



Elizabeth Hamilton
Executive Director

189 rue Applegrove Street

Sudbury, ON. P3C 1N4

Ph.: 705.674.3334

Fax: 705.674.3882

ehamilton@childcare.on.ca

Heather Margerison
Program Supervisor

189 rue Applegrove Street

Sudbury, ON. P3C 1N4

Ph.: 705.674.3334

Fax: 705.674.3882

hmargerison@childcare.on.ca



Jubilee Heritage Family Resources

Parent Handbook

www.jubileeheritage.ca

JUBILEE HERITAGE DAYCARE

PARENT HANDBOOK

Applegrove Daycare

189 Applegrove St.
705-674-3334 ext.224

Anishnabek Daycare

189 Applegrove St.
705-674-3334 ext.224

St. Albert Daycare

404 St. Raphael St.
705-675-6629

St. Francis Daycare

691 Lilac St.
705-671-3199 ext.1

MacLeod Daycare

310 Laval St.
705-523-5495

Village Home Child Care

189 Applegrove St.
705-674-3334 ext.228

South End Best Start Hub

Algonquin Public School
705-523-0586

West End Best Start Hub

St. Francis School
705-671-3199 ext.2

Notes

Children Learn What They Live

If a child lives with criticism, He learns to condemn.

If a child lives with hostility, He learns to fight.

If a child lives with ridicule, He learns to be shy.

If a child lives with shame, He learns to feel guilty.

If a child lives with tolerance, He learns to be patient.

If a child lives with praise, He learns to appreciate.

If a child lives with fairness, He learns justice.

If a child lives with security, He learns to have faith.

If a child lives with approval, He learns to like himself.

If a child lives with acceptance and friendship,

He learns to find love in the world.

WELCOME!

Introduction

Welcome to Jubilee Heritage Daycare! The Agency provides services to families from 0 months to 12 years of age.

The information in the handout will hopefully provide you with all you need to understand about your child's program and daily activities. Please feel free to speak to the Staff if you have any further questions or if you need more information. We will also rely on you to assist us in providing the best care for your child. We hope your stay with us is a pleasant one.

Philosophy

Jubilee Heritage Daycare, born from the support of the Association of United Ukrainian Canadians and other concerned citizens, believes in the importance of respect and acceptance of diversity in people.

We believe that in an atmosphere of inclusion, where everyone feels a part of the Centre, children will be confident, be comfortable with diversity and grow to their potential socially, emotionally, physically and intellectually.

We believe that children learn best in an environment where the physical space, activities and interactions between people show positive messages about differences in people. In such an environment, children learn empathy and fair interaction with diversity. They develop critical thinking and skills for standing up for themselves and for others in the face of injustice.

Vision

A community where all families are valued and have the right to accessible, affordable, quality children and parent programs.

Mission

To provide affordable, high quality anti-bias learning environments that supports the needs of all children and families in the community.

Values

Promoting, supporting and modeling, through evidence based practice:

- A safe, clean, healthy and aesthetically pleasing environment.
- Respect for self and others
- Kindness, love, positive attitude
- Individual growth
- Advocacy for families
- Collaborative partnerships

Rates Effective January 2011

Age Group	Full Day	Before School	After School	Before/After
Infant	\$50.00			
Toddler	\$39.00			
Preschool	\$35.00			
Kindergarten	\$32.00	\$7.00	\$12.00	\$15.00
School-Age	\$31.00 Lunches not provided	\$7.00	\$12.00	\$15.00
School Readiness	½ day \$15.00			

The child has suffered emotional harm of the kind described in subparagraph a, b, c, d or e of paragraph 6 and the child's parents or the person having charge of the child does not provide, or refuses or in unavailable or unable to consent to, services or treatment to remedy or alleviate the harm.

Professionals who work with children have a responsibility to report their suspicions; therefore failure to report is an offence in accordance to CFSAs. 72(4), (6.2)

Any professional who fails to report a suspicion that a child is or may be in need or protection duties, is liable on conviction to a fine of up to \$1,000. The professional's duty to report overrides the provisions of any other provincial statute, specifically, those provisions that would otherwise prohibit disclosure by the professional. CFSAs 72 (7), (8).
If you have any questions or concerns about the Child and Family Services Act s. 72 (1) please feel free to speak to the Day Care Supervisor or contact your local Children's Aid Society.

