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Welcome!

Welcome to Kawartha Child Care Services. This booklet is your introduction and guide to our philosophy, policies and procedures.

Our Child Care Centre provides a safe and healthy learning environment for your child. Our Centre is designed to support the whole child physically, socially, intellectually and emotionally. Through supervised play experiences, your child will be encouraged to develop-

- ◆ Self-esteem and confidence;
- ◆ Curiosity and creative expression;
- ◆ Respect for their families, peers, their environment, and themselves;
- ◆ The ability and freedom to communicate and interact with others in a positive manner;
- ◆ Large and fine motor skills through challenging and fun physical activities

The information in this booklet is very important so please take the time to read it thoroughly.

Mission Statement

“Kawartha Child Care Services is a dynamic non-profit organization dedicated to excellence in early learning and care for children.”

Guiding Principles

Seven guiding principles serve as a framework for our organization. These principles serve as standards that guide conduct in a variety of settings. The principles also keep people focused on what we are doing and the Mission we share.

We believe:

- ◇ Every child has the right to a safe, nurturing environment which meets her or his emotional, social, cultural and developmental needs.
- ◇ Families have the right to affordable, accessible, child care options.

Kawartha Child Care Services is committed to the provision of quality child care and support to families by:

- ◆ Enabling continuous learning and development for educators, staff and volunteers.
- ◆ Sustaining a community in which the organization promotes continuous improvement and innovation.
- ◆ Maintaining sound fiscal management, accountability and effective use of resources.
- ◆ Building relationships and working co-operatively with families, funders, educators, staff and our community.
- ◆ Providing ongoing public education and advocacy for early learning and child care.

Kawartha Child Care Services is a non-profit charitable organization governed by a volunteer Board of Directors and licensed by the Ministry of Children and Youth Services.

Programming

Kawartha Child Care Services believes children are competent, full of wonder and ideas with rights instead of needs. We view curriculum as everything that happens during our time together. We believe that each moment we share with children offers us time to build relationships and create an atmosphere that nurtures children, teachers and families. We support children to pursue their passions and interests and provide an environment that invites children to explore, collaborate, reflect and communicate using a wide range of media.

WELCOME TO OUR CENTRE

Child Registration and Orientation

Before your child attends our Centre, we will arrange for you and your child to visit and participate in an orientation tour and complete the registration forms.

You are encouraged to have some time available at the beginning of your child's first day to make the adjustment as easy as possible. This also gives you the opportunity to become familiar with the activities your child will participate in during his/her day at the Centre.

Change of Information

Please remember that you must inform the Centre immediately of changes to your address, phone number, work place, work schedule, persons who can pick up your child or other information that you feel we should be aware of.

Arrival and Pick Up

When you arrive at the Centre, you are required to accompany your child to their playroom and notify a staff member. We strive for the transfer of responsibility for a child from parent to staff to be made in a safe and consistent manner. Please speak to a staff person if you require a different arrangement and please say "Goodbye" to your child before leaving. A staff person will help if your child is upset at your departure.

Once your child's contracted hours have been established, we ask that you stay within that time frame. If you are unavoidably delayed, or in an emergency, please call the Centre immediately and designate a person who will be responsible for the pick up of your child.

If your child is unable to attend on a day which is regularly scheduled, we ask that you notify the Centre as soon as possible. This will ensure that Centre staff can plan the daily food preparation, program planning, etc. When picking your child up please notify a staff member that the child is leaving.

Staff

The most important factor in the care your child receives is the caregiver. Our Staff are warm, nurturing and flexible Early Childhood Educators (or Equivalent) who teach with a love of children. There are also support staff such as the Cook, the Supervisor, etc.

All staff have an annual performance appraisal and on-going professional development to stay current on early childhood education best practices. They are also required to have a health assessment as required by the local Minister of Health and a satisfactory criminal reference check. All staff are required to have first aid and CPR training.

