



Trent Child Care

2018

Parent Handbook



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WHO WE ARE

Trent Child Care offers licensed child care in 8 locations. Our Trent University location is licensed to provide care for 64 children between the ages of six weeks and five years. Our Bridgenorth program is located in Bridgenorth United Church and is licensed to provide care for 84 children between the ages of 18 months and 12 years. Our East City program is located at St. Luke's Anglican Church and is licensed for 31 children from 15 months to 5 years. Our school-based programs are located at Immaculate Conception Elementary School, Monsignor O'Donoghue Elementary School, Chemong Public School, Armour Heights Public School & St. Paul's Elementary School. In total these five school age programs are licensed for up to 248 children for before and after school care for ages 4-12 years.

OUR HISTORY

Trent Child Care was first incorporated in 1974 by a group of parents committed to quality child care. From incorporation until September 1993, the program operated from a century home located in downtown Peterborough. In 1989 the university commissioned a Presidential Task Force to study the child care needs of the university community. The results demonstrated an urgent need for on-campus child care, and application for capital funding was made. In July 1992, Jobs Ontario funding for a new facility licensed for 57 children was granted. Trent University donated a piece of land and construction began in April 1993. On September 20, 1993, the program moved to its new and current location on the Symons Campus.

In September 2000, Trent Child Care opened a satellite program in Bridgenorth. The Before and After School program was licensed for 30 school-age children. As this program grew, it became evident that there was a significant need for a full-day program in this community. In September 2004, Trent Child Care - Bridgenorth expanded to include 24 full-time preschool spaces. In September 2005 this program expanded once again to include five toddler spaces. Today Trent Child Care Bridgenorth Provides care to 8 Toddlers, 24 Preschool and 52 School Aged.

In 2006 Trent Child Care opened two new sites, as part of Ontario's Best Start Program, at Immaculate Conception school and at Monsignor O'Donoghue School. These programs were created so that children attending kindergarten could also attend the daycare at the same location on alternate days. This allowed for continuity for the children from one day to the next whether they were attending school or daycare.

In 2012 Trent Child Care opened a Before and After School program for children 4- 12 at Amour Heights Public School.

In 2010 the Ontario Government rolled out their plan to implement full day kindergarten. Immaculate School became full day kindergarten in September 2012 and Monsignor O'Donoghue became full day kindergarten in September 2014. It became increasingly difficult to fill full day child care spaces now that children are attending kindergarten full time at these sites.

In September 2014, Trent Child Care merged the full day child care spaces from our Immaculate Conception and Monsignor O'Donoghue sites to the new St. Luke's site. This site accommodates 15 Toddler spaces and 16 Preschool spaces. Immaculate Conception and Monsignor O'Donoghue sites maintain their Before & After School spaces to fulfill the need for families in these areas.

In September 2015, Trent Child Care expanded again to include a Before & After School program at St. Paul's School in Peterborough's north end.

Trent Child Care Program Statement

Positive and Responsive Relationships with Children

Our educators recognize that children are competent, capable, and curious. We believe that positive and responsive relationships with one another, children and families are the foundation of Trent Child Care. When a child is connected to people around them a sense of belonging is created. Connections are fostered through educators responding positively to children's unique cues; being sensitive, respectful and caring. Trust is built through these quality interactions resulting in children feeling safe and secure. When children feel secure a foundation for lifelong learning is developed and nurtured. Engaging in meaningful ways becomes visible in their positive and responsive interactions among families, educators and peers.

Implementation

Educators are to:

- be at the child's level engaged in meaningful interactions whenever possible
- use a pleasant tone and calm voice at all times
- be empathetic and responsive to a child's unique needs
- be genuine when acknowledging a child's accomplishments

Positive and Responsive Relationships with Families

Trent Child Care believes that families know their children best. They are valuable contributors to their child's learning and deserve to be engaged in a meaningful way. Families are the first and most important influence on a child's learning, health and well-being. Our educators acknowledge that it is important to focus on all unique characteristics and strengths of each family. We recognize that positive relationships and interactions between educators and families are developed in a number of ways.

Implementation

Trent Child Care encourages

- that all programs have an open door policy
- daily face to face genuine communications between educators and families
- relationships being created as early as initial inquiries for child care and family tours
- building connections between home and the program by communicating in a meaningful way through face to face conversations, e-mail, documentations, newsletters and family information board
- inclusive learning environment and facilitate networking with resources when needed
- fundraising events that include our families such as dinners, art show, talent shows, golf tournaments

Positive Interactions and self-regulation

"Children experience their world as an environment of relationships, which affect virtually all aspects of their development" (National Scientific council)

As educators we foster positive relationships with children. Educators model meaningful relationships with daily interactions to create a positive environment that cultivates a safe learning space. When children recognize their sense of self this encourages them to be empathetic which allows them to understand another child's perspective, differences and similarities.

