



## Offering First-Class Childcare & Education

Thornhill Woods Daycare is a licensed child care facility, conveniently located in the Thornhill Woods area. We provide a safe and nurturing environment, which makes our daycare the perfect place for children to play, laugh and discover.

## Our Mission Statement

Thornhill Woods Daycare has a mission to provide each individual child with quality childcare and a developmentally sound environment that will assist your child in reaching their fullest potential. We are committed to providing the highest-quality child care and early childhood educational services to children during the most important years of their lives. We offer care to ALL children, regardless of their individual or special needs.

### **PROGRAM STATEMENT**

The Thornhill Woods Daycare strives to deliver stimulating learning experiences in a safe environment that enhances children's social, intellectual, physical, and emotional development. This enhancement happens throughout a child's daily routine which encompasses a balance of indoor and outdoor play, as well as active play, rest and quiet time.

Play is the cornerstone of our curriculum – understood to be essential to the healthy social and cognitive development of children. Our Thornhill Woods curriculum takes a child initiated, adult-supported approach that focuses on play-based learning, allowing the child to take the lead and then focuses on his

or her interests through intentional observation, interaction and engaged communication. When this approach to learning takes place along with staff's understanding of child development, each child's learning and individual development is supported and as a result the child's competence, capacity and potential are maximized.

We know that children flourish in all areas of development when they are in supportive, caring and responsive relationships with adults whose focus is on health, safety nutrition and well-being of all children. This is the foundation of quality child care.

We believe that Child Care is a shared responsibility between parents and child care staff and our goal is create an environment where parents and educators work together to ensure that each child receives the best care we at the Thornhill Woods Daycare can provide. We value parent engagement in the area of both their child's development as well as program development. We offer open communication through daily reports, newsletters, family events, by email or by phone. We are here for you and are happy to hear suggestions, comments or concerns.

The Thornhill Woods Staff are true professionals who connect with children, ensure safe environments, plan and extend play, reflect on successes and document the children's play and learning, all of which is the foundation to guiding the teacher's planning. Documented play and learning are documented regularly and posted throughout the center for families to see.

The Thornhill Woods Daycare recognizes the importance of continuous professional learning for our teachers so that we can be the best educators possible. To support the values we place on the importance of continual learning, we provide each childcare staff with internal training, we offer internal workshops, as well as make government workshops and seminars available.

We at the Thornhill Woods daycare strive to create a rich learning environment for children to reach their full potential. This approach to learning is in alignment with the Ministry of Education's *How Does Learning Happen*, a resource developed by the Ministry of Education to promote a shared understanding of what children need and can be done to help them grow and flourish.

## **Thornhill Woods Daycare Child Care Objectives**

- To provide a warm, caring environment to develop your child's creative, intellectual, emotional, social and physical skills.
- To plan for and create positive learning environments and experiences in which each child's individual needs, learning and development is supported.
- To provide a safe environment that is part of a natural progression between

### **Starting Out Happy**

#### **The Separation Process**

**Be Enthusiastic** – If you are enthusiastic about our daycare, your child will look forward to it as well.

**Stay Positive** – By staying positive and maintaining a positive outlook, your child will begin to understand that you like Thornhill Woods Daycare, and they will learn to trust us.

**Have Fun** – Remember that this is supposed to be a fun educational experience for your child. The more positive you are, the happier your child will be.

#### **The First Steps**

Children must become used to the idea of separation. In our supportive environment, our qualified and dedicated staff members will help your child through this difficult time. Every parent and child will take the initial separation differently, and some children require more time to adjust than others. At Thornhill Woods Daycare, we believe that it is essential to have additional staff members on hand, especially during their early transitional stages. Children need to feel secure and comfortable in their new environment, and by allocating an additional staff member to your child's group during the transition period, parents can be assured that their children will make a smooth adjustment.

## **Stages of your Child's Adjustment:**

It is recommended that you and your child schedule a visit to our daycare centre before the first day. This will definitely ease the transition and even make your child look forward to their first day.