Guiding Children's Behaviour

Children are cared for in a positive manner at a level that is appropriate to their actions and their ages in order to promote self-discipline, ensure health and safety, respect the rights of others, themselves and their environment. Our methods of behaviour guidance include, choices and redirection, positive reinforcement, recognition of feelings and expressing them in a positive manner, teaching of problem solving skills, logical consequences and being responsible for ones own actions.

Hitting, spanking, slapping or any other kind of physical, verbal or psychological abuse is forbidden under the Child Abuse Law and by this organization.

As children reach the age of six they are more independent and require different supervision than younger children. Our focus with school age children is to foster independence and develop a sense of responsibility. Each group of school- aged children actively participates in developing their guidelines of behaviour. These guidelines will be posted in a conspicuous spot to ensure that both children and their parents can review them. Written agreements are sometimes used to enable the child to accept ownership.

Communications

Open communication is key to creating a supportive environment conducive to your child's development. If you have good news, questions, issues or concerns about your child's care, we ask that you discuss them first with the staff who care for your child and in a timely manner. The Supervisor and the HR/Program Director will be happy to offer additional support if needed.

Child care staff are available to speak briefly to you about your child's day. If more time is required arrangements can be made. This may include developmental milestones that your child has achieved, behaviour guidance used, and the fun your child has had during the day.

Parental Involvement

Parental participation may include, sharing a special skills, service on our Board of Directors, sharing an interest with a group of children or volunteering time to assist in jobs which come up from time to time at the Centre (i.e.: painting equipment).

Transportation and Transfer of Responsibility

Transportation to and from the Centre is the responsibility of the parent. Transfer of responsibility for your child takes place when the Staff is made aware of the arrival of your child. At departure time the parent picking up the child will notify the Staff that they have arrived to pick up the child.

Clothing and Possessions

Please provide a change of clothing, a sleep toy and, if necessary, diapers for your child. Your child should be dressed in clothing that is appropriate for physical activity, the weather and the season. A second set of clothing should be kept at the Centre in case of incidents. All clothing and toys should be labeled with your child's name.

Soiled clothing will be placed in a plastic bag for parents to launder at home. Please replace clothing as necessary.

OUR PROGRAM

Individual Needs

We strive to meet the individual needs of all children and families in our Centre. We will work in conjunction with the family and support services to ensure that children develop to their fullest potential. Understanding that a group environment may not be beneficial for some children, we will support the family to find alternate care arrangements that will suit their child's learning style.

Transitions through the Program

Children graduate from the infant room, to the toddler room and then Preschool program as they reach the appropriate age and development, and as space becomes available. As children approach this transition, we begin to gradually blend them into the next room. This helps them to adjust to the new staff and routines.

Nursery School Program

Our nursery school provides a stimulating atmosphere to meet the needs of your child. Our focus is on socializing in a fun, learning environment. The nursery school program operates on the current school calendar year.

School Age Program

We provide a recreational atmosphere with a “home away from home” feeling. Our Centre includes science activities, woodworking and crafts, dramatic play, manipulative toys and games, and physical activities. We encourage independent, positive social relationships, problem solving skills and an appreciation for our environment.

Field Trips

Throughout the year, we plan trips to places of interest. A notice will be sent home in advance of the trip informing you of the destination, time and date. It will also include a permission slip to be signed and returned. You are always welcome and encouraged to accompany us. Kawartha Child Care Services will ensure that children are transported in a safe and responsible manner. If motor vehicles (other than a school bus without seatbelts) are being used, children must be restrained in the appropriate car seat. Transportation in school buses without seatbelts will only be used for children over 3.8 years of age.

From time to time we will take small groups of children on walks throughout the immediate neighbourhood. These walks are of a spontaneous nature and part of our regular program.

YOUR CHILD’S HEALTH & SAFETY

Child Abuse

Early Childhood Educators receive training regarding the observation of signs and symptoms of child abuse. We are required by law to report any indications of suspected child abuse to the Children’s Aid Society. Greater than our legal responsibility, we all have a moral responsibility to ensure the protection and well being of all children.

