



# Parent Handbook Licensed Child Care

## Our Mission, Vision & Values

### Our Mission

We offer a safe, happy and inclusive place for children and youth where everyone is known and valued, and where differing needs are acknowledged, accepted and met.

### Our Vision

An inclusive community in which all children and youth are inspired to thrive.

### Our Values

Accountability, Dedication, Integrity, Leadership, Respect

## Program Statement

Jericho Youth Services uses this resource guideline to strengthen the quality of our programs and ensure high quality and enriching experiences that lead to positive outcomes in relation to the children's learning, development, health and safety, nutrition and well-being through play based learning.

As they pursue their choices and plans, children explore, ask and answer questions, solve problems, and interact with peers, program staff, volunteers, students on placement and other adults. Our program provides learning opportunities both indoors and outdoors.

Jericho Youth Services offers a learning program that is consistent with the Ministry of Education policies, pedagogy and curriculum. Other Ministry documents we reference in our program include the following:

Ontario Early Learning Framework, Think, Feel, Act Lessons from Research about Young Children, Early Learning for Every Child Today

We see children as competent individuals, capable of complex thinking, curious and rich in potential and we will value and build on their strengths and abilities. We will encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

We see families as experts because they know their children better than anyone. They share relevant and valuable information to make their children's experience much more special. We will foster the engagement and provide ongoing communication with parents, and the local community partners about the program and the development of their children.

We see our educators as knowledgeable, insightful, resourceful, and rich in experience. We value the experiences and adaptive environments that are created just for the children based on interests. We will provide child-initiated experiences that are supported by adults. The centre will support staff with continuous professional development to maintain a supportive and educational environment.

## History of Jericho Youth Services

Jericho is a not-for-profit organization that has been providing the families of Georgina with free and low cost recreation programs since 1982. We are a not-for-profit charitable organization specializing in after school programs and day camps.

Jericho Youth Services participates in many community events as well as hosts fundraising events such as our annual Trivia Nights and pre-teen dances.

## Our Educators

Jericho Youth Services' centres are staffed by teams of dedicated educators who are Registered Early Childhood Educators (RECEs) are graduates of a college or university early childhood education program and are registered with the Ontario College of Early Childhood Educators.

JYS staff are required to follow agency and Ministry legislated policies and procedures (e.g. public health, and fire regulations), and participate in an annual policy review. All centre staff hold a valid Standard First Aid Certificate with infant/child CPR-C and a clear Vulnerable Sector Criminal Reference Check. Staff participate in mandatory workplace training including, but not limited to: The Workplace Health and Safety Act, WHMIS, Accessibility for Ontarians with Disabilities (AODA), HIGH FIVE®'s – Principles of Healthy Child Development, and Food Handler Certification.

In addition to the HIGH FIVE® training, we provide an extensive training program which include topics such as program planning, understanding child behaviour, problem solving, planning special events, working with children who have special needs, emergency procedures as well as practical experience leading games, crafts and singsongs.

At JYS, we value professional development. Training provides educators opportunities to learn new skills and access information on current issues. Our staff participate in a variety of opportunities, including regular training sessions, team and centre meetings, committees, and workshops. RECEs are also required to meet the continuous learning requirements of the Ontario College of Early Childhood Educators.

### Supply Staff

When a permanent staff member is absent, supply staff are employed to deliver the program. Supply staff must meet the same requirements as the staff they are replacing.

### Volunteers and Students

JYS centres partner with various community colleges, universities, and secondary schools to provide opportunities for students to complete practical placements. Students make significant contributions to our programs and the experience they gain is invaluable to their studies.

All JYS centres are in compliance with the Ministry of Education requirements for supervision of children by staff, volunteers, and placement students. All students and volunteers and persons less than 18 years of age are supervised by an employee at all times and are therefore not permitted to be alone with any child. For more detailed information about this policy, please consult with the centre supervisor. All students are required to provide confirmation of a clear vulnerable sector criminal reference check and medical assessment prior to commencing placement at the centre and to review and sign centre policies prior to the start of their placement.

## Program Information

### Supervision Ratios

#### **Kindergarten (4-5 years) Ratio: 1 staff: 13 children**

Our Junior/Senior Kindergarten programs experiences which promote the development of competency and self-esteem are offered. Children are encouraged to provide input into their day and are invited to make suggestions for planning and their environment. Full-time care is available on professional development days and school holidays.

#### **School Age Programs (6-12 years) Ratio: 1 staff: 15 children**

Our school age program experience with promoting social interaction with other children at our program. Our staff/child ratios reflect our commitment to safety and high-quality program supervision. Our after-school programs operate with a maximum ratio of one leader to every 15 children (1:15).

#### **Summer Camp & P.A Days (4-5 years) Ratio: 1 staff: 13 children & (6-12 years) 1 staff: 15 children**

Camps provide an atmosphere for children to socially interact with their peers and gain experiences through play. Children are encouraged to discover their own abilities and interests within an environment that promotes responsible choices. Our program features field trips, special theme days, nature experiences, and arts and crafts with an emphasis on promoting friendships, safety, cooperation, and most of all, fun. **Please note that P.A. Days and Weekly Camps are NOT included in monthly fees when registering for before-and-after care.**

**P.A. Days and Weekly Camps will be charged separately according to the days registered. Please refer to your monthly fee schedule for additional information.**

### **Emergent Curriculum for Licensed Childcare**

Each child who attends Jericho Before and After School Program will be able to experience a variety of play-based activities ranging from indoor to outdoor learning experiences and group activities. Children will also have endless opportunities to engage in play that allows them to build on previous knowledge. As educators, we know that an important principle in early childhood education is the freedom of choice within each child's play. With that being said, each classroom has a variety of materials that are open-ended, allowing each child to manipulate the materials however they see fit.

