



Celebrating 30 Years

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VOLUNTEER, STUDENT AND PARTICIPATING PARENT HANDBOOK

Welcome to Jackman Community Daycare.

The Handbook has been developed to provide you with information that you need to know about our childcare centre. It contains guidelines on the rights and responsibilities of volunteers, students and participating parents as members of the Jackman Community Daycare community.

Please READ this document carefully. SIGN, and RETURN the last page of this Handbook. If you have any questions regarding this document or on any other area of the daycare please feel free to speak to the staff.

We hope that the time you spend at Jackman will be enjoyable.

Sincerely,

Donna Spreitzer
Executive Director/Supervisor

Karen Anthony
Assistant Director

Handbook for Volunteers, Participating Parents and Placement Students

Introduction

Jackman Community Daycare is committed to providing a high quality, safe and secure environment for all children enrolled in our programs. The safety and well-being of children who are being supervised on our premises and on trips is one of our highest priorities.

Purpose/Standard

All day nursery and private-home day care agency operators are required to develop and implement a policy for the supervision of volunteers and placement students in child care programs. Reg. 262 under the Day Nurseries Act (DNA) provides that every operator shall ensure every child who is in attendance in a day nursery is supervised by an adult at all times.

Jackman Community Daycare has developed the following policy and programs in order to comply with the direction of the Ministry and Regulation 262. This policy sets the framework and the program which applies to all daycare volunteers, participating parents and placement students who have been approved or accepted by Jackman Community Daycare.

Policy

Jackman Community Daycare may have volunteers, participating parents, Early Childhood Education students or Co-op students functioning within the organization along with staff. In addition, Middle School and High School Students sometimes volunteer, especially to earn volunteer hours. **At all times, volunteers, participating parents and students must be under the direct supervision of Jackman Community Daycare staff.**

No child or children will be supervised by someone who is not an employee of Jackman Community Daycare child care. No child or children will be supervised by any person less than 18 years of age.

Only employees of Jackman Community Daycare will have direct unsupervised access to children.

Procedure

All staff are required to annually review the organization's policies, procedures and practices regarding the supervision of volunteers, participating parents and students.

All staff will annually review their roles and responsibilities when directly supervising and working with volunteers, participating parents and students in their classrooms.

The Assistant Director is responsible for ensuring that volunteers, participating parents and students are provided an orientation to the organization, appropriately trained, and supervised.

Volunteers, participating parents and students have a responsibility to contribute to their orientation by seeking information and assistance as needed.

All volunteers, participating parents and students must agree to follow all policies and procedures of Jackman Community Daycare.

All volunteers, participating parents and placement students must agree to follow the direction and guidelines provided by staff and management of Jackman Community Daycare.

In the case of a disagreement over the direction provided by a staff member the volunteer, participating parent or placement student may address this issue in writing to the Assistant Director.

Criminal Reference Checks

All volunteers, students and participating parents 18 years of age or older, having regular contact with children in the daycare, must have a satisfactory criminal reference check. Parents who assist in their child's program room from time to time or on a trip are not required to have a criminal reference check.

Student Placements – Prior to their placement in the centre, students must verify they have a satisfactory criminal reference check.

Mandatory Orientation & Training

- Prior to starting in the classroom at Jackman Community Daycare, all volunteers, participating parents and placement students will have an orientation which will include a comprehensive discussion regarding Jackman Community Daycare's child care philosophy and the Day Nurseries Act requirements.
- All volunteers, participating parents and placement students will be provided with a detailed orientation regarding their roles and responsibilities within the organization. This will include a thorough review of policies and procedures surrounding working with children as well as the College of ECE Code of Ethics.
- All volunteers, participating parents and placement students are required to review and sign off on all policies and procedures prior to working with children for the first time and at least annually thereafter.
- All volunteers, participating parents and placement students will have ongoing training through impromptu regular meetings.
- All volunteers, participating parents and placement students are required to read all applicable memos and organizational updates
- All accidents, injuries and hazards must be reported immediately to any staff member, the ED/Supervisor or Assistant Director. Incidents may include violence, theft, threatening behaviour, abuse or any (potentially) unsafe situation.
- Volunteers, participating parents and placement students will be required to read, understand and agree to abide by all applicable policies and procedures including but not limited to:
 - Behaviour Management Policy
 - Occupational Health & Safety
 - Emergency Policies and Procedures
 - Anaphylaxis Policy and Procedures
 - Workplace Violence and Harassment Policies
 - Serious Occurrences Policy
 - Client/Parent Policies
 - Confidentiality Policy
 - Volunteer or Placement Student job description
 - Code of Conduct

Record Retention

All records documenting that the volunteer, participating parent or student has reviewed and signed off on all applicable policies and procedures will be kept on file at the centre for two years.

All volunteers, participating parents and students are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while at Jackman Community Daycare, involving staff, other volunteers and students as well as children and families.

Discipline

All volunteers, participating parents, and students who fail to adhere to the policies and procedures of Jackman Community Daycare will face disciplinary action, up to and including dismissal.

