

First Day FAQ

What does my child need to bring?

- A healthy and filling snack
- A water bottle
- A pair of indoor shoes that will remain at the centre
- Weather appropriate clothing and footwear
- A hat

Where does my child go to meet their leader?

All kindies will be picked up directly from their classrooms by a staff member and walked to their meeting point.

Sunshine kids: Basketball courts (facing Thurlow)

Cool Cats: Basketball courts (facing Moss)

Super Stars: Back of school playground (close to parking lot)

What if my child feels nervous or worried?

It is totally normal for children to feel overwhelmed during their first few weeks of school. We are fortunate enough to have three staff members in each room as well as a Director and Childcare Coordinator who are readily available to support the emotions of nervous kiddos. If you have any concerns about your child transitioning into care please let us know so we can best support them. Talking about their daily routine, showing a visual calendar or picking up early in the beginning can be helpful in easing any anxiety.

What will my child be doing on their first day?

Playing and making friends! Leaders will facilitate conversations on the daily routine, expectations and a tour of their room. Afterwards the children will have snack, play outside, make art and get silly.

What if I need someone who is not on my emergency list to pick up my child?

You can send an email with the full name of the adult picking up your child. We ask that you always communicate in advance so staff and your child can be prepared. They **MUST** bring identification for our staff to check before releasing your child.

Who do I talk to if I have a concern about my child or the program?

We encourage parents to get familiar with their child's room leader. Letting them know about changes in your life or events that may impact your family will help staff better support your child. If you have a concern about the program, something involving a staff member, parent or participant, please reach out to the Childcare Coordinator or the Director.

Where do I pick my child up?

If you are picking up your child before 5pm you can find them in their designated room. You can also text the cell phone to let us know you are arriving and we can radio their leader to prepare your child. After 5pm all remaining children will be located at the front playground or in the sunshine room depending on the weather.

What if my child is injured at OSC?

Staff are trained and mandated to report all injuries, small and large, to the Coordinator as well as guardians of the injured child. We are able to offer basic first aid (bandaids, ice packs) in cases of scraps, bumps and bruises. If a larger injury occurs, you will be immediately notified. All leaders are certified in First Aid Level C.

If you have any additional questions please do not hesitate to call, email, or knock on the office door.