**Health and Wellness** - A variety of activities which will allow children to explore their Mental and Physical Wellness. Activities include self-esteem worksheets, exploration of self-care, healthy eating activities, and games rooted in exploring mental and physical health.

**Arts, Crafts, and Culture** - includes age-appropriate creative activities that allow children to explore their artistic side

**Media & Technology** - will be an opportunity for children to explore safe use of various technology including internet safety and healthy amount of technology use.

**Language, Literacy, and Numbers** - Helping children find fun in activities that include language and math, Examples are Sight-Word Bingo and Mad Libs.

*Outdoor & Physical Activities* - indoor and outdoor games and sports that increase heart rates to keep children active at Program.

*Community Building* - Activities that promote philanthropy, volunteerism, and community engagement. Activities could include making Recycling posters for the program space or writing cards to local LTC patients.

*STEM Activities* - various fun activities that are rooted in learning the importance of science, technology, and engineering. This can range from fun science activities like lava lamps, to building our own bridges and exploring the amount of weight they can hold.

### Preparing your Child for our programs

Your child should bring the following each day: running shoes, a hat, sunscreen, extra drinks (water, water, water) in a backpack, with the participants' name on it!

### Money/Valuables

The Jericho staff are not responsible for any money or valuables brought to the program. We strongly discourage participants from bringing any electronic devices (i.e. video games, iPods, cell phones, cameras, etc.) and money. If a participant does bring any of these things to program, they will be asked to put them away. If a participant rides their bike to program, it is the individuals' responsibility to ensure the bike is left in a secure location during program hours.

### Bi-annual satisfaction surveys are also distributed to gain feedback and to receive input about the After School Programs and Childcare.

Our main goal is to ensure the overall health, safety, and well-being of each child while in our care. We look forward to working together with each child's family in order to provide them with a positive journey and seamless entry into care. Jericho Youth Services maintains an open-door policy and is always available for feedback, to ensure we are providing the best possible care.

### Ongoing Communication

Each of our childcare locations has an email account for easy communication with the Program/Site Supervisor and head office. Contact information listed below:

Site Supervisor Email Address	Child Care Coordinator Contact info
<b>Fairwood P.S.</b> Gineen Jasztrab, RECE, <b>Site Supervisor</b> <b>fairwoodchildcare@jerichoys.org</b>	Deb DeFoe, Childcare Coordinator (905)722-5540 X.5519 <a href="mailto:deborah.defoe@jerichoys.org">deborah.defoe@jerichoys.org</a>
<b>Jersey P.S.</b> Tracey Stalker, RECE, <b>Site Supervisor</b> <b>jerseychildcare@jerichoys.org</b>	Deb DeFoe, Childcare Coordinator (905)722-5540 X.5519 <a href="mailto:deborah.defoe@jerichoys.org">deborah.defoe@jerichoys.org</a>
<b>Deer Park P.S.</b> Elyse Cole, RECE, <b>Site Supervisor</b> <b>deerparkchildcare@jerichoys.org</b>	Deb Defoe, Childcare Coordinator (905)722-5540 X.5519 <a href="mailto:deborah.defoe@jerichoys.org">deborah.defoe@jerichoys.org</a>
<b>Morning Glory P.S.</b> Angela Ashley, RECE, <b>Site Supervisor</b> <b>morningglorychildcare@jerichoys.org</b>	Deb DeFoe, Childcare Coordinator (905)722-5540 X.5519 <a href="mailto:deborah.defoe@jerichoys.org">deborah.defoe@jerichoys.org</a>

**Some examples of how Jericho Youth Services communicates with families are as follows;**

- Newsletters
- Homeroom page
- Parent advisory meetings
- Daily verbal and written communication
- Surveys
- Emails
- Website
- Social media (Instagram & Facebook)

## General Operating Procedures

### **Admission Policy**

Families are accepted into the program on a first-come, first-served basis (priority is given to siblings and transfers from other JYS sites). Families may be added to a waitlist due to limited availability in a program. A child's position on the waiting list will be available to their family upon request by contacting the centre supervisor. In order to maintain privacy and confidentiality, the position of the family on the waiting list will only be provided to the parent(s)/guardian(s) named in the registration.

When space becomes available, the centre will contact families on waiting lists with directions to complete the process. A child is considered enrolled once all registration and financial forms have been submitted, confirmation from the supervisor is received, and a child care contract is signed. Prior to a child's start date, families are encouraged to attend an orientation session. Orientation is an opportunity to ease transition of the family into the program routine.

### **Information Updates**

Under the JYS families are required to provide the centre with the following information:

- Home address and telephone numbers (including cell phone numbers)
- Addresses and telephone numbers of the people authorized as emergency contacts and/or to pick-up and drop-off children
- Name, addresses and telephone number of family physician
- Immunization status or any affidavit, or declaration.
- Custody arrangements and/or special circumstances

To abide by a temporary or final custody order, separation agreement, or other domestic contract, a copy of the official document is required. It is the registering parent's responsibility to notify the supervisor of any changes to any agreement, in writing. Please ensure that all details are included. A parent should advise, in writing, of any developing concerns or circumstances associated with custody and access that may impact pick-up and drop-off routines.

