



Welcome! You are part of our Strath-MacLean family!

We want to share with you the things you need to know about the kind of care you and your family can expect at any one of our child care centres. 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. At Strath-MacLean Child Care Centres you will be treated 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 the organization of Strath-MacLean Child Care Centres and its 2 child care sites. The purpose is to ensure that parents/guardians will understand and meet the terms of these policies and practices while using our child care services.

The handbook is provided to parents/guardians upon registration. Parents/Guardians will be asked to sign a Parent Handbook Consent form (found in the registration package) which indicates that they have read and will comply with the policies and practices of Strath-MacLean Child Care Centres.

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 email 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

At Strath-MacLean Child Care, we believe in providing exceptional care to children of all ages everything we do. We do this by 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 high quality child care to families in the City and County of Peterborough, and surrounding communities. 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, educators and the Board of Directors to work together for the success of the organization.

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, right from birth. 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 should 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 lifelong learners too.

Our emergent 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. 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. The curriculum is planned to offer indoor and outdoor play, quiet and active play, and give children individual opportunities to guide their own learning.

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 licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premise where it oversees the provision of child care:

- Corporal punishment of a child;
- Physical restraint, such as confining in a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision. Unless the physical restraint is for the purpose of preventing a child from hurting himself/herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre premises for the purpose of confining a child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the organization's emergency management policies and procedures (ie. Lock down procedure);
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child, or undermine their self-respect, dignity or self-worth;
- Deprive a child of basic needs, including food, drink, shelter, clothing, toileting use, sleep or bedding;
- Inflicting bodily harm on children including making children eat or drink against their will.

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. 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 developmental goals, we use observation and assessment to monitor and plan activities to ensure that we are building 3 protective factors: attachment, self-control and initiative.

Licensed Programs

Strath-MacLean Child Care Centre
1175 Brealey Drive, Peterborough

Full Day Child Care Centre
School Age Care and
Administrative Offices

Operational Hours: 7:30AM to 5:30PM

Strath-MacLean Infant Toddler Centre
1185 Sherbrooke St W., Peterborough

Full Day Child Care Centre

Operational Hours: 7:30AM to 5:30PM

All child care programs at Strath-MacLean Child Care Centres are licensed, not-for-profit child care services that are inspected by the Ministry of Education's Quality Assurance and Licensing Office on an annual basis. Our organization strives to exceed all standards outlined in the Child Care Early Years Act, 2014 (CCEYA). The Peterborough Public Health Unit and the Peterborough Fire Department regularly inspect Strath-MacLean programs to ensure safe and healthy environments (EYA 3.2).

Our programs welcome all children and offer accessible, integrated care to children with Special Needs and Exceptionalities (EYA 6.9).

All of our child care programs are eligible for parent fee subsidies, as available through the City of Peterborough. It is the responsibility of a parent/legal guardian to apply for child care fee subsidy. Contact the City of Peterborough, Children's Service for more information: (705) 748-8830. (More information about our child care fees can be found on page 8 of this handbook).

Strath-MacLean Infant Toddler Centre:

Offers child care year round for infants and toddlers.

Infant program (10 spaces)	6 weeks to 15 months of age
Toddler program (15 spaces)	15 to 30 months of age

Strath-MacLean Child Care Centre:

Offers child care year round

2 Preschool programs (32 spaces total)	2 ½ to 5 years of age
Junior and Senior Kindergarten care	3.8 to 6 years of age
(Before and/or after school care, PA Day care, Christmas and March Break camps)	
School Age Care	5.8 to 12 years of age
(Before and/or after care, PA Day care, Christmas and March Break camps)	

Days and Hours of Operation

Our sites both operate all year round and our hours of operation are 7:30AM to 5:30PM.

All Strath-Maclean child care programs are located in school buildings, operated by Kawartha Pine Ridge District School Board (KPRDSB). In inclement weather conditions or emergency situations, if KPRDSB closes any of its schools, Strath-MacLean child care programs located at the identified closed school will also close its operations. Our priority is to keep children, families and employees of our child care centres safe. Closure of any of our child care sites will be communicated to families on SeeSaw and will also be aired on local radio channels:

The Wolf 101.5 FM

Country 105 FM

Energy 99.7 FM

Statutory Holiday Closures

Strath-MacLean Child Care Centre observes the following Statutory Holidays and will be closed for business on:

New Year's Day

Family Day

Good Friday

Easter Monday

Victoria Day

Canada Day

Civic Holiday

Labour Day

Thanksgiving Day

Christmas Day

Boxing Day

Full parent fees are payable for all Statutory Holidays. No fees charged for non-Statutory closures.

