Perth Care for Kids

Licensed Programs

Parent Handbook

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519-348-8618

Child Care Coordinator
Mitchell Site B **(blue PCFK sign)**
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Mitchell BS/AS Coordinator
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Child Care Coordinator
Milverton Child Care
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Site Supervisor
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Perth Care For Kids - Executive Director
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Copies of contacts will be emailed to all those registered.
The full Parent Handbook is available on our WEBSITE www.pcfk.on.ca
Paper copies can be requested

Revised August 2026

Perth Care For Kids

Mission Statement

Perth Care For Kids is committed to providing high quality, safe, responsive early years and child care programs and services for children, families and caregivers.

Vision Statement

Perth Care For Kids will continue to be a valued leader in the community and an active partner in the development of high quality, innovative, responsive early years and child care programs and services that enrich learning experiences and relationships of children, families, caregivers and staff.

Value Statements

- Perth Care For Kids is a positive, caring, compassionate, family-friendly organization committed to children and families.
- Board members are committed to the sustainability of Perth Care For Kids in meeting its Mission and Vision and ensuring organization competence and financial accountability.
- Staff are knowledgeable, reflective, resourceful and rich in experience. They collaborate with others to create engaging environments and experiences to foster children's ongoing learning and development.
- Staff are respected, valued and treated fairly with professional integrity within a supportive, family-friendly work environment.
- Children are unique, competent, capable of complex learning, curious and rich in potential.
- Belonging, Well-being, Engagements and Expression are the foundations for optimal learning and healthy development of children.
- Families are respected as the first and most powerful influence on children's learning.
- The successful delivery of child care and early years programs is based upon building positive, responsive and collaborative community relationships that meet the evolving needs of children and families.

December 2014

Perth Care for Kids **Program Statement** April 2025

Perth Care for Kids views all children as capable, curious and rich in potential. Our Program Statement reflects the How Does Learning Happen framework in guiding our programming and beliefs in how a child learns. We believe that a carefully prepared, play-based learning program compliments the child's natural curiosity. Learning is fun under the guidance of our caring educators and support staff. Children develop social skills and make friends, while learning and growing in ways that support their success in school and in life. Perth Care for Kids follows an emergent curriculum philosophy and understands that learning is a partnership between the child, family and the educators/ support staff (all other employees including Site Assistants, Cook/Cook Assistants, and anyone not directly working with children). Our overall goal is to ensure a comfortable environment where children learn in a meaningful and joyful way and where they feel a strong sense of belonging. The environment is viewed as a "third teacher" offering children inspiration and encouragement to explore the world around them. Our program statement will be annually reviewed to ensure that it is current with PCFK practices as well as consistent with the Ministry's policy statement on programming and pedagogy.

Perth Care for Kids, inclusive of all educators and support staff, believes in offering a program that:

a) Promotes the health, safety, nutrition, and well-being of children through such practices as:
- Serving children healthy snacks/meals daily and in accordance with the Canada Food Guide
- Promoting and maintaining safe play areas both indoors and outdoors
- Providing a daily balance of quiet and active activities as well as sleep/rest times as a means of meeting the overall well-being of each individual child

b) Supports positive and responsive interactions among children, parents, educators and support staff through such practices as:
- Nurturing authentic, caring relationships and connections that create a sense of belonging between children, adults, and families
- Honoring and observing children's interests/ ideas and contributions by responding to them in a respectful way and providing experiences generated from their interests

c) Encourages the children to interact and communicate in a positive way and support their ability to regulate through such practices as:
- Demonstrating a calm, positive approach to guiding children, and providing them with the tools necessary to help them problem solve and communicate
- Assisting children to identify and express their feelings in healthy ways

d) Fosters the children's exploration, play, and inquiry through such practices as:
- Providing children with open ended materials that allow for the natural flow of creativity and the opportunity to initiate experiences, generate ideas, plan, problem-solve, make meaningful choices and act spontaneously through play
- Setting up environments that promote curiosity and wonder

e) Provides child-initiated and adult-supported experiences through such practices as:
- Evaluating when to be an intentional participant in the children's play and when to support learning experiences from afar through observation
- Ensuring programming and ongoing projects are generated from observations and children's emergent ideas and interests

f) Plans for and creates positive learning environments and experiences in which each child's learning and development is supported through such practices as:

- Support is inclusive of all children, including children with individualized support plans and as such programming will be adapted when needed to meet their needs
- Supporting each child to develop a sense of belonging and being engaged in their learning environment
- Seeking to provide positive reinforcement, re-direction and good role-modelling for children to gain skills to cope with their stress levels, frustrations and everyday living
- Creating an environment that is organized with spaces that invite children of all abilities to investigate, imagine, think, create and problem solve

g) Incorporates indoor and outdoor play, as well as active play, rest and quiet time, into the day and consider the individual needs of the children receiving child care through such practices as:

- Providing safe spaces for children to engage in all activities to increase their independence, and master skills through play
- Considering positioning in the space so that children can visibly be accounted for and engaged with at all times

h) Fosters the engagement of and ongoing communication with parents about the program and their children through such practices as:

- Communicating and connecting with families through the use of Fastoche journals, monthly calendars, social media updates, documentation, communication boards and face to face greetings for the purpose of highlighting the child's achievements, interests and any challenges shared between program and home
- Encouraging parents to share information about any atypical behaviours such as a restless night or lack of appetite which will be kept in the daily written record on Fastosche

i) Involves local community partners and allow partners to support the children, their families, educators and support staff by:

- Making referrals for families to access the supports and resources they need.
- Inviting professionals to share their expertise and knowledge to further support our educators and the children in our programs
- Planning guest visits from and/or local outings to community partners such as the Library, Police, Fire and Emergency Medical Services as opportunities of connection and for children to expand their learning while ensuring best practices for the safety and well-being of children on excursions.

j) Supports educators and support staff in their continuous professional learning through such practices such as:

- Scheduling regular professional learning opportunities throughout the year
- Reviewing, discussing, sharing and reflecting, either individually or within specific learning communities, on topics that are relevant to providing quality care for children and effective support for families
- Believing that they are "co-learners" with the children

k) Documents and reviews the impact the strategies noted in clauses (a) – (j) have on the child care and the families through such practices as:

- Producing regular Documentation (both written and verbal) to ensure that educators, support staff and families are engaged and communicating about the child's interests, needs and learning
- Coordinators/Supervisors utilizing program visits and discussions with educators and support staff to support putting the strategies noted in clause (a) – (j) into practice. Examples of this could be a reflection on how the environment supports a child safely learning through exploration; or a discussion of how a professional development opportunity could further enhance relationships with children and families

Excerpt from **Program Statement Implementation Policy**

At Perth Care For Kids children are guided in a positive manner. Staff and volunteers will foster positive relationships amongst all children by engaging in the various activities and encouraging positive, sincere interactions with other children and adults.

Perth Care For Kids will forbid the use of the following **Prohibited Practices** as regulated in the Child Care and Early Years Act:

a) corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching)

b) physical restraint of children, including but not limited to confining to high chair, car seat, etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others, and only until risk of harm/injury is no longer imminent)

c) locking the exits of the child care center or home child care premise for the purposes of confining the child, or confining the area or room without supervision, unless such confinement occurs during an emergency

d) use of harsh, degrading, measures of threats or derogatory language directed at or used in the presence of a child that would humiliate, share or frighten the child or undermine their 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

g) sexual abuse, sexual misconduct or engaging in a prescribed sexual act, (as defined in the Early Childhood Educators Act 2007)

Board of Directors

Perth Care For Kids is a non-profit community agency, governed by a twelve member, volunteer Board of Directors. The board members and employees of Perth Care For Kids are committed to supporting the importance of education and development in early childhood by offering a variety of flexible, quality programs and services for children and families.

Ministry of Education

"The government's vision for the early years is to ensure that Ontario's children and families are well supported by a system of responsive, high quality, accessible, and increasingly integrated early years programs and services that contribute to healthy child development today and a stronger future tomorrow."