### **Waitlist Policy**

Each program will maintain two prioritized waiting lists. Children will be placed on the appropriate waiting list according to the specified criteria and on a first-come, first-served basis. Please see the attached addendum for more information.

**Internal Waiting List**

- Children who currently have a sibling enrolled at any Jericho Youth Services BAC (JYS) centre
- Children who are already enrolled (e.g., part-time waiting for full-time)
- Children of JYS staff
- Children who are transferring from another JYS centre
- Children attending the school where the before and after school program is located

**External Waiting List**

- Children joining JYS for the first time
- Children returning to care after withdrawing from a JYS program

**When a Space Becomes Available**

- The Program Manager will offer the first available space to the parent(s)/guardian(s) of the first child on the internal waiting list, then proceed down the list, and move on to the external list until all available spaces are filled.
- Families will be notified via all methods of contact they provided at the time of placement on the waiting list. Families must respond by either email or phone confirming acceptance of the space within two business days. If the coordinator does not receive a response within this timeframe, the next family on the list will be offered the spot.

**Concerns and Suggestions**

If you have any concerns or suggestions regarding any aspect of our program throughout the year, please do not hesitate to talk to the **Site Supervisor**. They are responsible for the direct supervision of all participants and staff as well as handling any concerns or questions parents/guardians may have. Please also feel free to contact the Childcare Coordinator at 905 722 5540 ext. 5519, who is responsible for the operation of all our program locations. Please see the attached addendum for more information

**Program Hours**

Our Child Care programs run from 6:45am until school starts, and directly after school until 6:00pm for most sites. Full days from 7:00am to 6:00pm on non-instructional days, P.A. Days, Summer, Winter and Spring Breaks.

**We are closed for the following Statutory Holidays:**

New Year's Day  
 Family Day  
 Good Friday  
 Easter Monday  
 Victoria Day  
 Canada Day  
 Civic Holiday (Simcoe Day)  
 Labour Day  
 Thanksgiving Day  
 Christmas Day  
 Boxing Day

### **Payment Policies**

Payment is by Pre-Authorized Debit or Credit Card on or before the 1st of each month. If bi-weekly payment is preferred, please contact the office to set up. Bi-weekly payment will occur on or before the 1st and 16th of each month. An invoice will be emailed to you for your records.

### **Refunds**

A refund of 50% of your full-time fees for each day absent, will be issued if your child is absent for 10 consecutive days due to hospitalization or illness. A written request for the refund and a doctor's certificate will be required by Jericho as a provision for the refund. No refunds will be issued for day camp registrations as we have scheduled our staff to work based on ratios.

### **CWELCC – Jericho C.C is enrolled in the CWELCC Program**

The Canada-Wide Early Learning and Child Care (CWELCC) system supports quality, accessibility, affordability, and inclusivity in licensed Child Care. We are providing more accessible Child Care options and lower fees. This includes reducing fees to an average of \$10 per day for children under the age of six in licensed Child Care by September 2025.

### **Withdrawal Procedures**

Should your circumstances change, and you no longer require our services, you must submit your cancellation request in writing 10 business days prior to your next pre-authorized payment date.

## **Safe Arrival and Dismissal Policy and Procedures**

### **Policy – General**

- Staff will ensure that any children receiving childcare at Jericho Youth Services are only released to the child's parent/guardian or an individual that the parent/guardian has provided written permission for their child to be released to.
- Staff will not release any children from care without supervision.
- A parent/guardian may request that a child who is 16 years old or older be released from childcare without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the childcare is no longer responsible for that child upon their dismissal.
- Where a child does not arrive in care as expected or not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below:



*When a child is absent from the program: **Please note that the school is not responsible for informing Jericho of your child's absence.***

*When there is a known, scheduled absence a note will be provided in advance to the location supervisor. If a child is ill, the parent and or guardian will text or call the childcare site cellphone that your child attends (Jersey, Fairwood, Deer Park or Morning Glory C.C) to advise the site supervisor directly or call the Head Office at 905 722 5540 ext. 5519 and the location supervisor will be informed.*

## **Additional Policy Statements**

### **Procedures**

#### **Accepting a child into care:**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - Greet the parent/guardian and child.
  - Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on Authorized Pick up and Emergency Contacts.
  - At the time of enrollment, parents/guardians will be asked to provide the names and contact information including telephone numbers of any adults 16 years of age or older authorized to pick up the child or come to the program.
  - If an alternate person is picking up the child(ren) parents/guardians must provide updated information in writing to a Jericho staff member.
  - Staff are required to document the change in pick-up procedure in the classroom daily written record book and document the child's attendance on the classroom attendance record.

