



## Junior Academy Daycare

Welcome to Junior Academy! Our School has been created to accommodate children in a safe and nurturing environment. At Junior Academy, your child will enhance in all developmental areas and establish relationships with their peers, as well as their teachers. Through this, your child will build their self-esteem, confidence, and independence, along with expressing their creativity.

Junior Academy was founded as an Elementary School in 1988 and has serviced children from Kindergarten-Grade 8 since its inception. In 2020, Junior Academy added a daycare component to its school as it also wanted to focus on the development of a child from a very young age.

### Program Statement

At Junior Academy, we view the child as competent, capable, curious and rich in potential. We engage in child initiated, Teacher supported play-based learning and use the guidelines of the *How Does Learning Happen? Ontario's Pedagogy for the Early Years Document*

Junior Academy has an open-door policy with Parents. We work to foster a positive relationship with the Parents to build a bridge between home and daycare. Through phone calls, notes, emails, documentation and Parent/Teacher meetings Teachers will keep the Parents abreast of their child's activities and development.

At Junior Academy, we strive to put a child's strengths at the forefront of their education. We believe that students do well if they can, therefore we provide a supportive environment where students are accepted, appreciated, encouraged and challenged according to their individual strengths. We promote health, safety, nutrition, safety and well-being in our children. Through exploration of the children's interests, Teachers will provide both active and quiet activities that will create a positive environment that will stimulate all areas of the children's development while meeting the needs of each individual.

Junior Academy has set our goals for the children to be consistent with the Ministry of Education pedagogy that reflects the view of children as competent, capable, curious and rich in potential. Our view of the child is as follows:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and well-being.
- Every child is an active and engaged learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who expresses himself/herself in many ways.

### Age Groups

<b>Toddler</b>	\$2,100/month
<b>Preschool</b>	\$1,900/month



### **Registration Policy**

Once a spot becomes available with a start date guaranteed, and you chose to accept, you are required to submit a \$300.00 registration fee (non-refundable). Along with the registration payment, a cheque as first payment is required within 24 hours of accepting the spot. The first payment is submitted as the total, for one month of care, and must be dated for one month prior to your start date. Eg. The secured start date is September 2019, your cheque is to be dated for August 2019. An enrolment form, which is required to be completed, will be emailed to you.

For enrolment that is short term and no longer than three months, for example only summer care, there will be no Registration Fee. Families that choose to be placed on the waitlist after their short-term enrolment, will be required to comply with the registration policy, and pay the Registration Fee, when space becomes available.

In the case that you request to adjust your start date a consecutive time, you will forfeit your placement in the program but will have the option of being placed on the waitlist again. Junior Academy will make every effort to accommodate every family's needs as children currently enrolled and attending, along with siblings registered to enroll and attend are priority.

Method of payment is Automatic Debit Withdrawals, Cheque, Visa or MasterCard (3% fee applies), or Cash on the 1st of each month. Should you choose pre-authorized debits, you will be provided with an Agreement to read and sign and provide the office with a void cheque or authorized banking information.

NSF charge is \$50 for each occurrence.

Please note; there is no reduction in fees for children who are absent due to illness or personal missed days. Monthly fees are consistent regardless of how many days the daycare operates.

### **Waitlist Policy**

A waitlist will be formed when the centre reaches full capacity of enrolment.

Children will be accepted into the program on a first come first served basis when spots become available in the required age group. Priority is established by the date of the tour/application, however siblings of children currently enrolled in our program will be given priority status.

In order to have your child added to our waiting list, parent and child must first have a tour of the centre to ensure the centre is a 'good fit' for the family. There is no fee to have your child placed on our waiting list.

When a space becomes available, the family at the top of the waitlist, with a child of the required age, will be contacted and invited to accept a child-care spot. If the family accepts the offer, we move to the next step. If the family, for any reason, declines the spot then we will offer the spot to the next family on the list. Any family that declines a spot will remain on the list in the same sequence unless they request to be removed from the waiting list.



When a family accepts an offered spot, we will arrange a 'half day visit' for their child. This visit takes place shortly before the child's start date in order to have parents and child meet the staff, ask questions, receive necessary forms, learn what supplies they need to bring the first day and to observe the classroom routines. There is no charge for this visit.

The placement of your child on the waitlist is available to prospective families, however the Junior Academy will still maintain the privacy and confidentiality of the children on the wait list. Parents are welcome to call the office for an update of their child's status on the waiting list at any time.

### **Discharge Policy**

We understand that every child may not be suited to Junior Academy's Daycare. Any issues brought to our attention by a staff member, parents/guardians, or by your child will be addressed immediately and a meeting will be scheduled. The meeting will involve the owner and/or Director, necessary staff, and the parents/guardians. The concern(s) will be clearly noted and discussed throughout the meeting. Some examples may include: failure to adhere to our centre's policies, late payment, behavioural problems etc. Potential solutions will be determined in a non-judgmental manner. A plan will be designed to solve the issue(s) and a second meeting will be arranged to reassess the situation after a week has passed. If the issue(s) is still not resolved to the satisfaction of everyone involved, a 1 week written notice of termination of services will be issued.

