



**ADDENDUM TO THE  
PARENT HANDBOOK  
FOR  
JACKMAN  
COMMUNITY  
DAYCARE –  
PANDEMIC VERSION**

**Revised June 2021**

### About Us

Jackman Community Daycare (JCD) is a licensed, non-profit childcare centre that has been serving the Jackman Community for over 35 years. We provide care for children aged 3 to 12 years. JCD works in partnership with families, communities, and other service sectors to provide high quality early learning and child care programs that promote and support education, health, and economic outcomes for families with young children.

In support of the current COVID-19 public health emergency, JCD has operated modified child care services beginning in July 2020.

### Our Daycare Team

Our team of professionals includes an Executive Director and Supervisor who are Registered Early Childhood Educators (RECE). They, in turn, lead a team of RECEs and Assistants who are responsible for developing and implementing planned and responsive programs. Our staffing teams work together to ensure your child's needs will be met while they are in our care.

Our staff have current Standard First Aid and Infant/Child CPR Certification and complete Vulnerable Sector Checks prior to their employment and on regular intervals after employment begins. RECEs are in good standing with the College of Early Childhood Educators. Each person on our team receives training and development on an on-going basis.

Staff shifts and staffing protocols have been implemented to minimize the spread of Covid-19. Daycare staff are only allowed to work in one childcare centre and at Jackman, staff have been assigned to work in one cohort. Staff will not be working in multiple rooms except if absolutely necessary.

Daycare staff are encouraged to do their programming at home and take breaks off-site. Staff that remain in school during the day are allowed to use the daycare office meeting room or room 105 for lunch breaks and programming. Tables are set up to maintain physical distancing and staff must remain at least 6 feet apart from each other.

Daycare managers limit their movement in the building and between rooms and only enter rooms when absolutely necessary.

### Our Daycare Programs

During the school year we provide a part-time Nursery School program; full-time care to a group of Preschool children and Before & After school care to children in grades JK to Grade 6. We are licensed to serve 226 children; however, we are currently operating with fewer children. Each program is serving approximately 12-20 children with 2-4 educators, depending on the age group. Each group / room is called a "cohort." Cohorts will remain segregated from each other throughout the day. The educators will work opposite shifts and cover each other's breaks. No additional staff are allowed to be in the program room other than the cohort, except in an emergency. Supply staff

are JCD employees (not from an agency) and are assigned to one cohort each day. As much as possible staffing has been scheduled to minimize the need for interactions with other cohorts.

We will do our best to provide childcare for your family, subject to the limitations required by the current circumstances, including Provincial, City and Public Health directives. Policies & procedures may be updated at any time to align with Public Health regulations and best practices. We have ensured that we are maintaining effective health and safety and infection prevention and control practices. We believe every child belongs and will do our best to ensure that your child feels welcome.

### Fees

Fees are due the first of the month and are processed through our on line payment system, TUIO. The Daycare's 2021 fees are as follows:

Room 107 (Preschool) - \$1,479 / month  
Room 107A (JK B & A) - \$913 / month  
Room 207A (SK B & A) - \$755 / month  
Room 105 (Grade 1 B & A) - \$505 / month  
Room 101 (Grade 2 B & A) - \$505 / month  
Room 207 (Grade 2 & 3 B & A) - \$505 / month  
Room 209 (Grade 4 B & A) - \$505 / month  
Room 309 (Grade 4, 5 & 6 B & A) - \$505 / month  
Room 105 (Part-Time Nursery School) - \$586 / month

### Operating Dates and Hours

During the school year our hours are normally 7:30 AM to 6:00 PM. Please note that these hours are subject to change based on the needs of the daycare.