### **Leaving Your Child on Their First Day**

On the way to the daycare remind your child of all the fun things they saw during your previous visit. Ask them what activities they would like to do once they arrive. Be excited about their responses and make the staff aware of the activities when you arrive. The more enthusiastic you are about childcare the less nervous your child will be.

Once you arrive at the centre, say goodbye with a kiss, a hug and a wave and **leave as quickly as possible**. The longer you prolong the goodbye, the harder it will be on you and your child.

It is normal to worry or to be concerned about your child once you drop them off – Remember we are only a phone call away and are happy to keep you fully informed on how your child is doing. There is no limit on the amount of times you can call so please contact us as often as you like. If your child is having a hard time adjusting, we will do everything possible to help so that they can fully experience Thornhill Woods Daycare.

## **Every Day at Thornhill Woods Daycare Centre**

### **Arrival and Departure Policy**

1. In order to be permitted to pick up children, you must be listed on the Registration Form. An exception can be made if a written note or phone call is received specifying otherwise.
2. An adult must accompany their child both to and from the centre.
3. Thornhill Woods Daycare is not responsible for a child until the parent or guardian escorts the child to his or her classroom or other designated place and makes the child's arrival known to the teacher on duty. Parents are responsible to dress and undress their child upon arrival and departure.
4. Each child must be signed in and out daily and every classroom has a sign in/out sheet.

5. Thornhill Woods Daycare will not be held accountable for any accident or injury that may occur if the child is unattended by a parent or guardian while entering/leaving the centre.
6. Persons ages sixteen and older will be permitted to pick up children in our care with written consent.
7. It is the parents' responsibility to inform the centre, by phone, if another person (other than the designated) will be picking up the child. The person should be prepared to show photo ID.
8. When returning for the child, parents are expected to go into the centre and make their presence known to the child's teacher before leaving.
9. Where there are child custody arrangements in place, the Thornhill Woods Daycare shall not deny a parent access to their child unless the centre has a copy of the original legal document outlining the specific custody arrangements including days and timeframes.

### **Clothing**

Your child should be dressed in comfortable, washable clothing that allows them to explore and play without the fear of getting dirty. Activities at Thornhill Woods Daycare involve sand play, painting, water play and outdoor play. It is important that you provide suitable clothing that is appropriate for the season (i.e. snow pants, mitts, hats and boots in the winter; sun, hat and sunscreen in the summer; extra sweater or jacket for the spring and fall).

We ask that you clearly label ALL removable clothing and possessions with your child's name. Thornhill Woods Daycare will not be held responsible for any lost or damaged clothing.

Please leave two complete sets of clothing at the centre at all times. Thornhill Woods Daycare has a limited supply of spare clothing on hand, however children feel more comfortable in their own clothes.

If your child is an infant, toddler or preschooler: diapers, wipes and creams are to be provided as required.

### **Bottles and Cups**

Children are required to bring labeled bottles and cups each morning and take them home each night to wash in accordance with Public Health.

## **Toys and Personal Belongings from Home**

Our centres have a variety of age-appropriate toys and activities for your child to enjoy, and children are encouraged to share as part of their learning experience. We ask that children keep their own toys at home as we do not want them to get lost or broken. Thornhill Woods Daycare is not responsible for lost or damaged articles brought from home. Designated Show and Share days allow your child to bring in a special toy from home on that day to talk about at group time.

## **Outdoor Play Policy**

Children are required to play outside at least twice a day, as required by licensing regulations. Please dress your child in appropriate clothing for the weather. Even in the winter months children benefit greatly from the fresh outside air.

During severe weather conditions, outdoor activities are suspended, and we set up gross motor play indoors.

## **Sun Safety**

All children go outside every day, weather permitting, and our staff promote sun safety. All children should have hats to wear outdoors, as well as sunscreen in warmer weather. Parents/Guardians must fill out a Sunscreen Application form in order for it to be applied.