Social play is how children learn to interact in a positive and meaningful way. When children engage in social play they learn to negotiate, communicate and care for others which helps develop self-regulation. Self-regulation is a child's ability to identify why they are becoming upset and help them to return to being calm. Self-regulation is the foundation for social and emotional development which is the building blocks for all future relationships and learning

Implementation- How Educators promote self-regulation in our programs:

- Creating a calm and responsive environment with minimal interruptions and flexible routines.
- Educators establish a meaningful relationship with our children and respond in a calm manner.
- Assists children to recognize when they are becoming anxious and how to calm themselves down.
- Provide opportunities for child lead group experiences and sensory exploration.
- Providing a balance between active play and rest time.

Positive Learning Environments

When children are engaged in meaningful activities learning becomes optimal. When educators are fully engaged in children's interest they are able to further their learning and development. Our learning environments encourage children to be active participants in their learning. Children develop complex views as they explore to make sense of the world around them.

At Trent Child Care we value time spent observing, documenting and reflecting on our children's learning. Our programming focuses on the emergent curriculum framework outlined in the "How Does Learning Happen?" document.

Implementation- Educators will

- create daily experiences based on previous observations of children's interests
- provide environments and experiences for children to explore ideas, investigate their theories, and interact with others in play
- consistently assess and evaluate the environment, and modify it to meet the children's interests and needs
- organize the indoor and outdoor spaces that invite children to explore, think, create and make meaning from their experiences.

Considering the Individual needs of Children

Each child will experience a variety of environments and activities that are suited to their daily needs. Weather permitting there will be 2 hours of outdoor play daily, as well as time to rest and/or sleep, as well as quiet and active times. Our educators are mindful of children's needs and parental direction.

Implementation

- No child will sleep for more than 2 hours
- A child's well-being is supported when adults respect and find ways to support their unique needs for active play, rest, and quiet time. At Trent Child Care, we support this by having a flexible daily schedule that follows the natural flow of the day.

Community Partners

Trent Child Care is committed to involving and engaging local community partners to ensure our children and families have access to appropriate supports and resources. These community partners include:

- Five Counties Children's Centre
- Kinark
- Peterborough Health Unit
- Children's Aid Society
- Public and Separate School Boards
- Sir Sandford Fleming College
- Investing In Quality
- Business Partners
- Child Care Network

Professional Development

At Trent Child Care we recognize the importance of continuous learning. We encourage our educators to use critical reflection.

Implementation

- Trent Child has a minimum requirement for professional development
- All employees have their First Aid Certificate
- Trent Child Care strives to hire all RECE or equivalent for permanent positions

Method of Monitoring-Relationships and Communication

- All employees of Trent Child Care will read the program statement each year and sign off that it has been read and understood
- Program Statement Implementation Check list will be completed by the supervisor twice per year to ensure the statement is being followed by all employees.
- Every six months the Supervisors will meet with staff to discuss the outcomes of the completed checklists.
- Annual Staff Evaluations
- Staff Environmental Surveys
- Supervisors daily observations
- Annual Parent Survey Results
- Professional Development Reflections

Positive Learning Environments (all the above and the following)

- Flexible schedules
- Third party assessments completed by Raising the Bar staff
- Programming Consultant Reports
- Bi-weekly reviews by the supervisor of programming web sheets, observation books, documentations, and experiences
- DECA environmental scan of the classroom twice per year.

Health and Safety

The Health and safety of the children in our programs is of the utmost importance. It is our goal to ensure that Trent Child Care provides a safe and healthy environment for your children to learn. Trent Child Care has clear policies for staff to follow to ensure that the health and safety is a high priority. The staff read and sign off on these policies each year. Daily health and safety assessments are completed to ensure the well-being of children and families within our programs.

Implementation of Health Practices

Washing of Toys and Equipment

- Frequently used pieces of furniture and play equipment will be disinfected with an approved disinfectant throughout the day.
- All center toys will be washed and disinfected in the commercial dishwasher located in the kitchen.

Toy Washing Schedule

- Infant toys = every day
- Toddler toys = once per week
- Preschool toys = monthly
- Dramatic clothes = monthly
- School Age Toys will be washed/sanitized prior to being in the program.

Cleaning of Centres

- Contract Cleaners are hired to clean the centres on a daily basis when the centre is closed.
- In addition to the contract cleaning, the staff will be responsible for cleaning each day. The cleaning schedule is posted in all program and kitchen rooms for staff to follow.

Immunizations

- It is recommended by the Peterborough Health Unit that all Immunizations be current.
- A copy of the child's immunization or records of parental objection must be kept as part of children files.

Administering Drugs-Medical Forms

- Medications prescription or non-prescription can be administered to the child but only when a medical form has been completed and signed by the parent/guardian.
- Written authorization, including the dosage of the drug, dates and the times it is to be given;
- Medication must be in the original container
- All medication is stored in a locked box either in the program room or refrigerator excluding epi-pens
- Epi-pens are stored in an area in the room that is accessible to staff but not children and is taken outside in a fanny or back pack.

