



SUNDOWNERS DAY CARE & RESOURCE CENTRE

Program Statement & Parent Handbook

MAY 1, 2021

SUNDOWNERS DAY CARE & RESOURCE CENTRE

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Program Statement

Our Mission: The purpose of Sundowners is to provide and promote licensed, non-profit, high quality, affordable, and accessible early learning and child care programs to meet the needs of children and families in Windsor-Essex County.

Our History: Sundowners has been offering high quality programs in Windsor and the surrounding communities since 1987. We are governed and operated by professionals with many years of experience in early childhood education. The ultimate responsibility of the organization rests with the Board of Directors, which is comprised of members from the business sector, education sector, the community, and parents. All our programs are located in schools because we strongly believe this model of care is one of the best options for families today.

Our Vision: Sundowners exists to provide a safe, developmentally inclusive environment for infants, toddlers, preschool, kindergarten, and school age children. Our focus is to provide a stimulating early learning and child care experience which promotes each child's social/emotional, physical and cognitive development. Our goal is to support and nurture the children's, as well as our own natural desire to be life-long learners. We are committed to the families we serve, providing support and encouragement.

Our Values:

Quality Care and Trust: When parents are looking for early learning and child care programs they need to find someone they can trust. We will continue in our efforts to ensure and continuously improve our services to meet the needs of the children and families we service.

Life Long Learning: At Sundowners we believe that we all share a responsibility to support and nurture the children's and our own natural desire to be lifelong learners. We put ourselves and our learning on the same level as the child's and commit to our own professional development and personal growth. We learn alongside the children and their families and embrace the opportunity to learn and grow each day.

Partnership: Respectful relationships are very important and on which our organization operates. We believe that quality of care we provide is measured by the quality of relationships we have with children, families, employees, school boards, funders, and legislators. We are committed to ensuring these relationships are respectful; warm and caring; honest and open; fair and equitable.

Fiscal Responsibility: We are committed to financial prudence and sustainability – to making decisions that take into consideration the overall financial health of the organization in order to meet our goals and objectives. We conduct ourselves in a manner that is professional and according to all business practices that are legal and ethical.

Our Philosophy: The Board of Directors and staff of Sundowners Day Care & Resource Centre believe that children deserve the opportunity to learn and grow in a safe, enriching environment. We believe learning happens through positive relationships, exploration, experiences, and a sense of belonging that enables children to become productive contributors to the world in which they live.

We believe that children are competent, capable of complex thinking, curious and rich in potential. We are committed to the “**emergent curriculum**” approach to program planning, in which activities “emerge” based on ideas and interests from both children and staff.

We believe **play** is integral to children’s learning and essential to quality of life in childhood. Exploration and play are a child’s primary way of understanding the world. Children are agents of their own learning, actively building knowledge, skills, dispositions, and feelings. We are committed to fostering each child’s self-esteem, well-being, and growing need for independence. All aspects of their development and learning are interrelated and interdependent.

Throughout the network of our school based early learning and child care centres, Sundowners provides warm, personalized care and developmentally appropriate programs for **infant, toddler, preschool, kindergarten and school age children**. School Boards and parents rely on Sundowners to deliver these special and unique services. While parents appreciate the convenience of having a child care centre in their school; children benefit from a “seamless” day with early learning and care programs designed just for them.

View of Children

Sundowners views all children as competent, capable, curious, and rich in potential. We recognize each child is a unique individual who brings his or her abilities to the program and deserves respect, encouragement, and space to try new things, explore new ideas and develop their own unique creativity and sense of self.

We provide an environment that fosters curiosity and allows children to explore. We believe that every child deserves a safe and caring environment, a place to grow and develop to their maximum potential.

The Value of Play

Play is an essential part of child development because it contributes to the cognitive, physical, emotional, and social well-being of all children. Play is linked to the development of literacy, numeracy, social skills, creativity, imagination, learning new cognitive concepts, and developing new skills through physical movement. Sundowners strives to provide a variety of materials for children to explore and manipulate. We also provide experiences and environments that allow children to investigate their theories, work in groups, explore ideas, problem solve, and make decisions based on their interests.

Various activities are offered throughout the course of the day that include music and movement, drama experiences, indoor and outdoor gross motor play, literacy, numeracy, nature and science, construction and design, periods of rest or quiet time, and the option to work on homework for our older school aged children.

How Does Learning Happen?

The play-based, emergent curriculum is designed to enhance the learning styles and environment of young children. **How Does Learning Happen? Ontario’s Pedagogy for the Early Years** is the program guide used in the development of our programs. How Does Learning Happen is organized around the four foundations: Belonging, Engagement, Expression and Well-Being.



