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*Welcome to
Kawartha Child Care Services*

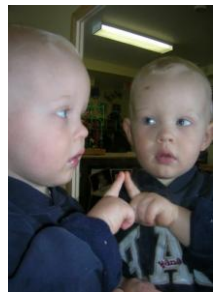
Kawartha Child Care Services is a dynamic non-profit organization dedicated to excellence in early learning and care for children.

1. Who We Are



Our Philosophy

At Kawartha Child Care Services, we believe that children are competent, full of wonder and ideas, and that they are entitled to learning environments that honour them. We view curriculum as everything that happens during our time together. We believe that each moment we share with children offers us an opportunity to build positive relationships and create an atmosphere that nurtures children, educators and families. We encourage children to pursue their passions and interests through environments that invite them to explore, collaborate, reflect and communicate using a wide range of resources and materials.



Value Statements

Environments

We provide beautiful environments that inspire children’s natural curiosity and sense of wonder. A welcoming place that reflects those that learn, grow and explore within it.

Relationships

Relationships are the foundation of all that we do... we value each moment as an opportunity to nurture children, educators and families. Through our interactions we create a sense of belonging and acceptance where every individual experiences a feeling of being valued by others.

Experiences

We provide child-centred learning opportunities that invite children to explore, collaborate, reflect and communicate. Through these experiences children have the freedom to discover their unlimited potential and make their voices visible.

Wellbeing

We provide opportunities to enhance a child’s independence, confidence and positive sense of self. We value the importance of good health and nutrition and provide an environment that fosters and supports a healthy lifestyle.



Educators and Staff

Our team of nurturing and caring staff believe that supporting children's interests and curiosity will further inspire the learning process. Through observing, documenting and engaging with children, the educators plan curriculum that is both meaningful and rewarding. Our nutrition staff provide wholesome food and play a vital part in our programs.

We support ongoing learning by providing:

- Internal and external professional development and training
- Opportunities to reflect and collaborate together
- An extensive library of resources and materials

These opportunities and experiences allow our staff and educators to deepen their thinking and understanding of child-centred emergent curriculum. Throughout this handbook staff may also be referred to as primary caregivers or educators.

Curriculum

Inspired by the schools in Reggio Emilia, Italy, our curriculum approach is both child-centred and emergent. Our educators observe and listen carefully to children at play. These observations guide our curriculum as we create opportunities for children to deepen their thinking, represent their understandings and encounter new perspectives. Through documentation, educators help children to revisit and reflect on their play and thinking and provide an environment where learning is visible to families.

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. Through primary care, children have more opportunities to deepen their relationships with other and engage in smaller group experiences. By creating a safe, secure and warm environment, children develop an eagerness to learn independence and a positive sense of self.

Supervision

Your children's safety and security is of utmost importance to us. Supervision guidelines have been designed to provide appropriate supervision of your children while they are in our care.

KCCS follows the staff/child ratios outlined in the Day Nurseries Act. Children will only be supervised by KCCS employees. Students, volunteers, or persons under 18 years old may assist in our playrooms but will never supervise children alone and are not included in staff/child ratios.

Every child under age six will be in the presence of a qualified staff at all times. Supervision of school aged children (age six and over) takes into consideration safety and supports the principles of increased responsibility and independence for children as they mature. For this age group appropriate supervision may not require that children are in the presence of an adult at all times, thus enabling more flexibility of programming. Parents will be informed regarding the level of supervision, precautions to be taken and specific details of these occasions, and will acknowledge their agreement in writing.

Details about staff/child ratios can be found at:

www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900262_e.htm



Guiding Children's Behaviour

We believe that a comprehensive curriculum that challenges and fosters children's abilities will promote trusting and respectful relationships. We use techniques such as careful planning of the environment, positive reinforcement and teaching skills to inspire children to learn about their world and thereby reduce the risk of challenging behaviours.

Our Behaviour Guidance policy is available on the Parents' page of our website at www.kawarthachildcare.com.

Parental Participation and Membership

We encourage parental participation in our programs. This may include sharing a special skill or volunteering time.

As a non-profit, charitable organization we have a membership which consists of families who use our services, interested community members and our volunteers and staff. Kawartha Child Care Services is committed to building a strong membership dedicated to quality Early Childhood Education and your contribution is important! We believe that parents, staff and community input and participation is a vital component of a healthy organization. A substantial membership is an important sign of support for our mission and services. When you register your child and agree to become a member of Kawartha Child Care Services, you will receive periodic information about the organization and are entitled to stand for election to our Board of Directors and vote in annual or special meetings.