**During the school year we require parents needing morning care to drop off between 7:30 & 8:15 AM.** For the safety of the daycare children, we cannot have drop-offs happen after 8:15 as we are trying to avoid being in the hallways when they are crowded. If you cannot drop off by 8:15 you must drop your child off at school. (TDSB staff are on the school playground at 8:30 AM and in the kindergarten playground at 8:45 AM). Note: Preschool drop-off is 7:30-8:30 AM. **During the summer months, drop-off time is 7:30-9:00 AM.**

**Pick up time is 4:00-6:00 PM. Please arrive by 5:45 PM.**

Families must allow extra time at drop-off and pick-up times to allow for Covid protocols and logistics. **If your child has an appointment that requires you to drop off or pick up outside of the times noted above, please call your child's daycare room to make arrangements**

## Drop-Off Procedure

**Parents must drop off between the hours of 7:30 AM and 8:15 AM (Summer until 9:00 AM).** To ensure health and safety as well as stringent infection prevention and control practices, we will receive your child at the front entrance of the school. Parents are not permitted to enter the building with their child.

Parents must pre-screen their child daily prior to drop off. Parents can use the paper copy of Toronto Public Health or the TDSB school screening form. Sometimes the Ministry of Health COVID-19 Screening Tool for Children in School and Child Care may also be used; however, the on-line form is not always up to date and obsolete forms will not be accepted. Parents must show daycare staff confirmation that the screening has been completed prior to entry. We understand that this may be time-consuming; however, this step will ensure that the childcare setting remains free of infection. The welfare of every child and adult will depend on all occupants of the building being truthful and upfront about any possible symptoms. Children will not be allowed to enter the building if they or a member of their household is positive or shows symptoms of Covid-19.

Every day parents must complete their child's self-screening prior to entry by asking about Covid-related symptoms. These questions may include the following?

- **Does your child or any member of your household** have any of the following new or worsening symptoms? fever, cough, difficulty breathing, loss of taste or smell, sore throat, painful swallowing, stuffy/runny nose, headache, nausea, vomiting, diarrhea, feeling unwell, muscle aches, feeling tired
- Has your child or any member of your household travelled outside of Canada in the past 14 days
- Has your child or any member of your household been instructed to stay home and self-isolate?
- **If the staff, child or visitor (or a member of their household) received a Covid-19 vaccination in the last 48 hours and is experiencing mild headache, fatigue, muscle aches, and/or joint pain that only began after vaccination, and no other symptoms, they should respond “no” on the screening tool and may continue to attend the childcare program if they are feeling well enough to do so. If these post-vaccination symptoms continue, worsen or change after 48 hours, they must leave the centre immediately to self-isolate and seek Covid-19 testing.**

The most up to date screening tool is on the Daycare's website: [www.jackmancommunitydaycare.ca](http://www.jackmancommunitydaycare.ca)

All daycare staff are required to pre-screen prior to reporting to work using the Ministry of Health COVID-19 Screen Tool for Workplaces, Businesses and Organizations.

Any staff or child who fails the screening by answering YES to any of the questions, will not be allowed to enter the building. Any siblings of the child will also be sent home. They will be told to contact Toronto Public Health and to call Telehealth or their primary care provider to determine if further care is required. In most cases the child and family members will be required to get a Covid test before returning to the centre.

Children will be monitored for atypical symptoms and signs of COVID-19. Disease symptoms may be different in children, depending on age. Children with COVID-19 may also have non-specific

symptoms such as disorientation, confusion, sleeping more than usual, muscle aches, dizziness, weakness or falls, chills, headaches. Rarely, children can get an inflammatory condition that impacts the blood vessels, called vasculitis. It can present with prolonged fever, abdominal pain, red eyes, nausea, vomiting, diarrhea, and rash. It needs medical attention.

### Pick-Up Procedure

Please pick up your child between the hours of 4:00 and 6:00 PM. We will only release your child(ren) to individuals you have pre-authorized and these people should be in your family “bubble”. **We cannot accommodate special same-day pickups.** We may confirm identity by requesting government issued identification.

When you (or your designate) arrive at the centre to pick up your child, we will verify your identity and bring your child to you at the entrance of the childcare centre. We utilize the entire building and grounds after school so it may take some time to locate your child, get them ready and bring them to the front door. We ask you to be patient.