## **Rest Periods**

It is a requirement that all children attending a licensed child care facility have a rest period each day. It is not necessary for your child to sleep, however he/she will be encouraged to rest quietly on his/her cot during this time or choose a quiet activity until all children are awake.

Cots are provided by Thornhill Woods Daycare, we ask that you provide your own sheets, which will be returned to you at the end of each week to be laundered.

If your child has a special soft toy that he/she likes to sleep with, we are happy to let him/her have it during resting time. A blanket at rest time is also required.

## **Parent Participation and Communication**

At the Thornhill Woods Daycare, we believe strongly that Child Care is a shared responsibility between parents and Child Care staff. We know it is important to your peace of mind to have regular information about your child's experiences. As well, your participation and input are valuable to your child and the centre. This is not always possible in the rush of the morning drop offs and evening pick-ups, so we provide the following opportunities to ensure communication between parents and staff:

- Parents are welcome to call the center at their convenience
- Daily reports are sent home with information about food, sleep and diaper/potty training information
- Monthly Newsletters are sent out
- Parents' are welcome to come attend their child's birthday party, volunteer on trips or simply read a book
- A supervisor is always here to speak with you at any time between 7:00 am and 6:00 pm

## **Our Approach to Curriculum Planning**

Our quality childcare programs create rich learning environments for children to flourish and reach their potential. The approach to learning is in alignment with the Ministry of Education's *How Does Learning Happen?*, a resource developed by the Ministry of Education to promote a shared understanding of what children need and what can be done to help them grow and flourish.

We believe that the Thornhill Woods Daycare's *Playing to Learn* incorporates the best approach to ensure a child's continued enthusiasm and capacity for lifelong learning. Our infant, toddler, preschool and kindergarten staff are trained in research-based Playing to Learn Curriculum, which provides an understanding of how play provides the foundation for learning to read write, for learning mathematics, science, technology, and foundation for the arts. The Thornhill Woods Daycare Playing to learn also sets stage for your child to successfully transition to school.

## Goals

- Nurturing each child's unique qualities and potential through physical, intellectual, social and emotional development.
- Through our well-trained and qualified teachers, we strive to provide a safe and developmentally sound environment.
- Enforcing a comprehensive curriculum based on age-appropriate learning activities.
- Encouraging learning through different means of activities and programs, targeted to your child's specific needs. Each child learns differently, whether they are a visual, verbal, logical, musical, physical, extrovert or introvert learner, our daily activities satisfy each and every area.

We are certain that we can make a positive difference in the lives of your child(ren), families and

## Child Guidance

A positive approach is used to guide children; each situation and child is dealt with individually. The methods we use include:

- **Redirection:** Guiding a child into acceptable options when engaged in an unacceptable activity.
- **Logical and Natural Consequences:** Endeavour to make children aware of results of their actions.
- **Limit Setting:** Boundaries are developed by the teacher and the children for the children as a group and for individual children according to each situation.
- **Modelling:** Demonstration of appropriate ways of interacting.
- **Providing Choices:** Appropriate choices are outlined and children are encouraged to make decisions for themselves.
- **Anticipating Trouble:** Planning and preparing the environment.
- **Ignoring:** Some inappropriate behaviour can be ignored with more emphasis given to appropriate behaviour.
- **Positive Reinforcement:** Use of encouragement.