Thank you for your understanding of our Professional obligation.
Please sign below indicating you have read and understand the above Child and Services Act.

Date: _____

Signature of Parent (s): _____
Daycare Supervisor; _____

Fire Evacuation

The safe evacuation place for:

Jubilee Applegrove/Anishnabek site-

Shkagamik-Kwe Health Centre,
161 Applegrove St.

**St. Albert Learning Centre both the infant program
and the daycare-**

Jeanne Sauve School
300 Van Horne.

St. Francis Daycare

Jubilee Heritage Family Resources
189 Applegrove

MacLeod Daycare

Travelodge Hotel
1401 Paris St.

Health

Sick children cannot be accommodated at the Centre.

Children with any of the following must remain absent from the program:

pink eye, impetigo vomiting, head lice, or diarrhea.

****In the case of head lice, children will be re-admitted when treatment is given and when nits and lice are no longer on the hair.**

Immunization

All children's immunization must be up to date as recommended by the local Medical Officer of health prior to admission. Exemptions may be granted following appropriate procedures. This information is kept on file.

A doctor's note may be required before returning to the Centre for:

Unusual rashes or spots, discharge from eyes, or any other symptoms indicative of a contagious disease.

Staff will monitor the children for any of the following: fever, severe coughing, earaches, contagious disease and diarrhea. Children too ill to take part in daily activities cannot remain at the Centre.

Ontario Child and Family Services Act (CFSA)

The Ontario Child and Family Services Act recognize that each person has a responsibility for the welfare of children. It states clearly that member of the public, including professionals who work with children have an obligation to report promptly, to a Children's Aid Society (CAS), if they suspect that a child is or may be in need of protection. CFSA s. 72(1) A child in need of protection is a child that has experiences physical, sexual and emotional abuse, neglect and risk of harm.

As professionals in the field of Early Childhood Education, we are obligated to contact the CAS if we have reason to believe that:

1. The child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person's

a. Failure to adequately care for, provide for, supervise or protect the child, or Pattern of neglect in caring for, providing for, supervising or protecting the child.

2. There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's

a. Failure to adequately care for, provide for, supervise or protect the child, or Pattern or neglect in caring for, providing for, supervising or protecting the child.

The child has been sexually molested or sexually exploited, by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child.

There is a risk that the child is likely to be sexually molested or sexually exploited as described in paragraph 3.

The child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment.

6. The child has suffered emotional harm, demonstrated by serious,

a. Anxiety

b. Depression

c. Withdrawal

d. Self destructive or aggressive behavior, or Delayed development

And there are reasonable grounds to believe that emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.

If an employee believes the complaint is unfounded and /or made in bad faith, the matter should be discussed with the appropriate Department Supervisor/Lead or the Executive Director.

Each complaint will be reviewed through the process as set out. Employees should document their own version of the alleged incident, including times, places, what happened and any witnesses.

GENERAL

It is in the interest of all parties that any concern be resolved as quickly as possible. At any step of the procedure, the complainant is free to drop the complaint and no further action will occur. Likewise, at any step of the procedure, the complainant is free to file a complaint with the Ontario Human Rights Commission.

If an employee feels uncomfortable with the complaint procedure, he or she may obtain help, support, or advice or representation through:

A Representative from the Health and Wellness Committee

The Human Rights Commission

Supervisors are expected to treat personnel matters in confidence.

Health & Safety

DUE TO SEVERE ALLERGIES

This is a Nut and Fragrance Safe environment

No nuts or nut products are to be brought into the building.

Please check labels of all products brought into the Centre.

CHILDREN NOT WELL ENOUGH TO PLAY OUTDOORS MUST BE KEPT AT HOME.

For safety reasons medication cannot be left in children's lockers, school bags or diaper bags.