FOUNDATIONS	GOALS FOR CHILDREN	EXPECTATIONS FOR PROGRAMS
Belonging	Every child has a sense of belonging when he or she is connected to others and contributes to their world.	Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.
Well-Being	Every child is developing a sense of self, health, and well-being.	Early childhood programs nurture children’s healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with body, mind, and senses.	Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.
Expression	Every child is a capable communicator who expresses himself or herself in many ways.	Early childhood programs foster communication and expression in all forms.

Sundowners encompasses the research and legislation in Ontario’s three major early learning documents:

- How Does Learning Happen? Ontario’s Pedagogy for the Early Years
<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>
- Early Learning for Every Child Today (ELECT)
<http://www.edu.gov.on.ca/childcare/ExcerptsFromELECT.pdf>
- Think, Feel Act, Lessons from Research about Young Children
<http://www.edu.gov.on.ca/childcare/ResearchBriefs.pdf>

Our Goals & Approaches:

Goals	In our centres you will see...
To promote the health, safety, nutrition, and well-being of children	<ul style="list-style-type: none"> • Clean and safe environments • Healthy, well balanced meals and snacks based on Canada’s Food Guide • Educators who are knowledgeable about children’s medical conditions, exceptionalities, and allergies • Daily health checks for all children upon arrival
To support positive and responsive interactions among children, families, and educators.	<ul style="list-style-type: none"> • Families and children being greeted warmly • Children and educators engaging in meaningful and supportive ways • Children’s culture and interests incorporated into each day
To encourage children to interact and communicate in a positive way and support their ability to self-regulate	<ul style="list-style-type: none"> • Educators acknowledging that each child is competent, curious, and rich in potential. • Educators assisting children with self-regulation by forging relationships • Educators promoting and involving children in the 6 steps to conflict resolution • Educators asking open ended questions, promoting curiosity, and thought during play • Educators allowing opportunities for natural consequences
To foster the children’s exploration, play and inquiry	<ul style="list-style-type: none"> • Educators providing a variety of activities in an environment rich in content, that encourages choice and active play • Educators reducing transitions by allowing large blocks of play • Educators building on children’s interests while planning the learning environment and including them in the delivery of activities

<p>To provide child-initiated and adult supported experiences</p>	<ul style="list-style-type: none"> • Educators will be observing children and using the information when planning positive learning environments • Educators introducing new ideas, interests, facts, concepts, skills, and experiences to widen the children’s knowledge and life experiences
<p>To plan for and create positive learning environments and experiences in which each child’s learning and development will be supported and which is inclusive of all children, including children with individualized plans</p>	<ul style="list-style-type: none"> • Educators being reflective practitioners who learn about children through listening, observing, documenting, and discussing to understand all children as unique individuals • Educators, Parents, and the Supervisor working together when developing Individualized Plans for children in need
<p>To incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care</p>	<ul style="list-style-type: none"> • Children participating in indoor and two hours of outdoor play daily, time to rest and/or sleep, be quiet or active and Educators being mindful of each child’s needs • Children being encouraged to fully participate in all aspects of the day
<p>To foster the engagement of and ongoing communication with parents about the program and their children</p>	<ul style="list-style-type: none"> • Educators engaging parents in meaningful conversations about their children and the program at arrival and departure • Educators providing documentation about the children’s learning experiences and encouraging parents to explore and ask questions. iPads being used to document children’s learning making it visible for the children as well as their families

<p>To involve local community partners and allow those partners to support the children, their families, and staff</p>	<ul style="list-style-type: none"> • Sundowners views the community as a valuable resource, and you will see our educators planning learning opportunities to engage the community in our programs • Literature available from our community partners for families • Collaborating with local colleges to provide rich environments for field placement students
<p>To support staff and others who interact with the children at the child care centre in relation to continuous professional learning</p>	<ul style="list-style-type: none"> • Educators reflecting on How Does Learning Happen? by working through the reflection exercises in the document, by reviewing their observations and engaging children in meaningful activities, by maintaining communication with parents and building trusting relationships with the families, by working with their co-workers to create a safe and healthy environment and by taking the time to engage in self-reflection on a regular basis • Sundowners providing ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning
<p>To document and review the impact of the strategies on the children and their families.</p>	<ul style="list-style-type: none"> • Each program maintains a binder containing observations, plans and documentation to support their understanding of the program statement • Supervisors meeting with staff on a regular basis to establish a clear understanding of the program statement and to support staff in the program and in self-reflection • Administration revising the program statement, goals, and outcomes annually or as the need arises

Meeting Our Goals:

All staff, students and volunteers are required to read the Program Statement and sign off in the Policy and Procedures Manual prior to employment or before interacting with children. Staff are required to sign off on any revised or new policies introduced throughout the year, as well as annually in September to ensure understanding is maintained. Sundowners strives to promote outside Professional Development as mandated by the College of Early Childhood Educators, as well as provide a variety of opportunities for learning within the organization. Educators are encouraged to ask questions and work with colleagues and other professionals to better comprehend various pedagogies and approaches in Early Childhood Education.