If you see your child is outside playing and you can *easily* get the attention of the supervising staff, staff are allowed to release your child to you. Parents are allowed to knock on the window or door of room 107A (JK) to pick up their JK child. Preschool and SK children will likely be outside in the kindie playground at pickup time. All other children will be released at the front doors of the school.

### Essential Visitors to the Daycare

Consultants, delivery personnel, technicians or any other non-staff individual, who are required to enter any daycare room, will be screened using the staff health screening questionnaire as a screening tool prior to entry. Only essential visitors may enter the building. Screening information will be collected and retained for 1 year.

### Response to COVID-19

Jackman Community Daycare is dedicated to protecting the health and safety of your children, our staff, partners and the community. We are closely monitoring COVID-19 and base our response and actions on recommendations from Toronto Public Health, Toronto Children’s Services, the Ministry of Education, the Ministry of Health, Health Canada and additional relevant authorities.

While infection prevention and control has always been an integral part of our child care culture, we have adapted and enhanced our policies and procedures in response to COVID-19, to mitigate risk and ensure the health and safety of all.

The following practices will be in place:

- Staff must do a self-screening daily prior to the start of work.
- A screening area for children is at the entrance of the school. Only one entrance will be used to ensure effective screening practices,
- Only one parent can enter the screening area with their child/children,

- Children will be screened before entering the child care centre and monitored throughout the day for COVID-19 related symptoms,
- Children will be excluded from care if they or any member of their household has or develop symptoms related to Covid-19 and parents must pick up any sick child within 1 hour.
- Once a child is screened, one of the staff doing the screening will walk your child to their daycare room. Unfortunately, parents are not allowed into the building.
- After school, children that did not attend daycare in the morning will show daycare staff their daily screening form.
- Policies and procedures have been developed specific to COVID-19 in order to increase the health and safety of children, staff and families,
- Staff will supervise children to ensure infection prevention and control practices are prioritized,
- Staff will receive thorough enhanced infection prevention and control, and health and safety training. Training will be frequently updated and provided to ensure best practices and consistency,
- Regular communication on health and safety and infection, prevention and control practices will be shared with families for use at the child care centre and at home; and
- Procedures will be updated and revised regularly to ensure best practices in accordance with Public Health authorities.

Entry will be denied to any staff, child or parent/guardian who has any of the symptoms outlined in the screening tool or anyone who has come in close contact with a person with symptoms of or confirmed COVID-19 in the past 14 days.

### Delivering Safe Programs

Children are assigned to one program with the same staff and will remain together in small dedicated groups (a cohort). Mixing between groups, by either staff or children, will generally not be permitted. Visual markers/cues (e.g. tape on floors) are being used to demarcate walkways and play areas to encourage children and staff to maintain physical distancing.

Each cohort will have their own designated program supplies, made up of materials that can be easily cleaned and disinfected. Programs will not include shared sensory play items. Children will be provided individual program supplies (i.e. Markers, crayons, paper, playdough, etc.). Water fountains are closed; children should bring and use their own water bottle.

Due to staffing constraints, it may be necessary to combine cohorts on PA days and school breaks. If this were to happen, parents would be notified. Precautions will be taken to maintain physical distancing within the combined cohort. Outdoor programming would be enhanced and we would endeavor to utilize larger indoor spaces such as the gym. If cohorts are combined during March Break or over the holidays, the combined cohort would be maintained for the entire week and not fluctuate daily.

## Outdoor Play

Outdoor play time will be used to support our efforts to maintain physical distance requirements and support children's immune systems. The daycare uses flags and pylons as visual markers/cues throughout our outdoor play areas to encourage children and staff to maintain physical distancing.