Please ask the Supervisor how you can be involved.





Helping Your Child Through Transitions

Your child will experience many transitions at our programs – beginning new relationships, ending relationships, moving from lunch to naps, going outside and then inside and moving to a new room with a new primary caregiver. We try to make the transitions as smooth as possible, helping children to cope with the change and to develop the skills they need to make the experience meaningful.

We will inform you of any transitions to a new room that your child will experience, so that we can work together to help your child to prepare and be successful in these experiences. We will offer your child opportunities to express their sorrow and celebration as they move through the transition. Children can often take 6 to 8 weeks to settle into a new setting. The key to a successful transition is patience, compassion and kindness. Ask your child's primary caregiver about the specific transition plan for your child.

Communications

At Kawartha Child Care Services, we value open, honest communication. If you have good news, questions, issues or concerns about your child's care, please feel free to discuss them with your child's primary caregiver. If needed, the Supervisor will be happy to offer additional support.

Individual Needs

We strive to meet the individual needs of all children and families within our programs. We will work in conjunction with your family and support services to ensure that your child's special needs are accommodated.

2. What To Expect

Arrival at the Program

Upon arrival you will be greeted by your child's primary caregiver or an alternate educator. Please take the time to give updates about events or special instructions that you think educators should know. Also, let them know of any unusual symptoms or behaviours you would like them to monitor.

Saying "goodbye" to your child before leaving and letting them know when you will return is a practice that will help your child cope with the separation. Your child's educator will remind them throughout the day about what you said and this will be reassuring.

Once your child's contracted hours of care have been established, we ask that you stay within that time frame. If you are unavoidably delayed or have an emergency, please contact the program 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 regularly scheduled day, please notify the program as soon as possible. This will ensure that plans for food preparation, program planning, etc. can be made early in the day.



Pick Up

Only persons listed on the registration form, or with your written consent, will be allowed to pick up your child. Please have your alternate person bring photo ID with them when they pick up your child so educators can ensure it is the right person.

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 your child, we require a copy of the document. If a non-custodial parent arrives at the program at a time that is contrary to the court document, we will deter access and contact the custodial parents and/or the police. The safety and security of your child and other children who are in care will be considered paramount in this situation.

We will deter access to anyone who is suspected of being under the influence of drugs or alcohol. If this situation occurs the educator will contact an alternative pick up person on the registration form and/or contact the police.

Clothing and Possessions

Please provide a change of clothing and, if necessary, diapers, wipes, a diaper pad and comfort item. Clothing should be loose fitting, comfortable and durable for outside physical activity. Children are required to have two hours per day of outside time, so please keep the weather in mind. Layering clothing is a good way to ensure that your child will have appropriate dress as the day warms or cools. Soiled clothing will be rinsed and placed in a plastic bag for laundering at home.

Toys and Equipment

Kawartha Child Care Services provides all toys and equipment needed. The supervisor will monitor recalls, toys and equipment to ensure they meet safety standards and will ensure their development and age appropriateness.

Collection of Personal Information and Confidentiality

Information about your child and family is gathered for the sole use of Kawartha Child Care Services and follows the guidelines as set out by Canada's Personal Information Protection and Electronic Documents Act (PIPEDA). Information is kept in confidence and released only with written parental consent. As a parent or guardian, you have access to your child's file in the presence of a Kawartha Child Care Services authorized representative. This file is the property of Kawartha Child Care Services.

Photographs

Documentation of children's play and development happens on a regular basis. From time to time the organization will use children's photographs for advertising or in our newsletter, reports, web site, etc. At registration you will be given a photo consent form on which you can indicate your preferences regarding the use of your child's photos.

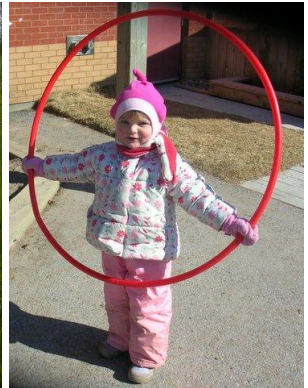


Daily Excursions and Field Trips

We may want to go on regular excursions with your child. This may include neighbourhood walks to a nearby park, school, grocery store, etc.

In addition to the daily excursions, we may plan field trips. We will speak to you prior to the trip and require your written permission for your child to attend. If you do not wish your child to go on a field trip, an alternate program will be provided.

In the event that a swimming excursion is planned, your child's primary caregiver will gather your written permission and have the appropriate life jacket for your child, if necessary.



