**Quinte Child Care Centre**

**PARENT HANDBOOK**

As a parent, it is your responsibility to read the following information. If you have questions on any of the material found in this parent handbook, staff are available to answer these for you at 613-969-8839 or email quintechildcarecentre@hotmail.com

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**QUINTE CHILD CARE CENTRE PROGRAM STATEMENT**

Quinte Child Care Centre was established over 30 years ago as BCI Child Care Centre Inc. and has a great reputation as a positive learning environment and childcare facility for children aged birth to 5 years of age. Our staff believe that all children are competent, capable, and rich in potential and we strive to offer each child the opportunities and support to pursue, share and celebrate his or her abilities and interests. Quinte Child Care knows that every child deserves a safe, warm, and inclusive place to spend their day where respect and care are a priority. The Ministry of Education policy statement names “How Does Learning Happen? Ontario’s Pedagogy for the Early Years” as the document to be used for the purpose of guiding programming and pedagogy in all licensed childcare centre and we are committed to this vision. Each child will be made to feel that they belong, that their well-being is a priority and that they have a time and place to become fully engaged in their play.

Quinte Child Care Centre’s goals for the children, families and educators are listed below along with how we will accomplish and monitor them.

**PROMOTING HEALTH, SAFETY, NUTRITION AND WELL-BEING**

Our approach will be:

* There are written policies and procedures, with any accompanying drills, that address all areas of our children’s health and well-being while at our centre. These policies and procedures are listed in our Implementation policy, Quinte Child Care Centre policy and procedure binder and our Parent Handbook.
* Required proof of qualifications, training and certificates listed in our implementation Policies.
* Annual inspections and weekly water flushing and acting on any recommendations from the Health Unit inspections.
* Daily, monthly, and yearly playground inspections.
* No Smoking signs.
* Copies of all immunization records of children, staff, students, and volunteers kept on file.
* Daily health checks of children
* Postings of a list of all children with allergies and their appropriate emergency response plans.
* Individualized support plans
* Employing a team of responsive and caring educators
* Provide a rest/quiet period with cots, sheets, and blankets for every child with books and or quiet activities for those that do not sleep.
* Schedule outdoor and active play time
* Support self-regulation.

All our educators understand the stages of child development and the positive approaches needed for effective behaviour management. We are attuned to the latest strategies to aid children in their attempt to regulate their behaviour, emotions, and well-being.

Our approach to promoting self-regulation:

* Routines that are predictable
* Positive and consistent caregiving
* Employees who act in a professional manner with each other and our families
* Use language to help children label and express their feelings and emotions.
* Giving children choices about how they learn and transition.
* Minimizing wait times
* Creating an atmosphere and opportunities to practice self-regulation (turn taking games, group activities, etc.)

Safety

Our approach will be:

* There are written policies and procedures, with any accompanying drills, that address all areas of our children’s health and well-being while at our centre. These policies and procedures are listed in our Implementation policy, Quinte Child Care policy and procedure binder and our Parent Handbook.
* Required proof of staff qualifications, training, and certificates
* Staff are trained in Standard First Aid with Infant/Child CPR, have a current and clear police and vulnerable sector check.
* Information posted on all children’s allergies including emergency response plans.
* Information on file of any families with custody agreements

Nutrition

* Offering a three-week rotational menu that meets the requirements set out in the Canada’s Food Guide
* To ensure time for children to eat their lunch and snacks.
* To have a relaxed, family type atmosphere at lunch where staff sit with children and engage them into trying new foods, to help them make choices with their meal, serve themselves and help with clean up.
* Offering a morning and afternoon nutritious snack
* Opportunities for parents to supply substitute for food limitations/restrictions or allergies.

**LEARNING THROUGH PLAY**

Provide planned and child-initiated opportunities both inside and out that allow children to express themselves, explore and ask questions in an atmosphere where each child will be wholly supported.

* Provide quality play materials, craft supplies and equipment that are sufficient in quantity and variety that are age and developmentally appropriate and available throughout the day.
* Arrange space and uninterrupted times for children to play both indoors and out.
* Schedule time each week for staff to document and plan.
* Provide materials that staff will need to observe, plan and document.
* Schedule time for Staff meetings and support on-going training of staff.
* Encouragement to communicate with families regarding the child’s interest to help in expanding their learning.

