and must be completed and returned to the office prior to the child's start date. The Public Health department checks all files on an annual basis. You may be asked from time to time to fill out an updated form.

Administration of Medication

At Sunshine Daycare, we ask for your cooperation in keeping your child at home when signs of illness requiring medication are present. No staff member is permitted to administer medication.

If your child has an illness or condition that requires emergency medication (i.e., Inhalers and Epi-Pens) to be administered, please see the office to fill out the appropriate authorization forms that the teachers and child's parents will sign off on allowing the teachers to administer these emergency medications. These medications must be in their original containers. The pharmacy prescription label must state the child's name, dosage and administration instructions, name of prescribing doctor and current date. All medications will be kept in the child's classroom, out of reach of the children. The teachers will make sure the emergency medication accompanies the class on special outings (special field trips, etc.). Medication of any type must not be left in a child's locker and/or bag.

Routine Illness

Riverside Sunshine Daycare follows Public Health and Child Care and Early Years Act guidelines on illness and exclusion policies. A child who has experienced any of the following symptoms in the preceding 24 or 48 hours will not be admitted into the Daycare. If a child experiences any of these symptoms while in attendance at the daycare, the parent, or authorized contact person, will be

required to pick up the child as soon as possible. Your child can return when they can participate in all parts of the program.

These conditions include, but are not limited to:

- Fever and body rash
- Diarrhea (two or more bouts, or change from the normal)
- Fever and combination of other symptoms (nausea, vomiting, etc.)
- Vomiting
- Eye discharge (yellow/green)
- Severe cough
- Yellowish skin or eyes
- Weeping lesions
- Unusual rashes
- Irritability, continuous crying (outside of typical behaviour)
- Inability to participate in regular daily activities

C°	F°	Recommended Action/Diagnosis
37.0	98.6	Normal
37.22	99.0	Normal
37.50	99.5	Take note of the fever. Monitor behaviour & watch for an increase.
37.77	100.0	Take note of the fever. Monitor behaviour & watch for an increase.
38.33	101.0	Parents should be called. The child needs to be picked up.
38.88	102.0	Parents need to be called. The child needs to be picked up.
39.44	103.0	Parents need to be called & the child needs to be picked up.
40.0	104.0	Parents need to be called. Medical attention is required.

Frequent hand washing, toy disinfecting, and other precautions will be done regularly to prevent illness.

If your child has been excluded from the Daycare, they are able to return to the Daycare as follows:

Chicken Pox ● Approximately 7 days after spots appear (*once spots have scabbed over*)

Diarrhea ● 24 hours after diarrhea has stopped

Fever ● 24 hours fever-free after your child's last fever before return to daycare

Vomiting ● 24 hours after vomiting has stopped

Hand, Foot & Mouth ● Doctor's note clearing child to return with return date

Head Lice • 24 hours after first treatment has been applied

Impetigo • 24 hours after receiving an antibiotic treatment

Measles • 4 days after rash appears

Pinkeye • Once child has received 1 full day of antibiotic treatment (if there is discharge)

Pinworms • 24 hours after treatment has started

Pneumonia • Once a physician has permitted them to return 7 days

Rubella • 7 days after onset of rash

Scabies • 24 hours after treatment has started

Strep Throat • 48 hours after antibiotics have begun

Parents will be informed of certain communicable diseases (i.e., chicken pox) if there is a child who attends the Daycare that is ill with that disease. All illnesses will be recorded, and Management will contact Public Health if it appears that a large number of children are affected by an illness. Appropriate cautions and procedures will be put in place.

The “Well Beings, A Guide to Promote the Physical Health, Safety and Emotional Well Being of Children in Child Care Centers and Family Day Care Homes”, *published by the Canadian Pediatric Society* is used in determining some of the health policies of Sunshine Daycare.

Please Note: *We cannot keep your child indoors if they are feeling under the weather due to teacher to child ratios.*

Serious Occurrences

Riverside Sunshine Daycare will make every effort to provide the highest quality of care for each child. Sunshine Daycare and Community Partners (Community Living, Ron Joyce, etc.) are not liable for accidents or injuries that take place while in the care of the Daycare.