It is crucial that children be dressed for ALL types of weather to ensure they can actively participate in the outdoor program. This includes playing outside rain or shine. Please ensure that adequate and suitable clothing and footwear are provided as well as individually labeled sunscreen. Parents are responsible for ensuring their child comes to daycare with sunscreen already applied. Staff will help your child put on additional applications throughout the day. During inclement weather or when children need a break from the weather, we will be utilizing both gyms for gross motor activities.

## Clothing and Personal Belongings

Please provide everything your child requires on a daily basis. Label everything with your child's name. No home toys are allowed at this time. Please keep your child's belongings to a minimum. Mandatory items include:

- A minimum of 3 clean masks (to allow for rotation when wet or soiled) + plastic container for masks when not used
- Water Bottle (labeled) (we will sanitize this so it must be washable)
- Sunscreen (labeled) + first application already applied before dropping off
- Sun Hat (labeled)
- Sandals are allowed if they can be attached to the foot (Texas & Keens are ok but no Crocs)
- Rain coat or rain poncho (labeled)
- Extra set of clothes (including socks) plus a sweater or hoodie since windows are open
- Everything needs to fit in a backpack
- Winter weather gear – hats, mittens, boots (all labeled)
- Indoor shoes (labeled)

## Promoting Healthy Behaviour

### 1. When to Stay Home

A reminder that all staff, children and their families must stay at home and not attend daycare if they or any member of the family are sick and/or showing any signs of Covid-19.

### 2. Hand Hygiene, Respiratory Etiquette & Protecting Yourself

Children and staff will be washing hands often with soap and water and/or using an alcohol-based hand sanitizer, provided hands are not visibly soiled. Children will have the ability to practice hand

hygiene often, and when needed. Hand hygiene will be incorporated into breaks, transitions between activities and before/after snack and lunchtime. Hand sanitizer stations will be available in supervised areas. Children must wash or sanitize hands before and after using the play structures.

Children and staff will be reminded to cover their cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash their hands. If they don't have a tissue, they can sneeze or cough into a sleeve or arm.

Children and staff will be reminded to avoid touching their face, nose, and mouth with unwashed hands.

### **3. Physical Distancing, Especially Inside**

Cohorts will not mix with other groups, operating in separate indoor and outdoor spaces. Daycare will practice physical distancing (i.e. a two meter/six feet distance) between children and staff that are assigned to different cohorts as best as possible in common areas and shared spaces. We will continue to encourage children within their groups to maintain physical distancing. While close contact may be unavoidable between members of a group, physical distancing and general infection prevention and control practices will still be encouraged, where possible.

Activities will be planned to allow for appropriate physical distancing (both indoors and outdoors) within groups. Individual activities will be incorporated into the program to encourage more space between children.

Visual markers/cues (i.e. floor markings, signage, and cones) spaced two meters/six feet apart will be incorporated into the site in common areas such as entrances and corridors to remind staff, children and parents/guardians to maintain physical distancing.

We recognize that physical distancing is difficult with small children. The daycare will refer to Toronto Public Health's "10 Ways To Greet From 6 Feet" to encourage children to greet each other using non-physical gestures and to avoid close greetings.

**Physical distancing will never compromise supervision, your child's safety or their emotional or psychological well-being.**

### **4. Masks and Eye Protection**

Masks must be worn both inside and on the school grounds. All children in the daycare will follow the TDSB mask policy. Preschoolers will be strongly encouraged to follow the TDSB mask policy for FDK and staff will help children adjust to consistent mask wearing indoors, with possible exceptions for health and developmental reasons. We understand that face coverings may not be tolerated by everyone based on underlying health or behaviour issues.

**Mask breaks will be allowed under the following conditions:**

- While staff and/or children are sitting down and eating
- While the Preschool children are on their cots resting



- Outside when a child requests a mask break. The child will sit and play alone in a designated area at least 2 meters away from anyone else. Each program will specify their own designated areas based on where the children are playing at any given time.

