



York University Co-operative Daycare Centre

Acknowledgement of Understanding: Policies and Procedures Sign Offs

Child's Name: _____ Date of Birth: _____

Family Handbook and Supplementary Handbook(s)

I/We have read, understand, and accept the Policies and Procedures of the York University Co-operative Daycare Centre (YUCDC) as outlined in the Family Handbook and its Supplementary Handbook(s) and agree to abide by them. I understand that YUCDC reserves the right to change and modify the Policies and Procedures at any time and that I will be notified of any updates.

Program Statement

YUCDC's Program Statement captures the Centre's philosophy in which children are recognized as being competent, capable, curious and rich in potential. It is an inclusive, play-based learning environment in which children can develop and grow at their own pace.

The Program Statement is consistent with the Minister of Education's policy statement on pedagogy and identifies the goals that guide our program for children. It describes the approaches and best practices used by our staff, students and volunteers to deliver programs that reflect the four foundations of how learning happens: belonging, well-being, expression and engagement.

Our program uses pedagogical documentation to help make learning more visible and to illustrate how the approaches are being implemented into the program. Our program plans and classroom environments reflect the Program Statement.

Access and Equity Policy Statement

YUCDC promotes racial, ethno-cultural, special abilities, religious harmony, employment and service equity for the management, staff, volunteers, parents, children and its community. We believe that diversity enriches and strengthens our community and that racism creates barriers for children, families and communities. YUCDC is committed to developing childcare environments and programs that promote and respect the beliefs, values and practices of all families.

Behaviour Guidance Policy

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults. Research from diverse field of study show that children who attend programs where they experience warm, supportive relationships are happier, less anxious and more motivated to learn than those who do not. Experiencing positive relationships in early childhood also has significant long-term impact on physical and mental health, and success in school and beyond. We strive to achieve this by showing respect for the child, developing an atmosphere of trust and acceptance, programming appropriately and setting developmentally appropriate expectations.

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Children's Aid Society Reporting Requirements

It is the legal responsibility of every person, who performs professional or official duties with respect to a child, to report abuse or suspicions of abuse encountered during one's work. Persons failing to report suspicion of child abuse are subject to legal action and a fine if convicted. (Child and Family Services Act, 1984).

Smoke Free

In accordance with the Smoke-Free Ontario Act, no person shall smoke tobacco, cannabis or hold lighted tobacco in or around the childcare centre. This includes the playgrounds and York University's surrounding areas.

Parental Involvement

YUCDC is committed to parental involvement and believes that this partnership is essential in the delivery of a high-quality program. Mechanisms for parental involvement and communication with the staff have been developed.

Parent Complaints and Code of Conduct

YUCDC is committed to ensuring that all customer service contacts are responded to in a courteous, fair and timely manner and will take the appropriate action, as required. Parents are expected to provide their requests and complaints in a respectful manner.

Concerns you wish to communicate to YUCDC Staff must be done in private, and not in front of children and/or other parents. If you have spoken with a member of the staff and feel your concerns have not been heard, please notify the Executive Director/Designate. If you have a concern regarding a situation that includes other children and/or their parents/guardians, you must speak directly with a staff member, and not with the child or children involved or with their parents/guardians.

Abuse of staff, children or other adults will not be tolerated, including any form of abuse, threat, shouting, accusation or intimidation. Situations of this nature, which will be reviewed by the YUCDC's Board of Directors, may result in the termination of services.

Consent for Information Sharing

It may be necessary for the staff at YUCDC to exchange information with your child's school, or other community agencies. Examples of information that may be shared are: your child's attendance, behaviour, medical information updates as well as any other information that continues to support the individual needs of your child.

During their annual inspection visits, The City of Toronto and the Province of Ontario may check your child's file to ensure that information on his/her application form includes the start date, permission for emergency medical treatment, excursion permission, consent for the sharing of information, etc.

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HiMama Participation Agreement

In the interest of safety and security, we require parent permission for the publishing of your child's work, photographs or videos through a software program called HiMama. By signing this Acknowledgement of Understanding, you grant the staff at YUCDC permission to photograph or video your child for the purposes of sharing this information with you through this program. You will also receive regular email updates and information about your child's day through HiMama.

Respecting Your Right to Privacy

YUCDC understands the importance of protecting your personal information. Our Centre collects, uses and discloses personal information for purposes limited to those, which are related to the provision of childcare services. YUCDC will protect your personal information by using security safeguards appropriate to the sensitivity of the information. We will use our best efforts to ensure you that personal information that is used on an ongoing basis is accurate, complete, and up to date.

Volunteers and Students

Our programs are enhanced by the involvement of volunteers and educational placement of students. Volunteers and students in our child care programs must adhere to our policies, procedures and best practices as well as any provincial, regional, fire and health regulations. It should be noted that our students and volunteers are always under the supervision of a YUCDC staff member and are therefore never left alone with children.

Permission for the Release of Your Child's Picture for Media Use

YUCDC may take photographs to display in the classrooms and to use in materials to promote the Centre.