Smoking

Our child care programs are designated as smoke-free environments and abide by the Smoke Free Ontario Act. "No Smoking" signs are posted and smoking is not allowed on the property, inside or outside, at any time. Smoking or lit tobacco is not allowed on any Kawartha Child Care Services premises.

3. Health and Well-Being

Nutrition

A nutritious mid-day meal as well as scheduled morning and afternoon snacks will be offered each day. Weekly menu plans are developed using *Canada's Food Guide* and *Kawartha Child Care Services Nutritional Guidelines*. Menus and the KCCS Nutritional Guidelines are posted at each program. Children with special dietary needs and allergies will be taken into consideration when planning the menu. However, parents may be asked to provide food if their child's dietary needs cannot be accommodated. Parents are also asked to provide food and liquids for infants who are not on table food.

Rest

A rest period will be provided for children who require it. Each child's need for rest and sleep will be considered. Children's sleep patterns vary. Talk to your child's primary caregiver about your child's needs regarding rest. Opportunities for quiet play will be provided during rest period for all children who are awake.

Sanitary Practices

At Kawartha Child Care Services we believe that consistent and diligent hand washing is an important way to maintain the health of our children and staff. Educators will model and support children with proper procedures for routine hand washing before and after meals, diapering/toileting and food preparation and handling.

We also believe that learning and care environments for children need to be respectful, clean and well organized. We sanitize the toys and equipment on a regular basis and encourage children to participate in tidying and organizing their environments.

When Your Child Is Ill

During the first few months that your child is in care, you may find an increase in the number of illnesses they experience. We will follow a variety of methods to minimize the illnesses that your child contracts, including sanitizing toys and equipment regularly, washing hands frequently and ensuring that the daily schedule is balanced with sufficient time for rest and play. To minimize the spread of contagious illnesses, we ask that parents keep their children home when they are not feeling well.

Home is the best place for your child when they are visibly ill and have any of the following unexplained symptoms:

- Morning temperature over 38.5°C or 101°F
- Rashes that you cannot identify
- Diarrhea
- Discharge from the ears
- Discharge from or redness in the 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, your child's primary caregiver will call you and let you know. Together, you will decide if your child should go home or to a doctor.

Please keep in mind that the children are outside for a minimum of two hours per day. While we will make every effort to accommodate your child's individual needs, they may have to be outdoors for those two hours. If you feel your child is too ill to play outdoors, we recommend you keep them home.

Communicable diseases or outbreaks, as defined by the local health unit, will be reported and the protocol from the Medical Officer of Health followed.

Administration of Medication

Your program supervisor or designate will administer drugs or medications in accordance with the Ministry of Education and Kawartha Child Care Services' policies. The following requirements must be met prior to medication or drugs being administered.

1. The "Medication Authorization" form, signed by the parent and the supervisor, details the name of the medication, dosage and times to be given.
2. The medication is in the original pharmacy container, labelled 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 medication, the physician's name must be on the label. Non-prescribed medication must be accompanied by a doctor's note.
3. Medication must be handed directly to your child's supervisor or designate. Never leave any health care products (e.g. creams or lotions) in your child's bag.

Immunization

The Day Nurseries Act stipulates that prior to admission to a child care program, parents must provide their child's record of immunization or a letter of exemption. We are also required to report any additional immunizations that your child receives. Please remember to send us a record of immunizations that take place after registration.



Injuries and Incident Reporting

The educators supervise the children at all times. Monthly health and safety checks are completed by the supervisor and the program health and safety representative to ensure that the program is free of possible hazards.

When minor incidents do occur, children are cared for and an incident form is filled out. This form explains the incident in detail. At pick-up the educator will review the incident with you and ask you to sign the form.

If an injury requires medical attention it will be reported as a serious occurrence to the Ministry of Education by Kawartha Child Care Services. If your child is seen by a dentist or physician for any injury that happened while they are in care, please call the supervisor. They will need to know the date, time and details of the visit and any recommendations from the practitioner.

A serious occurrence notification form is posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by KCCS, the form remains posted for 10 days from the date of the update.

Sun Safety

We at Kawartha Child Care Services want to do everything we can to protect your child from the harmful effects of the sun. To minimize the risk of sun exposure we ask that your child wear a wide-brimmed sun hat and light clothing that covers much of the skin. We limit the amount of sun exposure during the hours of 10:00 a.m. to 2:00 p.m. and ensure there are shaded areas for the children to play.

We provide Paba & nut-free sunscreen at a cost of \$15/child or \$25/family annually. If you wish to provide your own sunscreen, it must be Paba & nut free and waterproof. Please let your centre's supervisor know.