Parents are responsible for providing at least 3 masks each day as well as a container for storing the masks when not in use. The daycare will provide free cloth masks when needed; parents are welcome to ask for a few masks. Face coverings will be changed if visibly soiled, damp or damaged. Staff will be required to wear medical masks and eye protection in the childcare setting, unless alone. Masks and eye protection are to be worn outside when holding or attending to a child and when physical distancing cannot be maintained.

Masks and eye protection do not replace the need for physical distancing, hand washing, and staying home when sick.

All of the daycare's policies, including the PPE policy can be found on our website. The PPE policy includes a section on exceptions.

### **5. Increased Public Health Awareness**

Posters and signage will be in visible locations throughout the daycare to raise awareness about COVID-19 and encourage healthy behaviours.

### **6. Washroom Routines**

Our goal is for children in each cohort to use their own washroom, if possible. This will minimize cross contamination between cohorts.

Rooms 107, 107A, 207, 207A have washrooms and children in these rooms will use these washrooms. Children in rooms without a washroom will use the washroom located on their floor. Children will be supervised in proper toileting and proper handwashing.

Daycare staff will sanitize washrooms after use by each cohort. Staff must sanitize the staff washrooms after each use.

### **Enhanced Cleaning and Disinfecting**

Frequently touched surfaces and all washrooms on site will undergo enhanced environmental cleaning and disinfection, a minimum of twice per day. This is shared with the school caretaking team. If a washroom is shared between groups, it will be disinfected prior to use by a different group.

Cleaning logs will be posted and maintained in every indoor program room. Shared programs supplies (i.e. tools) will be cleaned and disinfected between uses. Individual toys will be cleaned and disinfected after use. Toys that have been used and/or mouthed will be taken out of circulation, cleaned and disinfected after the child has finished using it prior to being used by a different child. Aside from cleaning duties that are regularly performed by our early childhood educators, we have

scheduled two cleaning staff to work full time daily to ensure toys, surfaces and other heavily touched areas are cleaned and disinfected between cohorts and as needed throughout the day.

Daycare cleaners will assist the school's caretakers in sanitizing washrooms during the day.

Educators will be responsible for cleaning and sanitizing surfaces in their program rooms as needed throughout the day as well as prior to another cohort utilizing the space.

### **Duty to Report**

Parents have a duty to report any illness of your child or any member of the family to the daycare. Any absence must be phoned in to your child's daycare room (see last page). You are required to leave a detailed message of your child's symptoms.

Parents must also inform the daycare if parents or any member of the child's household has traveled or tested positive for Covid-19. Children are not allowed to come to daycare and must stay home for 14 days if any member of their household has traveled or has a confirmed case of Covid-19.

Families and staff will be required to undergo a Covid-19 test if directed to do so by Public Health. We have a duty to report confirmed cases of Covid-19 to Toronto Public Health (TPH). Any confirmed case of Covid-19 of a child, staff, student or parent of a child will be reported to Toronto Public Health and the Ministry of Education as a Serious Occurrence. The Supervisor will make this report and convey any additional instructions to staff and families, as needed.

### **When Your Child is Sick at Daycare**

Staff will confirm your child's screening was completed to ensure your child is asymptomatic when they arrive. Children who only attend after school will be screened by staff at afternoon pick-up.

If your child is showing ill symptoms they must stay home.

Please see the Daycare's website for the most up-to-date screening information from Toronto Public Health [www.jackmancommunitydaycare.ca](http://www.jackmancommunitydaycare.ca) Toronto Public Health changes this information regularly so it's always best to go on-line for the latest Covid-19 information.

Call Toronto Public Health: 416-338-7600 or your family doctor if you have questions.

If you or your child are being managed by Toronto Public Health, (e.g., confirmed cases of COVID-19, household contacts of cases) you must notify the supervisor and follow instructions from TPH to determine when to return to the facility.

If a child or staff begins to experience symptoms of COVID-19 during the day, we will:

- Isolate the child/staff in a designated room until they are picked up or able to go home. Parents/guardians or emergency contacts will be notified to pick up a sick children as soon as possible and within 1 hour.