A serious occurrence is considered to be any life-threatening injury or illness, or any type of activity that requires police notification/intervention, including abuse, neglect or allegations of abuse or neglect. If any of these events should take place while a child is in the care of Riverside Sunshine Daycare, appropriate action will be taken immediately. Any staff that are present at the time of the occurrence will be required to prepare a written report for the Ministry of Education. These staff will be required to stay at the Daycare until they have been interviewed by Management. Inquiries will then be made by Management. Depending upon the nature of the occurrence, the Police and/or the Children’s Aid Society may be notified.

Severe Illness or Accident

If your child should become seriously ill while in attendance at the Daycare, or suffer an injury requiring immediate medical attention, the staff will contact the parent, or emergency contact if unavailable,

immediately to inform them of the situation. Whenever possible, a joint decision will then be made regarding the medical treatment required.

If the parent or emergency contact cannot be reached, our staff will seek immediate medical advice and follow through, as directed. This may necessitate the child being transported by ambulance to the nearest hospital emergency department. Ambulance charges may not be covered by the parent's health plan, and parents may be billed by the hospital.

Should the child be sent by ambulance to the hospital, one of the Daycare staff will accompany the child. The staff remaining at the Daycare will endeavor to reach the parents by telephone to inform them of the situation. Parents will be required to report to the hospital as soon as possible.

Please Note: Parents are required to always keep their work and/or emergency telephone numbers up to date. The Daycare office must be informed of any changes.

Minor Accident or Injury

If your child sustains a bump or bruise while at Riverside Sunshine Daycare, appropriate First Aid will be administered (i.e., ice, band-aid, and lots of TLC). Our staff will complete an "Accident Report" and you will receive a copy. All accident reports are kept in the child's file, if needed for future reference.

Authorization for Pick-Ups

When enrolling a child, parents can indicate on the Registration Form the names and relationships of individuals who are authorized to pick up their child.

We ask that staff be informed ahead of time when someone different will be picking up the child. This must be done via our Daycare App. All individuals authorized to drop off/pick up must have their information on Daycare App prior to pick up.

Photo identification is required when picking up a child and the staff are unfamiliar with the individual picking up.

Specific situations may arise where an individual is not allowed to pick up at all (i.e., court orders). These need to be discussed with the Program Director and appropriate paperwork provided to the Daycare Office to keep in the child's file. The Daycare does not provide a "Supervised Access" program.

Emergency Contacts

In case of emergency or illness, Sunshine Daycare requires contact information for parents during the days their child will be at daycare. Families need to have at least two emergency contacts that can be

Safe Arrival

All children must be escorted into their classroom each morning upon arrival. Our responsibility begins when you inform the staff on duty of your child's arrival. At this point, it is a good opportunity

to relay any messages regarding your child (i.e., restless sleep, no breakfast, administered medicine, changes in pick up person, etc.). If your child is not attending or will be arriving late/being picked up early due to an apt. etc., we need notification to the Office or your child's classroom teachers prior to 10:00 am.

Safe Departure and Authorization to Pick Up

Children will be allowed to leave the Daycare only with a parent or person authorized on the enrolment form. If someone other than the parent is to pick up the child, staff must be notified in advance. Designated people picking a child up will be required to show photo identification until all staff become familiar with them. Children will not be released until these conditions are met.

- Sunshine Daycare will ensure that any child receiving childcare at the childcare center is only released to the child's parent/guardian or an individual that the parent/guardian has provided with written authorization the child care centre may release the child to.
- Sunshine Daycare will only dismiss children into the care of their parent/guardian or another authorized individual. The center will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a message on Daycare App., emailed the office, or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the Program Director (or Designate) and Staff shall message the child's parent/guardian on Daycare App. at or before 10am. The Program Director (or Designate) shall contact the child's parent/guardian no later than 10:15 am via text message on Lillio if no response was given from the parent/guardian at the 10am message cut-off time.
 - if no response is received from the parent/guardian, the Program Director (or Designate) will call the Parent/Guardian and leave a voicemail no later than 10:30 am.
 - if no response from the parent/guardian is received then the child's Emergency Contacts will be called and if the child's absence is confirmed then no further contact attempts will be made. If the Emergency Contacts cannot verify the child's absence, then the parent/guardian will be contacted again.
 - if no response is received from the parent/guardian by closing time (5:30pm), a note will be made in the child's file that no absence reason was given.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up,

the Program Director (or Designate) will contact the Parent/Guardian at 5pm and advise that the child is still in care and has not been picked up.