Parent Handbook

Programs Offered

Sundowners provides child care for infant, toddler, preschool, kindergarten and school age children up to twelve years of age. Programs vary from site to site. Please contact your site supervisor or view the website at www.sundownersdaycare.com for detailed information.

Infant Toddler & Preschool programs are available at select locations and those interested can register on a 10-month basis from September to June of each year. Summer months can be purchased separately if care is required.

Infant Programs – 3 Months-18 Months

Toddler Programs - 18 Months-30 Months

Preschool Programs - 30 Months-6 Years

Kindergarten and School Age: Programs run from Labour Day in September to the last day of school attendance in June (10 months). The fees you agree to pay at registration are for enrolment only during regularly scheduled school days (including applicable holidays.) P.D. Days, Winter Break, March Break and Summer Break programs have been excluded from the fees. If care is required during break periods, registration options will be available at a limited number of locations.

Hours of Operation

Open and close times vary from site to site and at different times of the year. Please speak to your site supervisor or visit our website at www.sundownersdaycare.com for more detailed information.

Please be aware that Sundowners has an agreement with the School Boards to offer programs that are compatible with the schedule of the school in which our child care centre is located. This may not be convenient for you if your child attends a different school. While parents are welcome to use our services, please take this into consideration when making your choice. At times Sundowners has had to adjust programs without notice due to changes in the school's schedule. Sundowners cannot be held responsible for operational changes or disruptions outside of its control.

Late pick up

Current practice does not allow us to provide child care outside our hours of operation. **There are extra charges if your child is still at the centre after closing time.** Unfortunately, Sundowners may have to request the withdrawal of a child with a history of late pickups. If staff have been unable to contact a parent or emergency contact and/or your child is still at the centre one hour after closing, a Sundowners' Coordinator will contact the local authorities (police and/or Children's Aid.)

Holidays

Sundowners' locations are closed for all Statutory Holidays as well as the Civic Holiday in August. **All Statutory Holidays, including the Civic Holiday will be included in your tuition fees.**

Centre Closures

Unforeseen child care centre closures may result due to a variety of circumstances. This includes, but is not limited to extreme weather, hydro/water failures, outbreaks, or labour disputes. If schools are closed due to weather conditions or other emergencies, the child care centre will be closed. Please listen to local radio stations for child care closing information at CKLW. Or go to the following link <http://www.buskids.ca/>

Notice will be given and alternate child care locations will be provided whenever possible if your centre is closed for reasons other than extreme weather or outbreaks. Please note: Fees will be charged for all days as scheduled, including statutory holidays, closures for unforeseen circumstances, child illness and/or absences, etc.

Program Information

Medical Information

If your child becomes ill during program time, parents are contacted so arrangements can be made to have your child picked up within one hour of notification. Children exhibiting symptoms of influenza or an infectious respiratory illness should remain at home, and the child care centre should be notified immediately.

If your child requires medication while in attendance at Sundowners:

1. Please be sure to sign a Medication Authorization form. Medication cannot be administered without this form. If more than one medication is required, a new form will be completed for each medication.
2. Please ensure that the medication is sent in its original container with the child's first and last name **clearly** printed on it.
3. Expired medication will not be administered at any time, and all efforts will be made to return the medication to the parents.
4. If your child is currently taking medication on an ongoing basis (i.e. Ritalin, Asthma medication, Epi-pen), please advise the supervisor at registration, or as needs change.

Please note: Sundowners policy allows us to administer prescription medication with a signed Medication Authorization form. Non-prescription medications can be administered if it is accompanied by a detailed Doctor's note, as well as the signed Medication Authorization. Please discuss with your site supervisor for more information.

If a child becomes ill for an extended period, Sundowners will use guidelines given by the local Health Unit for readmission.

Nutrition & Allergy Information

Sundowners believes that adequate and appropriate nutrition is vital to the health, development, and growth of a child. All meals, snacks and beverages must meet the recommendations set out in Canada's Food Guide. Menus are posted on the parent board at each of our locations.

