



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!

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.

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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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:

- 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.
- That planned and spontaneous daily activities/experiences, allow children to explore, ask and answer questions, solve problems, and offer a variety of social opportunities.
- It is 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.
- 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.
- 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.
- 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, and most importantly have a sense of belonging.
- 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.

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.

Please see Appendix A for our complete Program Statement.

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
Canada Day
Christmas Day

Family Day
Civic Holiday
Boxing Day

Good Friday
Labour Day

Victoria Day
Thanksgiving 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 based on the KPRDSB calendar and agreed upon by the Board of Directors and is subject to change annually. Parents will be notified of the closure at the start of each school year. All programs are closed for Christmas Eve (December 24th) and 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 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 available online at: <http://OneHSN.com/Peterborough>

Please see Appendix B for our complete Wait List Policy.

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 must be submitted to confirm the child care space.
- The daily base 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 base 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 C.

Each month, families are issued an invoice which is payable by the 15th of the month. As daily base 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.

Refunds or credits will be issued for overpayments or administrative billing errors. Refunds are issued via cheque or a credit can be applied to your child care fee account and used toward the amount owing the following month. Credits and refunds will not be provided for any other reason than listed above.

Families may be eligible for a child care subsidy to assist with their child care fees. Parents/guardians 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, will need to indicate this 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.

Please see Appendix D for our complete Safe Arrival and Dismissal Policy.

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.

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. 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 through a 'broadcast message' on Seesaw and by phone call, 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.

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 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 and Anaphylaxis Policy

Lunch and two snacks prepared by our Cook, are included in all full day (Infant, Toddler and Preschool) programs offered by Strath-MacLean, except for our school age camp programs including P.A. 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.

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.

For school aged children attending our camp programs, 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 or drink container 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 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 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 Educator 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 child care to families 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.

Upon registration with the child care centre, parents have signed a consent form of acknowledgement and understanding to adhere to Strath-MacLean's Bagged Lunch policy.

For our detailed Anaphylaxis Policy please see Appendix F.

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 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.

Please see Appendix E for our complete Parents Concerns and Issues policy.

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.

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.

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.

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!

Strath-MacLean Child Care Centre

APPENDIX A: Program Statement

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 competent, capable, curious and rich in potential. The roles of the Educator, families and classroom environment are critical in supporting children's learning, development and overall well-being.

We Believe:

- 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.
- That planned and spontaneous daily activities/experiences, allow children to explore, ask and answer questions, solve problems, and offer a variety of social opportunities.
- It is 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.
- 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.
- 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.
- 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, and most importantly have a sense of belonging.
- 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 directed. 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 activities, quiet and active activities, and for individual children to lead 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 behaviour, while ensuring their work reflects what we believe children need in order to learn and 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. Strath-MacLean maintains a Prohibited Practices policy (11.1) in the Human Resources Manual for all persons to review and comply with, before starting their work.

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 any 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.

Our program may include or involve community partners, to allow these partners to support children, their families and employees. Involvement of community partners requires parental permission and consent.

Annually, it is the responsibility of the Director to review the program statement with all persons working in the child care centre, and to implement change where and when necessary.

Strategies to Support the Program Statement:

The Organization will (Director's responsibility):

- Have a fundamental view and belief that all children are rich in potential, and they deserve to be with adults who see this potential and have a passion in working with young children. The organization will have hiring and monitoring practices that ensure the Educator's personal values and beliefs align with the organizational beliefs about children's early learning and care. Mediocrity is not acceptable.
- Create policy and procedural expectations that promote and ensure the health, safety, nutrition and well-being of children.
- Provide on-going evaluation, monitoring, training and professional development to all employees, to foster competent, capable and confident Educators.
- Review the Curriculum Statement (Program Statement) with all employees prior to employment, annually, when the program statement has been modified in any

way, and on an as needed basis (may be more frequent for new employees). The annual review will be a peer dialogue process where Educators will discuss the organization's values and beliefs, and how that is being transferred and evident in their work.

- Annually, or more frequently on an as needed basis, the Director will review the strategies in place to ensure that they are effective for children, families and Educators.
- Have disciplinary measures in place, in the event that an employee is not following policy and expected guidelines for their curriculum.
- Involve local community partners to support children, their families and employees.
- Monitor all employee's interactions with children, by observing and documenting the interactions, at least 2 (two) times per calendar year. These observations will be used as training and discussion tools to improve interactions with young children.