## **Prohibited Practices**

Under no circumstances will corporal punishment be used for behavior management at The Thornhill Woods Daycare. As well, the following control techniques are not tolerated:

### **Inappropriate Verbal Practices:**

- Humiliation
- Threatening
- Swearing
- Harassment
- Yelling
- Sarcasm
- Discussion of child within a child's hearing

### **Lack of Supervision Including:**

- Diverted attention for frequent or extended periods
- Leaving children unsupervised, child unaccounted for

### **Harsh Discipline of any kind:**

- Deprivation of basic needs including food, shelter, clothing or bedding  
Confinement, either by locking exits of a room or use of a lockable structure

## **Thornhill Woods Daycare's Approach to Inclusion**

We at the Thornhill Woods Daycare believe in offering an inclusive program for children with special needs, working closely with parents. It is essential that all pertinent information specific to the child's unique needs be made available to staff at the time of registration inquiry so that we can be certain that the best care possible can be made available. If it is determined that the Thornhill Woods Daycare cannot reasonably accommodate the unique needs of a child, we will assist as much as possible in connecting the family with an agency that can help.

## **Incident Reports**

Communication about your child's well-being is important. Parents will be informed regarding any incidents affecting their child's health, safety or well-being. If a child is injured, parents will be provided a copy of the Incident Report at the time of pick-up which they will be required to sign. Parents will only be called during the day if it is a specific request made by the parent, the incident is to the head or the incident requires medical attention.

## **Statutory Holidays**

The Thornhill would daycare closes on all statutory holidays. Due to strict ratios and classroom sizes within the daycare, we do not substitute days missed for statutory holidays. A full week's price is charged during a week that includes a statutory holiday. Should a holiday fall on a weekend, the daycare will close on the following working day.

We will be closed on the following days:

- New Year's Eve (12:00 closing)
- New Year's Day
- Family Day
- Good Friday
- Victoria Day (May 24)
- Canada Day
- Summer Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Eve (12:00 closing)
- Christmas Day
- Boxing Day

## **Hours of Operation**

The Child Care is open Monday to Friday, 7:00 am – 6:00 pm Monday to Friday except statutory holidays.

## **Late Fees**

In the event that you do not pick your child up prior to the specified closing time, a late fee will be charged to your account at a rate of \$20.00 per 15 minutes starting on the 1<sup>st</sup> minute of each 15 minute increment.

In an emergency situation that is out of your control, the late fee will be charged at the discretion of the Centre Director.

In the event that you are going to be knowingly late to pick up your child, it is expected that you inform the centre as soon as possible.

## **Schedule of Rates**

Please see the attached schedule of rates.

## **Payments**

Child Care daily fees are payable on a monthly basis by post-dated cheques. We ask that a minimum of 6 cheques be brought in at 1 time.

## **Financial Assistance**

The Thornhill Woods Daycare does accept child care subsidy through York Region. Should you wish to apply for Child Care Fee assistance, please call York Region Children Services at 1-866-208-0050.

## **Tax Receipts**

Child Care fees are tax deductible. A final statement will be available to each family by the end of February for income tax purposes. The receipts may be picked up at your convenience after the end of February as they will not be mailed out unless a special request is made.

## **Absent Days**

The Thornhill Woods Daycare is open all year with the exception of statutory holidays. Payment for enrolled children is required in order to hold your child's spot regardless if they are absent due to vacation, illness or if the center is closed due to a statutory holiday or unexpected emergency closure.

## **Returned Cheques**

In the event that a cheque is returned, a \$20.00 fee will be charged. Thereafter, Thornhill Woods Daycare reserves the right to request that future charges be paid with a certified cheque or cash.

## **Vacation Policy**

The weekly tuition fee is still required regardless of vacation days or absent days as a spot is still being kept for your child or children.

## **Notice of Withdrawal**

You are required to give at least four weeks' notice prior to withdrawal of your child from Thornhill Woods Daycare. Any deposits paid will be applied to the last four weeks of daycare. If the last four weeks have already been paid for, a refund cheque will be issued in the last week of child care.

Should the management of Thornhill Woods Daycare determine that a child should be withdrawn from the centre, Thornhill Woods Daycare at its sole discretion, reserves the right to withdraw its services and terminate the Financial Agreement, for any reason, on fourteen (14) days' written notice.

## **Health and Safety**

### **Medical Forms**

According to legislative requirements, all children attending Thornhill Wood's Daycare are required to complete medical and immunization forms prior to your child attending. These forms must be updated as any changes occur.