Illness

- All staff are to observe proper health and sanitary practices at all times.
- Children who are ill cannot attend the program if their own well-being or the well-being of other children is in jeopardy.
- Families are required to keep ill children out of care for a minimum of a) 24 after hours of the last symptoms of vomiting or diarrhea or b) 12 hours after the symptoms of a fever. In certain circumstances the Medical Officer of Health may determine that ill children must remain away from care for periods longer than 12 hours.

Health Outbreak in the Centre

When the Health Unit declares the centre is in outbreak the staff are

- to remove all sensory activities from the room
- to wash toys within the room daily
- Hand washing and sanitary practices are to be increased
- All bedding and soft materials are to be laundered on the day that the outbreak is declared in addition to the weekly laundry schedule.

Implementation of Safety Practices

First aid

- Trent Child Care will have first aid supplies readily available to all staff members.
- All staff members will have an up-to-date, recognized first aid and Infant/Child Cardiopulmonary resuscitation (CPR) certification and will be trained in basic first aid and emergency procedures.
- Trent Child Care will provide annual re-certification for all part-time and full-time employees.

Playground Safety

- Our outdoor play area is inspected daily to ensure the area and equipment are safe for our children
- Monthly inspections are completed for our full day programs
- Annual inspections are completed for all playgrounds

Playground Supervision

The staff at Trent Child Care Centre will ensure that outdoor playgrounds are safely supervised at all times.

- Staff will position themselves throughout the yard to ensure climbing equipment and high play areas are supervised adequately.
- Staff/child engagement is expected at all times

- During outdoor play staff provide experiences that allow children to explore and investigate their natural world which contributes to their well-being.

Inclement Weather

To ensure the health and wellness of our children outdoor playtime will be prohibited when the temperature is too cold or hot

- Winter-Outdoor play will be prohibited if the temperature reaches -20 degrees Celsius with or without wind chill
Staff will ensure that children are dressed for the weather including hats, boots, mitts, snow pants to ensure all skin is covered appropriately.
- Summer- Outdoor play will be prohibited if the temperature reaches 34 degrees Celsius with or without the humidex. On hot summer days' outdoor time may be limited during peak hours between 11:00 am and 3:00 pm. Drinking water will be accessible at all times. Parents are asked to apply sunscreen each morning and the educators will then apply each afternoon. If parents/guardians do not want sunscreen applied, please write a note stating this.

Fire Policy

- The centres have written procedure for fire drills posted in each playroom, kitchen and office. These procedures have been approved by the local fire department.
- Each staff member will be made familiar with her or his responsibilities in the event of a fire before commencing work for the first time.
- A fire drill is conducted once a month.

Injury Reports

An injury report must be completed on the same day of the injury and a parent/guardian is required to sign the report when picking up their child.

When an Injury Report is Needed

- Any injury sustained on a child from the neck up
- Any bump to the head no matter how minor
- If a child is bitten by another child
- Any bee or wasp sting
- Any suspected sprain or fracture
- Any injury that requires First Aid

Serious occurrences

All Serious Occurrences are reported to the Ministry of Education as defined by the Child Care and Early Years Act. Serious occurrence reporting is one of many tools providing Trent Child Care and the Ministry of Education with an effective means of monitoring the quality of care that our programs are providing.

When a Serious Occurrence has occurred

- the Executive Director is notified immediately
- the serious occurrences is submitted within 24 hours
- the board of directors are notified of the occurrence
- a notification form is posted for parents to view for 10 days with details regarding the incident.

Safe Drinking Water

Trent Child Care will ensure the provision of safe drinking water by complying with all flushing and testing regulations as set out by the Ministry of the Environment

Life threatening allergies/ Medical Conditions

Based on the child's special care plan Trent Child Care has implemented policies and procedures to ensure the safety and well-being of all children and families with in our programs.

- Individual plans are created with the collaboration of supervisor and parents

- Parent will train supervisor and any available staff that on the procedures to follow
- Supervisor will then train staff
- Staff will then sign off on the training and procedure yearly
- Allergies will be posted in each playroom, office, serving area and kitchen
- Supervisors will meet with dietary staff to share information about the child's allergy from the emergency plan
- Dietary staff make accommodations for children with specific food related allergies or sensitivities
- All programs are nut free

Nutrition

Trent Child Care (TCC) recognizes the importance of healthy eating for the overall development and wellbeing of the child. This also includes positive engagement with staff sitting with the children connecting through a family style meal time. Trent child Care provides nutritious and well-balanced meals and snacks to children in our care. At Trent Child Care we offer a nutrition menu based on the Canada Food Guide.