#### **Where a child has not arrived in care as expected:**

Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

1. Communicate with the school's Head Office to confirm attendance or early dismissal from school during their operational hours.
2. Follow up with a phone call to the Parent/Guardian, (voicemail, send a text message and email via the program's communication app). It is the parent/guardian's responsibility to check for messages and respond promptly.
3. Once the child's absence is confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

#### **Releasing a child from care:**

1. The staff who are supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or to an individual for whom **the parent/guardian has provided written**

**authorization, via Digibot** allowing the child care facility to release the child. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), the staff must:

- Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

**Where a child has not been picked up as expected (before centre closes):**

*Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up, it will be considered as a **Late Pick up.***

**Late Pick-Up Statement:**

Occasionally there will be circumstances out of a parent/guardian's control that will result in a late pick-up. However, frequently being late (after 6pm) will result in additional fees of \$1.00/min. will be added to the monthly fees. Continued delinquency will result in a withdrawal notice from our services. Jericho Youth Services Child Care Centres close daily at 6:00 pm. When a child has not been picked up by 6 pm the supervisor, program lead, and or assigned staff will proceed to contact the Parent/Guardian by phone call, text message, etc. and advise them that the child has not been picked up.

- Where the staff is unable to reach the parent/guardian, the staff shall proceed with contacting the individual's emergency and authorized pick-up contacts to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where a parent/guardian or authorized individual who was supposed to pick up a child contacts the childcare informed staff they will be late picking up their child after 6:00pm, one staff shall ensure that the child is given a snack and activity, while the second staff awaits their pick-up.

Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child by 6:30pm the JYS staff shall contact local CAS (Children's Aid Society) @ [\(905\) 895- 2318](tel:9058952318) or [1-800-718-3850](tel:18007183850) , and proceed to contact York Regional Police (Non-emergency services) @ 1-866-876-542 to assist staff with making sure the child arrives home safely or has a safe place to stay.

## Ensuring Positive Experiences

**Participant's Safety**

Jericho staff members are trained to inspect each site daily for any potential hazards. Activities and games are planned with the participant's safety in mind and are always watched to ensure that safety standards are maintained. All program sites have access to a telephone and all programs have a First Aid Kit. All staff hold current Standard First Aid Certifications. In the event of a minor injury to your child – scraped knee etc., staff will apply basic first aid by cleaning the wound and applying a bandage. In the unlikely event of serious injury to your child, emergency services will be called immediately to respond to the

situation. You will be contacted immediately with information regarding the incident. If an ambulance is required to transport your child to the hospital, a member of our staff will accompany your child.

### **Emergency Management Procedures and Evacuation**

Regular fire inspections and drills are required for the licensing of all Jericho Youth Services Programs. The children will practice evacuation procedures monthly. In the event of a fire, gas leak, flood, water shortage or any other emergency where evacuation is required, the children will be taken to their designated emergency shelter/location as determined by the York Region District School Board. The alternative location will be posted on the evacuation form posted in the classrooms or main bulletin board. In the event of an evacuation, parents will be informed by email (or by phone for those families not on email).

Jericho Youth Services has developed an emergency preparedness Policy for a variety of events that children attending the program may be exposed to. The policy will include procedures prior to, during and after evacuations or emergencies occur.

In case of emergency, parent/guardian(s) or Emergency Contacts will be contacted via telephone by the site Supervisor or the Child Care Coordinator.

### **Emergency Medical Attention Procedures**

In an emergency, staff will take any or all of the following actions:

- Call an ambulance (911)
- Contact a parent or guardian
- Contact the emergency contacts
- Administer reasonable first aid measures

### **Workplace Harassment, Bullying, and Violence**

All JYS centres are in compliance with Bill 168 of the Occupational Health and Safety Act relating to violence and harassment in the workplace. For detailed information about the policies, please refer to the bulletin board in the centre where these policies and procedures are posted.

### **A Respectful Environment for Everyone**

Jericho Youth Services is committed to providing a healthy, safe, secure, and respectful environment for all participants, parents, visitors, staff and volunteers. Behaviours that are not acceptable include: Shouting, Damaging property, Demeaning language, Uttering threats, Intimidation, Physical attacks, Sexual or inappropriate language or gestures. **Note that any of these behaviours will result in being asked to leave the program in accordance with Jericho's Workplace Violence Policy**

### **Serious Occurrence Notification Form Posting**

All JYS centres follow Ministry of Education requirements to post a Serious Occurrence Notification Form at the child care centre where a serious occurrence has taken place. The Serious Occurrence Notification Form will be posted within the timelines of the Ministry requirements and will maintain the confidentiality of the parties involved. For detailed information about the policy, please consult with the centre supervisor.

### **Bus Trips**

Our Camps sometimes will have a trip planned. A trip waiver must be signed by a parent/guardian; the supervisor will have a copy of this form and can be found on our website. The safety and whereabouts of

each participant is our primary concern during trips. All procedures are reviewed with the participants ahead of boarding the bus, including rules about behaviour on the bus, safety and the buddy system. Packed lunches are required for all trips – no lunch items will be purchased.

### **Lost and Found**

Each program location will have a lost and found box. Please check the box regularly to see if anything belongs to your child. Please put your child's name on all of their belongings to assist us in finding the rightful owner. Any items not claimed by the end of summer will be donated to charity.

### **Weather Advisory**

During weather advisory or alerts, (heat, smog or wind chill) the Jericho staff follow the guidelines of the local health department. Our first priority is to keep the children safe from serious adverse health effects such as Asthma, Sunburn and/or Frostbite. Jericho staff will adjust the amount of time spent outdoors or provide an alternative indoor plan.

