



## **Welcome! You Are Part Of Our Family Now!!**

We want to tell you the things you need to know about the kind of care you and your family can expect at our Centre. We have asked parents what they wanted most, and have planned our curriculum with their feedback in mind. Our staff work very hard to maintain the high, quality care that families have come to know and trust about our child care programs.

Every child is different and grows and changes in a way that is individually unique. We will watch and listen to your child, and we hope that you will watch and listen too. Together, we will understand your child and know what is best for their development and learning. We need each other and will talk to each other often. We encourage you to ask how you can be involved in your child's daily experiences.

Above all, we believe that your child and family are a very important part of our community. We understand how hard it can be to raise a family when you are working or studying. We will treat you with respect and warmth. We welcome your questions or concerns about your child's care, they are important to us. Welcome to Strath-MacLean!

### **Purpose of Our Parent Handbook**

This parent handbook contains operating policies and best practices of care for Strath-MacLean Child Care Centre. Its purpose is to ensure that parents/guardians will understand and meet the terms of these policies and practices while using our child care service.

The handbook is given to and kept by parents/guardians upon registration. During registration, the Director will ask that parents/guardians sign a Parent Handbook Consent form (in the registration package) which indicates that they have read and will comply with the policies and practices of the Centre.

The policies and practices are subject to revision as a result of changing conditions, regulations or experiences. All revisions will be reviewed and authorized by the Board of Directors and will take into consideration the best interest of the child care centre's quality of service. Any changes to this handbook will be issued to all parents through individual mailings and posted materials. Parents are bound by these revised or new policies immediately upon their distribution and posting.

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## **Philosophy of Care**

Strath-MacLean Child Care Centre is committed to providing high quality care to children from 15 months to 12 years of age. Our programs reflect the importance of nurturing children with positive learning experiences in a safe and loving environment. The teaching staff encourage, support and challenge the children in their development as individuals and as group members.

## **Our Mission**

Our mission is to provide quality child care to families attending James Strath Public School and to the surrounding community. Each day involves focusing on children's health, safety, nutrition and over all well-being, as we strive to teach respect, tolerance and integrity. It is critical for parents, teaching staff and Board of Directors to work together for the success of the organization.

## **For Children To Learn, We Believe.... (Program Statement)**

Strath-MacLean offers an emergent curriculum for all children's individual learning styles and interests, based on the foundational guidelines and policy framework of 'How Does Learning Happen?' (Early Years Act 2014).

The curriculum (the content of learning) and the pedagogy (how does learning happen) is shaped by our views of children as being capable and competent learners. The roles of the Educator, families and classroom environment are critical in supporting children's learning, development and overall well-being:

### ***We Believe and Value:***

1. That childhood is a time of play; and that through play children discover the excitement of learning and the rewards of achievement. They acquire important life skills and begin to experiment with their role in society.
2. That planned and spontaneous daily activities /experiences, allow children to explore, ask and answer questions, solve problems, and offer a variety of social opportunities.
3. Our responsibility to build each child's foundation of inner strength (self control), self confidence (initiative) and how to develop meaningful relationships (attachment). We coach children to understand the importance of sharing, caring, respect and empathy.
4. The curriculum should be in constant revision, to reflect on the children's developmental abilities, individual similarities and differences, and the spontaneity of the children's ideas and interests.
5. Parents and child care staff must work together and share a trusting partnership. Ongoing information and knowledge must be shared to ensure consistency between home and child care. It is very beneficial when parents are involved in their child's developmental progress, interests, goals and achievements.
6. The classroom must be stimulating, and always evolving. Multiple learning areas within the classroom allow children to experience small and large group play, and to also choose what interests them. Keeping neat, tidy and organized space models respect and care for our environment, but also ensures an uncluttered space for exploration and imagination. The classroom must reflect that children are using the space to learn, experiment, be engaged, but most importantly have a sense of belonging.
7. Early Childhood Educators must be patient, kind, responsive and caring. As teachers of young learners, they must be eager life long learners too.

The direction of the curriculum is both child and teacher guided. Through daily observation and reflective practice, teachers guide children's activities to support all domains of development, initiate roots of empathy, and build strong coping mechanisms in preparation for full day school-based learning. The curriculum is planned to offer indoor and outdoor play, quiet and active play, and give children individual opportunities to guide their own learning.

