



UNICORN
DAY CARE

Parent Manual

Unicorn Daycare and Nursery is a licensed not-for-profit child care centre that has been operating for over 23 years. We provide a wide-range of programs for children 4 to 12 years of age and have a licensed capacity of 140 children. Our goal is to provide an environment that both complements and enhances your child's school day.

Unicorn Daycare has a purchase of service agreement with Toronto Children's Services. Subsidized child care is available for children if space allows and the Children's Services' criteria are met. For further information, please contact your local Children's Services office or the Daycare office.

PHILOSOPHY

At Unicorn Daycare we believe in the development of the 'whole' child. Our aim is to provide a fun, enriching and safe environment – one in which children can develop physically, emotionally, socially and intellectually. Learning is viewed as self-directed and self-motivated. Promotion of this process is best achieved and received when program staff employ consistent and supportive interaction in a wide variety of indoor and outdoor activities. All children are provided the option of participating in planned activities, creating an activity for themselves, or playing and relaxing in a quiet corner of the room.

Co-operation and co-working/playing are encouraged among the children. Through social interaction each child learns to express feelings, accept others, and resolve the inevitable conflicts that arise in close contact with others. Each child is encouraged to speak freely about their interests and ideas, thereby strengthening communication, planning and implementation skills.

A multicultural, non-sexist setting is fostered by promoting an appreciation of each child's own culture and the culture of others. Equal treatment of boys and girls is demonstrated by staff and expected by all.

Inappropriate behaviour is constructively guided by positive redirection, role modeling, discussion and self-control initiatives.

Active parental involvement is encouraged. Such support is an important factor in achieving a link between the home and the child's ventures into independent life – as well as ensuring the success of the program.

PROGRAMS, HOURS & DAYS OF OPERATION, ATTENDANCE. . .

SEPTEMBER - JUNE

For all children attending Brown P.S. Unicorn Daycare offers a regular program from your child's 1st day of school in September to the last day of school in June. We are open from 7:30 am - 6:00 pm Monday thru Friday.

SUMMER PROGRAM

Unicorn Daycare offers a full day summer program. In early spring parents will be given the opportunity to enrol their child(ren) in our summer program. Registration for the summer is on a weekly basis rather than monthly, which gives parents the opportunity to do other activities with their children. Unicorn Day Care does **close** in the summer for 1 week, prior to the school year commencing and in addition we close the 1st week of the winter break.

STATUTORY HOLIDAYS

Unicorn Daycare will be closed on all of the following statutory holidays.

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

WINTER BREAK, SPRING BREAK AND PD DAYS

Unicorn Daycare will be open from 7:30 am to 6:00 pm, the second week of the Winter Break, Spring Break (March) and all PD Days.

The Winter Break, Spring Break and PD Days are **INCLUDED** in the regular day care fees of all full time JK/SK and school age children. For part time and non-daycare children, A FULL DAY PROGRAM may be available during these times on a first come basis, AT AN ADDITIONAL COST. Priority will be given to children attending day care on a full time basis.

ABSENCES

If you know that your child is not going to be present on a given day, a note should be sent to the staff on the day prior to the absence. If the absence is due to illness, the parent should leave a message on the voice mail or speak directly with a staff person. In the case of an illness please provide details (e.g. cold, flu, chickenpox, etc.)

ARRIVAL AND DEPARTURE

Once a child has checked into the centre, s/he must not leave unattended. Children will only be allowed to leave with their parents unless otherwise stated on the release form. Staff must be notified in advance (on each occasion) if such a person (other than parent) is to pick-up the child. At pick-up, the parent or other designated person **MUST LET THE STAFF KNOW THAT THE CHILD IS LEAVING**. Brown Public School requests that parents refrain from using the side drive to pick up and drop off children during peak times: 8:00 - 9:00 am and from 2:30 - 4:00 pm.

FIELD TRIPS

On occasion, Unicorn Daycare will organize special trips. In this event, a permission form will be sent home with the children, including the details of the proposed trip. The parents are requested to return the completed form before the child will be allowed to attend the outing. Unicorn day care uses school buses for trips and not public transportation. Volunteers are welcomed on an as needed basis, after completed the required documents.