Administration of Drugs/Medication

WHENEVER POSSIBLE, PARENTS WILL BE ENCOURAGED TO GIVE MEDICATIONS TO THEIR CHILDREN AT HOME. IN THIS WAY, THE CHILD CAN BE CAREFULLY OBSERVED FOR ANY MEDICATION SIDE-EFFECTS OR ALLERGIC REACTIONS.

1. Only prescription medication can be administered by staff. A written authorization form from the center must be completed and signed by the parent. Separate forms must be used for each prescription.
2. Non-prescription topical lotions that are non-medicated (Vaseline, Pentene, Lipson, etc.) must be accompanied by a signed authorization form available from the staff.
3. Children in the school age program may be allowed to carry their own asthma medication or emergency medication after safety factors have been reviewed by guardian and staff.

4. A prescription medication will be administered, in the facility, if:

- a) The medication is in the original container, as supplied by a pharmacist
- b) The medication has recently been prescribed, for the child, as evidenced by the date the medication was dispensed
- c) The prescription medication has not expired
- d) The label on the prescription container is clearly marked
- e) Non-prescription medication such as Tylenol can be administered if accompanied by a doctor's note.

ADMINISTRATION:

HOURS OF OPERATION

Jubilee's Administration Department is located at 189 Applegrove Street. Sudbury ON. P3C 1N4

Hours of Operation: 8:00 AM to 4:30 PM

Monday to Friday

**Invoices can be paid at this location by Cash or Cheque
If you have any billing Inquiries please contact
Karrie at 705.674.6552 x 225 or Kyake@childcare.on.ca**

Supervisor/Lead, or the Executive Director, should the concern involve the aforementioned persons.

The following steps will be followed when a formal complaint is initiated: A written complaint signed and dated shall be submitted to the appropriate Department Supervisor, or the Executive Director.

The Department Supervisor/Executive Director shall forward a copy of the written complaint to the person named in the complaint within five working days of receipt of the written complaint.

The investigative process shall begin within fifteen working days of the previous step, unless circumstances dictate otherwise.

If the situation cannot be resolved internally, the Executive Director will designate an independent, professional third party investigator to prepare a fact-finding investigation of the circumstances regarding the complaint.

The third party investigator shall investigate the matter, interview both parties and relevant witnesses, and collate all fact based information related to the complaint.

The third party investigator shall prepare a confidential fact-finding report for the Executive Director.

Based on the results of the investigation, the Executive Director and the Supervisor shall make a determination as to whether or not Jubilee's policies have been violated and what actions are to be taken as a result of the findings.

Both parties shall be informed of the findings of the investigation.

Should disciplinary action be warranted, based on the nature of the findings, action may range from a letter of warning up to and including dismissal.

All matters related to the investigation shall be kept in confidence with the Supervisor and the Executive Director.

During the course of the investigation one or both parties to the complaint may be assigned to alternate duties for the duration of the investigation, with pay and without disciplinary penalty.

The following steps should be followed to resolve a problem if you are accused of harassment:

If asked by a co-worker to stop behaviors which constitute harassment, an employee must assess his/her behavior seriously, understanding that even if they did not mean to offend, the behavior has been perceived as offensive. Cease the behavior that the person finds offensive and apologize. If the behavior is not stopped an employee will leave her/himself more vulnerable to a formal complaint, which could lead to disciplinary action if the complaint is substantiated.

Reprisals

This policy strictly prohibits reprisals against an employee because s/he has brought forward a concern or has provided information regarding a concern under this policy. Any employee who commits or threatens reprisal against another employee for following this, or at Centre's policies in good faith, may be subjected to discipline, up to and including dismissal for cause.

Sexual Harassment

Sexual harassment is a particular form of harassment and is defined as:

any sexual advance, remark or behavior that is demeaning, that the person making the advance, remark or engaging in the behavior knows or ought reasonably to know, is unwelcome; or

a sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the person where the person making the solicitation knows or ought reasonably to know that it is unwelcome; or

a reprisal or threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to that person.

This definition of sexual harassment does not include an occasional or casual compliment or remark, or normal exercise of supervisory responsibility, including direction, counseling and discipline when necessary.