Sundowners will make every effort to reduce the risk of exposure to food and non-food agents that may cause an anaphylactic reaction. As such, parents are asked to refrain from bringing food into any of the child care centres, with the exception of infant children. Other exceptions may apply for children with specialized diets. Arrangements can be made prior to attending with the site supervisor. Children who attend school may consume portions of their lunch while attending Sundowners. **Food purchased from commercial restaurants such as Tim Hortons or McDonalds (where ingredients cannot be verified) are not permitted.** Sharing of food is not allowed.

Please advise the site supervisor if your child has any type of allergy or dietary restriction. **For children with life-threatening allergies, a treatment and emergency plan must be discussed and implemented prior to your child's first day.** Children who require an Epi-pen cannot attend any of our locations without an up-to-date Epi-Pen and plan onsite.

Absences

An "absence" is defined as a period of time for which a child is enrolled in a child care program by a parent and does not attend for that particular period of time.

Parents are asked to notify Sundowners if their child will not be attending on a scheduled day. Because the safety of your child depends on someone knowing where he/she is at all times, when a child does not arrive at Sundowners as expected according to his/her enrolment schedule, the supervisor will make all reasonable attempts to find out why your child is not in attendance. **There will be an extra charge for this service.**

Information Provided at Registration

Please notify the site supervisor immediately of any changes to information given at registration. Your child's safety in the event of an emergency could depend on the accuracy of this information.

Drop Off & Pick Up Procedures

Parents/guardians are required to sign their child(ren) in upon arrival and out upon departure.

Children are not released to anyone other than the parent or person(s) authorized on the emergency form unless the parent notifies the site supervisor directly. If a parent will be late, or a situation arises when an alternate person must be sent to the child care centre to pick up the child, the staff must have the name, and an accurate description of the person. To ensure your child's safety, an alternate person will be required to show identification. **Also note, any person, including the parent, who is unknown to the staff member present will be asked to provide ID.** Please remember that this is for the safety and well-being of your child and is mandatory for all Sundowners staff. A child will not be released until the individual can be verified. In matters involving custody disputes we cannot refuse access without a court order.

Supervision

Each centre has its own unique supervision procedures, with an emphasis on safety and security for each child. In addition, please be aware of the following general procedures that apply to all centres:

1. Children who are in their home school and in grade one or older arrive from their classrooms on their own after school.
2. Children who are in their home school and in JK or SK are sometimes accompanied to/from the centre.
3. Sundowners cannot be responsible for a child that does not arrive at the centre at his/her appointed time.

In order to ensure your child's safety while he/she is at Sundowners, we encourage parents to check with the supervisor regarding supervision procedures at your centre.

Outdoor Play

Research shows that allowing children to actively explore and investigate what they are naturally curious about, to test their limits, take manageable risks appropriate for their age and abilities, and engage in creative problem-solving is critical for children's physical and mental health and well-being.

Staff will ensure and consider ways to use the environment during active play where children thrive in indoor and outdoor spaces that are inviting to them and allow them to investigate, imagine, think, create, solve problems, and make meaning from their play experiences.

Outdoor Play Requirements for Full-Day Children: Children receiving care for six hours or more will spend at least two hours each day outdoors, weather permitting (i.e. inclement weather).

Outdoor Play/Program Requirements for Before and After School Programs: All kindergarten and school age children receiving care in a before and/or after school program spend at least 30 minutes each day outdoors, weather permitting (i.e. inclement weather).

Field Trips

Field trips and off-site excursions can be planned as an extension of daily activities. At the time of registration parents will be given the opportunity to approve off-site activities within walking distance of the centre, for example, a local park. Field trips will require a permission form. The permission form will provide details of the trip including transportation and any additional fees.

Policy Statements

Code of Conduct

Sundowners maintains high standards for positive interaction, communication, and role-modeling for children. Harassment, discrimination, yelling and/or shouting will not be tolerated from any party. These standards apply to all individuals, including parents/guardians and their guests, volunteers, staff, and board members. All adults are expected to act as role models of good behavior. Any unacceptable behaviour, including but not limited to harassment, intimidation,

threats, or use of profane or foul language, yelling and/or shouting could result in cancellation of your child care contract.

Gift Giving Policy

Sundowners requires that all employees demonstrate impartiality. This applies when carrying out our duties with clients, children, and community members that we come into contact with and conduct business with on a daily basis. All Sundowners employees will demonstrate the highest standards of ethics and professional conduct.

Sundowners employees will maintain, strengthen, and uphold the professional relationship with the parents/clients of the children we serve. This is the job Sundowners employees were hired for and we are here to serve children and families. Sundowners expectations from parents/clients is to honour the tuition fees and financial/registration contract they have signed when enrolling their child; not to provide anything extra to Sundowners employees in the form of a reward.