PROGRAMS AND HOURS OF OPERATION

Morning Care is available to all children from 7:30 am Monday - Friday. At 8:20 am the school age children will be in the care of the TDSB school staff until 8:40 am when the children line up to go inside. From **7:30 am to 8:00 am** children who are enrolled in this morning program will be offered a 'breakfast' at no additional cost.

After School JK/SK Program is available to children from 3:00 - 6:00 pm Monday - Friday with children going to the Full Day Kindergarten Program at Brown Public School.

JK/SK and School Age Hot Lunch Program is available to all children from JK to grade 6 at an additional cost.

School Age Aftercare Program is available from 3:10 - 6:00 pm Monday - Friday for children 6 - 12 years of age. This program offers a variety of 'clubs' for the children who are currently enrolled at no extra cost. The school age aftercare program is offered on a full time basis only.

SPECIAL EVENTS

Unicorn Day Care has a variety of events to which parents and caregivers can attend.

- Valentine Day Family Gathering
- Annual Family Pot Luck
- Etc.

ENROLMENT

ACCESS AND EQUITY POLICY

Unicorn Day Care Centre adheres to inclusion and equity practices outlined by municipal, provincial and federal legislation. It is our aim to include children of all racial, religious and ethnic backgrounds, as well as children with special needs as long as we have the proper facilities and personnel to make a positive contribution to their lives.

It is also our aim to hire appropriately educated and qualified staff that represent the full spectrum of our multicultural society without regard to race, creed, ethnicity, gender, sexual orientation, age (except when under aged), or physicality (except when a disability clearly impairs the exercise of necessary duties).

It is our goal to make all children, family members, friends, volunteers and staff working at Unicorn Day Care, feel included in our child care community by setting a positive example of caring, co-operation, tolerance, latitude, respect and love irrespective of gender, sexual orientation, ability challenges, race, religion, or ethnic background.

It is our aim to come to the assistance of those needier than ourselves both locally and far afield by teaching children about the needs of others and engaging in activities that allow children to share their talents and good fortune with those who need it most. By doing this we hope to bring up children who will make positive contributions to the welfare of this planet and who will in every sense, become citizens of the world.

ENROLLMENT PRIORITIES

In early spring returning families will have enrolment priorities until a certain deadline is reached. Current clients will be informed about the deadline in writing. After the deadline Unicorn Day Care will fill any remaining spaces from the external waiting list on a first come first served basis. Please note that Unicorn Day Care can only enrol children that are living in the Brown School District.

Enrolment Priorities:

1. Children returning to Unicorn Daycare.
2. Siblings of current members.
3. New applicants enrolling full-time (5 days a week).
4. New applicants enrolling part-time.

When the program is fully enrolled, remaining applicants will be held on a waiting list until space becomes available.

FEES, WITHDRAWAL FROM PROGRAMS, INCOME TAX RECEIPTS. . .

WITHDRAWAL FROM PROGRAMS; PAYMENT OF FEES

1. Unicorn Daycare requires **one FULL month's written notice or one month's fees** in lieu of notice to withdraw children from our program. There are no partial month's fees (i.e. notice given on the 10th of October will be for December 1st, not November 10th). However, changes for September need to be done no later than **June 1st**. Parents will be responsible for September fees if changes are not submitted by the June 1st deadline.
2. Refunds and reduced fees are not given for the days your child is absent.
3. Returned cheques (NSF) – the amount of the cheque, plus a \$25.00 administration fee must be received no later than 5 business days after notification.
4. A Notice of Withdrawal of Services will be given to parents whose accounts are in arrears by **2 months**. Once services have been withdrawn, daycare services will not be reinstated until the account is in good standing provided space is still available.
5. In rare circumstances children may be denied admission or withdrawn due to the day care's inability to accommodate a child's special needs or family circumstances, the centre Director will meet with the parents and document the discussion. Additionally, the director will notify the centers Children's Services Consultant and members of the Board. The Director or staff of Unicorn Day Care will seek help or advice from outside agencies if necessary, in an effort to support the child's needs and where possible change some aspects of our physical plant or procedures to keep the child at Unicorn Day Care where that option is best for the family. In the event that Unicorn Day Care is still unable to accommodate a child's special needs. One month's written notice will be given where possible.