### **Extreme Weather & Snow Days**

In an effort to safely welcome the wintry season each year, Jericho Youth Services has provided families with a few helpful reminders and procedures to consider:

- In an effort to ensure each child's safety, kindly remember to contact the Centre's Site Supervisor if your child(ren) is going to be absent for the day to inclement weather. Please note that this is only required if schools remain open for the day.
- Please note that in the event of an inclement weather advisory, Jericho Youth Services will make every effort to continue to operate all programs (as long as schools remain open). However, please prepare to make alternate arrangements for after-school pick-up, as Jericho Youth Services will be enforcing early pick-up routines, in an effort to ensure the safety of all children, families, and team members.

### **Emergency Management**

An emergency can be defined as one of the following crises:

1. Lockdown (threat near or in the building)
2. Hold and Secure (threat in general vicinity but not inside the building)
3. Bomb threat (threat to detonate an explosive device)
4. Disaster Requiring Evacuation (incident that requires all individuals to leave the building)
5. Disaster - External Environmental Threat (gas spill, oil leak, etc.)
6. Natural Disaster (tornado, earthquake, hurricane, etc.)

The purpose of this policy is to provide clear directions for team members and licensees to follow in the event of an emergency. Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

1. As soon as possible, Jericho Youth Services will notify parents/guardians (via telephone or email) of the emergency and that the all clear has been given.

2. Where disasters have occurred that did not require evacuation of the childcare centre or after school program, Jericho Youth Services will provide notice of the incident to parents/guardians by the end of the day via email.
3. If normal operations do not resume the same day that an emergency has taken place, Jericho Youth Services will provide parents/guardians with information by email as to when and how normal operations will resume as soon as this is determined

## Guiding Behaviour

### Behaviour Management Policy

#### Incident Reports/Termination Procedures

Jericho Youth Services will consider special circumstances when implementing the following policy, as each situation remains unique. Outlined below are termination policies and procedures that our team members and administration will implement when necessary. Please note that Jericho Youth Services reserves the right to terminate services for the following behaviours displayed by children within our program:

- Persistent opposition of authority
- Willful destruction of property
- Use of profane or hurtful language
- Conduct which is injurious to the moral of the Centre of the physical or mental well-being of themselves, or to other children, team members, and volunteers of Jericho Youth Services
- Conduct that manifests itself into a potential safety hazard to themselves, or to other children, team members, and volunteers of Jericho Youth Services

#### Incident Reports (Limit of Four)

1. **First incident:** Team members will speak with the child and inform the family through verbal communication. Documentation of the incident will be provided to parents/guardians as well.
2. **Second incident:** A signed written warning will be submitted to the family.
3. **Third incident:** Suspension from Jericho Youth Services programs will be established for the child, for 1 to 5 business days.

**\*Once a third incident report has been issued on a child's behalf, a Service Contract will be presented and discussed with the family.**

4. **Fourth incident:** The Program Manager will notify the child's family in writing of the termination of services.

#### School Suspension

Jericho Youth Services works in partnership with both the York Region District School Board and the York Catholic District School Board. In saying this, in the event that a child is suspended from school, Jericho

Youth Services must abide by the policy set forth in the suspension documentation sent from the child's school. Therefore, if a child is not permitted to remain on school property, they will also **not be permitted** to attend Jericho Youth Services After-School Program or Childcare.

## Prohibitive Practices

A prohibited practice is any behaviour by a staff, volunteer or placement student that puts children at risk or that can inhibit a child's growth, self-esteem or healthy development. All Jericho staff, volunteers and placement students are aware that the following practices are unacceptable at Jericho Youth Services child care.

- Corporal punishment
- Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or others. Is used only as a last resort and only until the risk of injury is no longer imminent.
- Any form of abuse (physical, emotional, sexual or neglect)
- Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will.
- Leaving children unsupervised.
- Deliberately using harsh or degrading measures or threats, 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 divinity or self-worth.
- Locking the exits of the child care centre for the purpose of confining a child or confining a 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.
- Using a locked or lockable room or structure to confine a child when separating them from other children.
- Interacting or relating to children or vulnerable person outside of a Jericho program activity. (examples: Weekend home visits, baby-sitting, on-line chatting etc.)

## Health and Wellness

### Illness (Inclusion/Exclusion of Student Illness)

#### [Fever – Vomiting – Diarrhea – Cold/Flu]

A child with any of the above symptoms may not return to the program until they are symptom-free for at least 24 hours. Should any of these symptoms develop during program hours, families or an emergency contact person will be notified and asked to pick up the child immediately.



#### **\*These guidelines to not apply to Covid-19.**

[Contagious Diseases: Chicken Pox – Rubella – Measles – Pink Eye – Hepatitis A or B – Meningitis – Mumps – Pertussis – Candida – Coxsackie A16 (Hand, Food and Mouth Disease) – Fifth Disease – Pin Worms – Scabies – Streptococcal Infections]

If a child contracts of the above contagious diseases, the Program/Site Supervisor must be informed immediately. Children will not be permitted to return to the program until a doctor has verified in writing, that the child is no longer contagious.

### Medication

If your child requires medication during the program, a Schedule Medication Dispensing form must be completed. These forms are available from the Supervisor at the program location. Only medications prescribed by a physician will be considered for administration by our staff. Medication must be stored in its original container with appropriate dosage and directions for administration on the label.