**POSITIVE LEARNING ENVIRONMENTS**

Provide a stimulating, enjoyable and pleasant space where everyone can become engaged with their peers and surroundings and feel as if they belong there.

* Spaces will be child oriented.
* Arrangement of the space will be so that relationships, fine and gross motor skills, thinking, communicating and literacy are promoted and that educators can see all children while interacting with them.
* Keeping the environment clean, tidy, and free from clutter
* Using items that show values and diversity, pictures, books, dolls, celebrations.
* Arranging children’s artwork and documentation throughout the space and at the child’s level so it can be enjoyed by all.
* Allow time for staff to reflect and document on their environments.

**EARLY CHILDHOOD EDUCATORS**

Quinte Child Care is guided by RECEs, support educators, enhanced support workers and inclusion coaches. Our educators will be responsive to the needs of our children and families, our community, as well as participate in play as co-learners who guide and extend children’s explorations. They will observe, document, and share to help find meaning in what children do, experience and act upon. We strive to share our perspectives with our families and co-workers as a way of building relationships for supporting all our children’s learning, development, and ability to self-regulate.

* Non-discriminatory hiring practices for staffing
* Review annually or when applicable all written policies and procedures
* Required proof of qualifications, training and certificates earned.
* Annual registration of Early Childhood Educators with the College of ECE
* Participate in the College of ECE in their Continuous Professional Learning Program.
* Support all staff in their professional learning and networking.
1. A professional development budget is available.
2. Arrangement of supply staff to cover while educators are at a professional learning opportunity during normal working hours.
3. Laptop and tablets are provided and can be used for training, documentation and learning
* Scheduling time for staff to share and reflect at monthly staff meeting.
* Provide time each week for documenting and planning.

**DOCUMENTATION, REFLECTION AND COLLABORATING**

Staff will use documentation to record play experiences and the learning that happens. It will help us to learn what the children’s interests are and how they think, thus giving us an opportunity to plan more meaningful experiences. Documentation also gives us the chance to make their learning visible to other staff, parents and includes them in contributing to their child’s learning.

* Have tools nearby so that we don’t miss out on any opportunity to capture learning.
* Post documentation of children participation throughout the classroom
* Document how we see children learning and developing and using that information to share with colleges and families.
* Document what we feel are the children’s interests and sharing that information with families to extend learning.
* Use our documentation to help plan meaningful activities.
* Use and reflect on our documentation to adjust our environments.
* Keep documentation in individual binders and make them available to parents/families to view.

**OUR FAMILIES**

Our families are the cornerstone of our centre and therefore know their child the best and can help us in many ways to care for them. They can give us valuable information, sharing as to what makes them who they are and their diversity. Making families feel like they belong will help make the children feel like they belong also.

* Provide families with a Parent Handbook to ensure they are familiar with our policies and services.
* Give parents the opportunity to tell us about their children.
* Let families feel that all staff are approachable and eager for parents to share their knowledge of their child.
* Make families feel welcome…smile, greet parents, ask for their perspective.
* Having a Facebook page and website
* Provide news updates, surveys and act upon suggestions or comments.
* Welcome parents to visit and play with their child at any time, join the Board of Directors and attend the Annual General Meeting or other special occasions.

**COMMUNITY**

Quinte Child Care Centre knows that it is important to be part of a community and the role it plays in the lives of children. Being active in the community can promote inclusion, a sense of belonging and chance to explore the environment around them. Knowing the services available in our community play a key roll in the success of our families.

* We are open from 7:45-5:00pm
* Buying locally
* Trips, both planned and unplanned in our community
* Going for walks around our neighbourhoods
* Being familiar with and utilizing the special services so that we can and will meet the needs of children and families in our care.
1. Individual Support Plans
2. Compose up to date Individual Support Plans in consultations with the families, health care professionals, community support partners and individuals who work with the child.
3. Compose and describe any instructions of any support or aids, or adaptations or other modifications to the space or environment.
4. Have all educators read and sign off annually or when modified and Individual Support Plan
5. Community Support Partners
* Hastings County Children’s Services
* Hastings County Social Services
* H&PE Public Health Unit
* H&PE District School Board
* Family Space
* Quinte Health Care Corp
* Quinte Children’s Treatment Centre
* Belleville Police and Fire Services
* Children’s Aid Society