INCOME TAX RECEIPTS

Receipts for fees paid during the prior calendar year will be prepared by February 28th, and will be distributed to parents. In the event that a child withdraws from the centre before the end of the year, a receipt can be provided at the time of withdrawal upon the request of the parent.

LATE PICK-UP

Parents who are late picking up their child(ren) will be charged a late fee. This is **to be paid directly to the staff person** who stayed with the child. From 6:00 to 6:05 pm the fee is \$10.00, then \$1.00 per minute for every minute after 6:05 pm. If a parent cannot be reached and has **not arrived by 6:30 pm**, the emergency contact indicated on the registration record form will be called. If we are unable to reach the parent or emergency contact at this time, Children's Aid will be called.

Pick-up time for JK/SK and School Age children is 6:00pm.

DAILY SCHEDULES, COMMUNICATION & BEHAVIOUR MANAGEMENT

DAILY SCHEDULE AND ROUTINES

The daily schedule allows for a balance of quiet and active experiences as well as individual and group activities. All activities are play based, child-centred and adult-assisted, including supervised transitions from one activity to the next.

BEHAVIOUR MANAGEMENT

Limits are established to create an environment wherein the child can develop according to his/her abilities. By setting appropriate limits, each child is given the opportunity to explore in a safe setting. Self-respect and control is nurtured, thus paving the way to develop sensitivity to others. In no circumstance will verbal humiliation, corporal punishment, or any threats of any kind be tolerated. Staff members are prepared to anticipate situations, intervene when required, and act in a fair, consistent fashion when limits are exceeded.

Should a situation arise which cannot be dealt with by the staff, the centre's Director will work with the parents, staff, and child(ren) to resolve the problem. The Director or staff of Unicorn Day Care will seek help or advice from outside agencies if necessary, in an effort to support the child's needs. Even though every attempt will be made to ensure a positive outcome for all involved this is not always possible. Unfortunately, some situations may not be able to be resolved, i.e. Child's behaviour is consistently such that the entire group is effected negatively. In these cases child care services may be withdrawn. This will be done at the discretion of the Director in consultation with the Board of Directors. One month's written notice will be given where possible.

PARENT INVOLVEMENT AND PARENT/STAFF COMMUNICATION

There are many areas where parents can be involved. These include: Board of Directors, special outings, special program events, etc. Please contact the Director if you are interested in any volunteer activities or assisting at the Centre in any way.

Clearly, it is of great value to the staff (as well as the well-being of the children) if the parents take a few minutes at the beginning and end of the day to communicate information of any special or unusual event that may have an impact on his/her child. The staff will report to parents' highlights of the child's day at the centre.

HEALTH, NUTRITION & SAFETY

HEALTH

Children must be healthy to attend day care. If a child appears ill on arrival, parents will be asked to take him/her home. Children are not to be accepted into care if they show any symptoms of illness upon arrival. These include: vomiting; diarrhoea; rash; hives; fever; foreign matter in the eyes and/or ear; lice; any signs of communicable disease. Ill children while in care will be separated from the rest of his/her peers and made comfortable until parent/guardian arrives. (June 2/08)

Unfortunately, there are times it is difficult for a parent to determine if the child should be at day care, a slight cold or the end of an illness are two examples. In such cases, a general rule for determining attendance at the Centre is: if the child is too ill to participate in the outdoor part of the program, the child is too ill to attend daycare. For further guidance, please call the Director.

Please advise the staff IMMEDIATELY if your child has been diagnosed with a communicable disease (e.g. chicken pox, strep infection, etc.). Likewise, all parents will be notified if their child(ren) have been exposed to any such disease.

SUSPECTED ILLNESS POLICY

If symptoms of a contagious disease develop during the day, the parent(s) will be contacted and expected to either pick-up their child or make arrangements for someone else to do so as soon as possible.

It is the responsibility of the Director, staff or his designate to call the parent/guardian of the children who have become ill throughout the day.