Please note: **CHILDREN WILL ONLY BE RELEASED TO INDIVIDUALS LISTED ON THE REGISTRATION FORM.**

Please note: According to the Law, both biological parents have equal access to their child and to information about their child. If there is a separation agreement or legal court orders involving access to a child we require a copy of the document. If a non-custodial parent arrives at the Centre and does not have access, staff will deter access and contact the custodial parent and/or the police.

Centre staff will deter access to anyone who is deemed to be under the influence of drugs or alcohol. If this situation occurs the staff person will contact an alternative pick up person on the registration form and/or contact the police.

Nutrition

Children attending full-time receive a nutritious mid-day meal as well as scheduled morning and afternoon snacks. These meals comply with the nutritional guidelines set out in the Day Nurseries Act and Canada's Food Guide. Where possible we prepare foods delivered from natural sources. Children's special dietary needs and allergies will be posted in the cooking and serving areas. Weekly menu plans are posted for the current and following week to assist you in menu planning at home.

Allergy Precautions

The Centre has been designated a "nut-free" area. No nut products, including oils, butters, nutmeats or other food or cosmetic products are allowed. Please respect this policy as a child's life may depend on it. For example if your child has peanut butter for breakfast, ensure that all traces are washed from their face, clothes and hands and their teeth brushed before coming to the Centre.

Rest

A rest period will be provided for children who require it. Each child's need for rest and sleep will be considered. We recognize that children's sleep patterns vary and will support the family's request to ensure that rest at the program does not disrupt normal sleep patterns at home. Opportunities for quiet play will be provided during rest period for all children who are awake.

Immunization

The Day Nurseries Act stipulates that, prior to admission to a child care centre, parents must provide their child's record of immunization or a letter of exemption. Parents are required to provide immunizations updates as they happen.

Sun Safety

The Day Nurseries Act requires that children play outside two hours each day. As concern for the harmful effects of the sun on our skin grows, we at Kawartha Child Care Services want to do everything we can to protect your child.

After considerable research we have selected a product recognized by the Canadian Association of Dermatologists called Ombrelle. This product does not contain Paba or peanut oils. We do not apply sunscreen to children under one year old unless we receive a doctor's note indicating it is needed. Each year we ask that parents contribute to the cost of purchasing this product.

Please provide a wide brimmed hat for further protection for your child.

Minimizing the Risk of Mosquito Bites

By dressing children in light coloured, loose fitting clothing that covers as much of the skin as comfort permits will help to deter mosquitoes. Refrain from applying perfumes and lotions that may attract mosquitoes.

When activities are held in areas where there may be mosquitoes, staff will ensure that a mosquito repellent with soybean oil or other natural product approved by Health Canada for use on children is applied to exposed skin. Products with DEET will not be used in Kawartha Child Care Services programs nor applied by Kawartha Child Care Services staff.

Head Lice

If your child has either nits or lice, you will be notified at once to come and pick the child up. Information will be provided to you regarding different treatment procedures.

All parents will be notified that there has been an incident of head lice and all other children in the program will be checked for nits or lice.

You will be required to treat your child before returning to care. Upon returning to care the Staff will check to ensure the child's hair is nit and lice free.

Sanitary Procedures

Good hygiene practices are vital to the health of children. Kawartha Child Care Services follows the guidelines as set by the local health official. Sanitary practices are posted in each playroom.

Our Cook is trained in safe food handling practices. Food is prepared fresh every day. Health Department Regulations state that the kitchen is a restricted area during food preparation to minimize the risk of contamination.

Good hand washing practices are in place to assist in keeping everyone healthy.

Smoking

All programs are designated as smoke free environments and will abide by the Smoke-Free Ontario Act. "No Smoking" signs will be posted in all public and staff washrooms.

Incident Reporting

The children are supervised at all times. However, incidents do happen. If the injury is minor, simple first aid will be administered. The supervising staff member will fill

out an Incident Report Form, which the parent signs. The form is then placed in your child's file.