- Menus will be posted at all programs (current week and the following week)
- Dietary staff will follow all Trent Child Care food recommendations
- Dietary and management staff meet twice per year to review menus
- Dietary staff meet with Health Unit dietitian once per year to review menus
- Kitchen cleaning schedule will be followed
- All dietary staff, supervisors and kitchen supply have their Safe Food Handlers Certificate
- Safe Food Handler procedures will be followed at all times

Method of Monitoring

- All staff will read policies each year and sign off that they have read and understood them
- All new staff, students and volunteers will read the policies and sign policy form before commencing work.
- Program statement will be read each year by all staff and sign off
- All new employees, students and volunteers will read the program statement and sign off
- Supervisor's daily observations that all health and safety policies are being followed
- Peterborough Health Unit performs health inspections of kitchens and full centre
- Ministry licensing inspections each year



HOW WE OPERATE

Trent Child Care Inc. was established based upon the philosophy that the opinions of all involved in all its programs must be encouraged and respected. A Board of Directors made up of parents and community members, oversees the running of the organization. Monthly meetings are held by the Board and by staff. All concerns of the organization are discussed at these meetings to ensure maximum participation in the decision-making process. In addition, parents and staff are encouraged to participate on a number of committees (for example, Finance, Fundraising, and Personnel). Parent workshops are organized periodically on topics such as health, nutrition, and parenting. Parent and staff participation on the Board and committees is essential for the smooth running of the organization. An Annual General Meeting is conducted every fall at which time new Board members are elected. All parents are encouraged to attend.

Fundraising events are also organized. They enable parents and staff to get together in a social setting while raising money for the program. The proceeds from these events have enabled the organization to enrich and expand our toys and equipment inventory and library resources.

OUR TEACHING STAFF

It is the organization's policy to hire Early Childhood Educators (ECEs) for permanent positions who are registered with the College of Early Childhood Educators of Ontario. The organization also provides field placements for Early Childhood Education students. Our Personnel committee which is comprised of the Executive Director and two individuals from our management team conducts all permanent hiring.

The Executive Director works with the Program Supervisors to ensure that high quality programming is maintained across the organization. Administration for all programs is the responsibility of the Executive Director.

STUDENTS & VOLUNTEERS

All students and volunteers will be supervised by an employee at all times and is not permitted to be alone with any child who receives care at the centre.

All students and volunteers will provide a current Vulnerable Sector Check dated within six months of start date.



OUR PROGRAMS

Trent Child Care provides a wide range of programs for children between the ages of six (6) weeks and twelve (12) years. Our programs meet the overall developmental needs of children. All locations operate in a community setting which establishes the optimal conditions for a social, cultural, creative, and intellectual learning process. Our programs are accessible, and offer integrated care for children with special needs. Trent Child Care Inc. is licensed by the Ministry of Education under the Child Care and Early Learning Act, which sets standards for health, safety, nutrition, programming, staffing, and physical premises.

INFANT CARE (6 weeks – 18 months)

Our highly experienced and compassionate ECEs care for ten (10) babies in a tranquil and secure environment that has been especially designed for infant aged children. Infants in group care have unique opportunities for early socialization and stimulation. We believe that every experience is a learning experience, and babies are cared for in a way that optimizes their opportunities for learning and social interaction throughout the day.

TODDLER CARE (18 months – 2½ years)

Toddlers are guided through this phase of their development in a warm and stimulating atmosphere. Toddler's play has a serious purpose and our ECEs allow the play to be driven by the child's interests. Children in the toddler room are encouraged to cooperate and act independently while developing cognitive, life, and social skills. We believe that the success of our programs is demonstrated by the children's ongoing developmental progress and the ease with which they adapt to the environment, daily routines and their interaction with peers and with our teachers.

PRESCHOOL CARE (2½ years to 5 years)

Our qualified and caring ECE staff guide the children in a warm and inspiring environment. The central focus for our preschool program is play-based, active learning. Children interact with well-planned settings for enhanced learning through play. Group and individual activities encourage creative, cognitive, physical, emotional and social development. Our flexible daily routines allow time for both indoor and outdoor play.

SCHOOL-AGE (4 years to 12 years)

Our goal is for the school-age children to have a safe and enjoyable time in a club-type atmosphere. On a daily basis children are exposed to a variety of fun, age-appropriate activities which include cognitive games and puzzles, sensory and creative activities, reading, music, indoor and outdoor play and special events. We strive to encourage each child to develop growth of independence, self-confidence, a sense of responsibility and respect for others and the environment.

SUMMER CAMP (4 years to 12 years)

During the summer months our Monsignor O'Donoghue and Bridgenorth sites offer a summer camp experience for school aged children. Our camps offer a safe and inclusive space for children to interact and learn together. Every day children will be engaged in activities such as games, sports, crafts as well as special field trips throughout the summer months.

HOURS OF OPERATION

Bridgenorth, St. Paul & Armour: 7:00a.m. to 6:00p.m., Monday to Friday

All Sites other TCC sites: 7:30 a.m. to 6:00 p.m., Monday to Friday.

OUR POLICIES:

ADMISSION AND DISCHARGE

A facility tour will be arranged to familiarize new families with the surroundings, to answer questions, and to complete admission forms prior to enrollment. Parents are encouraged to bring their child in for several visits after the tour to allow the child to become comfortable with his/her surroundings prior their first day.