Classroom Educators will:

- Be required to read and understand the Curriculum statement, and be committed to following the outlined expectations;
Be given personal copies of all required curriculum resource materials, in order to have access of information at all times. Resource materials include: 'How Does Learning Happen?', Early Learning for Every Child Today (ELECT), Ontario Early Years Policy Framework, 'Think, Feel, Act', Ontario Kindergarten Curriculum, Deveraux Early Childhood Assessments, and environmental assessments. In addition to their own personal copies, resources are available in the staffroom and child care office;

- Be prepared to fulfill any identified mandatory training, skill upgrading or coaching, in order to meet curriculum expectations. The cost of the training may be at the expense of the employee or employer (See Professional Development policy);
- Understand that failure to, or contravention of not following the expected curriculum, may require additional staff training or may result in employee discipline. A focus on retraining and additional guidance will be used for new employees, who may still be in the process of learning and understanding the organization's policy.
- Support positive and responsive interactions among the children, parents, and themselves;
- Encourage the children to interact and communicate in a positive way and support their ability to self-regulate;
- Foster the children's exploration, play and inquiry;
- Provide child-initiated and adult supported experiences;
- Plan for and create positive learning environments and experiences in which each child's learning and development will be supported;
- Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving care;
- Foster the engagement of and ongoing communication with parents about the program and their children;

Strategies to Support the 4 Foundations of How Does Learning Happen?:

The following strategies are general statements to guide all adults who work with young children, while employed/studying/volunteering at Strath-MacLean Child Care Centre. The strategies do not encompass all strategies utilized, but offer examples of what is expected while interacting with children.

Foundation of Belonging:

Our goal is to ensure that every child develop a sense of belonging within their child care environment, with interactions from adults, and have a sense of being connected to others and their world.

What Does This Look Like?

- Educators have authentic and caring relationships with children and their families.
- An environment that is age appropriate, accessible and reflects the child's interests and daily work and play experiences.
- Children's artwork or photographs are posted in spaces that they occupy
- Opportunities for each child to connect with other children and adults (group work)
- Personal items are welcomed into the classroom
- Family members are encouraged to enter into classroom environments for children to share their play and work space with them.

Foundation of Well-Being:

Our goal is to develop a positive and healthy sense of self and well-being for all children. We focus on social and emotional health that is vital to children's coping mechanisms when dealing with stress or anxiety, and teaches them how to understand their bodies for future self-care.

What Does This Look Like?

- Positive, proactive and reliable role models for children to learn from.
- Teaching self-help skills in a manner that is age appropriate, offers scaffolding for further development of skills, and is communicated that children are competent and capable. (ie. serving themselves at mealtimes, learning to take shoes on and off, getting dressed, toilet training, etc.)
- Offering a variety of healthy foods at snack and mealtimes. Having discussions with children about food and how it helps our bodies to grow.
- Physical Activity – ensure that children are offered daily opportunities for loud and active gross motor play. Whether it be indoor (school gymnasium) or outdoor (playground or in the community), children interact together experiencing the joy of expressive and jubilant physical activity.
- Teaching children hand washing, face washing, and toileting skills. It may also mean having conversations with older children about hygiene.
- Ongoing, respectful and honest relationships with families in order to be able to discuss health or well-being concerns of children.

Foundation of Engagement:

Every child is an active and engaged learner, and we must understand and support their desire to learn through exploration with their bodies, mind and senses. Offering environments, opportunities and experiences that enrich learning and encourage inquiry move children to challenge what they know and move thinking forward.

What Does This Look Like?

- Classroom furniture and equipment are child appropriate, in good condition, and are reflective of the children's needs, skills and interests (and changed as needed).
 - The daily schedule offers ample time for play, exploration and long periods of engagement without interruption.
 - Learning materials are abundant, accessible and varied for each child's interests.
 - Educators engage children in asking questions about their knowledge, offer opportunities to test that knowledge and support a cycle of acquiring, understanding, learning, testing, acquiring new knowledge, and continuing a learning cycle.
 - Educators offer small and large group work, solitary work, team work. Offer opportunities for children to take on a variety of roles (leader, follower, planner, organizer, controller, documenter, etc.)
 - Positive and authentic interactions between adults and children are expected.
-
- Engage the child's family in what is happening in the classroom. Extending the learning opportunities at home and away from the child care centre can greatly impact children's acquisition of knowledge and skills.

Foundation of Expression:

All children are capable communicators, and can express themselves in a variety of ways. It is the Educator's responsibility to observe and be knowledgeable about how to receive and respond to a child's message. A child may express themselves in many ways, some

conventional and some non-conventional, regardless we must be patient and responsive to every child.

What Does This Look Like?

- Educators will be patient, kind and loving when a child is communicating fear, distrust, anger or displeasure. An Educator must be patient to observe when a child is ready to listen or respond to a calm adult.
- Educators should use vocabulary, body language sign language etc. to identify a child's feelings, actions or needs to act as a role model for expression.
- Creative activities should be focused on the process of a child's experience, not on a final product. A child's self-expression can offer a window of opportunity to better understand who they are, what skills they have, and personal preferences.
- Educators must be knowledgeable about speech and language development, and identify any concerns for early intervention. The ELECT Framework is an available and reliable resource for Educators to use when observing children's speech and language.

How Does Learning Happen in Infant Care?