2. Where the staff is unable to reach the parent/guardian, staff must leave a voicemail and inform the parents/guardians that we will start to contact the Emergency Contacts. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
3. Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact the child's Emergency Contacts until an authorized individual has been reached. In the event that the child will be picked up late or no contact has been reached, the centre shall refer to the "Late Pick-Up" policy in the Parent Handbook.

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. The staff shall start contacting the child's Authorized Pick-Ups and Emergency Contacts if there still has been no response from the child's Parent/Guardian.
3. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00pm. The staff shall proceed with contacting the local Children's Aid Society (CAS), (Office: 905-522-1121; After Hours Emergency Service: 905-522-8053). Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Impaired pick-up parent or authorized person procedures

If a parent or authorized person comes to pick up a child and the staff feel they are impaired in any way (i.e., drugs or alcohol), the following procedure will be followed:

If the staff member believes the individual is impaired, he/she will look for other signs or symptoms of substance abuse. These can include:

- Smell of alcohol on the breath
- Smell of marijuana on the individual
- Pupils too large or too small

- Glossy or red eyes
- Slurred speech
- Waver when standing

If any of these signs/symptoms are present, the staff member will:

1. Inform the individual that they cannot remove the child from the premises based on the Policy and Procedure for impaired pick up.
2. Try to persuade the individual to call a parent or emergency contact person to pick them up (staff will make this call).
3. If unsuccessful, ask the individual to call a cab.
4. The child will remain at the Daycare at all times until alternate arrangements can be made.

If the individual is uncooperative, attempts to leave the Daycare, or decides to walk or drive home with the child, the staff member will:

1. Tell the individual they will be contacting the police.
2. Immediately call 911. Tell the dispatcher the details of the situation and that they require immediate assistance.

Open Door Policy

Riverside Sunshine Daycare provides an environment that encourages open communication with families. Phone calls or emails are accepted throughout the day, should you have concerns about how your child may be coping. The Program Director is available daily for questions, comments, feedback, and suggestions.

Fire Drills

Riverside Sunshine Daycare conducts a fire drill randomly once a month to familiarize the children with the quickest and safest way to evacuate the building. Every staff member is familiar with this procedure, and each room has specific instructions for moving the children safely out of the building. The procedures are posted in each room.

Emergency Management

Purpose

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal 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 (e.g., emergency services personnel, supervisor, 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 childcare 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 childcare centre.

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

Meeting Place: the designated safe place near the childcare 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 the child care centre, the meeting place to gather immediately will be located at: Kastrau Landscaping & Nurseries Ltd., 1210 Wilson St. E. L8S 4K5.

If it is deemed 'unsafe to return' to the child care centre, the evacuation site to proceed to is located at: Kastrau Landscaping & Nurseries Ltd.

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 Sunshine Daycare Program Director 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 the Sunshine Daycare Program Director or Designate in the daily written record.

PROCEDURES

Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
Lockdown When a threat is on, very near, or inside the childcare centre. E.g. a suspicious individual in the building who is posing a threat.	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 a safe location. 3) Staff inside the child care centre must: • remain calm; • gather all children and move them away from doors and windows; • take children's attendance to confirm all children are accounted for; • take shelter in the gym, in closets and/or under furniture with the children, if appropriate; • keep children calm; • ensure children remain in the sheltered space;