Written notice of permanent withdrawal must be given to the Program Supervisor two (2) weeks prior to an anticipated withdrawal. If notice is not received, the family will be charged for full program fees for two (2) weeks after the withdrawal of their child. Transfer of care to another Trent program is considered a withdrawal from the current program and two (2) weeks' notice is required.

It should be noted that not all children are suited to group care, whether because of personal character, emotional or behavioral difficulties, or for various other reasons. In such situations, after consultations with parents, teaching staff, and the Executive Director, the parents and staff may work together to seek assistance from outside agencies to find alternate or supplementary care for the child. In such cases, both the organization and the family will give two (2) weeks' notice of the child's departure from the program.

Upon registration, a family will pay a non-refundable \$50.00 registration fee per family. This fee will be charged once at registration and will be charged again if a family has been withdrawn from our program for more than 2 years. Families receiving fee subsidy will pay a percentage of the registration fee equal to the percentage of their subsidy payment.

ACCESSIBILITY

In respect of the Accessibility Standards for Customers Service (Ontario Regulation 429-07), Trent Child Care strives at all time to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services in the same place and in a similar way as other customers.

ARRIVAL AND PICK UP

When children arrive, parents are asked to alert an ECE to the child's presence. Similarly, when picking up children, parents are required to ensure an ECE knows the child is leaving. Unless otherwise arranged by written note, children will not be released to any person other than those specified on the admissions form.

In order for children to benefit fully from our full-day programs, it is recommended that they arrive no later than 9:30 a.m. Because of disruptions to the program caused by late arrivals, children arriving after 10:00 a.m. will not be admitted into the program that day. Exceptions will be made for Doctor/Dentist appointments but arrival after 10:00 am is to be approved by program staff ahead of time. In extenuating circumstances, Program Supervisors have the authority to use their discretion in admitting a child who arrives late.

All parents are required to arrive to pick up their children no later than 5:55 p.m. to allow for departure by 6:00 p.m. Parents failing to depart with their children by 6:00 p.m. will be asked to sign a late book, indicating the date, the time of departure, the amount of the fine owing, and the staff member to whom the fine is owing. Failure to depart the program by 6:00 p.m. will incur a fine of \$25.00. Failure to depart the program by 6:10 p.m. will incur a fine of \$50.00. All fines are due within five (5) working days of the day on which the family was late. The fine may be appealed only after it has been paid. All appeals are to be directed to the Executive Director and must be launched within seven (7) working days of the alleged infraction. Failure to pay the fine within five (5) working days will result in immediate suspension of childcare privileges until such time as the fine is paid. Program fees will still be charged during this period. The Executive Director has the authority to deny child care privileges at any Trent site to families who are late three (3) times during a twelve (12) month period.

HEALTH AND ADMINISTRATION OF DRUGS

The Child Care and Early Years Act stipulates that, prior to admission; all children must be immunized against infectious diseases as recommended by the local Medical Officer of Health. **Children may be exempt from this requirement if a parent/guardian objects to the immunization on the basis of religious or moral beliefs, medical circumstances, or reasons of conscience. The parent/guardian must complete a standardized Ministry form that is sworn or affirmed before a commissioner for taking affidavits. The program supervisor will provide you with the form.**

The Child Care and Early Years Act requires that childcare programs follow the recommendation of the Medical Officer of Health in matters pertaining to health.

Families are asked to make alternative care arrangements and seek medical attention when children exhibit any of the following conditions:

- Unexplained or undiagnosed pain
- Acute cold with fever, runny nose and eyes, coughing and sore throat
- Difficulty with breathing
- Fever over 38.2 degrees centigrade or 101 degrees Fahrenheit accompanied by general symptoms such as listlessness
- Sore throat and difficulty swallowing
- Undiagnosed skin or eye rash
- Headache and stiff neck
- Unexplained diarrhea or loose stool combined with vomiting and abdominal cramps
- Known or suspected communicable disease

In order to provide quality care and prevent the spread of illness, the organization observes proper health and sanitary practices at all sites and at all times. However, children get sick and even strict adherence to hygienic practices will not completely eliminate the spread of germs (particularly air-borne infections) among children and adults in group settings.

If a child becomes ill with a fever while at the centre the staff will

1. Notify the parent of the fever when it reaches 100.4
2. If the child's temperature reaches 101 degrees F or 38.2 degrees C the parent will be asked to pick up the child

The parent or guardian of a child who becomes ill with vomiting or diarrhea during program hours will be contacted immediately to pick up the child. The child will be isolated from the group until the parent or guardian arrives.

Families are required to keep ill children out of care for a minimum of

- a) 24 hours after the last symptoms of vomiting or diarrhea have disappeared or***
- b) 12 hours after symptoms of fever have disappeared.***

In certain circumstances the Medical Officer of Health may determine that ill children must remain away from care for periods longer than 24 hours.