All medication must be signed into the care of the Supervisor by the parent or guardian. The medication will be secured in a lock box and will be signed back into the care of the parent or guardian at the end of the day or week as requested. Medications such as epi-pens and asthma puffers will be carried by the supervisor or carried by the participant if indicated on the Schedule Medication Dispensing form by the parent or guardian. Staff cannot administer medication but will supervise participants capable of administering their own. In case of a life-threatening situation where the participant is unable to administer medication such as an epi-pen or asthma inhalers, staff will assist.

### Inclusion

If your child requires extra support or has an underlying health condition we ask for your help in letting us know well before the first day of program. Please contact us at 905 722 5540 x 5519 to discuss how we can best provide the support your child needs. Jericho Child Care Staff are dedicated to creating an inclusive, safe and competent space for all children in our care. Needs will be addressed on a child per child basis, specifically targeting what the child requires most, resulting in a unique approach for each child. Jericho's Inclusion Coordinator will assist in acquiring the support the child requires. We are partners with York Region R.I.S.E (Resources for Inclusion Support in Early Learning Settings) program, where support will be offered to accommodate care and assistance to children and educators in the classroom.

**Snacks**

Jericho will provide a healthy, nutritious snack every morning and afternoon. As part of our attention to the participants' safety, we have regular water breaks, so please pack a water bottle. Due to the number of nut related allergies of our participants and staff, peanut butter, nuts and foods that contain nut by-products will not be allowed at our programs.

A well-balanced and nutritious diet is essential for healthy growth and development. Our snack menus are developed in accordance with Ministry of Education requirements and Canada's Food Guide. We focus on providing a variety of nutritious ingredients, including whole grains, legumes and fresh fruits and vegetables. Menus are changed seasonally, and are posted in each centre.

School age children are required to bring a nutritious nut-free lunch to the program when attending our P.A Day Camps. All items that contain or may contain peanuts are returned home. We provide alternate menu options for children with other food allergies and dietary restrictions.

**Sunscreen Policy**

We are all concerned with the damaging effects of the UVA and UVB. For this reason, we request that parents send sunscreen, sunglasses and hats with their children. Jericho staff members will periodically check to ensure that participants are wearing sunscreen. In order to assist the staff, please ensure your child knows how to apply sunscreen to his/her body.



## Parent Engagement & Communication

Parents/guardians are encouraged to attend special events and fundraisers that Jericho Youth Services offers throughout the year. Parents/guardians are also encouraged to be involved in ways that reflect their interests and talents. (E.g. volunteering or leading a classroom activity).

Ongoing communication between families and staff is essential, and happens through dialogue, electronic communication, newsletters, and notices posted in the centres. Parents/guardians have the opportunity annually to evaluate our programs through a confidential Parents/guardian feedback form.

### **Resolving Issues and Concerns**

A positive partnership between parents/guardians and staff is important to each child's development. When families have a concern related to the care of their child and/or the operation of the program it becomes the individual and collective responsibility of those involved to take action. Please see the attached addendum for the full Parent issues and complaints policy.

### **Reporting Abuse or Suspected Abuse**

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 concern that a child is being abused or neglected, the parent/guardian 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.

The Parent Handbook is available to all parents/guardians. Families will be notified anytime updates are made. This Parent Handbook is not complete unless accompanied by the following Addendums:

- A centre specific fee schedule and hours of operation
- Program Statement
- Healthy Packed Lunches /snacks
- Wait list policy
- Parent issues and complaints policy
- Anaphylaxis Reaction Protocol

***Please contact the Deborah DeFoe, Childcare Coordinator for any further clarification.***

- 905-722-5540 x 5519 [deborah.defoe@jerichoys.org](mailto:deborah.defoe@jerichoys.org)

## Parent/Guardian/Participant Code of Conduct Policy

### PURPOSE

The purpose of this policy is to establish expectations for appropriate behaviour by parents/guardians/participants interacting with Jericho Youth Services' employees, and other users of services.

Under this policy, inappropriate behaviour may result in the application of restrictions to our programs and services against parents/guardians/participants. Any restrictions applied shall be reasonable, consistent, and appropriate to address the inappropriate behaviour, and communicated in a manner that is clear and understandable.

### POLICY

Jericho Youth Services has developed and implemented a Code of Conduct policy. Jericho Youth Services is committed to ensuring a respectful, equitable and harassment free workplace and space for employees and participants.

### APPLICATIONS

1. This policy applies to the conduct of parents/guardians/participants with respect to all interactions with Employees and services; including in-person interactions and written, telephone, and all forms of electronic or virtual communication.
2. This policy applies to the conduct of parents/guardians/participants at meetings held at Jericho Youth Services Programs.
3. Nothing within this policy restricts or otherwise limits Jericho Youth Services' authority to pursue legal action against a member of the participants' family as deemed appropriate by our Solicitor.
4. Nothing within this policy restricts or otherwise limits the ability or obligation of the organization to comply with any requirements established by provincial or federal legislation, the Canadian Charter of Rights and Freedoms, or other Jericho Youth Services' policies that may apply.
5. Nothing within this policy restricts or otherwise limits the right of Jericho Youth Services' Employees to refuse unsafe work under the Occupational Health and Safety Act or restricts or otherwise limits the rights and obligations of Jericho Youth Services' Employees under the Jericho Youth Services' Workplace Violence Prevention Policy.
6. Notice of this policy and its requirements may be posted at any Jericho Youth Services' program locations, on the Jericho Youth Services' website, and the Jericho Youth Services' Self Service Parent Portal on Digibot and Rec Desk.
7. It is the responsibility of all staff of Jericho Youth Services to support the Parents'/Guardians'/Participants' Code of Conduct Policy and encourage all staff and parents/guardians/participants to abide.