Exempted from the policy are cards, thank you notes, or other written forms of thanks and tokens from children of no monetary value that they have created and given to the “teacher” such as hand- made crafts, pictures, paintings, and hand- picked items from the natural environment.

Emergency Management Statement

Sundowners has written policies and procedures for all the centres it operates regarding the management of emergencies. These were developed by Sundowners using guidelines set out by the Ministry of Education and are used in conjunction with the school plan and all other emergency procedures of the organization. In cases of emergencies parents will be notified and may include a variety of communications methods such as: by telephone, posted notice, posted note by sign-in sheets, verbally by the site staff and /or supervisor, e-message if available.

Supervision of Volunteers & Students Policy

Sundowners believes that volunteers and students play an important role in supporting our educators in the daily operation of the child care programs. This provision requires an employee always be present with children to meet ratio requirements and respond in case of an emergency. Our policies and procedures outline the respective roles and responsibilities of staff, students, and volunteers.

- All volunteers/students are required to provide a medical certificate, negative TB and/or x-ray test, Vulnerable Sector Check prior to interacting with children
- All volunteers/students are made aware of their roles and responsibilities during the orientation process. They are required to read and sign off on the Program Statement and all relevant policies and procedures prior to interacting with children.
- Volunteers nor students can be included in the staff to child ratio.
- Every volunteer and student will be supervised by a Sundowners’ employee at all times and will never be alone with any child.

Inclusion, Access & Equity Policy

Sundowners recognizes that there are children with diverse needs in the community and supports the inclusion of all children, regardless of any special needs and/or challenges they may have. We believe that every child has a right to early learning and care in a safe, enriching environment.

It is understood that some children may have difficulty adapting to the child care environment due to their various strengths and needs. Procedures are in-place that allow Sundowners and the family to determine whether or not the child care placement will meet the child's needs, with the goal being a successful experience for the child and family.

If a child is displaying continual unsafe behaviours, Sundowners may choose to suspend a child and/ or terminate the child care contract.

Circumstances that could result in suspension from child care include:

A child displaying continual unsafe behavior
Attack (Physical and/or Verbal) on teachers and/or students
Outbursts that cause harm to teachers or students or damage to Sundowners property
Use of profane language
Increasingly combative behavior
Threats or intimidation

Circumstances that could result in termination of the child care contract include:

Injury to a teacher or student as a direct result of an attack or physical outburst
Recurrent suspensions without any resolution and/or changes

Children who have been suspended from a program may be allowed to return after a meeting with the applicable coordinator(s) and participation in the development of an Individual Service Plan (ISP) or update to an existing ISP. If child care is being terminated, families will be given support and referred to alternative child care and/ or appropriate community resources if and where applicable. Program support and special needs community resources will be implemented and exhausted prior to a termination notice being issued.

Reporting Requirements

Sundowners is required to report any 'serious student incidents' that could lead to suspension or expulsion to the school's Administration as soon as possible.

We are required to report any of the following incident types to the Principal and/or Vice Principal:

Incidents which a principal must consider for suspension include:

- Uttering a threat to inflict serious bodily harm on another person
- Possessing alcohol or illegal drugs
- Being under the influence of alcohol
- Swearing at a teacher or at another person in a position of authority

- Committing an act of vandalism that causes extensive damage to school property at the pupil's school or to property located on the premises of the pupil's school
- Bullying

Incidents which a principal must consider for expulsion include:

- Possessing a weapon, including possessing a fire-arm
- Using a weapon to cause or to threaten bodily harm to another person
- Committing physical assault on another person that causes bodily harm requiring treatment by a medical practitioner
- Trafficking in weapons or in illegal drugs
- Committing Robbery
- Any other activities identified in school board policy

Note: If a child has been suspended from school, they are not permitted to attend any of the Sundowners locations until the conclusion of the suspension.

No Smoking/No Vaping Policy

Child Care Centres are required to comply with the rules that prohibit smoking and vaping in or around any of Sundowners locations.

Smoking or vaping is prohibited on or at any of Sundowners Child Care Centre locations and including:

1. Administration Office
2. School Property (including parking lot).
3. Any place both staff and children are during field trips, etc.
4. There are no exceptions to this policy

Parent Issues & Concerns Policy and Procedure

Purpose

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

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each of Sundowners child care locations it operates.

Sundowners is the child care provider that has established an agreement for the provision of child care services with the parent/guardian.

Staff: Individuals employed by the licensee and may include students, and/or volunteers.