Our teaching staff is authorized to refuse admittance to any child who in their judgment is too ill to attend or whose condition presents a hazard to the health of the other children. The individual who brings the child is responsible for them should they not be admitted to the program.

In the event of a child contracting a communicable disease or being in contact with a communicable disease, the staff and Program Supervisor should be notified immediately.

If parents do not comply with advice to keep an ill child at home, or in the event of an outbreak, the child can be excluded by order of the Medical Officer of Health (Health Protection and Promotion Act, 1983). Once excluded, a child can return to the program only when cleared by the Medical Officer of Health.

ECEs will administer both prescription and non-prescription drugs to children, in accordance with Provincial Legislation. This requires that parents provide:

1. Written authorization, including the dosage of the drug and the times it is to be given.
2. Medication must be in the **original container**, clearly labeled with the child's name, the name of the drug, the dosage, the date of purchase, and instructions for storage and administration of the drug.

PROHIBITED PRACTISES

As outlined in the Child Care & Early Years Act no child care organization shall permit:

- a) corporal punishment of the child,
- b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller, or other device for the purpose 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.
- c) locking the exits of the child care centre or home child care premises for the purpose of confining the 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 centres emergency management policies and procedures.
- d) 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 his or her self-respect, dignity or self-worth.
- e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- f) Inflicting any bodily harm on children including making children eat or drink against their will.

Any violation of this policy by staff, students, or volunteers shall be brought to the immediate attention of the Executive Director or designate who will, in turn, determine the consequences of the contravention according to organizational policies.



PARENT COMPLIMENTS AND CONCERNS POLICY

POLICY

It is the goal of the organization to provide services of the highest quality. To achieve this, we welcome ongoing feedback from families. Hearing compliments and concerns helps us to build on and improve our services. We will respond to all concerns that families may have within five business days.

PROCEDURE

Compliments

If a parent/guardian would like to compliment an employee of the organization, they are encouraged to tell the employee. If the family would like the employee to be recognized within the organization, they can inform the employee's Supervisor either verbally or in writing. The Supervisor/Designate will ensure that the Executive Director is informed of compliments that are received both verbally and those received in writing.

Steps for Parent and/or Guardian to Report Issues/Concerns regarding a staff member

1. If a parent/guardian feels comfortable they are encouraged to discuss the concern with the staff member directly.
2. If a parent/guardian is uncomfortable approaching the staff member or the situation is not resolved, they can request assistance from the Supervisor/Designate. The Supervisor/Designate will then notify the Executive Director.

If the issue or concern puts a child's health, safety, and/or well-being at risk it will be reported immediately to the Supervisor who will report it to the Executive Director.

Steps for Parent and/or Guardian to Report Issues/Concerns regarding a Supervisor

1. If a parent/guardian feels comfortable they are encouraged to discuss the concern with the Supervisor directly.
2. If a parent/guardian is uncomfortable approaching the Supervisor or the situation is not resolved, they are encouraged to request assistance from the Executive Director.
3. If a parent/guardian is not comfortable discussing their concerns with staff members or Supervisors, they may contact the Executive Director by phone or with a written complaint.

The following information should be included:

- The nature of the complaint-program related, staff related or operational
- An outline of relevant circumstances
- Steps already taken to resolve the issue
- The action desired

Steps for Staff and/or Licensee in responding to Issue/Concern

1. If possible the employee will immediately notify the supervisor and address the issue/concern at the time it is raised. If it is not possible they are to arrange a meeting with the parent/guardian within five (5) business days.
2. Within five (5) business days of receiving a written complaint, the Supervisor will meet with the family to conduct a thorough inquiry into the complaint and will prepare a report summarizing the problem, including the discussion with the parent/guardian, the Supervisor's recommendations and the actions taken. This report will be forwarded to the Executive Director.
3. If the family is not satisfied with the action taken by the Supervisor, the parent/guardian may file a written complaint to the Executive Director. The Executive Director will have five (5) business days to review, investigate and respond to the parent's/guardian's complaint.

Supervisor's &/or Executive Director's Documentation of the Issue/Concern

- Date and time the issue/concern was received
- The name of the person who received the issue/concern
- The name of the person reporting the issue/concern
- The details of the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- Resolution/outcome information

All complaints reported to the Executive Director will be documented and the final results will be reported to the Board of Directors.

Contact information is posted on Parent Information Boards at each site and is available on the organizations website.

Contact Information

Executive Director – Moira Vance 705-775-0047 mvance@trentchildcare.com

Ministry of Education – 1-877-510-5333 or childcare_ontario@ontario.ca

College of Early Childhood Educators- 1-888-961-8558 or www.college-ece.ca

TEMPORARY/SHORT-TERM WITHDRAWAL

This policy applies to all Full-Day programs and is only available during the summer term.

Families who temporarily withdraw for a period of 4 weeks to 4 months during the summer term (May to August only) and wish to return to a reserved space in September, will be charged a 5-day/month holding fee. This fee is due in advance of leaving, is non-refundable and is not applied to regular fees when your child returns.