- If the child has a sibling, they must also go home.
- The child will be assisted to keep their mask on (if tolerated).
- Spaces used by the symptomatic child or staff will be disinfected after pick-up. If items cannot be disinfected, they will be sealed away for 7 days.
- Staff and children exposed to a **confirmed** case of COVID-19 will be informed immediately and excluded from the daycare program for 14 days.

### Outbreak Management

Jackman Community Daycare will immediately report the following to TPH and report to Ministry of Education, Children Services, via their on line portal:

- Cases of Covid-19 among staff or children that are laboratory-confirmed or probable (i.e. symptoms occurring among a staff or child who has been exposed to a person with confirmed Covid-19).

Two, symptomatic, laboratory confirmed cases of COVID19 in a daycare of a staff member or child enrolled in the centre is considered a COVID-19 outbreak. Outbreaks will be communicated in collaboration with Toronto Public Health, to ensure an outbreak number is provided.

**Staff and children exposed to a confirmed case of COVID-19 will be excluded from the program for 14 days.**

Symptomatic staff and children will be referred for testing. Testing of asymptomatic persons should only be performed as directed by TPH as part of case/contact and outbreak management.

Staff and children who are being managed by TPH (i.e. confirmed cases of COVID-19, household contacts of cases) should follow TPH instructions to determine when they can return to the daycare. Any child or family that is being managed by TPH must inform the supervisor.

### Parent & Child Code of Conduct

All children and parents are required to abide by the “*Parent and Child Code of Conduct.*” The Code of Conduct has been amended to read:

As part of your contract with Jackman Community Daycare, the Daycare reserves the right to withdraw or deny services if it is believed that the particular needs of your child or family cannot be appropriately met. The decision for suspension and/or withdrawal will be based on, but not limited to, the following types of incidents:

- Extreme or repeated physical acts against other children and/or Educators (hitting, biting, spitting or any other form of physical threat or assault).
- Non-compliance of Educators direction
- Verbal attacks on other children and/or Educators, which include the use of threats, name-calling, teasing as well as repeated profane or degrading language.

- Racial or other discriminatory incidents.
- A child who leaves the centre without permission and/or leaves the care of centre Educators on or offsite. (This will result in an automatic one-day withdrawal from daycare services.)
- Any verbal or physical abuse by a child or child's family member.

We realize that occurrences and disputes will occur among children and it is not our intent to exclude children over normal developmental incidents that assist them in acquiring problem-solving skills. However, as individual needs vary in terms of environment and program, some children may not benefit from the program offered in this centre. We will make every effort to meet the needs of your child, which may require the assistance of an outside agency. If the behaviours still occur and it is still deemed that we are unable to meet the needs of you or your child, then services will be withdrawn, with approval from the Board of Directors.

Jackman Community Daycare is expected to be a safe place for all children and staff. If a child is behaving in a way that negatively impacts the daycare experience for others or that is jeopardizing their own or others safety, that child may be asked to leave the daycare without refund. Due to the Covid-19 pandemic, children who consistently break health or hygiene rules will be withdrawn from the program.

### **Immunizations**

We are required to collect and retain up-to-date immunization for children in our preschool program; the school collects immunization information for children who attend school. Please provide us with current immunization information. Clinics are currently open for immunizations. If you cannot provide up-to-date immunization records we are unable to provide preschoolers with childcare.

### **Medication**

Our staff will only administer prescription medication. Prescription medication must be provided in the original bottle/packaging, clearly labeled with your child's name, and instructions for administering. Parents must complete and sign the appropriate medication administration form before the medication can be administered by our staff. Please try to minimize the amount of medication that is administered at the child care centre.

Non-prescription or over the counter medication must be accompanied by a written prescription by a medical practitioner outlining the exact dosage and time(s) to be given and symptoms of when to administer the medication.