# Parent Issues and Concerns Policy and Procedures

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child (ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers, and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Supervisor and Licensee and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

Our centre maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children’s Aid Society](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/CASLocations.aspx) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Staff and/or Licensee in responding to issue/concern: |
| --- | --- | --- |
| **Program Room-Related**E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc. | Raise the issue or concern to* the classroom staff directly

or* The supervisor or licensee.
 | * Address the issue/concern at the time it is raised

or* Arrange for a meeting with the parent/guardian within three business days.

Document the issues/concerns in detail. Documentation should include:* the 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
* Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.Ensure the investigation of the issue/concern is initiated by the appropriate party within three business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. |
| **General, Centre- or Operations-Related**E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc. | Raise the issue or concern to * The supervisor or licensee.
 |
| **Staff-, Duty parent-, Supervisor-, and/or Licensee-Related** | Raise the issue or concern to* the individual directly

or* The supervisor or licensee.

All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. |
| **Student- / Volunteer-Related** | Raise the issue or concern to* the staff responsible for supervising the volunteer or student

or* The supervisor and/or licensee.

All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. |

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Chair of the Quinte Child Care Centre Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Contacts:**

Board Chair of Quinte Child Care Centre Richard Stevens 612-243-0061

Highland Shores CAS 613-962-9291

College of ECE 1-888-961-8558

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare\_ontario@ontario.ca

# Child Care Centre Waiting List Policy and Procedures

### General

* Quinte Child Care Centre will strive to accommodate all requests for the registration of a child at the childcare centre.
* Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
* No fee will be charged to parents for placing a child on the waiting list.

### Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via online application, fax, in-person meeting.

### Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received. Family will be given a numerical number order to check their placement on the waitlist.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child’s position on the list.

### Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff, children of employees of Hastings and Prince Edward District School Board.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

### Offering an Available Space

1. Parents of children on the waiting list will be notified via email or phone that a space has become available in their requested program.
2. Parents will be provided a timeframe of 1 week in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

### Responding to Parents who inquire about their Child’s Placement on the Waiting List

1. Supervisor or designate will be the contact person for parents who wish to inquire about the status of their child’s place on the waiting list or they may check their place on our website or families may check the website and use their numerical ID to see where they are on the list.
2. Supervisor or designate will respond to parent inquiries and provide the child’s current position on the list and an estimated likelihood of the child being offered a space in the program.

### Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child’s position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

**Parental Involvement**

Parents enter a special partnership with the Educators upon enrolling their child. Parents, as well as the children, should have a sense of belonging within the program. We welcome you into the program and want to hear your perspectives. There are many ways to participate in the program: come in for a visit, attend special events, check out the bulletin board, read the newsletter, feedback through questionnaires and daily communication with your child’s teacher are all valuable methods of contributing to the quality of your child (ren)’s care.

**Hours of Operation**

We are open Monday to Friday 7:45 am to 5:00 pm. Saturday and Sunday: Closed

Quinte Child Care Centre will be closed to observe the following holidays:

New Year’s Day Family Day Good Friday Easter Monday

Victoria Day Canada Day Civic Holiday Labour Day

Thanksgiving Day Christmas Day Boxing Day

The centre is also closed over the Christmas Break which follows the Hastings & Prince Edward District School Board holiday shutdown and the 4 days following the Civic Holiday in August.

Current practices do not allow us to provide childcare outside our hours of operation. The centre closes promptly at 5:00 pm. Parents are to notify the centre as soon as possible if they are unable to arrive by closing time. A late fee charge will be levied at $5.00 for the first 5 minutes and $5.00 for each additional 5-minute period. This late fee is considered a non-based fee. This is to be paid in cash the following day to the supervisor who will forward this to the appropriate staff.

Please respect the closing time of the centre and remember that the staff are on their own time after 5:00 pm.

**Fees**

Fees are set annually according to the ongoing cost of operation. Parents will be given 2 months’ notice in the case of increased fees.

Enrollment at Quite Child Care Centre is on a full time, 5 days a week only. We do not offer part time care of any type.