Our view of children as capable and competent learners starts in our infant care. Though these children may be less adept at expressive communication, they are more than capable at expressing their needs, wants and interests. It is the Educator's responsibility to observe, listen, reflect and provide opportunities for an infant's exploration of materials and experiences.

It is critical that the infant's environment be adaptive, safe, hygienic and responsive. Like an Educator, the environment should acknowledge each child's sense of belonging, provide opportunities for self-expression, provide materials and equipment for active engagement in learning and exploring, and physically be set up to ensure each child's well-being.

Educators in infant care provide a balance of physical care with opportunities for material exploration and close personal interactions. Infants require Educators to be warm, calm, patient and nurturing while they explore who they are, how they can communicate with others, and how their world works. Educators are required to be active observers and listeners, in order to plan opportunities for infants to learn and have meaningful experiences.

Infant Care requires close relationships with its families to optimize infant outcomes. Honest, open and ongoing sharing of information is at the forefront of our care.

Effective December 2019

New Program Statement addition, based on Ministry of Education's requirements for licensing, must include:

"Strath-MacLean Child Care Centre will plan for and create positive learning environments and experiences in which each child's learning and development will be supported, and which is inclusive of all children, including children with individualized plans."

Strath-MacLean Child Care Centre

APPENDIX B: Wait List Policy

Purpose:

To set out rules and principles for accepting children for registration, who have been placed on the waiting list for care. Also, the policy establishes a protocol for parents to understand how children are placed on the waiting list.

Policy:

Strath-MacLean Child Care Centre maintains a waiting list through OneHSN.com/Peterborough, for prospective families who want to register their children, but space is not available at the time of inquiry. Families have chosen to be placed on a waiting list and take care of registering their child on the wait list. There is no cost or commitment for families to be placed on the waiting list.

The waiting list policy is maintained in the Parent Manual and on the organization's website.

Waiting List:

A waiting list for care on OneHSN.com/Peterborough will be maintained and updated on a regular basis. There are no fees charged for children to be placed on the waiting list.

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. The privacy and confidentiality of all families on the wait list is maintained at all times. Only the Site Supervisor, Assistant Director and Director have access to the information on the wait list. One of the above will make the initial contact with the family to ensure their information is kept confidential until a position has been accepted.

The following criteria is prioritized when a space becomes available that meets the child's age:

- Families who are currently attending Strath-MacLean Child Care Centre.
- Families who work at Strath-MacLean Child Care Centre, James Strath Public School, or Crestwood Intermediate and Secondary School.
- Families who reside in the school catchment area of James Strath Public School.
- Agencies who support a social safety net for children or where arrangements have been made with partner organizations.

When a space becomes available an offer of care is made via phone call and/or email. This offer outlines the details of the available space and notifies the family that they have 48 hours to respond.

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

Strath-MacLean Child Care Centre

APPENDIX C: Canada-Wide Early Learning and Child Care Program

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.

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). Reduced base fees were first implemented October 1, 2022. A further reduction in base fees begins January 1, 2025 (see chart below).

Strath-MacLean Child Care		
Program	Current Base Rate	New Base Rate eff. January 1, 2025
Infant full day	\$24.10	\$22.00
Toddler full day	\$21.74	\$21.74
Preschool full day	\$19.85	\$19.85
JK/SK full day (PA Days/Camp programs)	\$18.43	\$18.43
JK/SK Before School program	\$7.00	\$7.00
JK/SK Before & After School programs	\$12.00	\$12.00
JK/SK After School program	\$12.00	\$12.00
School Age Before School program	\$7.00	\$7.00
School Age Before & After program	\$24.00	\$24.00
School Age After School program	\$17.00	\$17.00
School Age full day (PA Days/Camp programs)	\$39.00	\$39.00

The Ontario child care fee subsidy program will also continue to be available for eligible families. 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.

“Base fee” means any mandatory fees payable by all parents/guardians, 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.

Non-Base Fees:

Late Fee – You will be charged a non-base fee of \$1.00 per minute per child for each minute that you are late picking up your child from any of our child care programs.

As we move forward, we will continue to communicate any changes to the details provided above and update this Appendix as required.

Strath-MacLean Child Care Centre

APPENDIX D: Safe Arrival and Dismissal Policy

Purpose

The purpose of this policy and the procedures contained within help to support the safe arrival and dismissal of children receiving care at Strath-MacLean Child Care Centres.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Policy

Strath-MacLean Child Care Centres will ensure that any child receiving child care within the organization is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization that the child care centre may release the child to.

Strath-MacLean Child Care Centres will only dismiss children into the care of their parent/guardian or another authorized individual. Staff will not release any children from care without supervision.