### Inappropriate Behaviour:

*The following activities and conduct by members of the public are considered Inappropriate*

*Behaviour:*

- Abusive, disrespectful or demeaning comments made towards or about Jericho Youth Services' Employees, other participants or their families, including the use of profanity;
- Insulting, demeaning, or derogatory remarks directed at a person or group that relate to a protected ground of the Ontario Human Rights Code, including but not limited to racist, anti-Indigenous, sexist, homophobic, transphobic, and ableist comments;
- Distributing or displaying materials on Jericho social media, property or program areas that are offensive, pornographic, or racist in nature;
- Acting towards any other individual in a threatening, intimidating, abusive and/or violent manner;
- Engaging in a physical altercation with any other individual during Jericho programs;
- Engaging in activities during Jericho programs that are considered a crime under the Criminal Code of Canada;
- Possessing a Weapon or Prohibited Substance while at Jericho programs;
- Photographing or video recording Jericho Employees, participants or other participants or families.
- Deliberately making false statements or submitting falsified documents when addressing a matter with Jericho Youth Services;
- Continually refusing to accept or acknowledge a decision of Jericho Youth Services' Employees with respect to a matter pertaining to the operations of Jericho Youth Services;
- Knowingly violating the privacy of other participants and families, or Employees.
- Contravening Jericho Youth Services' policies and Codes of Conduct that establish rules for expected conduct at Jericho Youth Services' Programs.
- This is not an exhaustive list for the purposes of this policy, and Jericho Youth Services retains the right to assess incidents on a case-by-case basis to determine whether Inappropriate Behaviour has occurred.

## **Response to Inappropriate Behaviour**

In response to one or more instances of Inappropriate Behaviour, restrictions may be applied to a Parent/guardian/participant in accordance with the conditions, authorities and limitations described herein;

### **Coordinators may apply the following restrictions:**

- Require any in-person interaction with Jericho Youth Services' Employees to be in the presence of another Jericho Youth Services' Employee;
- Require any communication to be directed only through specific individuals;
- Removal from or limited access to specific programs or services; and
- Refuse to accept any further complaints or inquiries on a specific subject matter.

**Where a Parent/guardian/participant is subject to restrictions, the Issuer (Coordinator) shall attempt to provide them with a written Notice of Restrictions delivered by e-mail or letter mail, describing:**

- The Inappropriate Behaviour that occurred;
- The restrictions applied to them, and their duration;
- The name and contact information of the Jericho Youth Services' Employee or a representative of Jericho Youth Services, that they may contact during the restriction period, as well as the form of communication to be used (if applicable);
- Instructions for submitting a Request for Review form; and
- Any other information the Issuer deems necessary.

### **Review of Restrictions**

Any member of the public who is subject to restrictions may request a review by the Issuer. The request must be made in writing using the Request for Review form and submitted via e-mail or letter mail to the Issuer, including at minimum:

- A description of the Inappropriate Behaviour that occurred;
- An explanation of why they are requesting the review; and
- What resolution or outcome is being sought.

Parents/guardians/participants who have engaged in a review of their restrictions and are unsatisfied with the outcome may file a complaint with the Executive Director.

## Parent/Guardian/Participant Code of Conduct

Participant Name: \_\_\_\_\_

Program Location: \_\_\_\_\_

As parents or legal guardians of the participant named above, I understand, acknowledge and agree to abide by the following code of conduct:

- ✓ Be encouraging, supportive, and affirmative in regards to my child's play at Jericho
- ✓ Respect Jericho staff and their decisions
- ✓ Respect the facilities in which we run our programs
- ✓ Familiarize ourselves with the participant code of conduct (The Friendship Act)
- ✓ Only discuss your own child's needs and integration into the program, and only with the program staff.
- ✓ Respect the other participants and their families
- ✓ Encourage and welcome open communication with the program staff
- ✓ Review and agree to the Parent/Guardian/Participant Code of Conduct policy attached

By signing below, I confirm that I have read, understood, and will abide by the Jericho Youth Services Parent/Guardian/Participant Code of Conduct.

Parent/Guardian Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Use of Mobile Device Policy

### Overview

Jericho supports our participants' well-being by removing distractions and promoting mental health in all our programs. As such, Jericho Youth Services has developed a policy explaining how they will enforce mobile device restrictions in their programs (Licensed Childcare, Summer Camps Recreational and After School Programs).

A mobile device is any personal electronic device that can be used to communicate or access the internet, such as a laptop, cellphone, tablet or smart watch. Jericho Youth Services will send parents and participants a reminder of this policy about cellphones and mobile devices every year through our Parent Handbook(s).

All Jericho Programs (Licensed Childcare, Summer Camps Recreational and After School Programs) should begin with any participants mobile devices put away.

Participants are NOT to use cellphones or other mobile devices during childcare or recreational programming hours without the explicit permission of the Coordinator. Use of mobile devices may be permitted for health, medical, or special education needs (see below).

