



**Sunflower Cooperative Day Nursery Inc.**  
**Parent Handbook**  
(Updated January 2018)

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## **Welcome to Sunflower Cooperative Day Nursery**

Sunflower came into being as a child care centre in 1971. It grew out of a co-operative babysitting service which was started by parent residents of Pestalozzi College. The centre continued to grow and evolve, and in 1977 became incorporated under the name of "Sunflower Co-operative Day Nursery Inc." In 1979 Sunflower had outgrown the college premises and moved to the St. Pierre Community Centre in Sandy Hill.

In 1988 Sunflower created separate English and French preschool programs in order to meet the French language needs of the growing number of Francophone families in the community. Please note that, while Sunflower offers both French and English programs, the business language and official documents of the centre are English.

When the St. Pierre Community Centre was sold by the City of Ottawa in 1997, the centre relocated temporarily to 88 Main Street, while a search for a permanent site continued. In August 1997 Sunflower formed a partnership with the Canada Mortgage and Housing Corporation (CMHC) and the National Research Council (NRC) to provide childcare in a federal government work site. In January 1998 the centre moved to our present location, in the CMHC building complex, at 700 Montreal Road.

Sunflower is a non-profit, parent involved co-operative centre. It is managed by a Board of Directors made up of parents and staff representatives and is augmented by several committees. It is the co-op responsibility of all parents and staff to participate on at least one committee. The daycare places a strong emphasis on being a supportive extension to the family unit. This is done by "parents and staff working together to create a caring, respectful environment which attends to the social, emotional and developmental needs of each child in a co-operative, inclusive setting (Sunflower's Mission statement).

### **NUMBERS, AGES, AND RATIOS:**

Sunflower offers 47 spaces, including part-time and subsidized spaces, for children between the ages of 1½ and 5 years. The centre is also an integrated program for children with special needs.

Program ages and ratios:

- 15 Toddlers (18 months to 30 months) 3 Staff - 1/5 ratio
- 16 French Preschool (2½ to 5 years) 2 Staff - 1/8 ratio
- 16 English Preschool (2½ to 5 years) 2 Staff - 1/8 ratio

## **ALLOCATION OF SPACES:**

Waiting lists are maintained for each of our three programs. Priority for spaces is given first to CMHC and NRC employees; second to other Federal government employees; and then to those on the community waiting list. Within this priority system, spaces are allocated on a first come first serve basis, provided that the child is age and language appropriate for the program. Full-time care requests are given priority over all part-time child care requests.

## **HOURS OF OPERATION:**

We offer full day care, Monday to Friday throughout the year, excluding most statutory holidays. The centre is open at 7:30 am and closes at 5:30 pm. Late fees are imposed and strictly enforced. More information is available upon request.

## **HOLIDAYS:**

Sunflower is closed on the following Statutory Holidays:

New Years Day	Good Friday	Easter Monday
Victoria Day /May	Canada Day /July	Civic Holiday/Aug
Labour Day/Sept	Thanksgiving/Oct	Christmas Day/Dec
Boxing Day/December		

The centre is also closed for the week between Christmas and New Year's Day, beginning at 1pm on Christmas Eve.

## **STAFF:**

All our teachers and the program coordinator are Registered Early Childhood Educators (RECEs) registered with the College of Early Childhood Educators (CECE). We also have an administrative coordinator, cook, janitor and floater. As well, staff members regularly attend workshops and courses to upgrade their skills. Please feel free to approach staff anytime you have questions or concerns - if necessary, a meeting can be arranged.

All staff members endeavour to maintain high professional ethics, and keep all information in the children's files confidential. All of the Sunflower staff are unionized, and are members of CUPE Local 2204.

## **ADMISSION:**

An interview will be arranged with the Co-ordinator so that prospective parents will have an opportunity to ask questions, have a short tour of the centre, and a visit in their child's prospective program. If your child has any special needs (emotional, developmental, physical, dietary, etc.) these needs must be discussed with the

coordinator prior to your child's enrolment in the centre in order to ensure that our centre can meet the special needs of your child.

Once a space has been confirmed by the Co-ordinator a starting date will be set. If a subsidy is required, parents will be directed to call the Subsidy Office to set up a subsidy interview.

For the first few days, we ask that the parent and child come for 2-3 hour visits in the morning, and that the parent stay with the child to help minimize fears and provide reassurance. The parent should discuss with program staff how your particular child can be best integrated into the program (favourite activities, likes, dislikes etc.).