We will be closed for one week between Christmas and the New Year. The closure dates will be established by the Board of Directors. All programs are closed for Easter Monday. All programs are open for Remembrance Day.

Administration of the Organization

The Administrative Office is located in our site at James Strath Public School (1175 Brealey Drive). The Director and Assistant Director work out of this office and oversee the administrative duties for the whole organization. There is a Supervisor located at the Infant Toddler Centre, who is responsible for the day to day operations there. Parents are welcome to contact the Administration office with any questions by calling (705) 749-9856 or emailing strathmaclean@cogeco.net.

The Administrative team has the appropriate Early Childhood Education qualifications and the necessary background experience and training to administer our child care organization. This team is responsible for the overall daily operations of all child care sites, and will be available to assist you in all matters or concerns.

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 (VSC) before employment, and annually sign an offence declaration stating that their VSC is in good standing. Teaching staff with Early Childhood Education certification must be registered professionals, in good standing, with the Ontario College of Early Childhood Educators.

Program Personnel (continued)

Our Cook is also an important member of our team. Nutritious snacks and lunches are prepared daily, based on guidelines set out in Canada's Food Guide. Any allergies or dietary restrictions are carefully monitored. Our Cook maintains current Safe Food Handling training.

Strath-MacLean maintains a professional philosophy of lifelong 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 meet professional development training, and manage a professional portfolio of continuous learning.

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 attending one of our child care programs, as well as 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. The Board of Directors email address is: strathmacleanboard@gmail.com

How To Register Your Child

In order for licensed child care centres to accept any child into their program, parents/guardians must first register their child on the City of Peterborough's centralized wait list at OneHSN.com. When a program has an opening, the Administration team reviews the wait list and contacts families. (See Waiting List section for more details).

To confirm registration:

1. Parent/Guardian comes to the child care program for a visit and receives the registration package;
2. Registration forms must be completed and returned prior to your child starting care;
3. The required registration fee has been paid;
4. The Director/Assistant Director/Supervisor has confirmed your registration, frequency of attendance and starting date.

Waiting List

All licensed child care programs in the City and County of Peterborough will be using a centralized waiting list program that is managed by the City of Peterborough. The centralized waiting list is on line at: <http://oneHSN.com/peterborough>

A waiting list for care at Strath-MacLean 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 using any of our child care programs;
Second: Families who reside in the school catchment areas of James Strath Public School and Crestwood Secondary School
Third: Families within the community of Peterborough

Holding A Child Care Space

When a child care space becomes available, Strath-MacLean 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 remain 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/guardian wishes to reserve the child care space, the following must occur:

- ❖ The parent and Director/Assistant Director/Supervisor 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.

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. **We have opted in to the Canada-Wide Early Learning and Child Care program. For more details on this and how it impacts your child care fees, please see Appendix A.**

Each month, families are issued an invoice which is payable by the 15 of the month. 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/Assistant Director/Supervisor immediately. Full fees must be paid at all times to ensure that there is no interruption of service.

Payment of fees are made by e-transfer. The e-transfer details are provided to parents/guardians with the registration package. Receipts for Income Tax purposes will be prepared and available by the end of 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 at (705) 748-8830. If your family qualifies, fee billing will be administered between Children's Services and Strath-MacLean Child Care.

Disruption of Service

In the event of a disruption of service, where we are unable to operate our programs as usual (i.e., school closures, power outages, labour disruptions, etc.), parents/guardians are required to pay full fees during the disruption, up to 5 business days. If the disruption of service continues for a period of longer than 5 business days, we will hold an emergency Board of Directors meeting to discuss further actions for parent fees.

Gradual Entry for Infants and Toddlers:

For children registering into our Infant or Toddler programs, there is an expected gradual entry for your child. This has been developed to ensure that these young children are emotionally supported during transition to child care. Please speak with the Supervisor of the Infant Toddler Centre if you have questions regarding this important transitional period.

Frequency of Attendance

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.

Changing My Child's Attendance

Once your child has been placed in a program, any changes to their attendance (days or hours of care) must be submitted in writing to the Director/Assistant Director/Supervisor, 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 takes effect.

Vacation or Absence 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.

Children attending our programs are entitled to two weeks of vacation based on their care schedule. For children who have not been in attendance for a full year, vacation credit will be prorated on care that the child has attended.