If the injury is significant but not major, staff will call you to determine medical treatment.

If the injury is serious, emergency medical attention will be sought, and staff will notify you immediately.

Serious Occurrences are required to be reported to the Ministry of Children and Youth Services.

Sick Children and Returning to Care

In the best interests of your child and the other children in our Centre, please keep your child home if the following symptoms occur:

- ✓ Temperature over 38.5°C/101°F in the morning
- ✓ Rashes that you can not identify, or that have not been diagnosed by a doctor
- ✓ Diarrhea, watery or greenish bowel movements that are more frequent than usual
- ✓ Discharge from ears
- ✓ Discharge from or redness in eyes
- ✓ Swollen neck glands
- ✓ Vomiting
- ✓ A severe cold which could include - fever, sneezing, coughing and nasal discharge
- ✓ Unusual paleness, irritability, tiredness or listlessness

If any of these symptoms occur during the day we will request that you pick up your child immediately.

Please inform us of any unusual symptoms or behaviours that you would like us to monitor.

Regulations require daily outdoor play for each child. Therefore, a child too ill to play outside must remain at home.

Children may contract multiple minor illnesses in the first few months of attendance in any group situation. Please have some back up child care plans for those days when your child will not be able to attend due to illness.

If your child is absent due to illness for three days or more or if they display on going symptoms, a signed note from a doctor may be required to re-admit the child to the Centre.

If your child's doctor prescribes antibiotics, your child cannot return to the Centre until 24 hours after medication has commenced. In cases of fever, the temperature must be normal without the aid of fever-masking medication.

In cases of diarrhea, bowel movements must be normal before the child returns.

Administration of Medication

Our Centre will administer only drugs or medications in accordance with the Ministry of Children and Youth Services and Kawartha Child Care Services policies. We reserve the right to request a note from a doctor for non-prescription drugs or medication. The following are the requirements for medication administration.

- A "Medication Authorization Form" be signed by the parent/guardian and staff detailing the name of the medication, dosage and times to be given.
- The medication is in the original pharmacy container, be labeled with the name of the child, the name of the drug or medication, the purchase date, and the instructions for administration. In the case of prescribed drug or medication the physician's name must be on the label.
- The medication must be handed directly to a staff member (MEDICATION, CREAMS AND OTHER HEALTH CARE PRODUCTS MUST **NEVER** BE LEFT IN A CHILD'S BAG OR LEFT IN THE CLOAKROOM). If any medication that does not meet the above noted criteria is found in the Centre, it will be disposed of immediately.
- Kawartha Child Care Services - Courtice Centre has additional requirements for non-prescription drugs as follows - A note must accompany a non-prescription drug from your physician. If this note does not accompany the medication, staff will not be able to administer any non-prescription drug or medication.
- There will be a designated person in each child care location responsible for administration of all medications and drugs.

CONFIDENTIALITY

Collection of Personal Information and Confidentiality

The exchange of information between parent and Staff is for the sole use of Kawartha Child Care Services. Information is kept in confidence and released only with consent of the parent as explained in the PIPEDA form in the registration package. As a parent, you have access to your child's file when requested in the presents of a Kawartha Child Care Services representative. All children's records are the property of Kawartha Child Care Services.

Photographs

From time to time the organization will use children's pictures for advertising or in our newsletter, reports, web site, etc. If a parent is not comfortable with this practice, it is the parent's responsibility to instruct the organization in writing of your wishes. We will make every attempt to notify parents prior to the use of photos.

FINANCIAL INFORMATION

Contracted Hours

Full time care is contracted for 5 days per week throughout the year for six or more hours per day, or for school age care, 5 days per week before and after school and more than 6 hours per day during March Break, Summer and Christmas holidays.

If you do not wish to contract for full time care, a "Part Time Agreement" will be signed. You will then contract which days your child will be attending. You are still responsible for payment for statutory holidays, holidays designated by the organization such as Easter Monday, sick days and vacation days.