Your child's continued enrolment at the centre depends on Sunflower's ability to meet both your child's needs as well as the needs of the other children already enrolled in the program. It should be noted that staff are not trained to deal with children with severe emotional or developmental delays without expert advice and assistance. If at any time a child's needs are not able to be met by the program, and discussions held with the parents to find possible solutions are not successful, two weeks' notice of termination may be given to the parents.

*Note: Please refer to item 18 for child care fees, diaper fees, deposit fee and other fees.*

### **PARENTAL OBLIGATIONS:**

As a member of our co-operative, there are a number of duties and obligations required to sustain your membership here at Sunflower:

- To have your child(ren) in by 9:30 am each day. We request that all children be in by 9:30 in the morning, as late arrival is disruptive to the program, and it is often difficult for your child to integrate at a transition time.
- The parent must sign child(ren) in and out. You must sign your child in and out daily, and ensure that the staff member on duty is aware of your child's arrival and departure. Please be sure to say good-bye to your child before leaving.
- Staff must be informed of any changes from regular routine. If an alternate person is coming to pick up your child, call to let us know, or write this information in the sign-in book. If your child has a Dr.'s appt., had a restless night, or there have been recent family changes it is important that staff be kept informed.
- Parents must keep the child's Registration Information up to date. It is imperative that any changes in address, phone numbers, persons allowed to pick up child, etc. be kept current AT ALL TIMES in case we need to reach you during the day.
- Parents must agree to participate on at least one committee. We ask that parents participate regularly on their committee. If for any reason it is necessary to miss a meeting, the parent must contact the chairperson or another member to keep current on committee events.

- Parents must attend the Annual General Meeting held each fall. This is when the general membership elects the new board.
- All fees must be paid on time each month. The administrator will post bills in your child's locker at the beginning of each month.
- Parents must check doors, lockers and bulletin boards regularly to keep informed about committee meetings, centre news, etc.
- Parents must participate in our Annual Spring Clean Up and help with fundraising events during the year if necessary (i.e. ticket sales, etc.)

PLEASE NOTE: Failure to comply with these duties may mean a review of your membership by the Board of Directors, and could mean your child(ren) would be asked to withdraw from our daycare. However, if parents are experiencing difficulties that interfere with their abilities to carry out their membership duties or obligations, they should inform the co-ordinator. We will try our best to help. If the problem is relatively short term or temporary, a co-operative effort on behalf of staff and parents might help alleviate the problem.

### **ARRIVAL AND PICK UP:**

Young children depend on regular routines for their sense of security. We require that your child be in by 9:30 am and that you pick them up as early as possible. Children can find the day long and it is difficult to keep children involved in activities when they are tired and want to head home. If you have flexible working hours, please make it a priority to come for your child early.

When your child arrives, please notify a staff member as to their presence. Sign your child in at this time. Please accompany them directly to the supervised play area and be sure to say good-bye to your child. Similarly, when picking up your child, enter the play area and make sure the staff knows you are leaving. Please remember to sign your child out.

Unless previously arranged, children WILL NOT be released to any person other than those specified on the admission form in your child's file.

WITHOUT A COURT ORDER ON FILE staff members are unable to legally prevent the release of a child to his/her non-custodial parent. WE MUST HAVE A COPY ON FILE.

Late fees are charged for any children picked up later than the 5:30 pm closing. The more offenses, the steeper the fee levied. Parents must sign the late book, and the late fee will be added to the next month's bill.

### **HEALTH AND ADMINISTRATION OF DRUGS:**

The *Child Care and Early Years Act, 2014* stipulates that, prior to admission, each child must be immunized as recommended by the OTTAWA-CARLETON REGIONAL HEALTH UNIT. Regulations also require that children play outdoors each day.