Where a child does not arrive at care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care: Full day programs (Infant/Toddler/Preschool/School-Age Camps):

When accepting a child into care at the time of drop-off, program staff in the room shall:

- greet the parent/guardian and child.
- ask the parent/guardian:
 - how the child's evening and morning has been,
 - if there are any changes to the child's pick-up procedure (ex. someone other than the parent/guardian picking up).
 - Where the parent/guardian has indicated that someone other than the child's parent/guardian will be picking up, the staff must confirm that the person is listed on the Registration Form; where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (a handwritten note, Seesaw message or email will suffice).
- document the change in pick-up procedure (if any) in the communication book.
- sign the child in on the classroom attendance record.

When a child is absent the Educator will record the absence on the attendance record as communicated by the parent/guardian.

Where a child has not arrived in care as expected (Full day programs)

Where a child does not arrive at the child care centre by 10:00AM, and the parent/guardian has not communicated a change in drop-off (ex. left a voicemail message, Seesaw message, sent an email, or advised the closing staff at pick-up), the staff in the classroom must:

- inform other program staff and the Director/Assistant Director/Site Supervisor. They must then commence contacting the parent/guardian no later than 10:15AM. Staff shall send a Seesaw message to the parent/guardian and/or call the parent/guardian. If the parent/guardian does not answer, staff must leave a voice message. If no response to communication attempts is received within 15 minutes, staff are to attempt to reach an alternate (ex. the other parent/guardian listed on the contact section of the Registration Form).
- If staff are not able to reach a parent/guardian or alternate, they are to inform the Director/Assistant Director/Site Supervisor; who will then make an additional attempt to contact the parent/guardian or alternate.

Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record, and in the communication book; including any additional information about the child's absence.

Accepting a child into care: Before School Program

When accepting a child into care at the time of drop-off, program staff in the room shall:

- greet the parent/guardian and child.
- ask the parent/guardian:
 - how the child's evening and morning has been,
 - if there are any changes to the child's pick-up procedure (ex. someone other than the parent/guardian picking up).
 - Where the parent/guardian has indicated that someone other than the child's parent/guardian will be picking up, the staff must confirm that the person is listed on the Registration Form; where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (a handwritten note, Seesaw message or email will suffice).
- document the change in pick-up procedure (if any) in the communication book.
- sign the child in on the classroom attendance record.

When a child is absent the Educator will record the absence on the attendance record as communicated by the parent/guardian.

Where a child has not arrived in care as expected (Before School program)

Where a child has not arrived to the Before School program as expected, the Educator will message the family and record the absence on the attendance record as communicated by the family. If the Educator is unable to contact the family by phone, they will notify the Director/Assistant Director who will continue to attempt to contact the family by phone and/or email.

Accepting a child into care: After School Program

When accepting a child into care from school dismissal, program staff in the room shall:

- greet the child.
- acknowledge if there is a change in their pick-up procedure.
- sign the child in on the classroom attendance record.

When a child is absent the Educator will record the absence on the attendance record as communicated by the parent/guardian.

Where a child has not arrived in care as expected (After School program)

Where a child has not arrived to the After School program as expected, the Educator will:

- connect with the school secretary or the child's teacher to inquire if the child attended school during the day.
 - if the child was absent the Educator will record the absence as noted by school
 - if the child was present and has not arrived in After School by 2:45PM, the Educator will contact the Director/Assistant Director or Designate in Charge, who will do an announcement in the school and will contact the parent/guardian by phone.

Releasing a child from care: All programs

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or an individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (ex. parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual,
- ask the individual picking up to provide photo identification and confirm the individual's information with the name on the Registration Form or written authorization from the parent/guardian.

Where a child has not been picked up as expected:

Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30PM, staff shall ensure that the child is provided an activity while they await their pick-up.

One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall attempt to contact the parent/guardian first then proceed to contact the authorized individual responsible for pick-up; if they are unable to reach the parent/guardian.

If staff are unable to reach a parent/guardian or an authorized individual, staff shall remain with the child until a parent/guardian or the authorized individual arrives. A late fee will be charged in accordance with our Late Pick-Up Policy.

Where staff are unable to reach the parent/guardian or any other authorized individual listed in the child's file (emergency contacts) by 6:00 PM, the staff shall proceed with contacting the local Children's Aid Society (CAS) at 705-743-9751. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision:

Under no circumstances will children be released from care to walk home alone. Staff will only release children from care to the parent/guardian or other authorized adult.

Strath-MacLean Child Care Centre

APPENDIX E: Parent Issues and Concerns Policy

Purpose:

Strath-MacLean Child Care believes that children and their families are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve, and will give timely and serious attention to any concerns about the policies and procedures of the organization.

Policy:

Strath-MacLean Child Care Centre, in compliance with CCEYA (Section 45.1a/b/c), shall ensure that written policies and procedures are in place to address parents' issues and concerns, in order to bring all concerns to a satisfactory conclusion for all parties involved.

Definitions:

"Employee" Any individual, who is hired and receives remuneration from Strath-MacLean Child Care Centre, to work either directly or indirectly with children and their families.