Policy Statement

Parents/guardians are encouraged to take an active role in the child care centre and regularly discuss what their child(ren) are experiencing with our staff and child care providers. As supported by our program statement, we support positive and responsive interactions among the children,

parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. The centre Supervisor is 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 Sundowners 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 a reasonable timeframe and at least within **two (2) 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, child care providers, other persons in the child care centre, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Sundowners 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, child care provider and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the child care centre Supervisor and/or to the Administration Office.

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 Provider, Staff and/or Licensee in responding to issue/concern:
<p>Program Related - E.g.: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> • the child care provider (staff) directly or • the Supervisor and/or licensee. 	<ul style="list-style-type: none"> • Address the issue/concern at the time it is raised; and/or • arrange for a meeting with the parent/guardian within a reasonable timeframe (at least 2-business days). <p>Document the issues/concerns in detail.</p>
<p>General, Organization or Operations Related -E.g.: fees, placement, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> • the Supervisor or licensee. 	<p>Documentation should include:</p> <ul style="list-style-type: none"> • the date and time the issue/concern was received. • the name of the person who received the issue/concern. • the name of the person reporting the issue/concern. • the details of the issue/concern; and any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Provider- Staff and/or Licensee-Related E.g.: conduct of provider, supervisor, agency Administration Office staff, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> • the individual directly or • the licensee. <p>All issues or concerns about the conduct of the provider or staff that puts a child’s health, safety and well-being at risk should be reported to the Sundowners Administration Office as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>Related to Other Persons at the Child Care Centre</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> • the child care provider directly or • the Supervisor and/or licensee <p>All issues or concerns about the conduct of other persons in a child care centre that puts a child’s health, safety and well-being at risk should be reported to the Administration Office as soon as</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within at least 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
	<p>parents/guardians become aware of the situation.</p>	
<p>Student/Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> • the person responsible for supervising the volunteer or student or • the Supervisor and/or licensee. <p>Note: All issues or concerns about the conduct of students/volunteers that puts a child’s health, safety and well-being at risk should be reported to the Administration Office as soon as parents/guardians become aware of the situation.</p>	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Executive Director.

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

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

Contacts:**Sundowners, P.O Box, 925, Windsor, Ontario N9A 6P2****Administration Office:** **phone number: 519-258-8741**
 fax number: 519-258-9948
 website: www.sundownersdaycare.com
 email: info@sundownersdaycare.com**Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca****City of Windsor – Children’s Services-General Inquiries: 519-255-5312****Prohibited Practices****As per the Child Care & Early Years Act, 2014****SUNDOWNERS prohibits the following:**

1. Corporal Punishment of a child: Corporal punishment includes restraining a person, holding, striking, either directly or with an object, shaking, grabbing, pulling, shoving, or spanking. It also includes forcing a child/individual to repeat physical movements, or any action carried out which results in physical injury to the child/individual.
2. Deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect: Verbal or emotional abuse includes any harsh, belittling, sarcasm, gossip, embarrassing or degrading response by an adult in the Centre which would humiliate or undermine an individual’s self-respect.
3. Depriving the child of basic needs including food, shelter, clothing, or bedding: The denial of physical necessities includes normal comforts such as shelter, clothing, food, bedding or use of the bathroom.
4. Locking the exits of the early learning child care centres premises for the purpose of confining the child; or
5. Using a locked or lockable room or structure to confine the child if he or she has been separated for other children; or
6. Inflicting any bodily harm on children including making children eat or drink against their will.

Registration & Financial Information

Sundowners Day Care and Resource Centre is a self-supporting, non-profit organization. ***Fees are required and paid in advance of care. Minimum of 2-days per week is required.***

Registration Requirements

Registration Requirements per family are payable ***by cash, cheque, or e-transfer*** as follows (Please contact the site Supervisor for details):

- \$50.00 Non-refundable registration fee for new registrations.
- \$25.00 Non-refundable registration fee for current clients.
- \$100.00 Non-refundable deposit to be applied to the first month of care.

Payment Methods

Tuition fees are payable in advance of the services required. Two per cent (2%) interest per month may be charged on overdue accounts. Please see the Financial Policies Information Sheet posted at your site for more detailed information about extra charges. Note: Fees will be payable for all days as scheduled on a monthly basis, including statutory holidays, closures for unforeseen circumstances, child illness and/or absences, etc.

Payments may be made by pre-authorized debit, cheque, or cash.