Please note: We can only guarantee space for full time care. Part time care or sporadic care is offered as available.

Late Fees

A late fee charge will be implemented if you exceed your contracted hours. If you pick up your child after Centre closing, a late fee of \$1.00 for each minute must be given directly to the staff member who has remained with the child.

The fees and administration fee is set by the Board of Directors and renewed annually. Fees will be charged according to the room the child is enrolled in.

Fees

Parents are invoiced on the first of each month. Centre payments are due on the 1st and 15th of each month. Statements for outstanding amounts will be sent out on the 20th. Supervisors will inform parents that their accounts will be transferred to the Finance Director on the 29th if there are any outstanding fees due. The Finance Director will call parents for payment arrangements. The account will be forwarded to a collection agency if payment is not received within 10 days or arrangements have not been made. Interest will accumulate on overdue accounts at the rate of 2% per month. This interest amount will be added to the principle amount owing and sent to the collection agency.

Please make cheques payable to: **Kawartha Child Care Services (KCCS)**. All payments are to be made directly to the Centre.

If you are eligible for a subsidy for full or part of the child care fees, please inform us at the time of registration. You are required to pay full child care fees prior to subsidy approval and after subsidy has expired.

Non-Sufficient Funds

We will apply a charge of \$20.00 for each Non-Sufficient Funds cheque received. This charge is payable immediately along with a replacement amount of the NSF cheque. Cash payment may be required after 2 NSF cheques have been received.

Emergency Closing

When the Centre has to close due to an emergency such as fire, flood, power outage, weather conditions, etc. every effort will be made to contact the parents/guardians as soon as possible. The closure will be announced on the radio stations as well. You will be required to pay child care fees in an emergency situation. Fees will be charged for up to 1 day due to emergency closure. If the emergency requires the program to be closed longer than 1 day, fees will not be charged after the first day.

Vacation and Holidays

Parents are responsible for payment of vacation periods. All programs operated by Kawartha Child Care Services will be closed to observe the following holidays (or days designated in lieu by the organization).

New Year's Day	Victoria Day	Labour Day	Boxing Day
Good Friday	Canada Day	Thanksgiving Day	
Easter Monday	Civic Day	Christmas Day	

On Christmas Eve day and New Year's Eve Day the Centres will be closed early.

Invoicing and Fee Collection

The following table is the Kawartha Child Care Services fee structure. A non-refundable administration fee of \$40.00 is required at the time of registration.

Fees (As of January 1 st , 2007) Durham Region	Ratio of Staff to Children	Part Day (less than 6 hours)	Full Day (more than 6 hours less than 9)	Extended Day (more than 9 hours less than 12)
Infant (6 weeks to 18 months)	1 Staff to 3 children	\$35.00	\$41.50	\$46.50
Toddler (18 months to 30 months)	1 Staff to 5 children	\$33.00	\$36.00	\$41.00
Pre-School (2.5 years to 6 years)	1 Staff to 8 children	\$30.00	\$31.50	\$37.00
JK/SK	1 Staff to 10 children	\$30.00	\$31.50	\$37.00
School Age with lunch	1 Staff to 15 children	\$25.75	\$29.00	\$35.00
Before and After School (JK, SK, 6+)	1 Staff to 15 children	\$18.00		
*Before or After School (JK, SK, 6+)	1 Staff to 15 children	\$9.75		
Nursery School (2.5 to 4 years)	1 Staff to 8 children	\$17.00		

* Before or after school is up to a maximum of 3 hours

Withdrawal

We require two weeks advance written notice of withdrawal. If you cannot provide 2 weeks written notice, you will be required to pay 1 week's fees in lieu of notice where the child does not attend.

Maintaining the Partnership

Ongoing communications between the parent and the care giver, along with mutual respect and support for the child, will form the foundation of a successful child care arrangement. A relationship of mutual respect and trust takes time to develop.