### **Emergency Care**

In the event of a serious accident or illness, where it is deemed necessary to transport a child to hospital, an emergency vehicle will be called and you will be immediately contacted. During a less serious occurrence, where professional medical care is required, the parent or the designated emergency contact person will be notified to transport the child.

### **Allergies**

If your child has an allergy, you will be required to complete an Allergy Alert form providing Thornhill Wood's Daycare with information on your child's allergy, severity and proper method of dealing with an allergic reaction. The more we know about your child's allergy, the better we can prevent a reaction. Thornhill Woods Daycare is also a nut-free environment.

### **Biting Instances**

Biting instances are common in childcare centres, especially in infant and toddler rooms. Very young children are often not able to vocalize their feelings and frustrations therefore they use their teeth inappropriately. Our teachers are trained to encourage children to express themselves in positive ways.

If your child is bitten, it can be very upsetting. It is important that you understand that biting is not abnormal. Most children do not do it maliciously but they just react in the easiest and fastest way they know how to express their frustration, and sometimes children even bite because it feels good while they are teething.

Every measure will be taken to control a biting situation, so as to maintain a positive and safe environment. With your support and assistance we will work together to teach the children how to play safely and be considerate of others. This will ensure consistency in dealing with the issue.

### **Health and Illness**

To maintain a good standard of health, we conduct a daily health check. It is necessary to have suitable arrangements in the event your child is ill. If a child's ill health prevents him/her from participating or being comfortable in normal program activities, the child will be considered too ill to attend Child Care. Should your child become ill during the day, you will be contacted immediately to pick up your child (see symptoms below). Children should not return to the centre until they are ready to participate in all aspects of the program, including outdoor play.

Parents are to keep their children at home if they display any one of the following symptoms:

- Fever
- Diarrhea
- Vomiting
- Undiagnosed rash/skin condition
- Communicable disease
- Obviously infected discharge
- Lethargy and irritability and are not able to participate in program
- Persistent pain

A receiving staff member who notices any of these symptoms when a child arrives will ask the child to be taken home or a doctor for a note confirming that the child is healthy and not infectious.

The *Child Care and Early Years Act, 2014* stipulates that prior to admission, each child must be immunized according to the local medical officer of health. Therefore, we require that a copy of the child's immunization record, or a letter of exemption, and a medical information sheet be completed and signed by the

parent/guardian. These must be submitted at the time of admission and should be updated annually.

All children play outside each day. If your child is not well enough to play outside, please keep him/her at home.

### **Communicable Illnesses**

Childhood diseases and illnesses are part of growing up. When your child is absent due to illness, PLEASE NOTIFY THE CENTRE.

In the event of an outbreak of any communicable illness, the local Health authorities will be informed and a Public Health fact sheet will be distributed after confirmed diagnosis by the child/childrens' doctor. Appropriate measures will be taken to ensure that the spread of disease is kept to a minimum. This includes increased disinfecting procedures of toys and surfaces and more frequent hand washing by the staff and children.

### **Medication Policy**

#### **Prescription Drugs**

Our staff will only administer medication that is prescribed by a doctor. If your child is prescribed medication, it is essential that that the directions be followed precisely and that the course of the medication is finished. Most pharmacists will divide dosage of an antibiotic appropriately into two containers if you request this. One container can be left at the centre and one at home. This helps ensure that doses are not missed.

The medication must be in its original container and labelled with the child's name, dosage, time to administer, storage procedures and expiry date.

Prior to the administration of medication by a teacher, you must complete and sign a MEDICATION PERMISSION FORM". This form is stored on your in child's classroom board and is used by the teachers to record the times that the medication is given to your child. Any medication that has exceeded the expiry date will not be administered.