Therefore, if your child is too ill to participate in the daily routine, he/she must remain at home. The following regulations will be STRICTLY ENFORCED:

- **A child developing a fever (101F/38.5C) should go home immediately.** We cannot administer "tempera/tylenol". The child must be free of a fever (without aid of fever medication) for 24 hours before returning to the centre.
- **A child who has 2 liquid bowel movements should go home.** He/she must be free of diarrhea for 24 hours before returning.
- **A child with continuous vomiting (with or without other symptoms) should go home,** and should not return until he/she is free of symptoms for a 24 hour period.
- **Any potentially infectious condition or suspicious body rash should be checked by a doctor.** The child shall not be re-admitted to day care without assurance from the doctor that the condition is not contagious.
- **If the child is unusually irritable or tired,** the parents will be contacted and may use their own discretion about coming for their child.
- **Staff may request** that a child with a severe cold stay at home.
- **Ottawa-Carleton Regional Health Unit Regulations and Guidelines are followed regarding communicable diseases** (i.e. measles). A "Health Alert" will be posted in each room for the information of all parents.

**Prescription Drugs Only:** Sunflower Co-operative will administer prescription drugs in accordance with Provincial Legislation. This requires that:

- Parents provide written authorization on our medication form (in kitchen) which includes the name of the drug, dosage, and times to be given.
- Medication must be in the Original Prescription Container, clearly labelled with the child's name, the name of the drug, the dosage, the date to start and stop drug, and instructions for the storage and administration of the drug.
- Any possible side effects to the medication should be indicated.
- Non-prescription drugs to be administered at the centre MUST be accompanied with a note from the child's doctor.

**\*Medication will be kept in a secure box in the kitchen\***

### **POSITIVE INTERACTIONS AND PROHIBITED PRACTICE:**

In order to guide children who are displaying unwanted behaviours, the staff of Sunflower Cooperative Day Nursery use positive interactions and approaches that are:

- related to the nature of the challenging behaviour.
- appropriate to the developmental level of the child.
- used in a positive and consistent manner.
- designed to assist the child to learn appropriate behaviours.
- implemented as soon as possible.
- discussed with parent(s) if challenging behaviour continues.

## **PROHIBITED PRACTICE:**

The staff of Sunflower are PROHIBITED from:

- using corporal punishment (e.g. slapping, hitting, rough handling).
- using language directed at or used in the presence of child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity or self-worth.
- depriving the child of basic needs, including food, shelter, clothing, or bedding.
- physically restraining the child in 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 only used as a last resort, and only until the risk of injury is no longer imminent.
- Locking the exits of the child care centre or confining a child in an area or room without adult supervision unless the confinement occurs and is necessary during an emergency.
- inflicting any bodily harm on children including making children eat or drink against their will.

Staff members are required to comply with the above stated policies and procedures and all requirements in the *Child Care and Early Years Act, 2014*. Failure to comply will result in a written warning on the first offence and suspension with pay for three days on the second offence. The staff must also address this issue in writing after meeting with the Program Coordinator, and formulate an alternative method of dealing with the problem. This letter will be kept in the staff's file. The use of corporal punishment will result in immediate suspension, and the case will be brought to the Board of Directors to resolve. This information will also be reported to CAS and/or other authorities for further investigation.

## **ADDRESSING PARENTS CONCERNS AND ISSUES**

Sunflower Cooperative Day Nursery encourages parents/guardians to take an active role and regularly discuss what their child(ren) are experiencing with the staff. As per our Program Statement, we support positive and responsive interactions among the children, parents and staff, and foster the engagement of ongoing communication with parents about the program and their children. Sunflower staff and parents are encouraged to engage in conversations with and support a positive experience during every interaction. If there is a particular issue or concern please refer to the policy **Parent Issues and Concerns Policy and Procedures** at the end of the handbook.

## **SUPERVISION OF STUDENTS AND VOLUNTEERS**

Only employees of Sunflower may be counted in the staff ratios; students and volunteers shall not be counted in the staffing ratios. Volunteers and students are supervised by an employee at all times. Direct unsupervised access (i.e. when an adult is alone supervising children enrolled in the centre) is only permitted for persons who are employees of Sunflower Day Nursery. Students and volunteers at Sunflower shall not have direct unsupervised access to the children, nor shall children be supervised by a person under 18 years of age while in the care of Sunflower Day Nursery.

## **CLOTHING AND POSSESSIONS:**

Please dress your child in comfortable clothing that is appropriate for physical activity and the weather. A SECOND COMPLETE CHANGE of clothes must be left at the centre in your child's cubby. Label all clothing with your child's name. In the event that day care clothing is loaned, please launder and return clothes promptly. It is each parent's responsibility to check for wet clothes and to be sure there is appropriate clothing at the centre for the weather. Once your child has begun toilet training, please provide lots of extra pants.