Our emerging curriculum encompasses a reflective and pedagogical approach, where adults and children work together to create experiences that motivate learning. Using the foundational guidelines in 'How Does Learning Happen?', Educators provide conditions that ensure a child's sense of belonging, well-being, engagement and expression. Opportunities for Educators to reflect on what is occurring, what could naturally happen next, and to collaborate their ideas are vital to curriculum development and ensure meaningful learning for both children and adults. Educators use daily observation to evaluate and guide children's learning, while ensuring their work reflects what we believe children need in order to develop in a holistic manner.

Positive, caring and trusting relationships are at the centre of every person's healthy social-emotional foundation. Each child's family brings value when sharing, caring and participating in their child's activity and progress. We offer opportunities for families to participate in their child's play and work, and to also have a voice about what is important to them and the lives of their children.

Families and Educators work together and have clear, common expectations of children, while the children are receiving child care. While in care, prohibited practices for children include:

- No deliberate use of harsh or degrading measures that would humiliate a child, or undermine their self-respect;
- No child shall be yelled at, belittled, ridiculed or threatened;
- No corporal punishment;
- No child will be deprived of basic needs, including food, shelter, clothing or bedding;
- No child will be placed in an isolated or non-isolated location for the purpose of confining the child.

Harsh treatment of children by employees of the organization will be immediate grounds for disciplinary measures, which may include termination of employment. If an Educator observes a parent treating a child harshly, they have an obligation to report the incident. Under the Child and Family Services Act, all employees of the organization have a professional responsibility and duty to protect children from harm or suspected harm.

We view children as being competent, capable, curious and rich in potential. Our curriculum focuses on children's social/emotional development, which means learning how to have positive relationships with other people, developing good feelings about themselves and to build resiliency. We document the children's learning to ensure that our strategies are effective. With adult support, children learn to express their views, resolve conflict, and understand the value of friendships. Children with a strong sense of self and self-esteem are more likely to cope more effectively when faced with adversity. When needed, we will offer the involvement local community partners to help support children and their families, when faced with challenges.

To ensure that we are meeting these developmental goals, we use an evaluation tool called DECA (Deveraux Early Childhood Assessment). Through observation, we assess, monitor and plan activities to ensure that we are building 3 protective factors ~ attachment, self-control and initiative. Throughout the year, parents are updated on our progress through classroom newsletters, bulletin board information and parent/teacher meetings.

### Licensing:

Strath-MacLean is a licensed child care centre that is inspected by the Ministry of Education's Quality Assurance and Licensing Office on an annual basis. Our Centre strives to exceed all standards outlined in the Early Years Act, 2014 (EYA).

The Ministry of Education has licensed Strath-MacLean Child Care Centre for the following programs;

❖	Toddler Care (full days of care only)	15 ~ 30 months of age
❖	Nursery School (morning only program)	2 ~ 5 years of age
❖	Preschool Program (full days of care only)	2.5 ~ 5 years of age
❖	Junior / Senior Kindergarten Care (Before and After care, PA Day care, March Break)	3.8 ~ 6 years of age
❖	School Age Care (Before and After care, PA Day care, March Break)	5.8 ~ 12 years of age
❖	Kindergarten Summer Camp	4 ~ 6 years of age
❖	School Age Summer Camp	7 ~ 12 years of age

Our Centre welcomes all children and offers accessible, integrated care to children with Special Needs and Exceptionalities (EYA 6.9).

The Public Health Unit and the Peterborough Fire Department regularly inspect Strath-MacLean to ensure a safe and healthy environment (EYA 3.2).

### Days and Hours of Operation:

Full and part-time care is provided year round. Hours of operation are: 7:00 a.m. to 6:00 p.m. Summer Camp hours are 8:00 am to 6:00 pm (does not include regularly run Toddler and Preschool programs over the summer months).

**Please Note:**    \**Full care will be offered to School Age children on PA Days and School Holidays (ie. March Break and Christmas Holidays)*  
                          \**Nursery School will not operate on PA Days or on school holidays.*

In inclement weather conditions, Strath-MacLean Child Care Centre will close if Kawartha Pine Ridge District School Board closes James Strath Public School. If the weather is so severe that travel is dangerous for both families and staff, the Director will close the Centre. Before traveling, please call the Centre or listen to the radio stations listed below. If the daycare experiences any extenuating circumstances that would risk any child or employee's health, the Centre will close.