#### **Non Prescription Drugs**

Non- prescription drugs (Tylenol, Advil, cough medicine) will only be administered if they are accompanied by a Doctor's note that states the

appropriate dosage, the reason for administration, the date and the child's name. These notes should be updated periodically. Prior to the administration of medication by a teacher, you must complete and sign a MEDICATION PERMISSION FORM". This form is stored on your in child's classroom board and is used by the teachers to record the times that the medication is given to your child. Any medication that has exceeded the expiry date will not be administered.

### **Personal Hygiene**

We work with the children to teach them proper health and hygiene habits. Hand washing is expected before meals and after toileting, as well as at other appropriate times during the day.

### **Nutrition and Weekly Menus**

Thornhill Woods Daycare takes pride in providing children with nutritious, well balanced, home -cooked meals. Our meals are prepared on site at our centre and consist of morning snacks and afternoon snack and a hot nutritious lunch. Milk is served twice a day and water is served with every meal, snack and throughout the day. Our menus are posted and available for your review for a three-week period. Meals are nutritiously balanced to meet your child's dietary needs and comply with Canada's Food Guide.

We encourage you to assist us by not allowing your child to bring food to the centre. Menu exceptions can only be made for religious and/or documented medical reasons.

**IT IS IMPORTANT THAT YOU ADVISE US OF ANY SPECIAL REQUESTS  
REGARDING YOUR CHILD'S DIET, EXCERSISE OR SLEEP HABITS.**

## **Security and Emergency Procedures**

### **Licensing**

Thornhill Woods Daycare Centre is licensed under the Ministry of Education. The licence is displayed in the front entrance of the centre. We pride ourselves on providing the highest quality of child care for your child.

### **Weather, Disaster and Fire Drills**

Thornhill Woods Daycare has well-defined emergency plans in the event that the centre has to be evacuated due to a fire, weather disaster or other crisis situation. Fire drills are conducted on a monthly basis.

In the event that the centre must be evacuated, each centre has an approved emergency evacuation location that will safely house the children. In the event of an evacuation, you will be contacted. Evacuation drills are conducted on an annual basis.

### **Insurance**

Thornhill Woods Daycare has an extensive safety awareness program along with frequent inspections and regular maintenance of the building, and playground. Accidents may happen in spite of all these precautions. Respecting this, the daycare is an insured provider of child care.

### **Leaving the Premise**

Children do not leave the daycare property unless it is for the purpose of a field trip or emergency evacuation. Should the daycare plan a field trip, a note will be sent home requesting written consent from the parent or guardian for their child or children to attend.

### **Parent Involvement**

Passionate about children's growth, development and achievements, our daycare is proud to partner with educationally minded families who share these goals. We appreciate and understand the rapid pace of today's world and work to ease the stress that modern families face. Informal conference

es can be arranged whenever you desire them. It is very important to us to maintain the promise of quality to our children and parents. Please feel free to



approach your child's teacher or the centre Director with any comments or concerns you may have.

One of the most important decisions any family will make is searching for the best early childhood education and care provider. At the Thornhill Woods Daycare Centre, we pride ourselves on providing a premium quality service because after all your children are most important to you, and they deserve the best!

## **Volunteers**

\*\*\* On occasion parents can volunteer at the Thornhill Woods Daycare for special events; however they cannot be alone with a child at any time and must have a 6-months current vulnerable sector screening prior to entering the classroom.

Students or other volunteers cannot be left alone with a child at any time. All volunteers must read and sign off on the volunteer policy as well as all other policies prior to working with any child or children in the daycare. They must also provide the daycare with a 6-months current and clear vulnerable sector screening.

## **Serious Occurrence Policy**

The Thornhill Woods Daycare complies with all legislation regarding the reporting of serious occurrences, which supports the safety and well-being of all children in our care.

In alignment with the Ministry of Education's intent to provide greater transparency for parents, the Thornhill Woods Daycare will post Serious Occurrence Notification Forms to keep parents informed of reported serious occurrences in their child's centre for 10 days. If an investigation is required about a complaint, the notification form must be posted 24 hours from the time the complaint is verified.