Written notice of temporary/short-term withdrawal must be given to the Program Supervisor two (2) weeks prior to an anticipated withdrawal. If notice is not received, the family will be liable for full program fees for two (2) weeks after the withdrawal of their child. Transfer of care to another Trent Child Care program is considered a withdrawal from the current program and two (2) weeks' notice is required.

Families who temporarily withdraw from the program for a short-term period and do not pay a holding retainer prior to leaving, will not be guaranteed a child care space upon the requested date of return. In such cases, the child's name will be placed on the waiting list and priority will be based on the date of entry on the list.

FEES

The Trent Child Care Board sets the fee schedule. Increases to fees must be approved at a General Meeting. Fees are assessed on a monthly basis and parents must pay whether their child attends or not. Full fees are required regardless of days missed due to illness, inclement weather, vacation and statutory holidays. This applies to all children whether attending full-time or part-time. Trent Child Care does not offer a reduction for siblings.

Fee Schedule:

Infant Rate = \$57.07

Toddler Rate = \$43.65

Preschool = \$40.20

PA Day/Camp = \$40.20

Before & After school Rate = \$22.00 (as of September 2018)

Payments

Monthly fee payments are to be paid in full by the first working day of each month or on the 7th of the month when paying by the Pre-Authorized Agreement. Fees can be paid by cash/cheque or by the Pre-authorized Payment Agreement. All cash payments will be issued a payment receipt by the Supervisor. All payments are to be made directly to a Program Supervisor. ECEs and other staff have been instructed not to accept payments. For your convenience, each site has a locked drop-off box in which to deposit your payment should the Supervisor be unavailable to receive your payment personally. A charge of \$25.00 will be added to your account for any NSF (non-sufficient funds) cheque.

Late Fee Payments

Fees are due on the first working day of the month and are to be dropped off at the site where your child attends. Late fees are subject to financial penalties. The penalty for late fees (fees received after the first of the month) is \$50.00 for each late payment received. If a family has been late in payment and has been assessed the financial penalty on three (3) individual occasions child care services will be terminated.

Any family with difficulty meeting the payment deadline should contact the Executive Director, in advance, to arrange other payment terms.

The Executive Director of Trent Child Care Inc. has the authority to terminate child care services if established policies are consistently disregarded or fees are not paid in a timely manner.

******To obtain a copy or information on any one of Trent Child Care's Policies, please contact our office at info@trentchildcare.com or 705-775-0045***

GENERAL INFORMATION:

CLOSURES

Trent Child Care is closed on the following Statutory Holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

All programs are also **closed** on the August Civic Holiday and for a **two-week** period at Christmas.

CLOTHING AND POSSESSIONS

Children must arrive with suitable clothing for active, and sometimes messy, play. Weather conditions must be kept in mind as outdoor play takes place daily. It is recommended that each child have a complete spare set of clothing, which can be left in the child's locker. Each child requires a clean pair of indoor shoes or slippers to wear while attending the program. All clothing should have the child's name on it, as the staff cannot be responsible for locating missing clothing.

During the summer months, if parents wish sunscreen to be applied to their child(ren), it is the parents' responsibility to apply the sunscreen before arriving in the morning. Staff will reapply lotion in the afternoon.

FIELD TRIPS

The children are able to explore their outdoor environment by going on periodic walks. Special trips are organized throughout the year to various places of interest. Parents are notified and must sign consent forms for all organized outings.

INCLEMENT WEATHER CONDITIONS (all other sites)

Program closure may occur as a result of inclement weather days. Listen to your radio station for announcements. The program will only close when the weather is extreme or in the case of facility emergencies (e.g. power failure) or a University shut down.

FEE SUBSIDIES

Parents can receive a subsidy to assist with child care fees. This subsidy is administered through the City of Peterborough, Children's Services Department (748-8830 x3616). To determine if a parent qualifies for a full or partial subsidy, a needs assessment must be completed by the parent. Trent Child Care will then bill the family accordingly.

The Executive Director, Program Supervisor or Executive Assistant can provide advice for parents regarding the subsidy system. If the parent does not qualify for subsidy, or if the subsidy expires, the parent is solely responsible for the full child care fee. Subsidies must be renewed every six months and parents who fail to do so risk losing their subsidy.

WAITLIST PRIORITIES

Campus Site:

To respect an agreement between Trent Child Care and Trent University (TU), which states that, to the best of its ability, TCC will fill its child care spaces with the following ratios: 1/3 TU students, 1/3 TU staff and faculty and 1/3 community members, priority is given accordingly to Trent University students, staff and faculty at its site located on the Symons Campus.

All sites:

Siblings of current participants. To be included on the waitlist the family must provide the Administration Office with a waitlist registration form.

Families waiting for a transfer to another site.

Children of current TCC employees. To be included on the waitlist, the employee must provide the Administration Office with a waitlist registration form.