Whatever form it takes, sexual harassment is a disruptive element that undermines the integrity of the work relationship and threatens the well-being, dignity, self-esteem and performance of the individual. Harassment may occur to men or women.

Procedure

Greater awareness of and sensitivity to the rights of others will prevent harassment of any form. This complaint resolution procedure emphasizes informal resolution as a primary objective, but provides both informal and formal procedures for complaint resolution. Each employee retains the right, under the Ontario Human Rights Code to decide how to respond to harassment.

The following steps should be followed to resolve a problem if you feel you have been harassed:

An employee should tell the offender clearly and firmly that the comment or conduct is unwelcome and should document and retain all pertinent details surrounding the event, should future reference be necessary.

If the behavior continues or if the employee feels s/he is unable to use the process set out above, the employee should feel free to notify the appropriate department.

DAYS OF OPERATION

At school sites the daycare may be closed on P.A. Days and school holidays.

The Centre is open Monday to Friday excluding the following statutory holidays.

New Years	Victoria Day	Thanksgiving
Family Day	Canada Day	Christmas Day
Good Friday	Civic Holiday	Boxing Day
Easter Monday	Labour Day	

“Jubilee Heritage Family Resources Professional Development Days”: the Centre may be closed up to 3 professional development days per year to support staff in their professional development.

PARENTS ARE EXPECTED TO PAY THEIR REGULAR FEES FOR THE ABOVE DAYS.

Note: The daycare will be closed between Christmas and New Year's Day. Parents will be charged only for the statutory days.

Closure due to Weather

When weather dictates closure of community services, the Centre will be closed. The parents are responsible for listening to the local radio stations for these announcements. If closure occurs during the day, parents will be contacted immediately to pick up their children.

PROGRAM

Arrival/Pick up

Parents are responsible for dropping their children off and picking them up at the Centre. Staff need to be notified if their child is to be picked up later than usual or by anyone other than the parent. We ask that children be dropped off before 9:30 to receive the full benefits of our programming.

Children *will not* be released to persons other than the parent without an authorization form and suitable identification.

In the event that any authorized person picking up a child is intoxicated or is deemed unsafe in any way, staff is instructed to arrange for an alternate authorized person. If staff is unsuccessful in doing so, the police and Children's Aid Society will be contacted.

Field trips

Trips are made to special places of interest. Parents will be informed and written consent will be required for each trip. You are welcome to join us.

Transportation

Staff will not be able to release a child to any unauthorized volunteer CAS or taxi drivers.

Taxi drivers must show photo identification at pick up.

Definition

The *Occupation Health and Safety Act* defines workplace harassment as "engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome."

Harassment and discrimination can take the following forms including;

Discrimination-based Harassment

Includes any verbal or physical conduct, that may be reasonably be perceived as denigrating or showing hostility or aversion toward an individual because of the individual's race, color, religion, gender, sexual orientation, national origin, age, disability, or the status protected by law, or because the protected status of the individual's relatives, friends or associates. This type of harassment includes, but is not limited to:

Epithets, slurs, negative stereotyping, demeaning comments, including comments pertaining to a person's dress, accent or other cultural differences, or intimidating acts that are based on an individual's protected status and/or

Written or graphic material (whether by printed or electronic media) circulated within or posted within the workplace that shows hostility toward or is demeaning to an individual or group because of his or her protected status.

The Executive Director will review the matter, including but not limited to a thorough investigation of all written materials, relevant information and interviews with members, staff and others as appropriate and provide written suggested remedies.

5. If a consensus is achieved, the remedy will be implemented. If not, the matter will be forwarded to the Board by the Executive Director through the correspondence file. A copy of this letter will be given to the parent. The Board will review correspondence of this nature at the next Board meeting.

Final complaints directly to the Board shall not be impeded if the member:

7. Has exhausted the internal procedure and

8. Alleges that Jubilee Heritage Family Resources Policy has been violated to the detriment of the child and family.

The policy itself is insufficiently cognizant of civil or human rights and dignity.

Copies of this policy will be provided to the parents and caregivers at point of intake.