The Wolf    101.5 FM    Country    105 FM    Star    93.3 FM

### Statutory Holiday Closures:

Strath-MacLean Child Care Centre observes the following Statutory Holidays:

New Years Day	Family Day	Good Friday	Victoria Day	Canada Day
Labour Day	Thanksgiving Day	Christmas Day	Boxing Day	

***Full parent fees are payable for all Statutory Holidays and the August Civic Holiday.***

We will be closed for one week between Christmas and the New Year. The closure dates will be established by the Board of Directors. We are also closed for the August Civic Holiday.

Strath-MacLean is open on Remembrance Day and Easter Monday.

### **Program Personnel:**

Our dedicated teaching staff are Early Childhood Education graduates (or equivalent), who are knowledgeable about the development of young children. Each staff member maintains training in First-Aid, Infant/Child C.P.R. and Anaphylactic Shock Emergency Response (Epinephrine Administration). All employees must submit a Vulnerable Screen Check before employment. Teaching staff with Early Childhood Education training must be registered professionals, in good standing, with the Ontario College of Early Childhood Educators.

Our full-time Director has the appropriate Early Childhood Education qualifications and the necessary background experience and training to administer a child care centre. The Director is responsible for the daily operations and will be available to assist you in all matters or concerns. For any concerns, please approach or contact the Director immediately.

Our Cook is also an important member of the trained staff. Daily, nutritious snacks and lunches are prepared, based on guidelines set out by Canada's Food Guide. Any allergies or diet restrictions are carefully monitored. Our Cook maintains current Safe Food Handling training.

Strath-MacLean maintains a professional philosophy of life long learning. As we teach children, it is important for our staff to also be enthusiastic learners. It is an employment expectation for all staff to maintain continuous professional learning and self-evaluation.

### **Governing Board of Directors:**

Strath-MacLean is governed by a volunteer Board of Directors. The Board is made up of parents whose child(ren) are or have been in attendance at the child care centre, and other participating community members.

The Board of Directors is elected each June. New parents to Strath-MacLean, who are interested in participating, are encouraged to inform the Director.

The Board reviews the activities of the Centre, monitors the financial budget, and discusses issues that may affect the operation of the Centre. Monthly Board meetings provide an opportunity to assess all programs, in order to ensure adherence to the approved policies, licensing requirements and philosophy of care. The Board is responsible for all final decisions regarding parent or staff matters. Any parent with an unresolved concern or issue, may seek Board of Director involvement.

### **How To Register Your Child (Admission to Care):**

To confirm registration:

- ❖ Parent has come to the Centre for a visit and has picked up the registration package;
- ❖ Registration forms are completed and returned prior to your child starting care;
- ❖ Registration Fee has been paid;
- ❖ Director has confirmed child's program, frequency of attendance and starting date.

### **How Do I Change My Child's Attendance?**

Once your child has been placed in a program, any changes to their attendance days or hours of care required must be submitted in writing to the Director, a minimum of 2 weeks prior to the change taking place. The request may be confirmed or denied based on available care. Parents will be responsible for all expected fees until the change in attendance is effective.

### Child Care Fees:

**The daily fee rates are reviewed and set by the Board of Directors and are subject to change. You have been issued a current fee schedule that outlines all fees for programs available.**

**Each month, families are issued an invoice which is payable by the 15<sup>th</sup> day.** A late fee will be charged for payments received after this date. Any partial payments that result in an outstanding balance at month end are also subject to the late fee charge.

As daily fees are pre-calculated based on each child's enrolment, any errors or discrepancies must be brought to the attention of the Director immediately. Full fees must be paid at all times to ensure that there is no interruption of service.

Payment of fees may be made by cheque, cash, money order or e-transfer. Receipts are issued for any payments made in cash. Receipts for Income Tax purposes will be prepared and available in February. ***NSF cheques will be subject to a \$ 25.00 service charge.***

Families may be eligible for a child care subsidy to assist with their child care fees. Parents may apply for a child care subsidy directly through Children's Services, City of Peterborough (749-8830 x 3616). If your family qualifies, fee billing will be administered between Children's Services and Strath-MacLean Child Care.