Returning families. To be included on the waitlist, the family must provide the Administration Office with a waitlist registration form. The time span between the withdrawal of a family and their new waitlist registration must not exceed two years. To gain access to the program, a child must be returning to TCC or be the sibling of a child previously enrolled.

Special Consideration:

Special consideration may be given to families on the waitlist who risk losing their newly granted fee subsidy if they do not secure a child care space within a specific time frame, and to children referred to TCC by support organizations with which it has a partnership.

NOTE: Waitlist priorities render the waitlist dynamic, which means that a first place on the waitlist may be pushed down by a new waitlist family with a higher priority.

WAITLIST MANAGEMENT

To ensure that families gain access to TCC's programs in the shortest time possible, the following practices are put in place:

- The date of registration on the waitlist will reflect the date the registration form was received by the Administration Office (online or by phone);
- A family who refuses a space the first time it is offered or fails to return the first call will retain its priority on the wait list;
- A family who refuses a space when offered second time or fails to return a second call will be placed at the end of the waitlist;
- A family who refuses a third offer for a space or fails to return a third call will be withdrawn from TCC's waitlist. Once withdrawn from the waitlist, a family must forward a new registration form to the Administration Office to be placed on the waitlist.
- It is the family's responsibility to call or e-mail TCC to bring changes to their contact information.
- If a family is inquiring as to their position on the waitlist they are to call the Executive Assistant at 705-748-1096 ext.1 to enquire.
- TCC will not ask for a waitlist holding fee when a family submits a waitlist registration.

When a space becomes available, the family at the top of the waitlist will be contacted, whether the space is full-time or part-time. Once a child is registered, it becomes possible to eventually accommodate for more specific needs, for example, going from a part-time to a full-time space or changing TCC site.

PUBLIC RELATIONS

The program is sometimes used for the purpose of public relations when the press request to take pictures of a child care program. If parents do not wish to have their child's picture taken, this should be noted on their enrolment forms.

EMERGENCY MANAGEMENT

Trent Child Care has emergency management policies and procedures that all staff will follow in the event of an emergency. Parents will be notified of an emergency by a posting on the centre door, a call in voicemail, e-mail, phone call and/or media release depending on the emergency situation.

ADMINISTRATION OFFICE

c/o 1600 Westbank Drive
Peterborough, Ontario
K9J 7B8

Executive Director –Maira Vance

Tel: 705-775-0045 x 2
Fax: 705-775-0048

Shelley Ballantine x 1
Executive Assistant

FULL DAY PROGRAMS:

Trent Child Care Campus

Program Supervisor – Tara Cahorn

1600 West Bank Drive

Trent University

Peterborough, ON K9J 7B8

Tel. 705-748-1096 ext 8

Fax: 705-748-1017

Licensed capacity: 65 Children

10 Infant spaces

15 Toddler One spaces

15/16 Toddler Two/Junior spaces

16 Preschool spaces

8 Preschool Spaces

Trent Child Care Bridgenorth

Program Supervisor-Delia Senra

832 Charles Street

Bridgenorth, Ontario

K0L 1H0

Tel: 705.292.5471 ext. 21

Fax: 705.292.7948

Licensed Capacity: 84 Children

8 Toddler spaces

24 Preschool spaces

10 JK/SK school age spaces

42 School-age 6-12 spaces

Summer Camp – 13 JK/SK & 15 – 6-12yr spaces

Trent Child Care St. Luke's

Program Supervisor- Kelly Lewis

566 Armour Rd

Peterborough ON K9H 1Z

Tel: 705-750-0281

Fax: 705.775-2990

Licensed Capacity: 31 Children

15 Toddlers spaces

16 Preschool spaces

SCHOOL AGE PROGRAMS:

Immaculate Conception Program

Site Supervisor- Michelle Vezina

76 Robinson Rd.

Peterborough, ON K9H 1E8

Tel: 705-875-2865

Licensed Capacity: 50 Children

26 JK/SK School-age spaces

30 School age 6-12 spaces

Armour Heights Program

Site Supervisor- Joceline Johnston

245 McFarlane St

Peterborough ON K9H 1K1

Tel: 705-875-2856

Licensed Capacity: 41 Children

20 JK/SK School age spaces

21 School-aged 6-12 spaces

Monsignor O'Donoghue Program

Site Supervisor- June Klatt

2400 Marsdale Dr.

Peterborough, ON K9L 1Z2

Tel: 705-875-2910

Licensed Capacity: 50 Children

26 JK/SK School-age spaces

30 School age 6-12 spaces

Summer Camp – 13 JK/SK &

15 – 6-12yr Spaces

Chemong School Program

Site Supervisor- Alicia Adams

1029 Gore Street

Bridgenorth, Ontario

K0L 1H0

Tel: 705-292-5471 ext 21

Licensed Capacity: 40 Children

52 JK/SK School age spaces

St. Paul's Program

Site Supervisor- Robin Finch

1101 Hilliard St

Peterborough ON K9H 5S3

Tel: 705-875-8128

20 JK/SK School age spaces

30 School-aged 6-12 spaces