Unicorn Daycare has a policy for parents who do not pick up their children when called. It reads as follows:

“Upon determined or suspicion that a child has developed or is developing symptom(s) of any illness, the parent/guardian will be immediately notified. The child must be picked up within 2 hours of the initial call.

If the child is not picked up within 2 hours the parent/guardian is required to give an explanation to the Director. The Director may issue a written warning saying if this is to happen again that this case may be referred to the Daycare Board of Directors. Whether or not a written warning is given is at the discretion of the Director.

If the same child is not picked up in a timely manner on 2 occasions, the case will be referred to the Board of Directors. The parent/guardian will be required to explain to the Board of Directors why this has happened. The Board of Directors will determine whether the daycare services will be withdrawn or not. The Board of Directors decision in this matter will be final.”

MEDICATION

If a child is taking medication which parent(s) wish the staff to administer, a Medication Record Form and Authorization must be completed and delivered to the staff (please ask a staff person for a blank form). Only medication in its **original container** can be administered by staff. Name of child and directions must be **CLEARLY MARKED ON THE CONTAINER**. Medication is kept in the day care kitchen, either in a locked box in the fridge, or a locked box on top of the fridge.

ACCIDENTS/INCIDENTS REQUIRING MEDICAL CARE

In case of accident or incidents in which medical care is required, the staff will:

- a.) Attempt to contact the parent or guardian (**make sure all information Unicorn Daycare has on record is current**)
- b.) In the event that the parents/guardians can't be reached, the staff will do one or more of the following**:
 - have the child taken to the hospital (accompanied by a staff person)
 - call an ambulance (if necessary)

**Any expenses incurred will be the responsibility of the child's family.

In all cases, a staff member will complete an accident report form and a copy will be put in the child's file and provided to the parent upon request.

CLOTHING ETC.

It is important that children be provided with appropriate and comfortable outdoor attire so that they can participate in the full program, i.e. snowpants, gloves, hats, etc. in the winter. Sunscreen and sunhats are to be provided when warranted.

FIRE DRILLS

Fire drills will be held monthly. Instructions in case of fire are posted in the centre.

DUTY TO REPORT CHILD ABUSE

“Every person in Ontario is required under the **Child and Family Services Act** to report his/her belief that a child may be in need of protection.”

“72.(2) A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and the information, upon which it is based, to a society.”

In addition all Day Care employees have a responsibility to report any suspicion of child abuse.

SERIOUS OCCURRENCE POLICY

All Occurrences of a serious nature, as outlined below, are to be reported to the Ministry of Children and Youth Services.

Types of Serious Occurrence

1. Any death of a client which occurs while participating in a service.
2. Any serious injury to a client which occurs while participating in a service. This includes:
 - Any injury to a client caused by the service provider.
 - A serious accidental injury received while in attendance at a service provider setting, and/or in receiving service from the service provider.
 - An injury to a client which is non-accidental, including self-inflicted, or unexplained, and which requires treatment by a medical practitioner, including a nurse or dentist.
3. Any alleged abuse or mistreatment of a client which occurs while participating in a service. This includes all allegations of abuse or mistreatment of clients against staff, foster parents, volunteers, and temporary care providers.
4. Any complaint made by or about a client that is considered by the service provider to be of a serious nature.

5. Any complaint concerning operational, physical or safety standards of the service that is considered by the service provider to be of a serious nature.
6. Any disaster, such as a fire, on the premises where a service is provided.
7. Any situation where a client is missing and the service provider considers the matter to be serious.
8. Any form of physical restraint

Serious Occurrence Notification Form

As of November 1st 2011 all child care centres are to post a "Serious Occurrence Notification Form" at the location where the occurrence has occurred.

Note: The "Serious Occurrence Notification Form" is intended to notify all parents at a centre that a Serious Occurrence has occurred and to provide a brief overview of the occurrence.

Student and Volunteer Policy

Only Unicorn Day Care employees will have direct unsupervised access to the children in attendance at the day care.

Volunteers and students will not be counted in the staffing ratios at any time.

No Child will be supervised by a person less than 18 years of age.

No student or volunteer will be left alone to supervise the children, under any circumstance including, diapering and bathroom routines, or storytelling without knowledge of what the volunteer is reading.