A soft sleepy toy or favourite blanket may be brought for sleep time. However, we discourage children from bringing other toys from home, and from wearing jewellery at the centre. The toys create conflicts and can get lost; the jewellery could be swallowed or lost, and could be a hazard to other children at the centre.

## **MEALS:**

We are proud of the nutritional well balanced meals provided at the centre. We cook with whole grains and fresh produce, and the emphasis is on meeting the nutritional needs of young children. The cook's menu is international, and we are sensitive to the special-dietary needs of the children. If your child has food allergies or requires a special diet for any reason, please complete a *Special Diet Request Form* for your child's file; the cook and the program staff will be informed of your child's special needs. Unfortunately, Sunflower does not have the ability to provide a kosher kitchen. Families requesting either kosher or halal-only meals for their children have the option of requesting vegetarian meals.

## **FIELD TRIPS:**

In the past, Sunflower planned regular field trips to various places of interest to young children. We included trips to museums, festivals, farms, pumpkin patches, apple orchards, or a beach day in the Gatineau. Regretfully, in the spring of 2000 the Board of Directors made the decision that Sunflower could no longer participate in bus field trips due to serious safety and legal considerations. To compensate for this loss, the centre increased the number of in-house activities (e.g. yoga, dance, music, visits from a librarian, etc.). Because the children continue to go on walking field trips in the immediate vicinity of the centre, your written permission for field trips is still required.

## **SPECIAL EVENTS:**

Sunflower plans various special events for the children. These might include a visiting musician, special guests, reptiles, and puppet and magic shows. Parents are always welcome to join us for these special activities. As well, we invite parents, grandparents and other family members to come and share their special talents with the children. Sunflower also plans family oriented special events, such as potluck dinners, at least once a year.

## **CHILD CARE FEES:**

Full-time full fee paying parents are billed a flat rate monthly fee based on the average number of days per month for the calendar year; for full-time partial months, the fee shall be based on the daily full-fee rate. Part-time full fee parents are billed a daily rate for the days for which their child is registered. There is no adjustment to the fee, whether full or part time, for a child's sick or vacation days. Parent fee invoices will be posted in your child's locker at the beginning of the month. Payment is due by the 15th of each month. Parents wishing to make alternate payment arrangements (i.e. bi-weekly payments) should discuss the arrangement with the Administrator. Parent fees that are two or more months in arrears, will be brought to the attention of the Board of Directors. Financial hardship should be discussed with the co-ordinator or the administrator.

FULL FEE RATES effective January 1, 2017:

Toddler	\$1462.00/month full-time	\$67.75/day full-time	\$71.05/day part-time
Preschool	\$1060.00/month full-time	\$49.10/day full-time	\$51.50/day part-time

## **ADDITIONAL FEES:**

**Diaper Fees:** Parents have the choice of providing their child's diapers or having the centre provide them for a monthly diaper fee. The current diaper fee is \$ 20 per month, and is payable at the beginning of each month.

**Deposit Fee for a Reserved Child Care Space:** Once your childcare space at Sunflower has been confirmed, a \$100 deposit fee is required for each reserved child care space. This fee will be applied against the first month's child care fees once the child starts. Should the reserved space be cancelled prior to the child's start date, the deposit fee shall be forfeited. The deposit fee will be waived on confirmation of a child care subsidy appointment with the City of Ottawa.

**Other Fees:** From time to time the Board may assess user fees in order to offset unbudgeted costs of specific program items (for example: sunscreen fee). When this occurs, you will be notified through a *Parent notice*.

## **MANAGEMENT:**

The operation of Sunflower Co-operative is overseen by a Board of Directors made up of parents and staff, which is elected each fall at the Annual General Meeting. The Program Coordinator is responsible to the Board of Directors, so any queries or difficulties in the centre should be discussed with the Coordinator first.

## **COMMITTEES:**

It is part of your obligation as a member at our co-operative to be an active member of one of the centre's committees:

If you have the time and the inclination, you may also want to consider standing as a candidate for a volunteer position on our Board of Directors. The Board is elected on an annual basis during Sunflower's Annual General Meeting, held in the fall.