### Taking Vacation or Being Absent From Care:

**There is no discount in fees for illness or any absence other than planned vacation.** Request for vacation days must be made 30 days before the intended absence. Vacation cannot be accumulated from year to year and unused vacation is non-refundable. If families have more than one child enrolled, each child has vacation entitlement based on their attendance schedule (you can not use one child's vacation for another).

Children attending our Toddler / Preschool programs receive vacation entitlement based on a 12 month calendar. Vacation is equivalent to 2 weeks of regular care and can be taken at any time. Children attending our Before and After School Age programs receive vacation entitlement based on a 10 month calendar, and must be taken Sept. to June.

There is no vacation for the Nursery School program. Our Nursery School program runs in sessions and is invoiced with a daily rate.

If a child is absent due to illness or taking more vacation than accrued, full fees are expected.

For children who have not been in attendance for a full year, vacation credit will be prorated on care that the child has attended.

### Waiting List:

A waiting list for care will be maintained and updated on a regular basis. There are no fees charged for children to be placed on the waiting list. Priority for enrolment will be given to:

First..... Families who are currently attending the child care centre;

Second...Families who reside in the school catchment area of James Strath Public School;

Third .... Families outside of the James Strath Public School catchment area.

Families are welcome to contact the child care office at any time to inquire where their child is on the waiting list, and the approximate time that space may come available. If an offer of care is made and the family declines, the family may remain on the waiting list, but their position for the next offer of care may be affected based on the new time frame for wanting child care.

### **Notice of Permanent Withdrawal:**

We require 10 business days notice of a child's withdrawal from the Centre. If a child is withdrawn without proper written notice, a fee equal to 10 days of care (at the child's enrolled rate) will be charged. **\*\* Re-registrations are subject to the registration fee.**

### **Summer Withdrawal:**

For families that do not require care over the months of July and August, but wish to reserve a child care space for the following September, a holding fee will be charged. This fee is payable in advance, is non-refundable and is not applied to regular fees upon return.

Strath-MacLean will waive the holding fee to families whose children attend our summer program for a minimum of 7 weeks (2 days per week minimum requirement).

### **Holding A Child Care Space:**

When a child care space becomes available, the Director will follow the waiting list policy to prioritize who is offered care first. In the event that a child is next on the waiting list for care, but cannot start on the available date, the parent must make a decision to either forego the offer of care or pay a holding fee to reserve their child care space. A child care space will only be reserved for a maximum of 60 days. If a parent chooses to forego the offer of care, they may stay on the waiting list for another offer of care at a later time. The holding fee is non-refundable, and is not applied to regular child care fees upon the child's start date. Holding fees are charged per child.

If the parent wants to reserve the child care space, the following must occur:

- ❖ The parent and Director will confirm the date that the child is to start care (within 60 days)
- ❖ Registration forms and fee must be submitted to confirm the child care space.
- ❖ A holding fee, equivalent to 2 weeks of the registered care, will be charged for every 30 days (or part thereof) that the space is being held. Payment will confirm reservation.

### **Termination or Suspension of Care:**

Strath-MacLean strives to meet individual and family needs through our daily care and communication. When issues arise that can negatively affect the continuation of child care, the Director will work with the family to achieve a resolution.

The Director has the authority to temporarily suspend or terminate child care services when:

- ❖ a parent is not in compliance with or continuously disregards established operating policies;
- ❖ fees are not in good standing;
- ❖ behaviour from a child/parent/guardian poses a risk to other children or staff.

In the event that a child is at risk for termination of care, a parent;

- ❖ will meet with the management team to discuss the concern;
- ❖ may contact the Chairperson of the Board of Directors to initiate a review.

### **Arrival and Pick Up:**

Young children depend on regular routines for a good sense of security. We recommend that you establish fixed hours to pick up/drop off your child. To participate in all activities and outings, children should arrive no later than 10:00 a.m. (unless otherwise arranged).