For the safety of the children, all medication must be handed directly to the staff so that it can be securely stored away from the children's reach.

## **Nutrition & Food Safety**

Our caterer is M. Albert Catering Limited. Weekly menus will be available for you to review. Preschool children receive 3 snacks per day as well as lunch. Children in JK & SK receive a catered lunch on PA Days and school breaks; children in grades 1-6 must bring a bag lunch year-round. On school days, all children from JK to Grade 6 must bring a bag lunch and eat in their school classroom. All food containers are sent home daily for washing. Sharing of food is prohibited.

Children in our before & after school programs receive a snack after school. Water is available throughout the day; all children must bring a reusable water bottle labeled with their name.

Meals and snacks will be served in individual portions to the children. During the pandemic, children will not be allowed to serve themselves. Staff will always use utensils to serve food. As always, children and staff will always wash their hands properly (or use sanitizer if soap and water are not available) prior to prepping, serving or eating food.

## **Absent Days, Withdrawing and the Covid Wait List**

Spaces in our childcare centre are very limited. You must contact us before 10 AM if your child is not coming in that day and the reasons for the absence. Leave a message 24 hours/day on your child's room phone. If your child is sick you must inform us of the symptoms so that we can track it.

As per our policy, we require 30 days' notice to withdraw your child. If you no longer require care, please let the supervisor know by email. Include your child's name and your last day you require childcare. You will be responsible for paying for 30 days, regardless of attendance.

As a result of Covid-19 the daycare created a charge of \$25 for daycare families that went back on the waiting list due to Covid-19 if they request to retain their status as a daycare member with voting rights and the ability to sit on the Board and remain on the email distribution list.

## **Unexpected Closure**

A portion of parent fees may be refunded and/or credited for unforeseen closures, at the discretion of Management and the Board of Directors.

## **Respectful Environment**

We realize these are extraordinarily difficult and unpredictable times. Everyone has the right to feel safe and to be treated with dignity and respect. Harassment and discrimination will not be tolerated. This is an expectation of everyone entering into any of the centres. Failure to adhere to this expectation may result in denied access to the centre.

If a parent/guardian or employee feels threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor.

### Parent Engagement

The Daycare is continually working on protocols to ensure staff and families are able to connect and develop professional working relationships in the absence of daily personal interactions. Each staffing team will be in touch with families.

Should you ever need to speak to the educators in your child's room, please call and leave a message on the room phone and they will return your call when they can.

Due to limitations of face-to-face meetings during a pandemic, communication will generally be by telephone, email and virtual meetings. Pre-planned activities will be cancelled or re-designed to accommodate pandemic regulations. Activities and meetings that previously happened in-person will be rescheduled and will take place virtually or by phone.

### Concerns & Suggestions

We are well aware that information changes rapidly during the Pandemic. If you have a concern, complaint or suggestion concerning your child's care, we encourage you to speak to the Educators in your child's room directly. If you feel your concern or complaint has not been addressed or resolved to your satisfaction or you prefer to speak to someone else, you may contact the centre supervisor, Karen Anthony. She can be reached by phone or email at [supervisor@jackmandaycare.ca](mailto:supervisor@jackmandaycare.ca).

### Program Rooms

**The Daycare's main phone number is 416-466-8715.**

**To report your child's absence, please leave a message in your child's room and don't forget to let us know their symptoms if they are sick.**

Extension 221	Karen Anthony, Supervisor
Extension 232	Christine Bird, Administrative Assistant
Extension 226	Tania Reid, Executive Director
Extension 222	Room 107 – Preschool
Extension 233	Room 107A – JK B & A
Extension 234	Room 207A – SK B & A
Extension 223	Room 105 – Part-Time Nursery School
Extension 223	Room 105 – Grade 1
Extension 224	Room 101 – Grade 2
Extension 227	Room 207 – Grade 2 & 3
Extension 228	Room 209 – Grade 3 & 4
Extension 225	Room 309 – Grade 4, 5 & 6