

Parent

Information

Book



**Toronto Community Child Care Centre**

Welcome to Toronto Community Child Care Centre. The purpose of this book is to give you important and practical information that you will need as your child attends Child Care.

This book contains information on what to bring to Child Care as well as what NOT to bring. There are also some relevant policies for families to read, however the main policy book is in the Centre and families are welcome to access that at any time.

Please take some time to read this carefully and hold onto it for future reference.

Toronto Community Child Care Centre was established in 1985 and has been providing quality care and education to hundreds of children since then. We are proud that many of our ‘children’ are now returning to enrol their own children in our Centre. Our opening hours are 7.30 – 5.30 Mon – Fri.

Toronto Community Child Care Centre is a 50 place, community, not for profit Centre managed by a parent committee. This Committee meets on a monthly basis. All families are welcome to attend Committee meetings and indeed join the Committee. It is after all your children that the decisions are being made about.

We hope that your time with us will be a happy and rewarding for both your child and your family. We consider it a great pleasure and responsibility that you have chosen to entrust your child’s care to us.

**Toronto Child Care Centre Philosophy**

At Toronto Community Child Care Centre we believe that children are special and unique individuals. We collaborate with families and the wider community to ensure that we provide a caring and supportive learning environment where children feel secure and develop a strong sense of belonging.

We provide a play based curriculum encompassing the Early Years Framework. Our Educators plan in partnership with families and will implement and develop programs and future learning experiences to suit children’s individual needs and interests. With respect and positive guidance the children develop a sense of self and confidence, gain new skills, face challenges and develop meaningful relationships. We develop a holistic approach to teaching which allows children to gain the skills to be confident, independent and involved learners who will try new things and safely take risks.

Each child is an individual who is an integral part of a group. A flexible daily program will cater for the needs and interests of the children individually and also in group settings. We provide a positive and stimulating environment both indoors and out that promotes respect for the world we live in and through direct participation we strive to make sustainable practises a natural part of everyday life.

We promote staff in their continuous personal and professional development through training opportunities. This ensures high quality care and inclusive practices allowing equity for all children in our care. We engage in reflection and look for ways to improve our practices. We advocate for each child and parents trust that we will recognise a child’s ongoing needs and will liaise with other professionals to meet these needs.

Our routines provide a balance of active, quiet and creative experiences and encourage interactions and explorations that build relationships and confident learners and enhance children’s emerging skills.

Families are the most important influence in every child’s life, they are the first teacher. Together, Educators, Families and Children work towards achieving goals, fostering communication and we encourage interaction, participation and involvement from all our families.

We are committed to providing high quality Child Care with educational programs in a sustainable environment where children are encouraged to develop and become empowered and competent lifelong learners.

** The Staff**

Toronto Community Child Care Centre has a well qualified and caring staff, many of whom have been here for over 10 years. All staff have or are working towards a minimum certificate III qualification current First Aid Qualifications.

**Kylie Routley** (f/time) **Sandra Fennell** (p/time)

Nominated Supervisor/ Director Certified Supervisor

Educational Leader Early Childhood Teacher

Early Childhood Teacher

**Vicki Scholefield** (p/time) **Carmen Talbot** (f/time)

Certified Supervisor/Diploma Certified Supervisor/Diploma

**Sharon Peak** (p/time) **Kylie Goman**  (f/time)

Certified Supervisor/Diploma Certified Supervisor/Diploma

**Alyce Gall** (p/time) **Vicki Peel** (p/time)

Certified Supervisor/Diploma Certified Supervisor/Diploma

**Cindy Austin** (p/time) **Michele Gray** (p/time)

Certified Supervisor/Diploma Certified Supervisor/Certificate III

**Sue Farrell** (p/time) **Ronda Collins** (p/time)

Certificate IIICertificate III

**Julie Suni** (p/time)  **Jessie Thorpe** (p/time)

Certificate III Certificate III

**Clara Kaulen** (p/time) **Nicky – Lee Cohen** (p/time)

Trainee - Certificate III Certificate III

**Caitlin Johnson** (p/time) **Belle Nichols** (p/time)

Trainee – Certificate III Certificate III

**Kim Walker** (p/time) **Karen Mather** (p/time)

Admin/Bookeeper Cook

** What to Bring to Child Care!**

Prior to your child starting care we will need you to provide us with a few administration items to help us complete your child’s enrolment.