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

Program Space Availability and Transitioning Between Programs

When your child is ready to move onto the next age-appropriate child care program, or is transitioning to Kindergarten, Strath-MacLean will make arrangements with parents to discuss their child's transition. Parents do not need to 're-register' for the next program. Transition to the next child care program is automatic, with parent confirmation. We strive to place all children in the appropriate program as they continue to develop and age. However, from time to time, there may not be enough room in a particular program for a child to move into. In this event, daily child care fees will be charged based on the program that the child is in, and not the age of the child. Priorities will be taken into consideration when transitioning children to the next child care program:

- ❖ The child is both age-appropriate and developmentally ready;
- ❖ Appropriateness of the program for the child (are support services required and in place);
- ❖ Enrolment of child (can the next program take part-time or full-time child).

For children moving into Kindergarten:

- ❖ If your child is going to be attending James Strath Public School, please be aware that we cannot guarantee an after school space. We try our best to accommodate our families but we can only do so if space permits.
- ❖ If your child is not going to be attending James Strath Public School, we cannot guarantee summer care for the summer between preschool and Kindergarten.

Summer Care

Infant/Toddler/Preschool families looking for flexible care in the summer months (July and August) with the intent to return to full-time care in September, this will need to be indicated on the Summer Care Request Form each spring. Parents may choose to adjust their child's attendance to a minimum of two consistent days per week for the summer months and return to a full-time spot in September.

Arrival and Pick Up

Young children depend on regular routines for their sense of security. We recommend that you establish fixed hours to drop off or pick up your child. Notify your child's educator 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 educator. Similarly, when picking up your child, enter the building and make the educator 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 note, for those individuals not known to staff, identification will need to be shown to staff upon pick up.

Please ensure that any custody information is on file with your registration forms, and keep the Director informed of any additions or changes regarding who is authorized to pick up your children from the Centre.

Late Pick-Up Policy

If a child is not picked up at the end of their program's scheduled hours (5:30PM), a late pick-up fee will be charged. The fee applies each minute, or part thereof, while the child is in the care of a Strath-MacLean employee. A child care staff will remain with the child until a parent/guardian arrives, and late fees are charged until the parent/guardian takes responsibility of the child.

If 2 incidents of lateness occur, the parent will be warned to monitor their hours of care.

A child not picked up within an hour of the program ending, with no contact from a parent or emergency contact, CAS will be called.

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 outstanding;
- ❖ 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/guardian:

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

Notice of Permanent Withdrawal

We require 10 business days' notice of a child's withdrawal from our child care programs. 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.**

Field Trips/Activities Away From the Child Care Site

Field trips may be arranged to places of interest away from your child's 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. On all trips, children will be transported by school bus only. Notification will be sent out prior to any trip if there are extra costs involved (admissions, etc.). During trips away from the Centre, additional staff will be employed to ensure all children's health and safety.

School Building Evacuation

In the event of an emergency and your child care program is given instructions to evacuate the school building, children will be taken to an identified initial evacuation site to be kept safe. If the evacuation is prolonged and/or the weather is inclement, we will evacuate to another building that is nearby the child care centre. These alternate spaces are prepared to house the children in the event of an emergency, and have the appropriate amenities that are required (washrooms, phone, etc). Once safely at the designated evacuation site, all parents will be notified immediately of the situation and will be requested to pick up their children. Strath-MacLean maintains emergency management policies and protocol, to ensure your child's health and safety at all times. Regular practice of emergency evacuations and protocols are completed in all child care programs so that children and Educators become accustomed to the routine, and it is less scary for children.

Nutrition Policy

We recognize the research that identifies a direct relationship between healthy nutrition, active lifestyle and good health. Healthy nutrition supports a child's capacity to 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.

Upon registration, a child's dietary needs are discussed, as well as any allergies or food restrictions. While we will do our very best to accommodate your child's allergies or food restrictions, if we are unable to do so, food will need to be provided from home in properly labelled containers. ***Though all meals are supplied by the Centre for Infant/Toddler/Preschool programs, 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, dairy, etc.) 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.***

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. Having full knowledge and understanding of each child's eating habits is critical to the happiness of their day.

Meals and Snacks

A nutritious lunch as well as a morning and afternoon snack will be provided daily for our Infant, Toddler and Preschool programs. Rotating weekly menus are posted and follow the guidelines of the new 2019 Canada's Food Guide and licensing regulations. Copies are available upon request.

Meals and Snacks (continued)

Meals offered to children in our Infant program require parents to either consent to the full menu provided by Strath-MacLean or provide some or all of their child's dietary needs. Parents are responsible to provide prepared infant formula in bottles. There is no discount in child care fees for infant food requirements being brought in by parents.

All Strath-MacLean child care sites are nut-safe environments. Though we take many precautions to prevent exposure of identified allergens, 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, and if applicable, a consent to administer emergency medications (i.e. Epinephrine, Benadryl).