"Director/Supervisor" An employee of the organization who has the responsibility of day-to-day administration and operations. Responsible for handling all levels of complaints.

"Board of Directors" In the event that the Director cannot or should not be responsible to resolve a complaint or grievance (if the issue is directed at or includes the Director), the Board of Directors will address the issue and finalize a resolution.

"Complainant" an individual or group of individuals who brings forward an unsolicited response, that states that service provided is in some way unsatisfactory.

"Complaint" (in relation to this policy) is defined as an issue of minor nature that can be resolved promptly, or addressed within 24 hours of receipt, and does not require a detailed investigation. Complaints include an expression of displeasure, such as a poor service, and can be delivered verbally or in writing.

"General Complaint" A general complaint may address any aspect of the service, as it pertains to the care of children and the delivery of a child care service).

"Grievance" A grievance is a formal statement of complaint that cannot be addressed immediately, and involves matters of a more serious nature (ie. The organization is in breach of an internal policy or the service did not meet the care expectations of a family).

"Notifiable Complaint" A complaint or grievance that alleges the breach of the Early Years Child Care Act, or alleges that the health, safety or wellbeing of a child may have been compromised while receiving child care. Any complaint of this nature must be reported to the Ministry of Education Licensing and Compliance Office as a serious occurrence.

A notifiable complaint must be documented with:

- Details of the event or incident
- Name of the person(s) who initially made the complaint
- If appropriate, the name of the child concerned, and the condition of the child
- Contact details of the person making the report into the CCL system.
- Any other relevant documentation or information

A notifiable complaint can be made by an employee, family/guardian of a child, or any person on or off site of the child care centre who may have witnessed, experienced, or under the belief that a notifiable incident has occurred.

Best Practice:

Regardless of the nature or seriousness of any complaint made against an employee, program or operational process, it is our desire to put the best interest of children and their families at the forefront. Acting with integrity, courtesy and fairness – all characteristics that we embed in children’s development and learning – we will ensure that we pay careful attention to their needs and wishes.

We support positive and responsive interactions among the children, parents/guardians, and child care Educators. We want to foster ongoing, constructive communication with families regarding the health, development and safety of their children, and the protocol that is required to maintain a high level of care. Child care employees are available to engage families in conversation, whether it be to share positive or corrective information.

We welcome ongoing suggestions, request annual feedback from our parent satisfaction survey, and maintain personal relationships with families, in order to be vigilant with our day-to-day communication. As we grow and nurture children, we also grow and nurture families, and must be prepared to listen, learn and adapt to everyone’s desired outcomes for the children in our care.

The Director is responsible to:

- Ensure that all employees are trained, supervised, and managed to act in a responsible and professional manner at all times, ensuring their service of child care is of high quality.
- Ensure that all employees are prepared to manage any general complaints immediately, and to engage the Director in problem solving and satisfactory resolution.
- Ensure that all employees are knowledgeable and prepared to immediately report a grievance or notifiable complaint to the Director. This level of concern is not handled or managed by employees.
- Be knowledgeable with all legislated licensing requirements, and the protocol for addressing complaints or grievances.
- Identify, prevent and address any potential concerns before they could become a reason for complaint or concern.
- Ensure that families are given a current copy of the Parent Manual, which contains contacts and phone numbers, to whom complaints and grievances may be addressed.
- Advise parents/families/employees of the Parent Issue and Concerns policy, and any

- changes, upon registration of care or employment.
- Ensure that the policy is in the Human Resources Manual for employees and the Ministry to access for review at any time.
- Respond to all complaints and grievances in the most appropriate manner and at the earliest opportunity.
- Treat all complaints fairly and equitably.
- Document all complaints/grievances, along with their outcomes.
- Maintain confidentiality at all times
- Notifying the Board of Directors of any notifiable complaint, as it is reported to the Ministry as a serious occurrence.
- Take appropriate action to document, investigate and resolve all complaints

Parent/Families are responsible to:

- Raise a complaint directly with the person involved, in an attempt to resolve the manner without recourse to the complaint's procedures.
- Communicate verbally or in writing, any concerns relating to the management or operation of the service as soon as possible.
- Raise any unresolved issues or serious concerns directly with the Director.
- Maintain confidentiality at all times
- Cooperate with requests to meet with the relevant persons, and to provide relevant information when requested, in relation to the complaint or grievance.
- Follow parent policies and protocol, as outlined in the Parent Manual

The Board of Directors is responsible to:

- Address any complaint or issue in a timely and effective manner.
- Remain impartial to the investigation, and be prepared to make change to policy, discipline employees, or terminate child care services, in order to effectively resolve and address the concern.
- Maintain current contact information to any or all relevant government agencies or regulatory bodies, in order to access information that would assist with a complaint investigation.