The Ministry of Education has implemented new regulations for licensed child care made under the Child Care and Early Years Act, 2014, (CCEYA) replacing the outdated Day's Nursery Act (DNA).

Licensing

Perth Care For Kids licensed programs include all of our Child Care Programs and Before and After School Care Programs.
We are licensed through the Ministry or Education, following the guidelines from the Child Care and Early Years Act (CCEYA 2014) in order to maintain our licenses in good standing. Our program licenses are posted at each site for further information.

Accessibility / Accommodation

Perth Care For Kids believes that diversity enriches the communities that we live and work. We are dedicated to creating an inclusive environment where everyone is treated with dignity and respect, regardless of race; background; education; ethnicity; language; culture; religion; sexual orientation; gender or gender identity; marital; parental or family status; age; ability or economic status. Perth Care For Kids are committed to being responsive to the needs of employees, students, volunteers and the families we work with. We will promote equitable programs and an environment that is free from discrimination and harassment including providing services and facilities that are accessible. Clientele are encouraged to provide feedback on the way that Perth Care For Kids provides accessible services to people with disabilities.

Public Holidays and Closures

All Perth Care For Kids programs close for the following Statutory Holidays:
New Years Day Family Day Good Friday Victoria Day Canada Day
Civic Holiday Labour Day Thanksgiving Day Christmas Day Boxing Day

All the Before and After School Age Programs operate according to the school year, September to June. These programs do not necessarily operate during summers, Christmas Break, March Break or on School P.A. days.
If care during any of these times is required, parents can contact the Child Care Coordinator/Site Supervisor for details regarding programs offered and available space.

Specific program hours of operation are noted on the PCFK Programs list.

Closure: Professional Development Day

Perth Care For Kids will typically close one or two days (as directed by the City of Stratford) annually for all employees to attend a Professional Development Day. Advance notice will be given to families and all School Age and Child Care Programs as well as PCFK EarlyON Sites will be closed for that day. Perth Care For Kids recognizes the importance for employees to keep current with new Ministry directions, updates on Health and Safety, and other pertinent training. Such a day also provides an opportunity for employees to network with colleagues from other sites. Fees for care will not be charged on Professional Development days when programs are "closed".

Closure: Due to Inclement Weather

Refer to Policy – Inclement Weather

Perth Care For Kids **Inclement Weather Policy** revised August 2025

In the event of inclement weather the following policies and procedures will apply to Perth Care for Kids licensed care programs:
The Perth Care For Kids Child Care Centre will remain open on most inclement weather days. Perth Care for Kids will close the Child Care Center when all highways and county roads in Perth County are closed as announced by the Ministry of Transportation and the Ontario Provincial Police.

All cancelled PCFK licensed programs will be posted through Fastoche as soon as possible after a decision is made regarding a closure.

Parents will not be charged for their scheduled space when the childcare or before and after school programs are **closed**.

If the program remains open and your child is not attending their regularly booked care, fees as per our Fee/Schedule Policy (excerpts below) will apply.

Therefore, if your child is not attending, you must call to cancel the care for that day, not only as part of our fee policy and as a courtesy, but as part of our safe arrival policy.

Site A and Site B in Mitchell and the Milverton Child Care will typically remain open for childcare in the event only some highways and/or county roads are closed.

Before and After School Programs operating within a school will be automatically closed when the school is closed.
All other Before and After School Programs will be cancelled on an individual basis. As such families should ensure they check closures for their specific program.

As always, it is important that families make contact with their program to notify any changes in their typical schedule.