Parents and caregivers are billed for childcare services by the 1st of each month for the month of care in which the billing occurs. Payment in full is due in full by the 15th of each month. If payment is not received by the 15th a letter/email will be sent reminding you of your outstanding invoice. This letter will state if the invoice is not paid immediately, your child will be suspended from care on the 15th of the following month. Any changes to your child’s schedule during the month, given proper notice, will be debited or credited in the next billing.

Parents are charged for all days of absence, sickness, statutory holidays and other days listed above under “Hours of Operation”, and any other time off taken by the family. Fees are not charged for the 4 days following the Civic Holiday in August, and the days (other than Christmas, Boxing, and New Year’s Day) over the Christmas closure.

Families taking holidays, planned time off or wish to change the number of days per you’re your child attends must give the centre a minimum of 2 weeks notice.

Fees can be paid by cash, cheque or e-transfer.

NSF payments returned from the Bank will be subject to a processing fee of $40.00 (Non-Based Fee). Fees must be paid in full immediately upon return of an NFS cheque.

Tax receipts for income tax purposes, a record of the previous year’s fees paid to the childcare centre, will be provided to all parents before the end of February of the following year. Fee receipts will not be issued until all outstanding fees and penalties are paid.

Quinte Child Care Centre has signed a purchase of service agreement with Hastings County Children’s Services which now includes our participation in Canada Wide Early Learning Child Care Program, which will reduce fees on Jan 1, 2025, down to a base fee for programs capped at $22.00/day

|  |  |  |
| --- | --- | --- |
| Room | Current fee (Base Fee) |  Fees as of Jan 1, 2025 |
| Infant | $68.25 | $22.00 a day |
|  |  |  |
|  |  |  |
| Toddler Full day | $53.55 | $22.00 a day |
|  |  |  |
|  |  |  |
| Preschool Full day | $47.25 | $22.00 a day |

**Admission and Discharge**

Enrollment at Quite Child Care Centre is on a full time, 5 days a week only. We do offer part time care of any type. Parents are encouraged prior to enrollment to meet the staff and view the centre. At this time, you may discuss you needs and child’s strengths and weaknesses. Upon enrollment of a child, a non-refundable fee is required. All registration forms containing legal documentation, information sheets, medical forms, and immunization records must be completed and returned to the centre before the child begins.

**Please notify the centre immediately of any changes to information given at registration such as a change of address, phone numbers, and place of employment or emergency contact. Your child’s safety in the event of an emergency could depend on the accuracy of this information.**

During the first week you may wish to stay with your child for a while to reassure them and minimize fears, until you and your child become more comfortable.

Written notices of permanent withdrawal must be given 2 weeks in advance. If notice is not received, full program fees will be charged.

**Arrival/Departure**

The childcare centre is open as noted in the Hours of Operation section, except as noted for statutory holidays and other closures.

Arrival times are between 7:45 and 8:45 am and departure is between 3:30 and 5:00 pm, unless given 24 hours’ notice of alternate times needed.

**Policy**

**General**

* Quinte Child Care Centre will ensure that any child receiving child care at the child care centre is only released to the child’s parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
* Quinte Child Care Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
* Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

**Additional Policy Statements**

* Children will only be released to individuals who are aged 16 years or older.

**Procedures**

**Accepting a child into care**

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

\* greet the parent/guardian and child.

\* ask the parent/guardian how the child’s evening/morning has been and if there are any changes to the child’s pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child’s parent/guardians will be picking up, the staff must confirm that the person is listed on the child’s enrollment forms or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email or messages through the programs communication app).

\* document the change in pick-up procedure in the daily written record.

\* sign the child in on the classroom attendance record.

**Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

\* inform the assistant supervisor and the program staff must commence contacting the child’s parent/guardian no later than 10:00am. Staff shall call the parent/guardian first, as well as message through the program communication app. If no response is received from the parent/guardian with 1 hour, staff will then contact the emergency contact for information. If staff are unable to confirm absence by 12:00 pm they are to let the program supervisor know and document all attempts in the daily log.

2. Once the child’s absence has been confirmed, program staff shall document the child’s absence on the attendance record and any additional information about the child’s absence in the daily written record.