Harassment Policy

A Commitment Statement

At Jubilee Heritage Family Resources, the health and safety of our employees is paramount. Priority is given to protecting our employees and our visitors from harassment and discrimination. Such conduct interferes with everyone's ability to perform their job and is not keeping with the Centre's philosophy of trust and mutual respect.

By working together, and giving the utmost attention to the safety and well being of each other, we will meet our shared objective of a healthier and safer work environment for all.

Jubilee Heritage Family Resources employees and families are entitled to be treated with dignity and respect and have a work environment free from harassment and discrimination as prescribed by the *Human Rights Code* in Ontario and occupation Health and Safety Act. This policy applies to all employees, clients and visitors of Jubilee Heritage Family Resources while in the workplace during work related field trips or during work related and/or social functions.

Employees are expected to assist Jubilee Heritage Family resources in its attempt to prevent and eliminate harassment in the workplace. Jubilee Heritage Family Resources will treat any form of harassment that occurs in the workplace seriously regardless of the alleged perpetrators position.

Nothing in this policy limits an individual's right to file a complaint with Human Rights Commission or the Ministry of Labor should they feel the situation warrants such action.

Items To and from Home

Children are welcome to bring special blankets and stuffed toys for comfort. We are not responsible for any lost belongings.

Daily Reminders

Please check the parent board daily for information as well as your child's locker and/or mailbox for soiled clothing art messages, etc.

It is your responsibility to sign your child in and out **everyday** with the time and initials.

Snacks and Lunches

Programs that provide meals and snacks have menus that are posted. Good nutrition and the promotion of healthy attitudes towards food are an important part of the program. Parents are required to provide food if their child is under 12 months of age.

PLEASE INFORM THE SUPERVISOR IF A CHILD HAS FOOD/OTHER ALLERGIES, SPECIAL DIET, ETC.

In infant rooms, parents are asked to provide a written schedule of lunch time feedings.

Staff eat with the children, children are encouraged to try everything and to feed themselves.

Full day school age program children may be required to provide a bagged lunch with a reduction in fees.

Rest

According to the Day Nurseries Act children are required to rest for two hours. Children who are not sleeping after an hour or rest will be invited to get up and participate in quiet activities to allow others to continue to sleep. Parents can sign a waiver if they do not want their child to sleep.

Junior and Senior kindergarten age children over 44 months (3.8yrs) who are unable to sleep have the option to engage in quiet activities for the entire rest period.

In infant programs parents are asked to provide a written schedule of nap times.

Client Issue Resolution Process

Jubilee Heritage Family Resources requires that all program users are treated fairly, equitable and respectfully: that all services are child and/or family centered and sensitive to the diversity and include system and stakeholder collaboration.

In recognition of parents and caregivers as partners, all Jubilee staff and services endeavor to ensure the following rights to parents.

Parents and caregivers right to:

- Information
- All options/resources available to child and/or family, information on each child's progress
- Protection of Privacy
- Make decisions
- Right to services available
- Right to participate i.e. to have the opportunity to share information to team, right to observe.

Should program users feel that any of the above is not being adhered to for client; Issue Resolution Process should be followed:

Issue Resolution should first occur with the individuals involved. Program users should talk to staff to identify the issues. The staff will be expected to use the problem solving techniques to achieve a solution acceptable for both. The staff involved will be expected to record the issue and the successful or attempted resolution. A space for parent's comments and signature will be included.

If an acceptable resolution for both parties cannot be achieved, the member should contact the staff's immediate supervisor.

The supervisor will meet with the member and staff person, review all pertinent information and interview others as may be required.

The supervisor will then provide remedies. If a consensus is achieved, the remedy will be implemented. The issue will be recorded including date, times, incident and will included space for member comments and sign off.

If a consensus is not achieved or the remedy cannot be implemented the supervisor shall forward the matter to the Executive Director.

Parents are Encouraged to Participate by:

- Sharing cultural and family diversities
- Joining in on a field trip
- Sharing an event or talent with the children
- Other idea? Share with the staff

In order to ease your child's integration into day care we recommend the following:

Plan a visit to the day care with your child before admission
Spend time with your child in his/her classroom on the first day
A favorite bear or blanket will often help to reassure your child in difficult moments
Get to know the team that will be working with your child

Audio/Video System

Jubilee Heritage Family Resources is committed to quality, anti-bias childcare and education in all of its programs.