## **SERIOUS OCCURRENCES/EMERGENCY PROCEDURES:**

In the event of a serious incident the co-ordinator should be notified immediately. Where medical attention is required for a child in care, the parents will be immediately notified by phone. In the case of an emergency, or when the parents cannot be reached, the co-ordinator (or person acting in her/his position) will summon either an ambulance or a taxi to transport the child to hospital, or other medical practitioner. The child's release form and file will be taken to the hospital with the child. Any Serious Occurrence, as defined by Ministry guidelines, shall be reported to the Ministry of Education using the *Childcare Licensing System (CCLS)* within 24 hours of the incident. Following submission of the Serious Occurrence Report to the Ministry and within 24 hours of becoming aware of the serious occurrence, the Program Coordinator or her designate will complete a *Serious Occurrence Notification Form*, generated by the Ministry's Online Reporting system. The purpose of the SONF is to provide a brief overview of a serious occurrence for parents, and to communicate information to parents about serious occurrences that have occurred in the child care centre. The Serious Occurrence Notification Form will be posted on the main entrance's bulletin board near the child care License and Licensing Summary chart for a minimum of 10 business days.

In the event of an emergency evacuation, the children will be taken to the initial meeting area where attendance will be taken. As per **Sunflower's Evacuation Policy**, and our **Emergency Management Policy and Procedures**, the meeting area is at the end of the Visitors' parking bay facing the building's main entrance. If it is determined that the day-care cannot be re-entered, the children will be taken to our emergency shelter (Primary: CMHC Bldg. C, Cafeteria; Alternate: Montfort Hospital auditorium). Staff will then contact the parents **by phone** to pick up their children as soon as possible. The Day Care Centre will remain closed until all health and safety regulations are cleared by the proper authorities.

By law it is our obligation to report all suspected cases of abuse to the Children's Aid Society. They are able to evaluate each situation and help the family with support and/or resources available to them.

**WITHDRAWAL/DISCHARGE POLICY:**

Written notice of your child(ren)'s withdrawal must be given at least four weeks in advance. If insufficient notice is given, the unsubsidized (full fee) rate will be charged for the four-week period. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child, but we do have a policy on this if you need to find out more.

It should be noted that not all children are suited for a group care setting. Please bear in mind that our staff is not trained to work with children who have severe emotional problems or developmental delays. We will endeavour to do everything possible to help each child adapt and integrate into our program, using the community resources available to us. If, despite everyone's best efforts, the difficulties appear to be more than we can manage, the staff may ask the Board of Directors for guidance. Notice of withdrawal may be necessary.

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This is your copy of our Program Statement. Please keep this in a handy safe place for easy reference. For more information, please refer to Sunflower's Policy Binder, which is kept in the office

### **Sunflower Cooperative Day Nursery Program Statement**

Sunflower is licensed by the Ministry of Education and is required to abide by the standards set out in the Child Care and Early Years Act, 2014 (CCEYA). Our program incorporates the Minister's Policy Statement on Programming and includes inspiration from "How Does Learning Happen" which is Ontario's framework for pedagogy for the early years. Children are always viewed as "competent, capable, curious and rich in potential" (CCEYA Regulation 137/15 Section 46).

To support the goals under the CCEYA and the Ministry of Education's "How Does Learning Happen", Sunflower is anchored by the following key messages:

- Each child is unique and has unique needs in his/her continuum of growth and development
- Learning is achieved through exploration, play, inquiry and child-centered environments
- The Early Childhood Education profession is supported by its hiring policies, professional development and the provision of a healthy and safe workplace
- Best practices are implemented through reflective teaching practices and ongoing evaluations
- The cooperative spirit is guided through our policies and procedures, while respecting the expectations guided by the Code of Ethics and Standards of Practice.

**Sunflower is committed to meeting the following program goals as required by the CCEYA:**

1) **Promote the health, safety, nutrition and well-being of the children by:**

- Creating policies and procedures that ensure that the guidelines and regulations of the following governing bodies are implemented and that best practices are followed: Ottawa Public Health, Canada Food Guide, Canadian Standards Association Group, Child Care and Early Years Act, 2014, Ontario Disabilities Act.

2) **Support positive and responsive interactions among the children, parents, child care providers and staff by:**

- Respecting the cooperative management model through consensus decision making; cultivating caring and positive relationships; being genuine and respectful in our professional interactions; and demonstrating nurturing qualities in daily relations with children, parents, staff and the childcare community at large;

- Communicating openly and following the guiding principles under the Sunflower's Code of Conduct, which will be visible in the daily and on-going operations of the centre.