* Your child’s birth certificate
* Your child’s immunisation printout from **medicare**
* Completed enrolment forms
* A customer reference number for both you and your child (which you will be given when you advise Centrelink that you will be using Child Care)
* We will need to sight your letter from Family Assistance Office stating your family details and eligibility for child care subsidy.
* Two weeks full fees in advance

Each day your child attends Child Care they will need to bring:

* Some sheets for rest time (not required in the nursery) – cot sheets are perfect for the beds we have.
* A hat which is either a wide brimmed hat or a legionnaire style.
* 6 labelled disposable nappies if your child wears nappies
* Bottles, formula, dummy if required
* A jumper and 2 changes of clothes allowing for accidents or weather change, socks/ booties in nursery.
* Shoes which are secure and safe for climbing (no thongs)

Children are welcome to bring comforters and snuggle toys for rest time but we do ask that no other toys are brought in from home as they can become lost or broken. They can also cause arguments. Books are always welcome.

\*We ask that when parents drive into the car park they drive up towards the bins and ***reverse*** into a parking space. This makes it safer when the car park is full. It is a very busy street and reversing out the driveway into the street is very dangerous.\*

**Our Rooms**

Pre -school Room (3-5): 28 children and 4 Educators

Toddler Room (2-3): 15 children and 4 Educators

Nursery (6 weeks – 2): 12 children and 4 Educators

**Birthdays**

Here at Toronto Community Child Care Centre we believe that Birthdays are a special time to celebrate and share with friends. Parents can bring in a bag of Natural Fruit Confectionary lollies which are placed inside the “birthday tin”. Everyone sings Happy Birthday before your child blows out the candles on top of the tin. The lollies are then shared with the other children.

**Policies**

Please note: For a full copy of our policies see policy folder in the office, borrow them on a USB or a copy can be emailed to you on request.

The National Regulations and NSW Law are available on all computers within our Centre and a copy can be emailed to you at your request.

**Arrival and Departure**

On arrival we ask that you notify a staff member that your child has arrived and sign them in for the day. We ask that you say goodbye to your child and reassure them that you will be back. This builds up trust as the child learns that you always say goodbye but that they will always be picked up in the afternoon.

On departure we ask that you notify a staff member that you are taking your child. If you are unable to collect your child we ask that you notify us of the name of the person who will be collecting your child. Photo identification will be required. If they are not already on your list as an authorised collection person then we require that you notify us in writing of the change. All children must be signed out on departure. Children must be picked up and off the premises by 5.30, due to insurance and licensing, or a late fee will be charged.

**Meals and Nutrition**

We provide children with morning tea, a two course lunch and afternoon tea each day. Our menu is planned according to Australian Dietary Guidelines and Good for Kids recommendations. Within this menu is 3-5 serves of dairy (depending on age of child), 3-5 serves of vegetables, at least 1 serve of fruit, 1 serve of meat or meat alternative and 3-5 serves of bread/rice/cereals. Children in the Nursery are also given mash vegetables as required. One day a week is sandwich day which is rotated throughout the week. Children are given a late snack of rice crackers or sandwich at around 5.00pm. Children have access to water all day by means of bubblers and water cups in the rooms. They are also offered water after every meal/snack.

**Clothing, Sun and Wet weather**

*“There is no such thing as bad weather, only inappropriate clothing”* Sir Rannulph Fiennes

Children and staff will wear a hat which is wide brimmed or legionnaire style when required. Clothes should have at least a short sleeve so no singlet tops or strappy dresses. If children arrive in these clothes a T shirt will be added for outside play. Children are encouraged to wear sturdy footwear to allow for running and climbing. No thongs or sandals without heel straps.

