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*Welcome to  
Kawartha Child Care Services*

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

# 1. Who We Are

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## 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.



## Our Providers

Our providers are warm, nurturing and flexible individuals who have a love of children.

Our Home Child Care Providers offer safe and healthy learning environments designed to support children's physical, social, intellectual and emotional development. Through supervised play experiences, they support the development of children's:

- Positive self esteem and confidence
- Natural curiosity and creative expression
- Respect for their families, peers, environment and themselves
- Effective communication skills, encouraging positive interactions with adults and children
- Physical competence through activities that are fun and challenging

Kawartha Child Care Services carefully screens and provides ongoing support to our child care providers. Professional development and training, monthly support visits, quarterly health and safety checks and access to a toy and equipment lending library are made available to each provider to ensure that their daily programs meet Ministry of Education and Kawartha Child Care Services standards. All providers have an annual review and are required to participate in ongoing professional development to stay current on early childhood education best practices and first aid. Before commencement of their contract, providers complete a health assessment and provide a satisfactory criminal reference check.

## Home Child Care Supervisor and Home Visitor

The Home Child Care Supervisor and/or Home Visitor supports families by assisting with any questions that you may have regarding the care of your child or by making changes in the days or hours of care that you require.

Providers are supported with:

- Monthly visits to discuss any issues, review the program, bring resources and provide guidance.
- Quarterly visits to ensure that health and safety requirements are being met in the home.
- Assistance with planning activities for children at different stages of development.
- A toy and equipment lending library.
- Ideas about nutritious snacks and meals.
- Assistance with documentation and record keeping.
- Connections to resource teacher supports for children identified with special needs.

## 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](http://www.kawarthachildcare.com).

## 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 and providers. 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](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900262_e.htm)



## **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.

## **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 provider. 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

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### **Contracted Hours of Care**

Your contracted hours of care are those you requested on your registration form and agreed to by your child's provider. 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.

If your child is unable to attend on a regularly scheduled day, please notify the provider as soon as possible. This will ensure that plans for food preparation, program planning, etc. can be made early in the day.

### **Back up Care**

Kawartha Child Care Services is committed to helping you access care that is right for you. When possible, back-up care will be provided when your provider is not available.

If back up care is required and it can be arranged during business hours, please call our administration office at 705-749-3488 (Peterborough) or 705-878-1236 (Kawartha Lakes).

When emergency back-up care needs to be arranged before the administration office opens, an emergency on-call supervisor can be reached at 705-749-3488 ext. 3 or 705-878-1236 ext. 3.

We will do everything we can to arrange back-up care for your child, but we cannot guarantee availability.



## Arrival At Your Provider's Home

Upon arrival you will be greeted by your child's provider. Please take the time to give updates about events or special instructions that you think the provider 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 provider will remind them throughout the day about what you said and this will be reassuring.

## Pick Up

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 your provider immediately and designate a person who will be responsible for the pick-up of your child.

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 the provider 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 provider's home at a time that is contrary to the court document, the provider 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.

The provider will deter access to anyone who is suspected of being under the influence of drugs or alcohol. If this situation occurs the provider 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 toys and equipment to providers as needed. Quarterly safety monitoring visits are conducted and the toys and equipment are checked at that time. 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 indicate your preferences regarding the use of your child's photos.

## Daily Excursions and Field Trips

Your provider 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, your provider may want to drive to another location with your child. Your written permission will be required for this. The appropriate car seat/booster seat for your child's height, weight and age will be used.

In the event that a swimming excursion is planned, your written permission will be required. The appropriate life jacket for your child will be used when necessary.

## Smoking

Your provider's home is designated as a smoke-free environment and abides by the Smoke Free Ontario Act. "No Smoking" signs are posted and smoking is not allowed on the property, inside or outside, regardless of whether or not the children are in care.



## 3. Health and Well-Being

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### 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 for parents to review. 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 provider 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. Providers 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. Providers will 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. Your provider 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 provider 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 provider 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 provider, 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 provider. Never leave any health care products (e.g. creams or lotions) in your child's bag.

## **Injuries and Incident Reporting**

Your provider will supervise the children at all times. Quarterly health and safety checks are completed by the supervisor to ensure that your provider's home 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 provider 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 were 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.

## 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.



## 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 provider know.

Your provider will not apply sunscreen to children under one year old unless they receive a doctor's note. The provider 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 your provider for information on treatment methods. You do not have to use pesticides to treat head lice.

If your provider 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 in your provider's home, 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

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## ***Invoiced Hours of Care***

On the registration form you state the hours of care needed. Once signed, these are your contracted hours of care and need to be honoured. You will be invoiced for your contracted hours of care at the end of the month, as well as any additional time that is agreed upon. If you are unavoidably late picking up your child, and that day becomes a Full or Extended Day, you will be invoiced accordingly. Please note that if you are subsidized, only your contracted hours of care will be covered by subsidy. You will be billed for the hours that subsidy does not cover. If back-up care is required and we are unable to make suitable arrangements for your child, you will not be charged for that time. If you have requested back-up care arrangements and you cancel, you will be billed for the arranged care.

## ***Vacation, Holidays and Sick Days***

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

<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 provider's 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 our administration office.
3. Credit card payments are accepted by phone at our administration office at 705-749-3488.

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) and from the City of Kawartha Lakes (705-324-9870). 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.



## **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**

If your provider has to close due to an emergency, you will be contacted as soon as possible. Each provider has a pre-arranged emergency location.

Fees will be charged for up to one day due to emergency closure. If the emergency requires the home 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.