**3) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate through:**

- Appropriate role modelling, offering choices where applicable, encouraging children to reflect and be accountable for their decisions, using logical consequences and promoting the child's right to be heard, respected and treated fairly by all staff and peers;
- Purposefully planning environments and play spaces to include access to a variety of experiences throughout the day that meet the needs of children within a group and as individuals, allowing opportunities for self-regulation, personal reflection, and freedom of choice.

**4) Foster the children's exploration, play and inquiry through:**

- Professional guidance that uses questioning and reasoning, concept-based instruction that is driven by "big ideas" rather than subject-specific content, leading children to consider the context in which they will use their understanding, bringing "real world" meaning to content knowledge and skills and helping children to become critical thinkers which is essential to their ability to creatively solve problems;
- Various types of observation and documentation that will provide the platform for growth and success.

**5) Provide child-initiated and adult-supported experiences by:**

- Planning learning centres and activities based on an emergent curriculum
- Providing, as much as possible, a natural and authentic environment which encourages development in all areas of the learning domains defined in "How Does Learning Happen"

**6) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported by:**

- Purposely planned environments that will spark the children's natural curiosity and creativity;
- Reflecting the children's community, cultural backgrounds, and interests in the program for a better sense of belonging;
- Play spaces that are divided into separate areas to offer and encourage different activity levels, stimuli, types of play, group size, etc. to give children the choice of an area that best meets their need at any given time;
- Open ended materials that provide the children with challenges; giving them the opportunity to solve problems, negotiate, and make decisions;

- A wide variety of interesting materials which will encourage children to independently come up with play ideas and find creative solutions to challenges they may encounter;
- Making learning visible to the children, through written and visual documentation in the program which allows them to reflect on and share past experiences. This encourages them to expand on previous play and further their exploration and learning.

**7) 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 by:**

- Recognizing the importance and tremendous learning opportunities offered by outdoor play; understanding that children have a greater sense of freedom and willingness to explore and try new things in an outdoor setting; supporting the children in developing a positive disposition related to outdoor activities; and recognizing that developing an appreciation for nature and the environment has a lifelong, positive impact.
- Planning activities and schedules which promote periods of active play that give children the opportunity to move and use their bodies in a variety of ways. This will develop their gross motor skills and instill the value of an active, healthy, lifestyle. Most activities are child directed. When teachers introduce or lead active games and activities, children are encouraged to participate but may choose not to.
- Providing a daily rest/quiet time in the afternoon that does not exceed two hours
- Providing an Early Risers program for those who do not sleep or who wake up early.

**8) Foster the engagement of and ongoing communication with parents about the program and their children by:**

- Building a strong, respectful and reciprocal relationship with families;
- Providing an environment that is inviting and welcoming to families; staff will maintain open communication with parents through daily short discussions, emails, notes, email distributions and newsletters;
- Hosting annual parent meetings;
- Welcoming parents to visit and encouraging them to participate in their child's classroom;
- Encouraging the parents to sit on the Board of Directors and participate on at least one committee.

**9) Involve local community partners and allow those partners to support the children, their families and staff by:**

- Inviting the librarian from St. Laurent to visit with books and puppets;
- Accessing ongoing professional development and resources offered by the College of Early Childhood Educators (CECE);

- Partnering with Children's Integration Support Services (CISS), First Words, Ottawa Children's Treatment Centre (OCTC), etc. when working with a child with special needs;
- Accepting students from community colleges for their fieldwork placements;
- Maintaining a close and professional relationship with CMHC.

**10) Support all staff members who interact with the children to engage in continuous**

**professional learning (CPL) and professional development by:**

- Monitoring the College of ECE website for current and required CPLs;
- Maintaining a tracking chart for all staff training and professional development;
- Keeping copies of training certificates in each staff person's personnel file;
- Encouraging staff to remain relevant in the field through union sponsored training, CECE professional development, and other opportunities offered by third party PD organizers;
- Sharing information about current and relevant evidence based research;
- Using How Does Learning Happen as the foundation for continuous professional learning.

**11) Document and review the impact of the strategies set out in clauses (1) to (10) on the**

**children and their families by:**

- Documenting observations for review during annual review of Policies and Procedures and Licensing Renewal;
- Making recommendations to the Board of Directors and its committees in response to the ongoing requirements initiated by the Ministry of Education

*October 2016*

# **Parent Issues and Concerns Policy and Procedures**

Name of Child Care Centre: Sunflower Cooperative Day Nursery

Date Policy and Procedures Established: October 2017

Date Policy and Procedures Updated: March 2018

## **Purpose**

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

## **Definitions**

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

*Staff:* Individual employed by the licensee

*Board:* Board of Directors made up of parents and staff, elected at the Annual General Meeting.