**Releasing a child from care**

1. 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 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 (i.e., parent/guardian or authorized individual),

\* confirm with another staff member that the individual picking up is the child’s parent/guardian/authorized individual.

\* where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual’s information against the parent/guardian/authorized individual’s name on the child’s file or written authorization.

**Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up staff shall begin contacting the parent/guardian no later than 30 minutes following the previously communicated time. The program staff shall contact the parent/guardian by phone and through the programs communication app and advise that the child is still in care and has not been picked up.

\* Where the staff is unable to reach the parent/guardian, staff must call again and leave a message. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian’s instructions or leave a voice message to contact the centre.

\* Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait till the program closes and then refer to the procedure under “where a child has not been picked up and the centre is closed”.

**Where a child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:00 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

2. 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 their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick up if unable to reach the parent/guardian.

3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact emergency individuals on the child’s enrollment forms.

4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child’s file (e.g., the emergency contacts) by 5:30 pm, the staff shall proceed with contacting the local Children’s Aid Society (CAS) at 613-962-9291. Staff shall follow the CAS’s direction with respect to next steps.

**Sick/Absent**

Any sick or absent days will still require payment of childcare fees. You must inform the centre when your child will be away from care or is ill by calling the centre, email, or message through HiMama app.

To ensure the overall health and safety of all the children and in compliance with the Hastings and Prince Edward Public Health Unit, we ask you not to bring your child to the centre if he/she has:

1. An elevated temperature of 101 degrees F/ 38.3 degrees C or greater for longer than 3 hours
2. Vomited within a 48-hour period.
3. Diarrhea within a 48-hour period
4. Eyes/ears that have any kind of discharge.
5. Visible rashes that have not been diagnosed by a physician.
6. Any communicable disease including Impetigo, Coxsackie Virus, Fifth Disease, Measles, Hepatitis A or B, Meningitis, Mumps, Pertussis (Whooping Cough), Scabies, Strep Throat. The child will be able to return to the centre following a doctor’s examination and provision of a note indicating that the child is able to participate fully in childcare activities.
7. Bronchitis or pneumonia
8. Conjunctivitis (Pink Eye). Any child with a suspected case of Pink Eye will be required to be examined by a physician. Any child with a confirmed case of Pink Eye will be required to be on antibiotics for 24 hours before they are able to return to care.
9. Head Lice although does not pose a health risk, it is something staff will periodically be monitoring or doing complete classroom checks should a case be observed. If a child is identified as having head lice, the staff will contact the parent/guardian to pick up the child immediately. The child must be free from head lice and nits before returning to the program.
10. Children must be symptom free for 24 hrs before returning to daycare from elevated temps, and 48 hrs symptom free from vomiting and diarrhea without the use of prescribed or over the counter medications..

When the child, in the opinion of the staff, becomes ill during the day, you are expected to pick up your child within the hour. If we are unable to reach you, we will call the emergency contact to pick up your child.

**Sunscreen**

Children may require sunscreen from May to September. The centre does not provide sunscreen. If parents wish to have sunscreen used, they must supply their own. These containers must be clearly labelled with the child’s name and consent form signed in the registration pkg.

**Administration of Drugs**

The centre will administer medication when it is required during program hours. A physician must prescribe all medications. Medications will be administered to a child only from the original container. The container must be clearly labelled with the child’s name, name of medication, the dosage, the date of purchase, and instructions for storage and administration from the pharmacy.

Parents must complete a signed Medication Authorization form indicating the times the medication is to be given, as well as the dosage.

In accordance with legislation, we must place all medications in a lockable container either in the fridge or in a cupboard. Should the medication be required in the evening, it is the parent’s responsibility to take it home at the end of the day.

To view the whole policy and procedures please request this from the supervisor.

**Rest Period**

As per the Child Care Early Years Act children are permitted to sleep, rest, or engage in quiet activities based on their needs.

**Emergency Management Policy**

Quinte Child Care Centre has an Emergency Management policy in place and is available to be viewed by parents/guardians upon request.

If the policy needs to be put in place parents/guardians will be notified by the phone number given on the registration form.

Our off-site evacuation site (if needed) will be Park Dale Baptist Church at 514 Sidney St. Belleville, On.