Employees are responsible to:

- Respond to and resolve issues as they arise, with professionalism and integrity.
- Discuss minor complaints directly with the party involved as a first step towards resolution.
- Inform the Director of the issue, and how it is being addressed and resolved. An employee may need support and encouragement to address the complaint on their own. An employee may also seek out the Director if there is fear of escalation or discourse as a result of the issue.
- Listen to the person making the complaint, and not pass judgement or have a 'knee jerk' response that may aggravate the situation. If needed, the employee may ask the complainant for some time to think and respond.
- Request time out of their program, in order to phone or meet with the complainant to address the issue in a timely and professional manner. Direct discussions about complaints or issues will not occur in the classroom in front of children or other employees.

- Work cooperatively with the Director, or Board of Directors, where an issue requires investigation for resolution, or it is a notifiable complaint. Further discussion or documentation may be required from the employee.

Types of Complaints:

1. **Employee Related Complaint** – depending on the severity or seriousness of the complaint, it is best practice to bring a complaint directly to the person with whom the complaint is intended for. A minor complaint from a parent about their child’s Educator, should be resolved with the 2 parties meeting or communicating directly together to share their perspectives and come to an agreed upon outcome. Complaints directed to employees will not be addressed in the classroom environment, in front of children or the employee’s co-workers. The employee may require assistance from the Director to organize time out their program to resolve a concern or issue. A more serious employee issue should be brought to the attention of the Director to address and resolve. This may require additional time and investigation, as well as interviews with involved parties.
2. **Program Related Complaint** – this is a complaint or issue regarding the delivery of the curriculum and daily care of children, and is not about an individual employee. Parents may have concerns about their child’s health and safety, unsafe equipment or furniture, and could be from their child’s experience either on or off site, while in care. An employee who may be dealing with a program related concern, may need to speak with the Director (re: health and safety issues, equipment removal or repair, etc), in order to resolve the issue.
3. **Operational Related Complaint** – an operational issue or complaint is typically regarding a policy or procedure that the organization has established and embedded in the day-to-day operations. A complaint may suggest that an employee or the organization is not following policy, a new policy or protocol is required, or the organization may need to review current policies to ascertain whether the complainant is knowledgeable and understands the Centre’s policies and procedures.

Procedure to Address Complaints:

<i>Type of Concern</i>	<i>Steps for Complainant</i>	<i>Steps for Strath-MacLean</i>
<i>General Complaint</i> <i>-Program Related</i> <i>-Employee Related</i> <i>-Operational</i> <i>Contact:</i> <i>Person Directly Related to concern or the Director</i>	Bring the complaint to the attention of the person with whom the complaint is intended for. Be prepared to wait a minimum of 24 hours for an appropriate time and place for a response. If the complainant does not get the desired outcome or resolution, address the concern with the Director.	Employee must respond to the complainant within 24 hours, prepared to resolve the issue. Employee may approach the Director for support or information. Employee may require time out of program to phone or meet with the complainant.
<i>Grievance (Serious)</i>	Bring the concern immediately to the Director. It may be requested	The Director will respond to the complainant within

Complaint) -Program Related -Employee Related -Operational Contact: Director In writing to: Board of Directors Strath-MacLean (sealed envelope) Place in Board of Director mailbox.	that the grievance be put in writing, with additional documentation (to assist with an investigation if required). A meeting may be requested by the complainant or Director to discuss the concern, and plan for resolution action. Grievances will be documented with resolution time frames. Resolution may include new policy or protocol development (which may require additional time for Board review and approval). Complainant will be invited to attend initial Board review and discussion, but not for final Board decision.	24 hours, with request to meet. The Director will begin an investigation of the issue, and may consult resources about all the best practices that would support a resolution. The complaint/grievance will be documented, investigated and communicated to the complainant. It may be required to communicate the resolved outcome with all employees, child care families, or other bodies, as necessary (if it results in policy or protocol change).
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Type of Concern	Steps for Complainant	Steps for Strath-MacLean
Notifiable Complaint (Serious Occurrence or Reportable Concern for any employee, program or operational issue) Ministry of Educ. (Licensing) 1(877)510-5333	Complainant may or may not address the complaint directly with the Director or organization. Complainant may be required to provide documentation or be interviewed by a third party to review the incident and investigate a resolution. Complainant may be required to hire, or communicate through, a third party in order to address the complaint for a satisfactory outcome. Complainant may be required to be patient for a final outcome, based on the possible involvement with other parties (ie, Ministry of Education, Children’s Aid, Police, etc.)	Strath will respond to the initial complaint within a 12 hour time frame. Strath will contact the Ministry of Education, Licensing Branch and initiate a Serious Occurrence report. Investigation, resolution and required outcomes will be made public. Strath may be required to hire, or communicate through, a third party in order to address the complaint for a satisfactory outcome. Strath will be prepared to review best practice, current policy and protocol at all levels to ensure favorable outcomes with any required operational change.

Concerns About Suspected Abuse or Neglect of a Child:

Everyone, including members of the public and professionals who work directly with children, are required by law to report suspected cases of child abuse or neglect.