- Payments may be made through the ***pre-authorized debit (PAD)*** system. The bank requires that the deposit be sent no later than the third business day before the tenth of the month. The client's bank account will be debited on the tenth of the month (or on the closest business day following the tenth of the month) for the following month's tuition and adjusted as necessary for any outstanding amounts from the previous month.
OR
- Monthly fees can also be payable by ***post-dated cheques*** dated the tenth day of each month for the following month's tuition. For example, the cheque to pay for September tuition is to be dated August 10th. Please make **payable to: Sundowners Day Care & Resource Centre.**

Please note: Sundowners will make every effort to adjust the PAD payment for changes made before the deposit goes to the bank, however we cannot guarantee we will be able to process adjustments before the next PAD deposit. Please contact the accounting department directly for any requests to cancel care or reduce a schedule as soon as possible as this will maximize the opportunity for a change to be made.

If you are interested in an alternative to the above payment policy, please contact the Accounting Department directly.

Schedules

Sundowners offers full-time and part-time registrations with a set schedule. Part time can mean just the before school or just the after-school service or any care less than five days per week. Part time registrants must commit to the same days of service to ensure adequate staffing, accurate

billing, and must be a minimum of two days per week. Part-time schedules will offset one another when possible. Additional day(s) may be available, space permitting, and cannot be guaranteed more than one week in advance.

Part time registrations with a varying schedule are subject to centre availability and may not be available at all centres. Varying schedules may be available in specific situations and will be processed as an exception (see Exceptions). Programs with large waitlist may not offer variable schedules.

Cancellation of Services

A child care space will be reserved once the registration process is completed. Unless otherwise noted, the registration will continue until the end of the enrollment period. A re-registration is required for each enrollment year. A minimum of two-weeks notice is required to cancel a reserved space or change care to as required. Re-registration, if space is available, requires a new re-registration fee and registration appointment.

Reserved Spaces

The tuition you are charged depends on what program(s) you have reserved for your child (enrolment). Once you have reserved that space for your child, you will be responsible for the tuition for that space, regardless of attendance, including sick days or vacation. Sundowners does not permit vacation time during the school year. Clients who register for summer care can select vacation days during the summer months, at the time of registration. PA days, Winter Break and March Break for Kindergarten and School Age children are not charged unless care is used.

Schedule Changes

Schedule changes may occur throughout the school year and must be put in writing to the site supervisor and are subject to approval based on space availability. A minimum of one week notice is requested for schedule changes. To ensure that all legislative regulations are met, children must be registered in a program to attend that program. Occasionally, extra care may be available, depending on space availability. Space availability for extra care cannot be guaranteed more than one week in advance.

Family Discounts

Family discounts may be available for those families whose children are registered in full time programs. Please see your site supervisor for more detailed information.

Income Tax Receipts

An official income tax receipt for child care services provided in the year is prepared for each registered client at no extra charge. Every attempt is made to complete this process by the first week of March the following year. Please note that we are not able to release an income tax receipt on accounts with outstanding balances.

Monthly Receipts

As an additional service, monthly receipts for Green Shield, and duplicate receipts can be provided at an additional charge.

Refunds

If applicable, tuition refunds will be processed after completion of the accounting “month-end” following the month the client discontinues care. **Sundowners will make every effort to process any applicable refunds on a timely basis.**

Exceptions

Sundowners’ Administration staff will try to accommodate client needs within existing financial policies. There are times when this cannot be accomplished. Administration staff are not authorized to make exceptions to Sundowners’ policies. If requesting an exception, please forward your request in writing to your site supervisor. All requests will be forwarded to the appropriate department and must be approved by the Executive Director. All payments need to be made as per current policy. However, if an exception is made, a refund or credit will be forwarded.

Waitlist Policy

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child’s position on the waiting list.

This policy is intended to fulfill the obligations set out under the Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

PROCEDURE:

Sundowners will make every effort to ensure that all children are accommodated and are able to be enrolled in the program of their choice and site location. However, there may be times when a certain program and/or location may be at capacity. If a program is full and a waiting list is started, the parents will be notified at the time the inquiry is made. The child will be placed on the waiting list in chronological order, based on the date and time the request was received. Sundowners does not charge fees to be placed on a waiting list.

It is the site Supervisor’s responsibility to manage and maintain the waiting list. When space becomes available, priority will be given to:

1. Children currently enrolled, including the opportunity to re-register first for the next school period
2. Siblings of children presently enrolled
3. Children of Sundowner’s employees who need child care
4. Children who attend the school in which the child care program is located

5. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list

As space becomes available, the site supervisor will contact the parent/guardian in order of priority, type of space available and type of care required. Parents will be given 24 hours to contact the Supervisor and accept the offer. If the supervisor is not contacted within 24 hours, the child will be removed from the waiting list and the next family on the list will be offered the care. It is the parent's responsibility to ensure up to date contact information is provided to the supervisor. If space is offered to a child and the parent/guardian states that care is not required now, but is required at a later date, the child will be removed from the waiting list and the parent encouraged to contact closer to the required date to be added to the list again.