Jackman Community Daycare believes in fairness and openness and volunteers, participating parents and students can expect a commitment to resolving conflict and receiving supportive and constructive criticism. If disciplinary action is required, the organization follows the same steps as its staff policies:

- Performance review
- Verbal warning
- Written warning
- Suspension
- Dismissal

What can Volunteers, Participating Parents and Students Expect?

Jackman Community Daycare will introduce you to how the organization works and will provide you with information and training about our policies and procedures to assist you in meeting the responsibilities of your role.

What Jackman Community Daycare Provides

- We will review the performance standards we expect from volunteers, participating parents and students in our organization.
- We will review all daycare policy and procedures.
- We will schedule regular meetings with you to discuss how you are adjusting in your role, answer any questions, provide support and discuss any successes or concerns.
- We will respect your skills, dignity and individual goals and do our best to meet them.
- We will consult with you and keep you informed of upcoming changes in policies and procedures, programs or schedules.
- We will provide you with a safe workplace, free from harassment and violence.
- We will try to resolve fairly any problems, complaints and difficulties you may have while you volunteer or are placed with us as a student.
- We will do our best to help you develop your skills and role with us.

What we expect from our volunteers, participating parents or students

- We expect you to help Jackman Community Daycare fulfill its philosophy of providing a high quality child care program and learning experience.
- We expect you to perform your role to the best of your ability.
- We expect you to follow Jackman Community Daycare's policies, procedures and standards of practice, including health and safety.
- We expect you to follow the organization's anti-harassment anti-discrimination policies in relation to all children, staff, clients, other volunteers and students.
- We expect you to maintain the confidentiality of all information shared with you related to that of the organization, including its students, volunteers, staff and clients.
- We expect you to meet the time commitments, schedules and standards which have been mutually agree to and signed off on.
- We expect you to give reasonable notice so other arrangements can be made if you cannot meet your time commitments or schedules.
- When requested, we expect you to provide or agree to undergo a Police Reference check and provide us with a copy of the results immediately.
- We expect you to agree to sign off on all applicable policies and procedures.

Hours of Operation

Jackman Daycare is open from 7:30 am to 6:00 pm Monday through Friday.

Phone Calls

Use of cell phones to text, phone or take photographs is not allowed during volunteer hours.

Our phone number is 416-466-8715. Please contact the Daycare at Extension 221 if you will be absent or late for your shift. You may leave a message at any time. If you require the use of the daycare phone please keep the call brief as it is a business line. Phone extensions are as follows:

○ ED/Supervisor, Donna	Room 308	Extension 226
○ Assistant Director, Karen	Room 308	Extension 221
○ Executive Assistant	Room 308	Extension 232
○ Nursery School	Room 105	Extension 223
○ Preschool	Room 107	Extension 222
○ JK B & A	Room 107A	Extension 233
○ SK B & A	Room 207A	Extension 234
○ School Age	Room 105	Extension 223
○ ACC Program	Room 101	Extension 224
○ All Stars	Room 207	Extension 227
○ 10+ Program	Room 309	Extension 225
○ Room 108	Room 108	Extension 228

Photos

Staff and volunteers may only take pictures of children using daycares cameras and only for the express purpose of documenting the children's learning and play. No pictures of children may ever be removed from the daycare centre or used for personal use.

Dress Code

Volunteers are expected to wear comfortable and presentable clothes to the daycare. Clean jeans, shorts, and T-shirts (with no inappropriate logos) are fine to wear in the summer. Comfortable shoes and sandals must be securely attached to the foot. Flip-flops and Crocs are not to be worn (except while engaged in water play). Hats should not be worn in the school.

Personal Belongings

Please keep in mind that we are located within a school and that although belongings may be in a locked cupboard they are not always safe. We advise you not to bring any items of value to the centre.

Smoking

Jackman Public School is smoke-free. Smoking is prohibited at any time by anyone in the building, on the playground or anywhere on school property. No person is allowed to smoke tobacco or hold lighted tobacco on the school property or on trips.

Trips

In the summer, the daycare will provide summer volunteers and students with a calendar of events so that you will be prepared for the day's outing or activities. The daycare will pay for your transportation to and from the destination and the fee of admission. You may bring extra money for breaks or activities. It is important that you keep in mind that you are volunteering and that other than your lunch break, you need to stay with your group and follow the rules and guidelines given to the children by the staff.

Please bring your swimsuit and towel every day as we expect you to participate in the events of the day. We may ask that you go with a different group on a particular day and therefore you need to be prepared with the proper equipment.

Volunteers, parents, students and any other non-staff persons are never allowed to be alone with a child or children or separated from the group. Volunteers, students and parents may not take children to the bathroom or share a seat with a child on the bus (other than their own child).

No Nuts

Jackman is a peanut-free and nut-free building. Nuts or nut products are not allowed in the daycare or on any trips. We have many children in the centre who have serious allergies. You must review the allergy list in each room prior to volunteering in any room.