Bagged Lunch Policy

Lunch and two snacks are included in all full day (Infant, Toddler and Preschool) programs offered by Strath-MacLean, except for our school age camp programs including PA Day Camps, Christmas Break Camp, and March Break Camp programs which do **not** include meals and snacks. Parents are responsible to supply their child's lunch, snacks and drinks when their child is registered to attend these school age programs.

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 care begins.

For school aged children attending our camp programs, lunch and snacks **must** be stored in a container or bag that clearly states the child's full name. Cold, potable water is always available for all children to access at any time; therefore, each child 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. Therefore, any bagged lunch must not contain these food allergens. A posting of all children's known allergies will be made visible to 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 or 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 lunch, the educator will contact the parent. Arrangements must be made by the parent to supply their child's food within a specific time frame. Strath-MacLean 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 lunch and the parent is unreachable, Strath-MacLean will provide the child with lunch and snacks.

At the time of camp program registration (PA Days, Christmas Break and March Break), parents will be required to sign a consent form of acknowledgement and understanding to adhere to Strath-MacLean's Bagged Lunch policy.

Toilet Learning

Helping children to use the toilet is a co-operative effort between parents and educators. When your child is showing signs of toileting readiness, talk to your child's educator for support.

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

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! Please make sure your child has a second set of clothes available at the Centre in case of an accident. Our programs spend time outside daily, therefore please ensure your child is dressed appropriately for outdoor play. In the winter, your child must wear a snowsuit, boots, hat, and mittens to keep warm during outdoor play. All clothing and possessions should be labeled with your child's name. It ensures that misplaced items can be returned to the appropriate person.

Student and Volunteer 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 organization 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. Students and/or volunteers work alongside our teachers to build their skills and confidence, and also to understand the importance of providing high quality care and education. Students will be introduced to children and parents, and will have specific placement duties and expectations.

Strath-MacLean maintains strict rules and regulations regarding how students and volunteers may interact with children, and these individuals are required to be knowledgeable and abide by all child care policies and procedures. **Students or volunteers are never left alone with the children, are not counted in regulated teacher:child ratios, and have direct supervision by regular staff members.**

Volunteering at Strath-MacLean Child Care Centre

If you are interested in participating in your child's care at Strath-MacLean, or volunteering on our Board of Directors, you will be required to submit a Vulnerable Sector Screen (VSS) dated within 6 months of your submission; and an immunization record prior to the start date of your volunteer work. If you do not have an up-to-date VSS, please request a letter from the child care office. Taking care of your children is important to us, and we ensure that all persons volunteering with the children are pre-screened.

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 with all Federal and Provincial privacy laws. 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.com

The purpose of our website is to have access to current news, program information and parent policies.

All programs use SeeSaw to encourage a sense of connection to your child's program. Details and a consent form will be provided to parents upon registration. Parents are required to sign a consent form that offers parents a choice of how photographs of their child are to be used.

Concerns Regarding Your Child's Care

It is the responsibility of the Director to handle all concerns or parent issues. We request that parents do not discuss personal matters in the classroom with the educators, and/or in front of young children. The Director will be available to discuss any matters that require resolution, promptly within 24 hrs.

Parents/guardians may make requests about their child's care that could impact the program's ability to maintain the health and safety of all children. In these circumstances, the Director will discuss the parent/guardian's 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 by email (strathmacleanboard@gmail.com). Upon receipt of a request or concern, the Board will make contact with the individual 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 the Kawartha-Haliburton Children's Aid at 705-743-9751 or the Ministry of Education's Licensing and Compliance Branch at 1-877-510-5333.

Serious Occurrence Notification to Parents

The safety and wellbeing of 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 or death of a child (self-inflicted or accidental).
- ❖ Fire or disaster on site, or nearby the school that interrupts our ability to operate.
- ❖ 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.

Any incident that is considered a serious occurrence is immediately reported 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 will be posted at the main entrance of the child care site in which it happened. 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.

Harassment Policy

Strath-MacLean is committed to fostering a harassment free environment for children, families and staff. Harassment at Strath-MacLean is **not** tolerated.

Harassment is defined as:

- ❖ Offending or humiliating someone physically or verbally.
- ❖ Threatening or intimidating someone.
- ❖ Making unwelcome jokes or comments about someone's race, ethnicity, colour, religion, age, gender, sexual orientation or disability.

Bullying or harassment by clients or children registered with the organization will not be accepted. The safety of all children is our primary concern. The following expectations are necessary to promote a professional and safe atmosphere for children, families and employees:

- ❖ Be courteous to others.
- ❖ Use acceptable and appropriate language while on the centre's properties.
- ❖ Conduct behaviour in a manner which allows others to feel safe from verbal and physical abuse.
- ❖ Identify and resolve conflict in a respectful manner.
- ❖ Respect the building and equipment as well as the personal property of others.
- ❖ Show personal respect for all individuals through behaviour and language.