If anyone expresses concerns that a child is being neglected or abused, the parent will be advised to contact:

Kawartha-Haliburton Children's Aid Society
1100 Chemong Road, Peterborough K9H 7S2
(705) 743-9751
1 (800) 661-2843

If anyone expresses concerns that a child, while in the care of an employee of Strath-MacLean, is being neglected or abused, the parent or public will be advised to contact:

Ministry of Education, Licensing and Compliance Branch
Information.met@ontario.ca
1 (877) 510-5333

Persons who become aware of such concerns are also responsible for reporting this information to Kawartha-Haliburton Children's Aid Society (see contact above), as per the 'Duty to Report' requirement under the Child and Family Services Act.

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

Record Keeping:

It is the responsibility of Strath-MacLean to keep daily communication records regarding current happenings in the child care centre. As information comes into the Centre, it is recorded in the Daily Communication Log. Typical information in the log book are:

- Absences of children and employees, and why they are absent
- Parent request for a different person, other than those authorized in the child's file, to drop off or pick up their child(ren) for a specific day or time frame.
- Parent request for a temporary change in a child's diet for a specific date or time frame.
- Messages from the Director (or other employees) notifying employees of operational updates (ie. Payroll, employee benefit information, etc.)
- Messages from the Director (or other employee) notifying employees of concerns, corrections, or temporary changes in policy or protocol. All permanent changes in policy or protocol are reviewed at staff meetings, team meetings, via email to all employees, or documents placed in employee mailboxes.

All employees are required to read the Daily Communication Log at the onset of their work day, and periodically throughout the day. The Log book is critical for continued, ongoing communication of any or all daily issues regarding employee/child/parent/operational concerns or alerts.

Strath-MacLean maintains record keeping on each child registered in the child care centre, parent requests, administrative operations, and all regulatory required documentation. Ongoing, accurate documentation is critical to operating a high quality, effective child care program.

Confidentiality:

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of children, their families and the complainant (if unrelated), except when the information must be disclosed for legal reasons (eg. Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society).

Strath-MacLean Child Care Centre has a Privacy Policy and Confidentiality Policy which are in place to protect children and their families.

Media Coverage:

In the event that an incident occurs in the child care centre that is received as a complaint regarding an employee, program or operations that draws media attention, Strath-MacLean maintains a media coverage policy, and will notify the Ministry of Education (Serious Occurrence) of the issue.

The Director is responsible for managing all media coverage, and acting in a professional and honest manner at all times. Strath-MacLean has the right to refuse communication with any and all media, if the organization is in the process of resolving a complaint with legal complications.

Employee orientation before starting work includes review of the media coverage policy, so that employees are aware that they are responsible to divert all media requests to the Director. Failure to do so, may require staff disciplinary procedures.

Strath-MacLean Child Care Centre

APPENDIX F: Anaphylaxis Policy and Individual Emergency Plan Review

Purpose:

To provide a safe environment for all children and staff with an identified anaphylactic allergy, and maintain an individual emergency plan for such identified persons.

Policy:

In accordance with the Child Care Early Years Act 2014 regulations (Subsection 3.10), Strath-MacLean will maintain a policy that reduces the risk of exposure to anaphylactic causative agents and outlines a plan of action for emergency response in the event of an anaphylactic reaction. For persons identified with anaphylaxis, all persons working in the child care centre will be made aware of the person's causative agent(s) and their individual emergency plan.

Procedure:

Registration of a child with an identified anaphylactic allergy:

Every child's registration package will contain the following:

- ***Parent Consent Form*** - authorizes emergency medical treatment while their child is under the supervision of an employee of Strath-MacLean Child Care Centre.
- ***Nut Safe Environment Letter*** - explains Strath-MacLean's 'Nut Safe' environment and our bagged lunch policy for the school age programs.
 - Parents are responsible to supply their child's lunch, snacks and drinks when their child is registered to attend these school age programs.
 - For school aged children attending our camp programs, 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. Clear labeling protects children from inadvertently taking someone else's container/bag or drink container by accident.
 - 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.
 - **Strath-MacLean strives to be a peanut and tree nut free facility, and any bagged lunch must not contain these food allergens.** A 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. Camp staff will be knowledgeable about all campers, and can work with parents to make safe choices.

During registration, when a child has been identified with anaphylaxis, the parent/guardian will be given the following forms to be filled out and signed prior to the commencement of care:

- ***Consent for the Administration of Emergency Epinephrine Medication*** - identifies the causative agent(s), typical allergic symptoms, specific epinephrine (and/or antihistamine) medications and dosage requirements, physician's name and contact information and physician's signature.

- An **Individual Emergency Plan** (includes a photo of the child, identified causative agent, all possible allergic symptoms, directions for using an epinephrine injector) will be posted in all program rooms and kitchen. It will be updated as needed. The Parent will teach the staff how to administer the epinephrine injector. The Director will notify all child care staff of the child's anaphylaxis (to prepare classroom and program).