Perth Care For Kids **Waiting List Policy** revised April 2025

The City of Stratford Early Years and Child Care Division is the manager for child care in Stratford, St Mary's and Perth County. They are the lead for the OneHSN Child Care Registry and Waitlist where parents/guardians create an account and apply for licensed child care options. It has a list of all the licensed options available in Perth County making it easy for families to apply for several options with just one application. Families can use the following link to apply: https://onehsn.com/stratford

Perth Care For Kids will be notified of the application via email generated by the system and a coordinator will contact the family if further information regarding their application is required or when space becomes available.
Perth Care For Kids programs detailed on our website www.pcfk.on.ca for both Milverton and Mitchell include Center Based Care and Before/After School Care. Details of our programs are on our website www.pcfk.on.ca
Our policy for monitoring the Waiting List of families requesting care is as follows:
* in order to maintain confidentiality among all wait list families, the names on the waitlist will not be shared or made available,
* the position on the list may only be discussed directly with the family requesting care
* the wait list is categorized by date of registration on the Perth County Child Care Registration Website,
* the age of the child needing care (to identify placement needed), as well as program requested with the original date used to prioritize their position on our waitlist
* parents/guardians can email waitlist@pcfk.on.ca to request further information
* there are no charges or fees for placing a child's name on the wait list
* specific rules and regulations set out by the CCEYA regarding the ages and number of children in care at one time with an educator are maintained at all times
* spaces become available for various reasons including; maternity leaves, families re-locating, children withdrawing throughout the year, therefore spaces can become available in any one of the age-groupings at any time
* in the case of the offer of care being temporarily declined by the contacted family, they can remain on the waitlist and the Coordinator will proceed to the next family
* it is deemed the parent's responsibility to regularly monitor their Registration on the website in order to keep it active and current
* parents can email waitlist@pcfk.on.ca to inquire about their child's position on the list, noting that the position range can change
*when the child's age changes, they automatically move to their appropriate age grouping sorted by their original registration date,

prior to contacting and starting a child from the wait list

* confirmed spaces will be offered to families on the wait list in order of the original date, within each age group or program, as the space becomes available after the considerations below are accommodated as noted
* consideration is given to the children currently enrolled and whether they are ready to move into the next age group, or changes in schedule are needed
* consideration is given to siblings and families already enrolled in Perth Care For Kids Center Based Child Care programs and Before and After School programs

Inclusion

Perth Care For Kids welcomes all children into our programs. We have access to a Resource Consultant through the City of Stratford Resource Consultant Program. With parental consent, a Resource Consultant will come into our programs and provide suggestions and recommendations to help support the program and assist with meeting the individual needs of the children.

Child Care Programs

PCFK Site A (red PCFK sign) and PCFK Site B (blue PCFK sign) in Mitchell and Milverton Child Care in Milverton **Hours of operation:** 7:00 am– 5:30 pm

Perth Care For Kids Child Care Centers, offer licensed spaces for children ages 3 months to 12 years age. Our programs allow children the opportunity to develop and grow in a warm, nurturing, safe environment.
Our **Infant Programs** (Mitchell), accommodates infants 3 months to approximately 18 months. While the emphasis is placed on meeting individual schedules, group outings, play time, sensory activities and songs fill the rest of their day. The **Toddler Programs** (Mitchell and Milverton), designated for children 18 months to approximately 2.5 years is a program where little ones have the opportunity for exploring the environment through many hands on activities. The **Preschool Programs** (Mitchell and Milverton), for children 2.5 years to pre-kindergarten, promotes overall development by building on their interests and natural curiosity of the world around them.

Both full-time and part-time care is available, though presently there is a waiting list for most of our childcare programs. For more information,
Please call the center and contacts on the cover page.

Before and After School Care Programs

Perth Care For Kids operates Before and After School Programs in Mitchell and Milverton for children attending kindergarten to age 12 years. We are fortunate to be able to offer some PA day care spaces as well. Our programs for school age children are designed to be a transitional time between home and school. Our educators work closely with the children to explore their interests while offering a wide variety of activities for the children to choose from each day.