Harassment situations will be dealt with immediately by the Director and the Board of Directors. Harassment will be dealt with in a timely, confidential and effective manner.

Should the Director, in consultation with the Board of Directors, determine that a child cannot adjust to the program, or if clients have not upheld their agreement to abide in the organization's policies, the option to terminate services may be decided. The process of terminating services may include any or all of the following steps:

- ❖ Training in signs and symptoms of bullying and harassment;
- ❖ Documentation of incident(s);
- ❖ Resolution meetings with the Director, Team Management, and/or Board of Directors;
- ❖ Referral, counselling and/or consultation with outside agencies;
- ❖ Suspension of child care service;
- ❖ Termination of child care service.

Administration of Medication

As a licensing requirement we are only allowed to administer ***prescription*** medication to children. We are not allowed to administer medication such as children's Advil/Tempra/Tylenol.

If your child has been given a prescription that needs to be taken during the hours of their care, the 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/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, hand sanitizer, etc.) in your child's backpack/diaper bag as these items are accessible by other children. Please give any prescription medication directly to your child's educator so that it may be securely stored for the day.

Health

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

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.**

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, an Educator 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 38.3 degrees Celsius (101 degrees Fahrenheit);
- ❖ Unexplained diarrhea or vomiting;
- ❖ Severe coughing (croupy or cough that leads to vomiting);
- ❖ New or worsening cough;
- ❖ 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.)

We carefully follow all health guidelines from Peterborough Public Health.

Educators are authorized to refuse admission of any child who appears unwell. Giving your child Advil/Tempra/Tylenol in the morning before arriving to child care can mask signs of illness. As medication wears off, symptoms can return in a worse condition. This can be concerning to educators 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), your child care program 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 are 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 child care centre 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 Peterborough Public Health at 705-743-1000 or speak to your child's educator.

Thank you for entrusting us to care for, support, and educate your child!

APPENDIX A: Canada-Wide Early Learning and Child Care Plan (CWELCC)

Strath-MacLean Child Care Centres have opted-in to the Canada-Wide Early Learning and Child Care (CWELCC) System, between the Province of Ontario and the Government of Canada; and are eligible to receive the CWELCC funding.

As a first step, we will be reducing child care base fees¹ (see chart below).

Strath-MacLean Child Care		
Program	Current Rate	New Base Rate eff. October 1, 2022
Infant full day	\$51.00	\$38.25
Toddler full day	\$46.00	\$34.50
Preschool full day	\$42.00	\$31.50
JK/SK full day (PA Days/Camp programs)	\$39.00	\$29.25
JK/SK Before School program	\$7.00	\$7.00
JK/SK Before & After School programs	\$24.00	\$18.00
JK/SK After School program	\$17.00	\$12.75
School Age Before School program	\$7.00	\$7.00
School Age Before & After program	\$24.00	\$24.00
School Age PM Program	\$17.00	\$17.00
School Age full day (PA Days/Camp programs)	\$39.00	\$39.00

*Fee reduction through the CWELCC is for children under six years of age (and any child who turns six years old between January 1 and June 30 in that calendar year) retroactive to April 1, 2022. This means that we will be providing you with a rebate on your registration fee and parent fees equal to the amount of the decrease to which you are entitled between April 1 and September 30, 2022. Reduced base fees (see chart above) will be implemented in October 2022.

**If the base fee, based on the chart above, is more than \$11.99 per day, the new base fee will be the greater of \$12 per day; and, the amount of the capped base fee, less 25 percent. Please note that if the base fee is less than \$12 per day, the fee is maintained.

The Ontario child care fee subsidy program will also continue to be available for eligible families. Subsidized families with at least one eligible child, who is enrolled in a child care centre that is eligible to receive CWELCC funding, will have their parental contributions amount reduced by 25% for each eligible child.

If a parent in receipt of fee subsidy has at least one eligible child, as defined in O.Reg. 137/15 (General), who is enrolled in a child care centre that is part of the CWELCC System, the parental contribution amount (calculated via the income test) is reduced.

As we move forward, we will continue to communicate more details to you and update this Appendix as required.

¹ “Base fee” means any fee or part of a fee that is charged in respect of a child for child care, including anything a licensee is required to provide under the *Child Care and Early Years Act, 2014* (CCEYA), or anything a licensee requires the parent to purchase from the licensee, but does not include a non-base fee.