	• turn off/mute all cellular phones; and • wait for further instructions. 4) If possible, staff inside the program room(s) should also: • close all window coverings and doors; • barricade the room door; • gather emergency medication; and • join the rest of the group for shelter. 5) Supervisor will immediately: • close and lock all childcare centre entrance/exit doors, if possible; and • take shelter. Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown. Parents will NOT be allowed in or out.
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Hold & Secure When a threat is in the general vicinity of the child care centre, but not on or inside the childcare premises. E.g. a shooting at a nearby building.	1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: • 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 operations of the program; and • wait for further instructions. 4) Supervisor must immediately: • close and lock all entrances/exits of the childcare centre; • 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 childcare centre. Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure. Parents will NOT be allowed in or out.
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 the threat must: • remain calm; • call 911 if emergency services is not yet aware of the situation; • follow the directions of emergency services personnel; and • take children's attendance to confirm all children are accounted for. A. Where the 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. Where the threat is received in the form of a 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) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre 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 record, children's emergency contact information any emergency medication; • exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to 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; and • gather all non-emergency medications. 4) Designated staff will: • help any individuals with medical and/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 special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the gym and ensure their required medication is accessible, if applicable; and • wait for further instructions. 5) If possible, the site designate must conduct a walk-through of the childcare centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.
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Disaster – External Environmental Threat An incident outside of the building that may have adverse effects on persons in the childcare centre. E.g., gas leak, oil spill, chemical	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 the premises If remaining on site: 1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately. 2) Staff must immediately: • remain calm; • take children's attendance to confirm all children are accounted for;
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release, forest fire, nuclear emergency	• close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. 3) Supervisor must: • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the childcare centre until further notice; and • turn off all air handling equipment (i.e., heating, ventilation and/or air conditioning, where applicable). If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.
Natural Disaster: Tornado / Tornado Warning	1) The staff member who becomes aware of the 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 everyone who is outdoors returns to their program room(s) immediately. 3) Staff must immediately: • remain calm; • gather all children; • take shelter in small interior ground floor rooms such as washrooms, closets or hallways; • 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 a 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; • for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; • 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 the children, their emergency cards and emergency medication; and • exit the building through the 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 a 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 will: • help any individuals with medical and/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 special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the gym and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
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Phase 2: Next Steps During the Emergency

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

List of Emergency Contact Persons:

Local Police Department: 905-628-0992

Emergency/Ambulance: 911

Local Fire Services: 911

Site Supervisor: Amanda Gulley

Office Manager: Bella Garcia

Licensee Contact(s): Joe Garcia

Child Care Centre Site Designate: Meghan Marlor

4) Where any staff, students and/or volunteers are not on site, Supervisor 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 return to the childcare centre.

5) Supervisor 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.

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

Procedures	1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre. 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 child care centre. 3) Staff must: • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. 4) Supervisor will determine if operations will resume and communicate this decision to staff.
Communication with parents/guardians	1) As soon as possible, Supervisor 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 child care centre, Supervisor must provide a notice of the incident to parents/guardians by posting on the white board in the front hallway or sending home a letter. 3) If normal operations do not resume the same day that an emergency situation has taken place, Supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

8b) Procedures to Follow When “Unsafe to Return” Notification is Given

Procedures	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) Supervisor will post a note for parents/guardians on the childcare centre entrance with information on the evacuation site, where it is possible and safe to do so. 5) Upon arrival at the evacuation site, staff must: • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in 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	1) Upon arrival at the emergency evacuation site, Supervisor will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, Supervisor will update the childcare centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated and include the details of the evacuation site location and contact information in the message.

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

Procedures for Resuming Normal Operations	The Program Director will contact staff and parents to inform them when the childcare centre will re-open after an emergency. Staff will be informed through phone, email or text message. The Program Director will update parents by placing a note on the front doors and recording a new message on telephone answering system. Once normal operations at the childcare centre have resumed, Supervisor will inform all appropriate entities i.e.: Program Advisor, Program Supervisor, insurance company.
Procedures for Providing Support to Children and Staff who Experience Distress	Children and staff who are experiencing distress after the emergency has subsided will be assessed and supported on an individual basis. Assessment will be done by program staff or parents for children and by Supervisor for staff. Support may include additional explanation of emergency, quiet space/time, consultation with Immanuel's Aisling consultant etc.
Procedures for Debriefing Staff, Children and Parents/ Guardians	Supervisor must debrief staff, children and parents/guardians after the emergency. If staff and/or parents require more information than can be included in a letter or on the white board in the main hallway, the Supervisor will arrange for a staff meeting or a parent consultation time. The time and place of this meeting will be set up by the Supervisor and communicate the information to parents through a letter or on the white board in the main hallway.

Suspected Child Abuse and Neglect

The staff at Riverside Sunshine Daycare are legally required to comply with the Child and Family Services Act. This directs staff to report to the Children's Aid Society (CAS) or the Catholic Children's Aid Society (CCAS) if they have reasonable grounds to suspect abuse or neglect (including issues of lack of supervision).