Lunch

Volunteers are expected to bring a lunch or money if you wish to purchase something to eat. Please keep in mind that food is not available to purchase on all our trips. Your lunch times will be determined according to the trip. No nuts or nut products please. In addition, staff and volunteers are not allowed to consume soft drinks in view of the children.

Behaviour Management

You need to follow the rules and regulations of the daycare. The purpose of being a volunteer is to assist the staff and children during the programs and to have some fun. We need to keep the safety of the children and the program in mind.

Under NO circumstances may a child be:

- Corporally punished (hit, slapped, shoved, etc.)
- Treated in a harsh or humiliating manner
- Be deprived of food, clothing, shelter, bedding,
- Locked in a room

Giving Directions to Children:

1. Be sure you have the child's attention.
2. Give positive directions that leave the child no choice of interpretation.
3. Give a choice of two things when possible.
4. Warn children ahead of time before changing an activity.
5. Invite suggestions and participation.
6. Direct the child to a new activity when the present activity is completed.
7. Use a quiet voice as much as possible. Get down to the child's level when talking with him/her.

Participating Parent Volunteers

Parents who volunteer must follow the rules and regulations of the Daycare. They are expected to take direction from the daycare staff. Remember, the purpose of being a volunteer is to assist the staff and children during the program and to have some fun.

While we appreciate the assistance of parent volunteers, the daycare may request that a parent not volunteer if they are unable to follow the rules. Here are some simple reminders to make time in program and on trips successful for staff, children and parent volunteers:

- Assist the staff with all routines;
- Remain with the group at all times;
- Speak to all children in a respectful tone;
- Do not purchase or share treats with your child or other children;
- Ask staff how you can be of assistance;
- Encourage and reinforce behavioural expectations of all children;
- **Legally, volunteers are not permitted to be alone with any child other than their own, therefore, parent volunteers may only take their own child to the bathroom or sit with their child on the bus;**
- Ask the staff if you can partner up with other children if your child is displaying challenging behaviours due to your presence on the trip.

Dealing with an Emergency

Always remain calm. Remember that you are there to help the children. Look to the staff for direction. In the case of a fire, help the children exit the building quietly and as quickly as possible. Review emergency procedures posted in each room.

Volunteer, Participating Parent & Student Duties at a Glance

- Volunteers are expected to fulfill the volunteer hours they have committed to the Daycare.
- Please read and sign off that you agree to abide by daycare policies.
- If you are not sure about anything, ask other staff. No question is stupid.
- Defer any questions from parents to the regular room staff.
- All information about families and staff is absolutely confidential and no information is to be given out to anyone.
- Treat children with respect and act in a professional manner.
- Situate yourself near the children so you can engage and redirect their behaviour when necessary.
- Help the children interact & play with each other. Learn their names and interests. Be involved.
- Pass on information to the regular room staff about the children's behaviour.
- Report all accidents to the regular room staff regardless of how minor (bump, fall, etc.)
- **Never restrain a child.** When necessary, you may guide a child gently by the hand - not by the arms or wrists.
- For the protection of staff and children, staff should be mindful of inappropriate touches and behaviours between staff and children.
- Corporal punishment and mistreatment are not allowed at any time. No locking doors or depriving children of food, shelter, clothing or bathroom use are allowed.
- Never be alone with a child or children – volunteers must ensure that another staff member is present when there are children around.
- Call for support when in difficult situations with children.
- Scan playground properly; stand apart from other staff and at key areas on the playground.
- Hot drinks must be kept out of reach and away from children.
- As staff members are role models for children throughout the day, staff must not consume carbonated beverages in their original containers while children are present.
- Be aware of fire drill and emergency evacuation procedures and your role.
- Be aware of the procedure for calling in sick or coming in late.
- Assist regular staff in maintaining a safe, clean and organized environment.
- Learn the phone system since you may need to answer the phone or make phone calls. The phone extensions are as follows:

• ED/Supervisor, Donna	Room 308	Extension 226
• Assistant Director, Karen	Room 308	Extension 221
• Executive Assistant	Room 308	Extension 232
• Nursery School	Room 105	Extension 223
• Preschool	Room 107	Extension 222
• JK B & A	Room 107A	Extension 233
• SK B & A	Room 207A	Extension 234
• School Age	Room 105	Extension 223
• ACC Program	Room 101	Extension 224
• All Stars	Room 207	Extension 227
• 10+ Program	Room 309	Extension 225
• Room 108	Room 108	Extension 228

Thank you for your assistance. Have a Great Time!

VOLUNTEER, STUDENT AND PARTICIPATING PARENT HANDBOOK

- I, _____ have read, understood and had the opportunity to ask questions and here by agree to abide by the policies and procedures set out in the Volunteer, Student and Participating Parent Handbook.
- I agree to follow all of Jackman Community Daycare's rules, policies, and procedures, including: health and safety, behaviour management and confidentiality.
- I agree to work reliably to the best of my ability, and to give as much notice as possible whenever I cannot work when expected
- Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.

Name: _____

Signature: _____

Date: _____