Hiring of an Employee with an identified anaphylactic allergy:

- As per CCEYA regulations, the Director will confirm an employee's immunization history and discuss any serious health issues that may require documentation for the purpose of identifying a potential medical emergency, prior to the onset of employment.
- The employee will sign a consent form to allow the administration of epinephrine medication (if this person is unable to give verbal permission during an anaphylactic episode). The signed consent form will remain in the employee's file.
- The employee will be asked to purchase an injector that will remain in a designated location at all times. All employees will be aware of this location.
- An Anaphylaxis Alert Notice will be posted in the staffroom and in the employee's program room.

Strategy to reduce the risk of exposure:

The Parent/Guardian of the Anaphylactic Child will:

- Provide written identification of the causative agent(s) in the form ***Consent for the Administration of Emergency Epinephrine Medication***.
- Be provided with copies of the current, rotational menu and will advise the Director of any potential risks.
- Be made aware of where their child's posted program plan is, in order to be able to monitor their child's activities and be better able to discuss any concerns with their child's caregivers.

The Director or Designate in Charge will:

- Keep on file all necessary consent and information forms. These forms will be up to date, accessible and appropriately posted, where necessary.
- Maintain on-going communication, both verbal and written, to all persons having access to the child care centre, with regards to the identification of specific causative agents that must not enter into the child care centre and the risk of exposure to some children in care.
- All staff to ensure risk management of an identified causative agent within their program environment or to ensure compliance with the policy in the monitoring of all foods to be served.
- Annually, plan and ensure that all staff receive training in Child/Infant Cardio-pulmonary Resuscitation, Emergency First Aid, proper Administration of Epinephrine medications. Staff will also review individual emergency plans on an annual basis.
- Ensure that students/volunteers review the policy during orientation.
- Through staff meetings and daily communication, staff will be kept current on any new issues, concerns or trends regarding anaphylaxis.
- Ensure that all CCEYA regulated anaphylactic/allergy information and children's individual identification forms are posted and maintained in good condition.

The Staff will:

- Maintain on-going communication, both verbal and written, with: The Director regarding an anaphylactic child's daily well being, any unexpected or concerning symptoms, any possible risks of exposure (i.e. while on field trips).
- Parents regarding upcoming program plans, field trips and activity food items, new or questionable physiological symptoms or reactions and their current contact information in the event of an emergency.
- Through ongoing and annual training, show confidence in administering epinephrine medication in the event of an emergency

In the Event of Exposure:

Mild Exposure:

- Child is displaying rash, clear runny nose, sneezing, cough, possible hives. **Child is not in distress, but clearly is having allergic symptoms.** A teacher must stay physically close to the child to monitor any changes.
- Notify the Director/Designate in Charge.
- The Director/Designate will call the parent to inform them of their child's current health status. The Director may advise the parent to pick up their child or to call back to check on their child after the administration of an antihistamine.
- The Director, with parental pre-consent and supplied medication, will authorize the administration (orally) of an antihistamine to the child by a staff member.
- The child will be closely monitored for improvement or deterioration of symptoms.

Severe Exposure (Anaphylactic Reaction and Shock):

- Child displays immediate allergic symptoms that require immediate action (difficulty breathing, swelling of throat/tongue). One staff will remain with the child, while another staff retrieves the child's epinephrine injector.
- Staff shout for '**HELP – Call 9-1-1**'.
- Epinephrine medication will be administered to the child as per instructions and training. The child will be kept warm and calm.
- The Director / Designate in Charge will be notified and confirm that 9-1-1 has been called.
- All staff will immediately respond by forming emergency ratios (some staff will be pulled from their programs to: meet the ambulance at the school's main entrance and direct the EMT's to the child, supervise/remove other children that may be with the anaphylactic child).
- Parent/guardian will be contacted by the Director/Designate in Charge to inform them of the emergency and that their child will be taken to Peterborough Regional Health Centre.
- A designated staff member will be asked to follow the ambulance to the hospital with the child's health file. If the Emergency Response Team does not take the used epinephrine injector, it will go with the staff member to the Emergency Room (in a safe container for transporting).
- The staff member will remain with the child until the parent/guardian arrives at the hospital.

- The staff member will return to the child care centre and begin the documentation for the Serious Occurrence or Serious Occurrence Enhanced Reporting procedure. The Director will ensure that all documentation is complete and forwarded to the Quality Assurance and Licensing Office.
- A full investigation of the incident will occur to identify the source of the causative agent, effectiveness of the emergency procedures and an evaluation of Strath-MacLean's Anaphylaxis policy.

Policy Update: the organization of Strath-MacLean has 2 child care sites. Where in this policy, the Director is identified as the person having specific responsibilities, these responsibilities may transfer to the Supervisor of each child care site.