Notify your child's teacher upon arrival and walk your child into their classroom. Do not drop your child off in cubby areas or washrooms. Drop off time is an important time to exchange information, so be sure to check in with your child's teacher. Similarly, when picking up your child, enter the building and make the teacher aware you have taken your child from their care. School-Age children are not able to release themselves from care in order to meet parents in the parking lot or to walk

home. We will only release child(ren) to those persons authorized by the parent / guardian. Please ensure that any custody information is on file at the daycare and keep the Director informed of any additions or changes regarding who is authorized to pick up your children from the Centre.

***Please Note: When dropping off or picking up, please obey the traffic signs on school property. There is one-way in and a one-way out of the parking lot.***

### **James Strath Public School Evacuation:**

In the event of an emergency and the daycare is given instructions to evacuate the school building, our initial evacuation site will be to the asphalted area at the south end of the school. If the evacuation is prolonged and/or the weather is inclement, we will evacuate to Crestwood Secondary School. Once safely at Crestwood, all parents will be notified immediately of the situation and will be requested to pick up their children at Crestwood's main entrance. Strath-MacLean maintains emergency management policies and protocol, to ensure your child's health and safety at all times.

### **After 6:00 p.m. Late Pick-Up:**

If a child is picked up after 6:00 p.m., a late pick-up fee will be charged. The fee applies to each consecutive 5 minute period, or part thereof, after 6:00 p.m. If 2 incidents of lateness occur, the parent will be warned to monitor their hours of care. A child, not picked up by 7 p.m., with no contact from a parent or emergency contact, will be taken to the After Service Hours of Peterborough Family and Children's Services. A child care staff will remain with the child until a parent/guardian arrives.

### **Program Space Availability:**

We strive to place all children in the appropriate program as they continue to develop. From time to time, there may not be enough room in a particular program for all children requiring space. In this event, the following priorities will be taken into consideration when placing children;

- ❖ Developmental needs of the child;
- ❖ Appropriateness of the program for the child;
- ❖ Full-time enrollment over part-time enrollment.

### **Health and Administration of Medication:**

Regulations within the Early Years Act stipulates that prior to admission, children be immunized as outlined by the local Medical Officer of Health. Please advise us of any immunization updates.

Licensing regulations require daily outdoor play for all children. Children too ill to play outside must remain at home. If a child becomes ill during the day, the Director will contact parents to make immediate arrangements for pick up. Children with common colds do not need to stay at home, but

**do not** bring a child to care if they exhibit any following symptoms:

- ❖ Fever over 38 degrees Centigrade;
- ❖ Unexplained diarrhea or vomiting;
- ❖ Severe coughing (croupy or cough that leads to vomiting);
- ❖ Sore throat with difficulty swallowing;
- ❖ Acute cold symptoms with green nasal discharge (continuous and infectious);
- ❖ Rash of unknown origin;
- ❖ Red eyes accompanied by discharge (possible Pink Eye.)

Despite strict sanitary and hygienic practices, it is impossible to eliminate all germs. While in group care, children will pick up viruses and may be exposed to communicable diseases such as chicken pox. **It is our intent to keep children in our care free from infection and in good health, therefore, families are required to keep unwell children at home for a minimum of 24 hours or until their child is symptom free.**

The child care Educators are authorized to refuse admission of any child who appears unwell. Giving your child Temptra or Tylenol in the morning before arriving to daycare can mask signs of illness. As medication wears off, symptoms can return in a worse condition. This can be alarming to staff if they are not aware that a child has been medicated. Please advise us if you have medicated your child.

In the event of a child contacting a communicable disease (i.e. Chicken Pox, Head Lice), the Centre should be notified immediately. If there has been contact with other children, a notice of a communicable disease in a program will be posted for parents.

If your child has chicken pox and is well enough to attend group care, they may continue to attend the child care centre. Chicken pox is most contagious before the spots have erupted. We encourage children who have open blisters or generally not feeling well, to stay at home as they may be at more risk for skin infections.

In the case of head lice, please inform the daycare immediately. Any child with head lice will be refused admission until they are completely clear of infestation. This is to prevent other children from becoming infested. If you have any questions regarding any communicable disease, call the Health Unit at 743-1000 or speak to the Director.