In order to assist parents and professionals in maintaining this commitment, Jubilee has video cameras and a recording system in place in each play area, and sleep areas at all sites.

The taping will allow parents and professionals to:

Observe growth and development of children.

Plan curriculum relevant to developmental needs

Evaluate quality program outcomes.

Enhance parent/education relationships.

Evaluate student performances

Engage in self evaluation

Create a record for staff that may be alone with children in the playroom

Ensure that only authorized individuals enter the program

Behavior Management

Corporal punishment in any form is not permitted.

Children are taught behavior management in a positive manner and at a level that is appropriate to their actions and ages. Children are encouraged to settle differences with "words instead of actions". The aim is to promote self discipline, ensure health and safety, respect the rights of others and maintain equipment.

When appropriate, children may be removed from the playroom for no more than five minutes. A teacher remains with the child, adopting a supportive attitude during this time.

Ongoing problems will be discussed with the parents and staff in order to develop a mutual resolution to assist the child with positive self-discipline.

Specialized agencies may be involved to assist staff, families and children.

Jubilee Heritage Family Resources includes an inclusion support Resource Consultant as part of our educational team.

Clothing

Please dress children in comfortable washable clothing – THEY WILL GET DIRTY!

The following is required AT ALL TIMES IN LOCKER: complete change of clothing- socks, underwear, shoes and sunscreen, diapers, wipes, and special lotions or creams.

SUMMER: sun hat, swimsuit, shorts, towel

SPRING/FALL: boots, rain wear

WINTER: snowsuit, boots, hat, scarf, attached mittens

Outdoor Play

Weather permitting; the children will play outside daily.

Children will remain inside if the temperature falls below -19 degrees Celsius.

Staff will bring the children in when they appear to be cold.

During hot weather, the staff will use caution providing shade and drinking water.

The staff will also monitor the air quality and smog advisories. If necessary indoor activities will replace the outdoor schedule.

Toilet Training

Consistency between home and daycare is extremely important. Once your child shows signs of readiness, staff and parents will work together to ensure continuity and a positive experience.

Bike Helmets

Parents are to provide a bike helmet if they want their child to use a daycare trike.

Otherwise, the child will not be permitted to use the bikes while at the Centre. If a parent is financially unable to supply a helmet; one may be provided by the daycare after it has been properly fitted by the parent.

Centre Hours

The Jubilee site on Applegrove opens its doors at 7:30am and closes at 5:30pm Monday to Fridays. All children must be picked up by 5:30pm. After 5:30 pm on the Centre's clock, a penalty of \$1.00 for each minute is charged to the parent.

St. Albert Daycare: 8:30am to 3:00pm

St.-Francis Before and After School Care: 7:30 am to 5:30pm

MacLeod Daycare: 7:30am – 5:30 pm

Village in Home Daycare : 24hrs

Withdrawal

A minimum of two weeks notice prior to withdrawing a child is required. Notice must be given to the supervisor in writing. All fees must be paid before the child's last day. If parents choose to give less than two weeks notice, they will be required to pay for the next two week period. If parents are unwilling to follow the Centre policies and procedures, they may be required to withdraw their children from the program.

Fees

Our policy is that daycare fees are due in advance. Parent's fees are due on the 1st day of the month and on the 16th of the month. You will have 14 days after this period to bring your account up to date or you will jeopardize your child's daycare spot. If fees are not paid within the grace period, you will be asked to not return to the daycare and your account balance will be sent to a collection agency to recover monies owing. **Please note:** 2% interest charge will be applied on all late fees.

NSF Cheques/Late Payment

A \$20.00 fee for all NSF cheques will be charged. Parents have 48hrs to provide monies in the form of cash, certified cheque or money order. Multiple NSF cheques or failure to pay will result in cancellation of enrolment.

Vacation Credit

A child needs to be enrolled in the Centre for one full consecutive year to be entitled to two weeks vacation credits based on the number of days your child attends. The supervisor must be notified in writing in advance prior to taking vacation.