Parents wishing to inquire about the status of their child's place on the waiting list will contact the site supervisor. To maintain privacy and confidentiality, only the child's position on the waiting list will be provided to the parent if requested. Names of other families and/or their placement on the waiting list will not be shared with other individuals.

OneHSN

The OneHSN centralized online child care registry makes finding licensed child care more efficient for both parents and the child care provider.

Using the OneHSN online system, parents can browse quality licensed child care options by location, hours, program and type of care they need. For parents, the online child care registry eliminates the need to individually seek out and contact multiple child care providers and fill out multiple application forms. Parents can visit www.WindsorEssexOneHSN.ca and create an account, then complete and submit the application, selecting as many licensed child care programs as required. Child care providers manage applications and waiting list online and contact parents to advise them of availability. The Windsor Essex OneHSN provides safe, fast and secure access to the licensed child care system.

Financial Assistance

Financial assistance (subsidy) may be available depending on your ability to pay. Child care fee subsidy is a program through which eligible families can receive financial assistance with their child care costs. Financial assistance can be provided for children zero to twelve years of age. **For more information, please contact The City of Windsor Children's Services at 519- 255-5312 (or On-Line Application- www.citywindsor.ca). Regular fees will apply until subsidy is approved.**

Financial Policies Information

When you register your child at Sundowners, you purchase a program and will provide Sundowners with the hours of care you require on a regular basis. Sundowners **staffing levels are based on these schedules.** To keep rates in check, Sundowners reserves the right to revise the hours of care requirement if actual usage varies from the requested schedule.

If you require care outside of your regular schedule, we ask that you contact the site supervisor to confirm that space is available.

Please be reminded that our fee policies require payment for services in advance or at the latest when the child care is used. This policy is applicable to extra care. Sundowners requires payment for extra attendance no later than the beginning of the day care is used.

This policy was designed to save Sundowners, and our clients, the expense of sending out invoices. Unfortunately, we are finding that some invoices still need to be sent out, and extra costs are being incurred because of this.

Extra charges can easily be avoided by following the fee policies when paying for child care. As a service to you, all the information you require to keep your account up to date is available by phoning the Accounts Receivable Department at 519-258-8741.

Please be aware that we are not able to:

- a) Issue an Income Tax Receipt for a year on accounts with outstanding balances.
- b) Re-register clients with outstanding balances. This includes registration for break packages, summer program, and new school year programs.
- c) Process refunds ***if applicable*** prior to the completion of the “month end” of the month the client discontinues care. Sundowners will make every effort to process refunds on a timely basis.

Please feel free to call our Accounts Receivable Department if you have any questions about your account. Our office staff is not authorized to make exceptions to policy. They are required to process charges according to our written financial policies. If you wish to request an exception to policy, please pay your outstanding balance to avoid further charges, and forward a written request for an exception to policy to the attention of the Executive Director.

Extra Charges:

1. Duplicate receipt.....	\$5.00
2. Invoice to collect balance due on account.....	\$10.00
3. Telephone call to collect balance due on account.....	\$10.00
4. Returned cheque fee.....	\$35.00
5. Absent without notice – first occurrence.....	N/C
6. Absent without notice – all subsequent occurrences.....	\$10.00
7. Late pick up (per hour or any part of an hour per child).....	\$10.00
8. Letter (current client) confirming cost and/or attendance.....	\$5.00
9. Letter (non-client) proof of child care cost	\$25.00
(note- if registration is confirmed \$20.00 will be applied to the registration fee.)	



Tuition Rates

Age Group	Infant	Toddler	Preschool	Kindergarten	School Age
Full Day	TBD	\$60.00	\$46.00	\$36.00	\$36.00
Work Day	TBD	\$49.00	\$38.00	\$36.00	\$36.00
Half Day	TBD	\$36.00	\$28.00	\$25.00	\$25.00
Before School	N/A	N/A	N/A	\$8.00	\$8.00
After School	N/A	N/A	N/A	\$12.00	\$12.00
Before & After School	N/A	N/A	N/A	\$20.00	\$20.00

*Rates are subject to change without notice. Programs vary from site to site.

Thank you for choosing Sundowners as your trusted child care provider. If you have any questions that were not answered in this handbook, please contact the site supervisor or Sundowners administration office at 519-258-8741.