### **Withdrawal of Services**

We ask that you give Junior Academy 30 days written notice prior to withdrawing your child from our care. Even if your child does not attend Junior Academy during that time, payment is still required.

### **Hours of Operation**

Junior Academy operates all year round; Monday-Friday from 7:45am-5:30pm.

We are closed on all statutory holidays and few regular days in December. We close from December 23<sup>rd</sup>-January 1<sup>st</sup> for the holidays.

Junior Academy's Monthly fees are consistent regardless of how many days it operates. **There is not a reduction in fees in December.**

Below are a list of the days Junior Academy Daycare are closed:

New Year's Day	Simcoe Day (Including Friday)
Family Day (Including Friday)	Labour Day (including Friday)
Good Friday	Thanksgiving (Including Friday)
Easter Monday	Christmas Eve
Victoria Day (Including Friday)	Christmas Day
Canada Day (Including Friday)	Boxing Day



### **Off Site Activities**

At Junior Academy we do not engage in any off site activities. All activities and programs happen on the premises.

### **Meals & Snacks**

Junior Academy has partnered with Real Food For Real Kids. Their meals and snacks are nutritious and kid friendly. For more information please visit them at [www.rfrk.com](http://www.rfrk.com).

### **Sick Policy**

If your child will be absent, please notify the Junior Academy at 416-425-4567 or in Edsby.

A rule of thumb – if your child is unable to participate in ALL daily activities; indoor/outdoor a home day is required. Please respect the fact that illness is easily spread. We do our part by maintaining a centre that is disinfected daily, along with implementing proper hand washing with all children and staff.

Your child CANNOT attend if they have:

- Fever 38C/100F
- diarrhea
- vomiting
- yellow or green mucus/phlegm
- goopy discharge from eye
- undiagnosed skin rashes or infections
- itchy scalp or white particles in hair - head lice
- lethargic behaviour
- headache or stiff neck
- any infectious disease

If your child becomes ill while at Junior Academy, a parent/guardian will be notified and will be required to pick up your child, within one hour, to provide the necessary medical care.

Your child can return to daycare when they are:

- 24hour fever free (without fever reducing medication)
- 24hour vomit free
- 24hour diarrhea free
- Infection has been ruled out by a physician; a doctor's note MUST be provided.



### **First-Day Checklist**

We want your child to be prepared for their first day of Daycare, so we recommend bringing the following on their first day of school, as well as an ongoing basis as required:

- Backpack
- Nut-free snacks
- Spill proof water bottle
- Extra set of clothing and socks
- Extra underwear
- Diapers, wipes, and cream
- Indoor shoes
- Comfort item
- Sunscreen
- Any necessary medication
- Reusable Lunch Tray and 2 reusable cups

### **Supervision of Students and Volunteers**

Junior Academy welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs.

This policy will provide supervising staff, students and volunteers with a clear understanding of their roles and responsibilities.

All students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care.

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

#### **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 (e.g. program room staff).

### **General Policy**

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 are 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 Junior Academy 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 3 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 Policy**

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 Policy**

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 supervisor and/or licensee.

### **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/childrensaidd/reportingabuse/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 supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised or</li> <li>- arrange for a meeting with the parent/guardian within 3 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <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>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 supervisor or licensee.</li> </ul>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p><b>Staff-, Duty parent-, Supervisor-, 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 supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 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 supervisor and/or licensee.</li> <li>-</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 supervisor 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.</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 Director and/or the Daycare centre owner.

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.

#### **Contacts:**

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Supervisor: TBD

Toronto Public Health: 416-338-7600

Police/Fire/Ambulance: 911

### **Prohibited Practices**

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to 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 used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or



(f) inflicting any bodily harm on children including making children eat or drink against their will. O. Reg. 137/15, s. 48; O. Reg. 126/16, s. 34.

(2) No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home child care or in-home services at a premises overseen by a home child care agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care. O. Reg. 51/18, s. 19.

### **Emergency Management Policy**

Staff will follow the emergency response procedures outlined in Emergency Management Policy by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

### **Communication with parents/ guardians**

- 1) As soon as possible, a member of the Administrative team must notify parents/guardians of the emergency situation and that the all-clear has been given.
- 2) Where disasters have occurred that did not require evacuation of the child care centre, a member of the Administrative team must provide a notice of the incident to parents/guardians by email or phone.
- 3) If normal operations do not resume the same day that an emergency situation has taken place, a member of the Administrative team must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.