## **Policy**

### **General**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff 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 the staff and Board of Sunflower Cooperative Day Nursery 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 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, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

### **Conduct**

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the coordinator.

### **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 Children's Aid Society of Ottawa (CAS) directly.

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

For more information, visit

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

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>e.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the coordinator or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- Arrange for a meeting with the parent/guardian within two (2) business days.</li> </ul> <p>Document the issues/concerns in detail in the program and/or office logbook. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>e.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the coordinator or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-, Coordinator-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the coordinator or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, that puts a child's health, safety and well-being at risk should be reported to the coordinator 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>Ensure the investigation of the issue/concern is initiated by the appropriate party within two (2) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the coordinator and/or licensee.</li> </ul> <p>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 coordinator as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern verbally and/or in writing.</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 Board of Directors of Sunflower Cooperative Day Nursery.

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

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

#### **Regulatory Requirements: Ontario Regulation 137/15**

##### **Parent issues and concerns**

**45.1** Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

##### **Parent handbook**

**45.** (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed

#### **Contacts:**

Sunflower Cooperative Day Nursery  
613-748-2268  
sunflowercoop@rogers.com



## **SUNFLOWER CO-OPERATIVE DAY NURSERY**

### **Code of Conduct**

#### **Mission Statement**

“Parents and Staff working together to create a caring, respectful environment which attends to the social, emotional, and developmental needs of each child in a co-operative inclusive setting.”

#### **Guiding Principles for Appropriate Behaviour**

##### **Respect**

We consistently demonstrate respect for each other, for children, and parents in how we communicate, provide feedback, and interact.

##### **Cooperation**

We resolve our challenges by talking and listening respectfully to each other. When we cannot, we ask for help.

##### **Support**

We learn from each other and are open to new ideas. The developmental capability of each child is always considered when determining expectations for behaviour and consequences of inappropriate behaviour.

##### **Safety**

We work and play in a clean and organized environment, to ensure that none of us get hurt.

#### **Staff Code of Conduct**

All staff<sup>1</sup> of Sunflower Co-operative Day Nursery agree to demonstrate high standards of professional conduct at all times in their work with children, parents, other staff and the wider community. In so doing, they agree to abide by the following statements:

- Adhere to the standards set out in the Ontario Day Nurseries Act.
- Adhere to the rules, policies, and protocols laid out in the Sunflower Staff Hand Book as well as in the Sunflower Substitute Staff Hand Book.
- Act and behave in a responsible and accountable manner in order to ensure the viability and success of the centre.
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<sup>1</sup> Includes permanent staff, substitute staff and students on premises.

- Communicate and interact with each other, children, and parents in a respectful manner, taking into consideration the appropriateness and pertinence of certain topics while on the centre's premises.
- When a parent shares information with a staff member concerning their child, that staff member will share that information and any other pertinent information with their colleague or colleagues, in a timely fashion, so as to prevent any gap in information.
- When providing feedback to a colleague or parent, always do so with courtesy and respect, with a view of creating a positive and constructive environment. (Refer to the "Assertive Response" and the "Two minute challenge" techniques attached).
- Ensure that your surroundings are kept clean and organized, devoid of clutter, unrelated items, and obstacles that might hinder quality program delivery.
- Although staff have different roles and responsibilities, there are some tasks (e.g. laundry, staff room cleanliness, etc.) that are the responsibility of everyone. Those tasks need to be carried-out throughout the day and shared by all.
- Use of technology for personal use is only permitted during periods where staff members are on break, not supervising children, and preferably in the staff room.
  - However, during program delivery, smartphones, tablets or similar devices can be used in a controlled setting to demonstrate to the children a specific and related program goal. For instance visuals, sounds, or information for enhanced understanding. If parent is present, include them in understanding the purpose of using technology.
- Change is a constant in today's world. Although Sunflower Day Nursery has undergone numerous changes since its foundation, more changes are to be expected. All staff member must show openness and willingness to adapt to new priorities and goals, new methodologies, and new processes that would greatly benefit the success of the centre.

*March 2013*