- I/We give permission for YUCDC to have pictures of my child displayed in the **classroom/centre**.
- I/We **do not** give permission for YUCDC to have pictures of my child displayed in the **classroom/centre**.
- I/We give permission to use pictures of my child in YUCDC's **promotional materials and/or website**.
- I/We **do not** give permission to use pictures of my child in YUCDC's **promotional materials and/or website**.
- I/We give permission for YUCDC to take pictures of my child to share with you using the **HIMAMA APP**.
- I/We **do not** give permission for YUCDC to take pictures of my child to share with you using the **HIMAMA APP**.

Off Site Activities and Community Excursions

Off-Site activities provide valuable experiences for children and allow staff the opportunity to extend their program activities. When these opportunities arise, parents/guardians will be required to complete a YUCDC Off-Site Excursion Form giving consent for your child to participate in the activity. The staff:child ratio will be augmented with the support of staff, student, volunteers, and family members. Whenever there is inadequate supervision, the excursion will be cancelled. We frequently take supervised groups of children on walks within the **York University Community**. While we will make every effort to inform you of such outings, they may occasionally occur at the discretion of the Staff.

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Registration and Monthly Fees

Deposit: A non-refundable deposit of \$500.00 or ten times your assigned daily fee with Toronto Children's Services is payable upon registration and will be held in YUCDC's non-interest-bearing account. It will either be returned to you or credited towards the fees payable for your child's last month at the Centre, provided proper notice is given.

Fees: Our preferred method of payment continues to be through an E-Transfer. E-Transfers are to be made, without reductions for any holidays or absences, by the first of each month.

Subsidy Absences

At the end of the month, YUCDC submits attendance sheets to the City of Toronto to report the number of days that your child was in attendance. The following is a review of the City of Toronto's Policy on attendance:

- You are entitled to accrue up to 35 days of absences from January until December. If your child is absent for more than 35 days, you will be required to pay YUCDC's full fee daily rate for your child's program.
- You may take no more than 20 days consecutively and are responsible to pay your daily fee when your child is absent.

Demission of Your Child

On occasion, YUCDC may be unable to continue to provide care as there may not be space available for your child to transition to the next age group. It should be noted that priority is generally given to younger children to transition to the school age program. If your child is one of the older school age children in the group (8-10 years), he/she may be given notice of withdrawal by May 1st of any given year.

Withdrawal of Childcare Services

A minimum of one month's written notice is required to withdraw your child. Payments will be adjusted upon receipt of this written notice. If you have any outstanding fees at the time of withdrawal, some or all the funds will be deducted from your non-refundable deposit. Should your child be withdrawn without enough notice, your account will be charged for the one-month period.

Late Pick-Up

If you anticipate that you will have difficulty picking up your child by the centre's closing time of 6:00 pm, please notify the centre and discuss your alternate arrangements with the staff. Inform the person who will be picking up your child that photo identification will be required. The alternative pickup person must be **18 years or older**. YUCDC staff members are prohibited from being emergency pickup persons. If your child is not picked up within an hour of the Centre's closing, YUCDC will fulfil its legal obligation to call the Children's Aid Society and/or the Police. CAS will provide a safe place for your child until arrangements can be made to pick up your child. It should be noted that there is a fee that will be charged to your account when you arrive late. If your child is consistently picked up past the hours of operation and/or the above procedure is not followed, a meeting will be scheduled to discuss alternate childcare arrangements with two weeks notice.

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Hand Sanitizer

Proper hand washing is the most effective prevention in the spread of illness and infection but at times access may be limited or not available such as on an excursion. During these instances, when hands are not visibly soiled, hand sanitizer of an alcohol content of no less than 60% will be used to prevent the spread of illness and infection. Please note that Hand Sanitizer will not be used on children under the age of twelve months.

- I/We give permission for my child to use hand sanitizer.
 I/We **do not** give permission for my child to use hand sanitizer.

Sun Safety

In striving to keep children safe and healthy, the YUCDC, in accordance with Health Canada, requires you to supply sunscreen with an SPF 15 or more. Our staff will apply the sunscreen to exposed skin 15-30 minutes prior to going outside.

- I/We will provide sunscreen to be applied prior to going outdoors.
 I/We **do not** give permission for sunscreen to be applied.

Insect Repellent

To prevent the risk of contracting the West Nile Virus from mosquito bites, Health Canada recommends applying Insect Repellent with a concentration of 10% DEET or less for children over six months of age. The Insect Repellent will be applied according to the directions on the label, after sunscreen and to all exposed skin, excluding hands and face.

- I/We will provide an Insect Repellent with 10% DEET or less to be applied prior to going outdoors.
 I/We **do not** give permission for Insect Repellent with 10% DEET or less to be applied.

Over-the-Counter Moisturizing Skin Lotion, Lip Balm and Diaper Cream

Our staff will apply **over-the-counter** moisturizing skin lotion, lip balm and diaper cream according to the directions on the label of the product as provided by the parent. It should be noted that these products can be administered only from the original container or package and in accordance with the instructions on the label and any instructions provided by you, as the parent/guardian.

- I/We will provide the moisturizing skin lotion, lip balm and/or diaper cream.
 I/We **do not** give permission for the application of moisturizing skin lotion, lip balm and diaper cream.

Date

Parent/Guardian Signature

Parent/Guardian Signature