The following is a sample list of reportable concerns:

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

Note: Staff must contact CAS or CCAS and may not be permitted to speak to the family regarding the issue. It is the responsibility of CAS or CCAS to make the decision about the severity of each situation and determine an appropriate course of action.

Nutrition and Menu

Riverside Sunshine Daycare provides a menu for children that is setup using guidelines from Canada's Food Guide and the Child Care and Early Years Act. The menu is set up on a seasonal four-week and seasonal rotation. The menu and any changes or substitutions are posted on the "Parent Information Board".

The children are served a morning snack between 8:30am and 9:00 am each day. Lunch is served to the children each day beginning at approximately 11:30-11:45 am. The afternoon snack is served between 2:30 and 3:00pm.

Although we have the above schedule, children in our Infant Program are fed according to their own schedules if needed.

Snacks and lunch are social times in which conversation is encouraged. Teachers and children sit around the table in a family style seating arrangement. Prior to meals grace is said as a group. Children are encouraged to taste food but never forced to eat. Food is never withheld from a child for disciplinary reasons.

Allergies and Food Restrictions

Riverside Sunshine Daycare is a PEANUT SAFE centre. Regular reminders are sent home to parents, asking that no outside food be brought in. If your child has an allergy to any food, or has food restrictions due to religious beliefs, please indicate on the "Allergy and Food Restriction" portion of the "Child Information" enrollment form. The Daycare will not provide substitutions for allergies including food restrictions due to religious beliefs. If your child has an allergy to milk and/ or milk products parents will be asked to provide substitutions for their child. All food substitutions brought into the Daycare must be peanut-free and in store bought packages labeled with your children's first and last name and can be dropped off at the kitchen. All staff are trained to administer Epi-Pens in the event a child suffers from a life-threatening allergy.

PROGRAM INFORMATION

Ages, Ratios and Licensed Capacity

Riverside Sunshine Daycare accepts children from the age of 0 months to 11 years. We are licensed for a total of 83 children at any given time.

Spaces are filled on a first come, first serve basis.

- 10 children ages 0 months to 18 months
- 15 children aged 18 months to 30 months
- 32 children aged 30 months to 6 years
- 26 children aged 44 months to 11 years

Move Ups

Children move from one age group to the next based on the following criteria:

- availability of space in the older age group
- chronological age
- developmental readiness

The decision to move a child up to the next age group is made by the Program Director, in consultation with the classroom teachers.

When a child is scheduled to move to the next classroom, the parent will be contacted about the move date and any fee changes. During the month prior to the move date, the child will visit his/her new room for short portions of the day, to ensure a smooth transition.

Behavior Management Guidelines

The teachers at Riverside Sunshine Daycare strive to achieve acceptable behavior through proper role modeling. Teachers use positive reinforcement to strengthen desired behavior. We provide the child with choices when appropriate and redirect undesired behavior. Teachers show children how to resolve their conflicts by providing the children with the proper words to use with their peers.

Zero Tolerance

All children, parents and staff of the centre have the right to work and participate in a safe and non-threatening environment. All instances of a child or an adult who compromises the safety or sense of security of others will be treated seriously and the incidents duly documented. Sunshine Daycare's primary considerations are the well-being of the children at the Centre and the staff who care for them.

Sunshine Daycare staff will make every effort to meet the individual needs of each child enrolled in the program. There may be situations, however, where we may not be able to meet these needs and when necessary, the parent(s)/guardian(s) will be kept informed of all efforts and areas of concern through formal and informal discussions with teachers and the centre supervisor. All meetings with parents will be well documented.

Sunshine Daycare reserves the right to withdraw services for any, but not limited to, the following reasons:

- Lack of payment of fees
- Conduct that is injurious to the physical, emotional, or intellectual well-being of others in the centre
- Lack of compliance with the parental/guardian responsibilities outlined in the policies of the centre
- Behavior that creates a potential safety hazard to children and staff
- Verbal abuse, harassment, or threatening of children/staff

•Serious misbehavior; this may include, but is not limited to, the following: biting, spitting, hitting, kicking, bullying, name-calling, swearing, pushing, and shoving, rude and aggressive behavior, consistent failure to follow center rules of expected behavior.