Parents are asked to apply sunscreen at home or on arrival. Educators will reapply sunscreen throughout the day when required. We follow the sunsmart UV recommendations for hats and sunscreen use throughout the year.

At least 2 changes of clothing should be packed each day and a jumper even in summer as weather can be unpredictable. We use paint and glue and suggest that you do not send your child in good clothes.

In wet weather the children will still be venturing outside. Wet weather suits are provided for winter and parents are asked to provide **gumboots.** In summer, we often let the children play outside in the rain and bare feet and then change their clothes when they come back inside. Please ensure your child/ren always have a change of clothing.

**Fees and late fees**

Parents are asked to pay 2 weeks fees on enrolment and then remain two weeks in advance throughout their time in the Service. The Centre budget relies on fee payments. Therefore any child enrolled in the Service as at December 1st must pay fees up to and including the last week of operation for the year. Fees can be paid by direct debit.

When parents fall behind with their account, a reminder letter will be given to them and a payment plan will be devised. There will be a second reminder letter then given to them if they are still falling behind. If they are still not making adequate payments a debt collector may be called and the child’s position may be terminated.

If parents have not picked up their children by 5.30 in the afternoon a late fee may be charged. This is $10 (per child) for the first 5 minutes and $5 (per child) for every 5 minutes or part thereof after.

An annual levy of $15 is charged for sunscreen, portfolios, photo printing and association membership.

**Medication**

 Medication must be in the original container with the child’s full name and prescription details on the label. Antibiotics can be administered at Child Care, providing the child has been taking them for at least 24 hours prior. Any *non- prescription* medication such as Ventolin, Asmol or eye drops etc must be accompanied by a letter from the doctor or a chemist label with the child’s name on it and or an asthma action plan. In the case of Anaphylaxis an Anaphylaxis action plan needs to accompany any medication brought into the Centre.

A medication form must be filled out for all medications including non -prescription medications and creams.

In the case where a child has a Temperature of 38 degrees or above Panadol may be administered if written Authorisation has been given by parent/guardian. Parents will be contacted for verbal verification before Panadol is administered.

**Illness and Dealing with Infectious Disease Policy**

Children who are regarded as unwell may be excluded from the centre at the Nominated Supervisors discretion. Consideration will be given to the child’s symptoms, their ability to cope in a group situation, and level of care required. In the Nominated Supervisors absence, decisions will be made by the Responsible Person on the premises.

If a child is unwell while in care, staff will take the child’s temperature. If the temperature is above 38C staff will follow the Temperature Management Policy and ask parents to collect their child. Children sent home with a high temperature will be excluded for a period of **24 hours after temperature has returned to normal without the aid of Panadol or Nurofen.**

If a child has commenced antibiotics, they will be excluded from the centre for **24 hours** to ensure the medication has taken effect, and that there are no side effects.

If a child vomits or has two bouts of diarrhoea while in care, staff will call the child’s parents to collect the child and **exclusion periods of 24 hours after the return of normal bowel movements or vomiting has ceased will apply.**

If a parent is contacted to collect their child due to illness, staff will complete an Illness form. One copy will be placed on file, and one copy given to the parent.

In the event of an outbreak of any illness or infectious disease, information will be made available for parents along with notifications of the outbreak which will be displayed in the rooms and in the foyer. Any new exclusion periods from the NSW Department of Health will be enforced until further notice.

**Head Lice**

Children must not attend the service with untreated head lice. Children with live lice will be sent home immediately to commence treatment. Children can return to the Centre once treatment has commenced.

We recommend regular treatment with conditioner. This simply means you apply a very generous amount of conditioner to dry hair, place a shower cap over it and continue about normally for an hour or 2. Then rinse the conditioner out and once again comb the hair out. This will suffocate and remove any eggs that are there, thus not giving them a chance to hatch between treatments. You must comb after conditioning.

You can also spray children’s hair with a mixture of tea tree and lavender drops added to water in a spray bottle. This can be applied each morning.