If your child has been given a prescription that requires it to be taken during the hours of their care, the child care Educators can administer medications under the following guidelines only:

- ❖ Medication must come in its original container from a pharmacy with the child's full name, drug name, dosage, purchase date and instructions for storage and administration;
- ❖ Written authorization (medication form) must be completed and signed by the parent or guardian. The authorization must state the name of the drug, proper dosage, time of administration, start date and end date);

**Do not store any medicated products (diaper cream, Tylenol, etc.) in your child's knapsack/diaper bag as these items are accessible by other children. Please give any medication directly to your child's teacher so that it may be securely stored for the day.**

### **Meals and Snacks:**

A nutritious lunch, morning and afternoon snack will be provided daily for most programs. Rotating weekly menus are posted and follow the guidelines of Canada's Food Guide and licensing regulations. Copies are available upon request.

***Strath-MacLean is a nut-safe environment. Though we take many precautions to prevent exposure of identified allergens to the children in our care, it is impossible to be 100% safe. Therefore, it is important for parents/guardians to notify the child care staff, in writing, of any allergens or food restrictions, special dietary requests, and if applicable, a consent to administer emergency medications (i.e. Epinephrine, Benadryl).***

***Though all meals are supplied by the Centre, it may be necessary for the Director to request that meals be supplied by the parent/guardian if there is a high risk of exposure to an identified allergen (i.e. eggs, wheat, refined sugars) or when a requested food restriction is significantly present in the posted menus. There will be no discount in the daily fee rate for this request.***

### **Nutrition Policy:**

Strath-MacLean recognizes the research which identifies the direct relationship between healthy nutrition, active lifestyle and over all good health. Healthy nutrition helps support a child's capacity to learn, grow and play actively.

Our Cook plans, prepares and serves food that meets the requirements of the Canadian Food Guide.

Care is taken to ensure that children are receiving meals and snacks that are healthy, fresh, homemade, and minimally processed. Most bread served is whole wheat. Fresh fruit and vegetables are prepared daily, and baked goods are made from scratch.

Healthy eating habits are modeled by the teachers, and are encouraged as part of the daily routine. Children are also encouraged to try all foods served, but are never forced or coerced to eat. Mealtimes are social times, where children participate in serving themselves to learn self-help skills and portion control. Dessert is never denied to a child who may not want the main meal.

Upon registration, a child's dietary preferences are discussed, as well as any allergies, food restrictions or dislikes. Having full knowledge and understanding of each child's eating habits is critical to the happiness of their day. We are more than willing to work with any family to ensure that their child is receiving daily nutrition whether it be with the daycare menu or meals from home.

### **Clothing and Possessions:**

We suggest that your child be dressed in clothes that are appropriate for physical activity, creative play and seasonal outdoor play. Playing and having fun can be a messy job! In the winter, your child must wear a snowsuit, boots, hat, mittens to keep warm during outdoor play. Please make sure your child has a second set of clothes available at the Centre in case of an accident. Also, it is encouraged that all clothing and possessions be labeled with your child's name. It ensures that misplaced items can be returned to the appropriate person.

### **Field Trips:**

Field trips may be arranged to places of interest away from the child care centre. In advance of the excursion, we will inform parents of the destination, time, date and a request to have their child participate. We encourage family volunteers! On all trips, children will be transported by school bus only. Alternate transportation used will be at the discretion of parents. Notification will be sent out prior to any trip if there are extra costs involved (admissions, etc.). Field trips that occur during our Summer Camp are included in that week's registration fee. Volunteers must have an up-to-date Vulnerable Screen Check completed and submitted to the office prior to the trip date. During trips away from the Centre, additional staff will be employed to ensure all children's health and safety.

### **Toilet Training:**

Helping children to use the toilet should be a co-operative effort between the parents and teachers. When your child is showing signs of training readiness, talk to your child's teacher. We have prepared a Toilet Training Information Package to help guide your child to success.

Children having difficulty mastering toilet training *will not* be excluded from any activities or movement from one program to another. Toilet training is a developmental milestone that requires patience, understanding and encouragement. The teaching staff will make every effort to support your child's sense of accomplishment.

### **Minimum Frequency of Attendance in All Programs**

All programs at Strath-MacLean require a minimum attendance in order for care to be of benefit to the children. The minimum frequency of attendance in all programs is 2 days per week. A request for less than the minimum will only be considered by the Director under special circumstances.