First Incident

The parents will be contacted, the problem discussed, and a course of action decided upon. The staff of the center will speak to the child at the time the incident occurs. The parents will be asked to review the behavior of the child at home. Documentation will be placed in the child's file. Parents/guardians will be asked to pick up their child immediately. Sunshine staff will consult with our Community Living Resource Consultant to discuss and implement classroom strategies.

Second Incident

The staff will discuss the situation, will contact the parents immediately and the child will be redirected according to center policy. Documentation will be placed in the child's file along with a written summary of the discussion held with the parents of the child. The parent will be advised at this time that if the inappropriate behavior continues there will be grounds for immediate dismissal and the child is placed on probation. Reduced hours in the program will be discussed and implemented for a minimum of four weeks. At the end of the four-week period, a meeting with the parents/guardians and the child's teachers and office staff will occur to determine if the reduced hours can be lifted to resume regular hours. Parents/guardians will be asked to pick up their child immediately.

Third Incident

The parents will be contacted and asked to come to the center and remove the child from our care and their enrollment terminated. Documentation will be placed in the child's file once again and payment will be due only for services rendered to the point of discharge. All measures will be taken to avoid the need to discharge a child from the centre. We will provide adequate supervision and intervention so that situations are not permitted, if possible, to escalate to the point that discharge would be necessary.

Monitoring of Prohibited Practices and Disciplinary Action

Riverside Sunshine Daycare prohibits the act of any negative practices, which include but is not limited to the following:

(1) No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

(a) corporal punishment of the child;

(b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement

occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;

(f) inflicting any bodily harm on children including making children eat or drink against their will; or

(g) sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the Early Childhood Educators Act, 2007. O. Reg. 137/15, s. 48; O. Reg. 126/16, s. 34; O. Reg. 197/26, s. 15.

In the event that, the Office Manager and/or Program Director or anyone on the premises of Sunshine Daycare observes such behaviour, it will be addressed immediately according to the strategies outlined below:

(a) Anyone observing or hearing a prohibited practice being used will report their concern to the Office Manager and/or Program Director office staff immediately.

(b) The Office Manager and/or Program Director will complete a written objective account of the verbal information that was just presented to them. This written account is to be signed and dated as correct by the individual making the initial report.

(c) The Office Manager and/or Program Director will investigate the report. Complete documentation will be part of the investigation process.

(d) The Office Manager/Program Director will gather facts from any witnesses of the incident.

(e) Any witnesses to the incident will write a description of the report, sign, and date it.

(f) The individual directly responsible for the incident will write a description of the report, sign, and date it.

(g) The Office Manager/Program Director will conduct an interview with the individual to discuss the report.

Daily Schedule Routine

The program at Riverside Sunshine Daycare is designed to challenge children to grow in all areas. To get the most out of our programming, we recommend you bring your child to daycare by 9:00 am. While at daycare, your child will be involved daily in creative art, music, story time, devotionals, free play, outdoor and/or gym play and circle time.

Outdoor Play

Each class is scheduled for 1 hour of outdoor play in the morning as well as in the afternoon, weather permitting. In inclement weather, the children will spend time in the gym.

Rest Time

Sleep time is from 12:30pm to 2:30pm daily. Our sleep rooms have relaxing music and are fully supervised. Children are encouraged to rest quietly or sleep. If they don't sleep for the full time, they can do quiet activities (books, coloring, puzzles, etc.), with a teacher until others wake up. Children may bring a blanket or soft toy for comfort. Drop off or pick up during sleep time is not allowed unless the child becomes ill, and parents are called.

Infant Rest Time

Infant children do not have a set rest/sleep schedule and will need to rest/sleep based on each child's individual needs. Ministry guidelines require our staff to place children younger than 12 months of age on their backs for sleep, following the "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada", unless the child's physician recommends otherwise in writing.

Field Trips

During our camp weeks, campers typically go on one field trip per week. Some trips may incur an additional cost (a *non-base fee*), which will be added to your invoice. These fees vary depending on the trip and the number of children attending.

Please note that camp will be closed during field trip hours. If you choose to opt out of a field trip, you will need to make alternate care arrangements for your child during that time.

Some trips may also include participation from preschoolers. Preschoolers will be given the option to stay back at the daycare for a regularly scheduled day should they choose to not attend a field trip.