Please refer to the centre's Policies and Procedures manual for further details.

FOOD

PEANUT / NUT FREE

Unicorn Daycare is a **Peanut/Nut Free** environment and we may restrict other foods based on the needs of the children currently enrolled. Please check with the daycare staff to confirm what food is acceptable when sending in any food from home, including a cold lunch, snacks, etc.

HOT LUNCH

Parents of JK/SK and School Age children can enrol their child(ren) in our hot lunch program, based on availability of space. Halpert Catering Inc. is the caterer that we use at Unicorn Daycare.

FOOD FROM HOME

As part of our Licensing Agreement parents must comply with the following: Lunches and snacks are to be nutritious, following the Canada Food Guide. Please do not send sugary desserts or other 'junk' food (chips, candy bars, etc.) Sugary desserts will be sent home unopened, as will all other 'junk' foods. When packing drinks please send unsweetened fruit juice, milk, or water. Sugary drinks of any type will be sent home unopened and will be substituted with an appropriate drink by the daycare.

SNACKS

All children in care from 3:00 – 6:00 pm are offered a snack between 3:00 – 3:30 pm on a daily basis.

Where possible snacks are self-serve and available while quantities last. Children are encouraged to finish any snack brought from home in addition to the daycare snack, therefore parents are welcomed to add to their afternoon snack by providing a little extra.

Snacks are on a 4 week rotating schedule and the schedule is posted in each room. In summer we use a 2 week rotation which includes a larger variety of in season fruits and veggies. A copy of the snack schedule is available to parents upon request. All snacks are **PEANUT / NUT** ***THIS NEXT SECTION IS***

SPECIFIC TO JK/SK CHILDREN ONLY AND DOES NOT PERTAIN TO SCHOOLAGE CHILDREN.

CLOTHING

JK/SK Children should have at least 2 full changes of clothes (tops, pants, socks, underwear). All clothing needs to be clearly labelled. Please do not send special clothing with your child to daycare/nursery.

At times, children will be sent home in daycare clothing. It is the responsibility of the parents to return these clothes to the daycare clean and as soon as possible.

BIRTHDAY CELEBRATIONS

Unicorn Day Care will celebrate birthdays on the last day of every month and we will provide a small nut free treat. Please **do not** bring in any outside foods for this day.

NEWSLETTER

Newsletters and other communication will be sent out via email to all Day Care families. Please be sure that the Day Care has your current email address. If you are not receiving Day Care communication please email the daycare at eric.unicorn@gmail.com and request that your email address be added/updated. Hard copies of all communication will be available in all Day Care rooms as well.

In the event of a co-parenting situation. . .

Upon request, the daycare will email all communication to each parent.

STAFF

Unicorn Daycare employs fully qualified staff members, as required by the Day Care Nurseries Act and the College of RECE's. As of this update, April 2015, all full-time staff are ECE qualified with the exception of one ECE Assistant.

The staff have a strong commitment to the healthy development of the children and to maintaining open communication with parents.

DAYCARE DIRECTOR

The Director is ECE qualified with over 23 years' experience in school-based child care working with preschool, JK/SK, and school-aged children. This individual works closely with the Board of Directors and acts as liaison between the staff and the Board of Directors, as well as, the parents and the Board of Directors. The Director is on-site and directly involved with the day-to-day operations of the child care. The Director takes an active role in program development.

The Director is responsible to the Board of Directors.

The Director is responsible for all administrative aspects of the centre. These include:

- Overseeing all administrative aspects of the centre
- Handling all general child care business
- Ensure that the centre complies with all the legal requirements of the Day Nurseries Act
- Recognize, document and take action in case of suspected abuse, illness or accident, reporting the incident as a serious occurrence to Toronto Children's Services
- Responsible for centre bookkeeping
- Financial management of the centre
- Collection of fees and issuing statements for any unpaid accounts
- Ensuring the children's files are up-to-date
- Acting as registrar
- Supervise planning and implementation of the program
- Hiring and termination of centre staff
- Coordinating staff responsibilities
- Oversee the ordering of all child care equipment and supplies
- Planning nutritious snacks
- Keeping payroll records of staff