If participants come to our programs with their cellphone, tablet or smart watch with them, participants' mobile devices must be stored out of view and powered off or set to silent mode during the full program.

Jericho Youth Services will NOT be responsible for any mobile devices brought into our programs and participants doing so MUST do all of the following:

- turn it off — or set it to silent mode
- store it out of view (for example, in a bag or pocket) with the understanding that Jericho Youth Services is NOT responsible for participants mobile or other belongings.

### Photos and Audio/Video Recordings

It is important to note that parents/guardians/participants photographing and audio/video recording of staff or participants by their personal mobile devices is strictly forbidden due to protection of privacy and confidentiality purposes.

Staff are also strictly forbidden to use their *personal mobile devices* (phone, tablet, and camera) to take photos or audio/video recordings of participants.

Photos are not permitted except in circumstance when written permission has been granted by parents/legal guardians in advance. Only Jericho owned tablets and phones can be used by staff to take photos with consent. Parent/legal guardian/caregiver signatures are required on the appropriate consent waiver or in writing. At any time on reasonable notice and with the understanding of the implications of

a withdrawal of consent, parents/legal guardians/caregivers can revoke consent. This must be kept on file at JYS.

## Consequences

Participants, Parents, Guardians and Staff are responsible for their personal mobile device, how they use it and the consequences of not following Jericho Youth Services' policy and may face consequences if they use their cellphone or mobile device inappropriately.

If an educator/program leader sees a mobile device that is not stored out of view, they will ask it to be handed in for the program. The participant must place the device in a storage area in a location designated by the educator/program leader. If the participant does not hand in their device when required, they will be sent to the Supervisor and then Coordinator. The Coordinator will review each situation and decide the appropriate response.

Any disciplinary action must be consistent with Jericho Youth Services' Code of Conduct and Policies and Procedures and the [provincial Code of Conduct](#) and [progressive discipline policy](#) of the Ministry of Education.

## If your child has a medical condition

Jericho Youth Services will provide an exception if your child needs to use a mobile device to support, monitor or regulate their health or medical condition. This must be communicated with and documented with the Supervisor and Coordinator.

## What parents and guardians can do

You can teach your child about finding a healthy balance in using technology by limiting screen time at home. You can also:

- read Media Smarts' [tips for managing your kids' screen time](#)
- explore [Centre for Addiction and Mental Health's \(CAMH's\)](#) services and resources if you have concerns about your child's use of technology

Mental Health Ontario also has resources to help you [manage your child's screen time](#).

Source: <https://www.ontario.ca/page/cellphones-and-other-mobile-devices-schools>

**Jericho Youth Services Fee Schedule/Vacation Policy  
Deer Park, Morning Glory, Fairwood & Jersey PS Child Care**

CWELCC Fees for Kindergarten			Base Fees for School Aged		
	Daily Flat Rate 2024/25	Daily Flat Rate 2025/26		2024 Daily Rate	2025 Daily Rate
Before and After School	\$12.00	\$10.00	Before and After School	\$20.00	\$22.00
AM only	\$12.00	\$10.00	AM only	\$13.25	\$14.25
PM only	\$12.00	\$10.00	PM only	\$17.50	\$18.50
PA days, Christmas, March & Summer Breaks	\$22.21/day	\$22/day	PA days, Christmas, March & Summer Breaks	\$47/day	\$48/day

**Fees and Withdrawal Policy:**

- **Starting Sept 1, 2025 all Childcare spaces require registration for 5 days a week.**
- Invoices will be issued bi-monthly in Digibot (unless you have specified you would like to pay monthly).
- Payments are due in full on the 1<sup>st</sup> of each month or half on the 1<sup>st</sup> and half on the 16<sup>th</sup>.
- Two weeks written notice is required if your child is withdrawn from regular child care. Failing which, there will be a charge equal to two weeks' enrollment.
- Child Care fees are due 10 months of the year. **There are no reductions for closures due to weather, public or civic holidays, family vacations, time lost due to absence or illness, or labour disruptions.** Registration for PA Days/breaks is required. Additional fees will be charged as indicated above. **You have to register for these opt-in PA Days/breaks days on your Digibot account.**
- Payments for breaks must be paid in advance to secure the space, and are non-refundable.
- Jericho Youth Services will close for all Public and Civic Holidays. If a holiday falls on a weekend, an alternate day will be chosen.
- Jericho Youth Services is closed for the week between Christmas and New Years, due to schools being closed and not allowing permits.

**Non-Base Fees:**

- Accepted forms of payment include: Pre-Authorized Debit (on file) Credit Card (on file). Please note that a fee of \$6.50 per transaction will be charged on top of the child care fee for credit card payments.
  - A \$30.00 service fee will be applied to any NSF PADS withdrawals or NSF credit card charge.
  - Late Fees will be subject to a \$1/per minute after 6pm. Fees will be added to the next payment cycle (i.e. 1<sup>st</sup> or 16<sup>th</sup>). This includes NSF charges.
  - Yearly tax receipts are provided in February covering the previous year.

**Please sign below and return as understanding of our Base fees and  
Non-Base Fees and receipt of our Parent Handbook**

Please issue the tax receipt in the following name: \_\_\_\_\_

**Parent signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Parent signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_