### **Out of Boundary Attendance:**

Child care and school in the same location is very beneficial, as children have a 'seamless' day of care. For this reason, parents often choose to register at James Strath Public School and the daycare. KPRDSB monitors all children's attendance in schools outside their designated home school, and recognizes the need for parents to balance school and child care, and may support a parent's application for an 'Out of Bounds' request. Approval is subject to space availability at James Strath

Public School first, and therefore, you must confirm your registration at school before registering for daycare. Pre-registering at daycare will not ensure the ability to attend James Strath Public School.

### **Privacy Policy**

Strath–MacLean respects and upholds an individual’s right to privacy and to the protection of his/her personal information. We collect, use and disclose personal information in accordance to all Federal and Provincial privacy laws. The Director of Strath-MacLean is the Chief Privacy Officer for the Agency, and is responsible for ensuring compliance with this Privacy Policy. The Director may, from time to time, delegate another individual in the agency to act on their behalf as Privacy Officer. The Director may be contacted at 749-9856, or [info@strathmaclean.ca](mailto:info@strathmaclean.ca). Full details of our Privacy Policy are in the Operational Manual in the Director’s office.

### **Use of Children’s Photographs, Website and Media Coverage:**

**Strath-MacLean maintains a website: [www.strathmaclean.ca](http://www.strathmaclean.ca)**

The purpose of our website is to have access to current news, parent policies and to encourage a sense of connection with our child care centre. Photographs of the children and class rooms, are being posted to share with parents, and to give new families a sense of the joy and learning that occurs at Strath-MacLean. To ensure privacy, photographs are **not** labeled with children’s names or any other identifying information.

**Consent to use children’s photographs on the website, is an option for parents.** Upon registration, parents are asked to sign a consent form that offers parents a choice of how photographs of their child are to be used. Parents that consent to the use of photographs on the website, will receive a copy of the photograph prior to use.

### **Strath-MacLean Child Care Centre is a Training Facility**

We believe it is our obligation to provide professional mentorship to individuals who are entering an Early Childhood Education career. Our staff have a tremendous wealth of knowledge, skill and experience to offer students. For these reasons, we are a recognized training site for ECE students, providing on-the-job training. Throughout the year, we host any number or combination of students from various Ontario ECE College programs and local Secondary Schools.

These students will be introduced to children and parents, and will have specific placement duties and expectations. **Students or volunteers are never left alone with the children, and have direct supervision by regular staff members.** Strath-MacLean maintains strict rules and regulations regarding how students and volunteers may interact with children, and are never counted in teacher: child ratios. Students/volunteers work along side our teachers to build their skill and confidence, and also to understand the importance of providing high quality care and education.

### **Serious Occurrence Notification to Parents:**

The safety and wellbeing of your children, while in licensed child care, is our highest priority. We work diligently to provide a safe, creative and nurturing environment for each child. In spite of our best precautions, a serious occurrence can sometimes happen. A serious occurrence is an event, such as, but not limited to:

- ❖ Serious injury to a child (self-inflicted or accidental).
- ❖ Fire or disaster on site, or nearby the school that interrupts our ability to operate.
- ❖ A complaint about our standards of service.
- ❖ A child’s allegation of abuse or neglect by a child care provider or other adult, while in attendance at the child care centre (possible involvement with Children’s Aid)
- ❖ A missing child (ie. a child walked home after school without notification to the afterschool staff, when they were expecting the child to attend the program)

Any incident that is considered a serious occurrence is immediately reportable to the Ministry of Education's Quality Assurance and Licensing Office for review. As of November 1, 2011, it is now mandatory for licensed child care centres to notify parents of all serious occurrences by posting these incidents in a conspicuous location.

Any serious occurrence notifications at Strath-MacLean Child Care Centre will be posted at the main entrance of the child care centre. The notification will be posted within 24 hours of the occurrence, for a minimum of 10 days. Any changes to the notification, as a result of incident review and follow-up action, will extend the posting time to no less than 10 additional days.

A posted serious occurrence report will protect the privacy and personal information of a child, their family and any involved staff member. We will also not identify the age group of where the incident occurred. The posting will give parents information about the incident and outline follow-up actions taken and the outcomes. This is to provide ongoing transparency of our care to parents.