**Fire Drills**

Our centre has fire drills in co-operation with Park Dale Public School. There will be an initial teaching of the drill at the beginning of each school semester so that all children will be aware of the correct procedures. Monthly fire drills will be conducted thereafter.

**Nutrition/Food**

One hot meal and two nutritious snacks will be served daily for the toddler and preschool groups. Children’s special dietary needs and allergies will be posted in all areas where food will be prepared.

Weekly menu plans are posted in the centre and all meals and snacks served follow the Canada’s Food Guide and being of low sugar, high nutritional value.

In the case of special diets or formula parents are required to notify the centre of any food allergies, or medical reasons for diet restrictions. Special efforts will be made to accommodate the needs of all children. If, however, unusual foods are required it is the responsibility of the parent to supply them. *All food and beverage that is provided by the parent of a child must:*

         *Meet the nutritional recommendations of the Canada Food Guide.*

         *All containers must be labelled with the child’s name.*

         *Respect Quinte Child Care Centre’s allergy awareness procedures, including prohibited foods and this would include nuts.*

         *Practice proper food storage procedures.*

         *Have written instruction provided by the parent for all children younger than 44 months of age.*

**Birthdays and Special Days**

We love to celebrate birthdays during lunchtime at our centre. Please feel free to participate and/or send any special treat. A reminder that ours is a NUT FREE facility. Due to health regulations, all food items need to be store bought and in original packaging with a list of ingredients. Unfortunately, we are not permitted to serve homemade items at the centre.

**Student/Volunteer Involvement**

Quinte Child Care Centre offers its services as a student placement centre for area colleges Early Childhood Education students.

It also serves students enrolled in the Ontario Youth Apprenticeship Program, Hasting, and Prince Edward District School Board Co-operative Education. Please note:

* No child will be supervised by a person under 18 years of age.
* Direct unsupervised access (i.e., when a person is alone with a child) is not permitted for people who are not employees of the centre.
* All students/volunteers are not counted in the staffing ratios of the centre.

**What Your Child Needs for Child Care**

Comfortable clothing is a must. Think of your child’s comfort and provide simple clothing that is washable. Remember the weather and that we do go outside to play as often as possible.

A complete set of extra clothing placed in the basket of your child’s cubby is a must. Water play, messy lunches and spills do happen, and a change of clothes are needed in these circumstances.

Toddlers and preschoolers who are not toilet trained need to supply their own diapers and wipes.

Toys from home: Special toys are difficult to share and easily misplaced so are best left at home, except in the case of comforting toys during the first days of school.

**Off Premise Excursions**

Quinte Child Care Centre will from time to time take walking trips within our local neighbourhood as part of our outdoor time.

In the event of a trip that cannot be walked to, public transportation will be used (city bus). Permission forms will be sent home and will need to be signed and returned in order for your child to attend any off-premise events/trips. If your child will not be attending such trip or a permission form is not received, then the child will remain at the centre with a staff member. At no time will a child at the centre be transported in a staff’s personal vehicle.

Ratios will always be maintained in accordance with the Child Care and Early Years Act.

**Record Retention**

We only retain your personal information if we have a purpose to do so and/or as is required by all the applicable legislation that governs our operations. For example, the provincial legislation upon which our license is based, the Child Care and Early Years act, requires that we retain a child’s file for 3 years beyond the date of discharge from any of our programs. Once personal information is no longer required to fulfill the identified purposes or to comply with legal requirements regarding retention, it will be destroyed or rendered anonymous.

**Prohibited practices**

Quinte Child Care Centre takes the well-being of every child very seriously and therefor has strict guidelines to follow. The following is a list of prohibited practices that must be followed.

(a) corporal punishment of the child. (use of physical force with the intention of causing pain, for the purpose of correction, or behaviour guidance)

(b) physical restraint of the child, such as confining the child to a highchair, 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.

(c) locking the exits of the childcare centre or home childcare 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 licensee’s 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; or

(f) inflicting any bodily harm on children including making children eat or drink against their will. (any hurt or injury to a person that interferes with the health or comfort of the person and that is more than merely transient or trifling in nature)

 O. Reg. 137/15, s. 48; O. Reg. 126/16, s. 34.

Our Parent Handbook will be reviewed annually and revised as needed.

Revised Jan 1, 2025.