We will not apply sunscreen to children under one year old unless they receive a doctor's note. We will apply sun screen each time the children are going outside.



Minimizing the Risk of Mosquito Bites

We recommend that you dress your child in light coloured, loose fitting clothing that covers as much of the skin as comfort permits when there is a risk of being exposed to mosquitoes. Avoiding perfumes and lotions with strong smells will also help. Products with DEET will not be used in Kawartha Child Care Services programs.

Head Lice

If you find that your child has head lice, we ask that you let us know. We can then help prevent further spread by checking other children. The most effective treatment of head lice is removal with a nit comb. Please ask the educators for information on treatment methods. You do not have to use pesticides to treat head lice.

If an educator discovers either nits or lice while your child is in care, you will be called to come and pick up your child. Children are welcome to return to care after the treatment has taken place.

Your child will not be removed or separated from the group while waiting for you. The trauma of being separated could be more harmful than the physical problems related to having head lice. Each time there is an incident of head lice at the program, you will be notified and asked to check your child. The name and identifying information regarding the child with head lice will be kept confidential.

Child Abuse

Kawartha Child Care Services staff and providers are required by law to report any indications of suspected child abuse to the Children's Aid Society.

4. Financial

Contracted Hours of Care

Your contracted hours of care are those you requested on your registration form. These are the hours that you will be invoiced for at the end of the month. Any changes to these hours requires two weeks written notice. Please inform the supervisor who will ensure that the changes are within the Day Nurseries Act and Kawartha Child Care Services' policies and procedures. You will be invoiced for any additional time that is agreed upon.

Vacation, Holidays and Sick Days

Fees are invoiced for regular contracted hours of care during your vacation, recognized holidays and sick days. The following are the holidays recognized by KCCS:

<i>New Year's Day</i>	<i>Victoria Day</i>	<i>Thanksgiving Day</i>
<i>Family Day</i>	<i>Canada Day</i>	<i>Christmas Day</i>
<i>Good Friday</i>	<i>Civic Day</i>	<i>Boxing Day</i>
<i>Easter Monday</i>	<i>Labour Day</i>	

On Christmas Eve day and New Year's Eve day programs will close early.



Invoicing and Fee Collection

Kawartha Child Care Services fees are approved each year by the Board of Directors. As in other child care centres in Ontario, we rely heavily on parent fees and government subsidies for revenue. We try to keep our fees as low as possible so parents can afford them. We are also committed to providing fair compensation to our Providers and Staff. The current fee structure is a balance between these commitments.

Prior to your child's first day of care you will be required to pay a deposit equal to one month's care and a non-refundable administration fee. At the end of the first month, we will invoice you for that month. The deposit will be applied to your child's last month of care. Payment is due 30 days after the invoice date.

Methods of Payment:

1. A cheque payable to Kawartha Child Care Services can be dropped off at your centre or at the administration office located in Peterborough at 550 Braidwood Ave., or mailed to P.O. Box 1750, Peterborough, ON K9J 7X6
2. Debit and credit card payments are accepted at all centres and our administration office.
3. Credit card payments are accepted by phone at our administration office.

Interest will accumulate on overdue accounts at the rate of 2% per month. This interest amount will be added to the principal amount owing. When accounts are overdue by 30 days, if no alternate arrangement for payment is made, care will be discontinued and the account will be sent to collections.

Fee subsidy is available from the City of Peterborough (705-748-8830), from the City of Kawartha Lakes (705-324-9870), and from Durham Region (905-579-1386). If you have been assessed and approved for subsidy, please let us know when you register. You will be required to pay full child care fees prior to subsidy approval and after subsidy has expired.



Late Fees

You will be charged \$1.00 per minute per child for each minute you are late picking up your child. The educator will inform you when you arrive and the amount will be included on your next invoice.

Non-Sufficient Funds

We will apply a charge of \$20.00 for any non-sufficient funds cheque received. This charge is payable immediately along with the replacement amount of the NSF cheque. Cash payment may be required after two non-sufficient funds cheques have been received.

Emergency Closing

In the event that the program has to close due to an emergency, you will be contacted as soon as possible.

Fees will be charged for up to one day due to emergency closure. If the emergency requires the program to be closed for longer than one day, fees will not be charged after the first day.

Withdrawal

We require two weeks' advance written notice of withdrawal. In lieu of notice you will be invoiced one week's fees following your child's withdrawal.

Fee Schedule

The attached fee schedule is printed each January.