- Ensuring all payroll deductions are made and submitted to the proper authority
- Issuing income tax receipts to members
- Distributing Unicorn Daycare publicity to the neighbourhood community as required
- Attending and participating in various management workshops and seminars
- Holding monthly meetings of the Board Of Directors
- Maintaining and overseeing waiting list
- Receiving all applications, registrations and fees
- Work closely with the Principle and staff of Brown Public School as well as the staff of Brown Community Centre
- Plan and implement special events for staff, children and parents throughout the year
- Public relations

ASSISTANT DIRECTOR

1. Interact and communicate with staff on a daily basis regarding:

- Children, their needs and occurrences
- Parents', their needs and concerns/ questions
- Program planning, and implementation
- Program needs and materials
- Up coming events and any other requests regarding the Program

2. Interact with parents and children on a daily basis regarding:

- Concerns that may arise
- Requests that may be made
- Discuss the program and its effects on their child
- Keep parents and children informed of events within the program
- Any other situations that may arise

3. Interact and communicate with the Director regarding:

- Concerns and or questions from staff
- Concerns and or questions from clients (parents)
- Communicate between parent, staff, and director

4. Professional Duties:

- Liaison between school, community centre and daycare
- Welcome and communicate between Training Students and their colleges

- Ensure that staff remain up to date with Ministry Requirements: ie: First Aid
 - Ensure that the centre and program run according to Ministry Requirements
 - Ensure that the centre meets it's educational philosophy and quality care goals
5. Provide the Director with support in operating the centre and program as is required and expected.
- Preparing documents needed to meet Ministry requirements
 - Contribute to Parent Newsletter
 - Set and prepare staff meetings
 - Assist with parent concerns and questions
 - Keeping the Director informed of events within the Centre, school and Community Centre

PROGRAM SUPERVISOR

The primary responsibility of the Program Supervisor is to oversee the planning and implementation of the program during PD days, March Break, Winter Break and our Summer Program.

In addition the Program Supervisor will, on an as needed basis:

1. Interact and communicate with staff regarding:
 - Children, their needs and occurrences
 - Parents', their needs and concerns/ questions
 - Program planning, and implementation
 - Program needs and materials
 - Upcoming events and any other requests regarding the Program

2. Interact with parents and children regarding:
 - Concerns that may arise
 - Requests that may be made
 - Discuss the program and its effects on their child
 - Keep parents and children informed of events within the program
 - Any other situations that may arise

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 - Concerns and or questions from staff
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- Communicate between parent, staff, and director

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- Liaison between school, community centre and daycare
- Ensure that staff remain up to date with Ministry Requirements: ie: First Aid
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5. Provide the Director with support in operating the centre and program as is required and expected.

- Preparing documents needed to meet Ministry requirements
- Contribute to Parent Newsletter
- Assist with parent concerns and questions

Keeping the Director informed of events within the Centre, school and Community Centre

ECE TEACHERS & ECE ASSISTANTS

The ECE teachers and assistants work directly with the children, planning and facilitating the program. The ECE teachers are responsible to the Director.

Job descriptions are on file in the daycare office and available to parents upon request.

ABOUT THE BOARD OF DIRECTORS

As a corporation, Unicorn Daycare is run by a Board of Directors comprised of current daycare parents and one community member. Elections are held each year at a general meeting for Board of Directors positions. Although many decisions regarding the children's day are made by the child care staff and parents, policy decisions are set by the Board of Directors.

The general meeting for Unicorn Daycare is held each year in the fall. At this meeting the elections are held and the financial status of the Centre is discussed.

The Board of Directors meet on a monthly basis to discuss and review child care finances, to resolve any operating issues that may arise, and to oversee the conduct of the business of the centre. These responsibilities include:

- decisions concerning the philosophy of the centre
- periodic evaluation of the program
- decisions concerning hiring
- discipline and dismissal of staff
- decisions concerning fee structure
- establishment and monitoring of the budget
- management of revenue
- resolution of any contentious issues involving staff or parents and children.

Any parent may make a written submission to the Board of Directors on any matter relevant to the child care. The Board of Directors are also available to meet in person.