Opting Out of a Field Trip

If you wish to opt out of a scheduled field trip, you must notify the office in writing at least two weeks in advance. This ensures you will not be charged for the trip.

If we do not receive written notification by the deadline, the non-base fee for the trip will be automatically added to your invoice.

Special Events

Throughout the school year, we have several special events that the children participate in such as our Christmas Concert, Graduation, and Theme Days. An invitation is extended to parents for all our special events.

General Information

YOUR CHILD

Here are some clothing tips to help your child(ren) play and learn:

- Dress your child in comfortable, washable play clothes.
 - Let your child wear comfortable, rubber-soled, closed-toe shoes.
 - Separate shoes for indoors are required.
 - Choose snowsuits and other outdoor clothing that are durable, washable and if possible, waterproof.
 - Make sure all outdoor clothing is labeled with your child's name.
 - It is a good idea to bring 2 pairs of mittens as these are often wet after outdoor play.
 - Make sure there is always several complete changes of clothes available in your child's cubby, in case of an accident(s)/food/creative, etc. Please label all extra clothes with your child's name. Outdoor play is an important part of the program, therefore clothing for all weather conditions should be at the Daycare (coat, snow/splash pants, winter/sun hat, winter/rubber boots, two pairs of waterproof mittens, neck warmers, etc.).
- ☀ If your child has borrowed some of the Daycare's spare clothes, please launder and return them as soon as possible, as our supply is limited.
- If more clothes and/or diapers are needed, your child's teachers will communicate with you via Daycare App or during drop-off/pick-up times

Personal Belongings

The staff at Riverside Sunshine Daycare strongly discourage children from bringing toys from home. It is difficult for teachers to keep track of and may cause conflict within the classroom. However, children can bring a comfort item for sleep time. We suggest that these items be limited to one item that will not be disruptive (i.e., stuffed animal, and/or blanket or pillow).

Should there be a special occasion where your child can bring in toys from home (i.e., "Show and Tell Day", Theme Days, etc.), you will be notified accordingly.

Cubbies

Every child at the Daycare will be assigned a cubby for their outdoor clothing (i.e., coats, boots, etc.) and personal belongings. We have found that it is much easier for children and parents to keep their cubbies clean and to use a backpack to transport and store their things during the day. A reminder that it is the responsibility of the parents to keep their child's cubby tidy and to empty them out weekly.

Diapering

All diapers, wipes, creams, and powders are to be supplied by the parents and labeled with your

child's name. The staff in your child's classroom will try to inform you when your supply is running low. If you have a prescription diaper cream that needs to be applied that is considered medication and a medication form must be filled out. The cream must be in the original container with your child's name and expiration date.

Toilet Training

Toilet training can be a very exciting and challenging time in your child's life. The staff of Sunshine Daycare will work with you to help your child achieve success when they indicate readiness. Toilet training is easier for your child and our staff when:

- Several complete changes of clothes are provided every day. This includes shirts, pants, socks underwear and shoes.
- Ensure your child's clothing is easily removed by them independently (i.e., no buttons, snaps, belts, etc.)
- An abundance of positive praise and rewards are given for trying and succeeding on the toilet.

Sunscreen

Parents are asked to apply sunscreen to their children in the morning. Please provide the daycare with sunscreen (labeled) to be applied to your child by their teachers in the afternoon.

Monthly Newsletters

At the beginning of each month, a newsletter and calendar of events will be posted on our Daycare App Newsfeed (hard copies will be available at the front desk as well). The newsletter will contain articles with valuable information, updates on fundraising, daycare news, reminders on upcoming closures, etc. The calendar of events will also tell you about any special events that will be taking place in that month.

School Photos

Each year, the Daycare arranges for an external photography company to take individual photos of each child as well as a class photo. Detailed information about the available packages, including prices, will be provided, and parents will need to confirm with the photographer if they wish to purchase any pictures.

Sunshine Daycare

A safe place to learn, laugh and play



PARENT HANDBOOK

Revised September 2026

Please print your name and sign below your acknowledgment of reading the above Parent Handbook and please bring the attached signed form with your enrollment package prior to your child(s) start date.

Parent Name (Please Print)

Parent Signature

Date