### **Volunteering at Strath-MacLean Child Care Centre:**

If you are interested in participating in your child's care at Strath-MacLean, you will be required to submit a Vulnerable Screen Check (VSC) prior to the date of your volunteer participation. The VSC must be dated within the last 6 month's of your submission. If you do not have a VSC, but want to acquire one for volunteer work, please request a Volunteer VSC application letter from the daycare office. This letter will reduce your cost of a VSC, and tends to expedite the process.

Participation on our Board of Directors, attending your child's field trip, or volunteering your time in the classroom will all require the submission of a VSC before starting.

Taking care of your children is important to us, and we want to ensure that all persons working or volunteering to assist with the children are pre-screened for any criminal offenses.

### **Bagged Lunch Policy:**

Strath-MacLean offers child care year round, and our programs from September to June include meals for children that are prepared on site. It is only our summer camp programs, over July and August, that we change this practice and require parents to supply their child's lunch and snacks.

With on site food preparation, we can be certain about meeting Canada's Food Guide expectations, and be confident about avoiding all children's sensitivities, allergies and any risk of food cross contamination. Putting the responsibility on parents to supply bagged lunches is a serious issue in a licensed child care facility, that cares for children with life threatening food allergies.

Strath-MacLean has an obligation to issue a policy of expectation and understanding from parents who are packing bagged lunches for their children. Parents are expected to read and consent to adherence to the policy before summer care begins.

When providing a child's bagged lunch and snacks, it is expected that the food contents meet the nutritional guidelines of Canada's Food Guide. Camp staff have an obligation, under our licensing regulations, to monitor children's lunches and snacks on a daily basis, and advise the parents of any concerns or suggested improvements.

All food must be stored in a container or bag that clearly states the child's full name. There is an option for the child to have their container/bag stored in a refrigerator, or to be kept in their personal backpack. Cold, potable water is always available for all children to access at any time, therefore, each camper must bring a drink container that clearly states their full name. Clear labeling protects children from inadvertently taking someone else's container/bag by accident.

**Strath-MacLean strives to be a peanut and tree nut free facility, and any bagged lunch must not contain these food allergens.** A large posting of all children's known allergies will be made visible to all parents. Giving parents knowledge of what foods to avoid when packing lunches, is an effective way to work together to keep children safe. Each child's camp registration form requires information regarding children's allergens, food sensitivities, ongoing medications, and any other medical/diet issue that we need to know to care for your child. For this reason, the Camp staff will be knowledgeable about all campers, and can work with parents to make safe choices.

In the event that a child arrives at camp without a bagged lunch, the Camp staff will advise the Director, who will contact the parent. Arrangements must be made by the parent to supply their child's food within a specific time frame. Strath-MacLean Child Care may refuse a parent child care, if they are not providing the necessities to their child to be in camp, and the daily camp fee is not refundable. If a child arrives with no bagged lunch and the parent is unreachable, Strath-MacLean will provide the child with lunch, snacks and beverage. There will be a charge of \$ 20.00, and will hopefully act as a deterrent.

At the time of summer camp registration, parents will be required to sign a consent form of acknowledgement and understanding to adhere to Strath-MacLean's Bagged Lunch policy.

**What if I have an issue or concern?:**

It is the responsibility of the Director to handle all concerns or parent issues. It is requested that parent's do not discuss personal matters in the classroom with the teachers, and in front of young children. The Director will be available to discuss any matters that require resolution, promptly within 24 hours.

Parents may make requests about their child's care that could impact the child care centre's ability to maintain the health and safety of all children (for example, asking that their child receive one-on-one supervision at all times) In these circumstances, the Director will discuss the parents request, and may offer solutions that does not compromise the quality of group care.

In the event that the Director cannot resolve the concern or issue, an individual may personally contact the Board of Directors in writing or by email. A Board of Directors contact list is readily available on the Board of Director bulletin board, just inside the child care centre's main entrance. All Board members have individual mailboxes in the child care centre for personal confidential mail.

Upon receipt of a parent request or concern, the Board will make contact with the parent within 2 business days to discuss the issue and offer a course of action to resolve the concern.

If a parent has witnessed or has a serious concern regarding the treatment of a child either by the child care staff or by another parent, they may choose to contact:

Kawartha-Haliburton Children's Aid	(705) 743-9751
Ministry of Education's Licensing and Compliance Branch	1 (877) 510-5333