Milverton Before and After School Care: **Hours:** 7:00 - 8:40 am and 3:00 – 5:30 pm operates Monday to Friday at the Milverton Public School

Bussed Before and After School Care: **Hours:** 7:00 - 8:15-8:30 am and 3:30 – 5:30 pm schools include: St. Patrick's Dublin, St. Columban, St. Patrick's Kinkora, Jeanne Sauve, operates Monday to Friday, at PCFK Site A (red PCFK sign)

Upper Thames Before and After School Care: **Hours:** 6:30 - 8:30 am and 3:00 -6:00 pm operates Monday to Friday at the Upper Thames Elementary School

Registration

Presently there is a waiting list for most of our programs. For more information, please use the contact information specified on the front cover for any general inquiries. A scheduled visit and tour will familiarize parents and children with the program, answer questions and ensure admission forms are complete. A gradual process of separation may be suggested to ease the child more comfortably into the new surroundings.

Confidentiality

At Perth Care For Kids, we believe that confidentiality is important in establishing and maintaining trusting relationships among families, colleagues, and professionals. It acknowledges respect for an individual's right to privacy. It is also essential that privileged information that is inadvertently shared, overheard or discovered is respected and kept confidential. Appropriate measures will be taken to preserve the confidentiality of information and will not be shared without the informed and written consent of the party involved. Breach of confidentiality will result in disciplinary action being taken. The Coordinator/Site Supervisor or Executive Director may request the sharing of information if required for an investigation when required by law.

Emergency Contacts

Every child enrolled with Perth Care For Kids must have at least two Emergency Contacts listed on their registration form in their file. When parents are selecting names to list for their child's Emergency Contact, they should keep in mind that these Emergency Contacts should be available in the case of an emergency or situations such as their child needing to be picked up due to illness. All families enrolled with PCFK will be asked to review and update their child's emergency information as the information changes or minimally to review on an annual basis to ensure accuracy.

Communication

Perth Care For Kids believes that good communication is an essential component of a quality program. Daily contact with parents is encouraged at drop off and pick up time, as well as parents are welcome to call the childcare or email the program room to communicate with their child's educator throughout the day. At Perth Care For Kids we welcome opportunities to listen and learn alongside the families of the children in our care. Having both formal and informal conversations at various times throughout the day supports our belief that everyone benefits.
Refer to Policy – Parent Issues and Concerns

Program Development

Perth Care For Kids program development is constantly changing to meet the needs of the children in care as well as support new ideologies. The ministry provides many valuable resources that Perth Care For Kids uses to guide program development that parents may also find value in including;
How Does Learning Happen? www.edu.gov.on.ca/childcare/pedagogy.html

Perth Care For Kids **Parent Issues and Concerns Policy** April 2024

Perth Care for Kids will provide a transparent process for parents/guardians with guidelines for employees to use when parents/guardians bring forward issues or concerns.

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

All issues and concerns raised by parents are taken seriously 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 or 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 will respect and maintain the confidentiality of all parties involved.
An initial response to an issue or concern will be provided to parents within 3-5 working days. The person who raised the issue/concern will be kept informed throughout the process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.
Refer to Chart – Procedure for Addressing Concerns

Confidentiality

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

Conduct

Our agency 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 anyone feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Executive Director of PCFK.

Concerns about the Suspected Abuse or Neglect of a child

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 expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly. Persons, including staff 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.*
Refer to Policy – Protecting Children / Duty to Report

Escalation of Issues or Concerns

Where parents are not satisfied with the response or outcome of an issue or concern, they may redirect the issue or concern verbally or in writing to the Executive Director of PCFK.
Issues and concerns related to compliance with requirements set out in the Child Care and Early Years Act, 2014 (CCEYA) will be reported to the Ministry of Education or regulatory agencies such as the Public Health, Children's Aid, College of ECE of Teachers, etc.

Procedure For Addressing Issues or Concerns

<table>
<tr><th>Nature of Issue or Concern</th><th>Steps to Report Issue or Concern:
for Parent and/or Guardian</th><th>Steps for Responding to Issue or Concern:
For Perth Care For Kids educators, program staff, coordinators, and Executive Director</th></tr>
<tr><td>Program-Related
examples include: schedule, toilet training, indoor/outdoor program activities, menus, etc.</td><td>Raise the issue or concern to
• the individual directly (educator/ program staff) or
• the direct program coordinator
(Child Care, Early Years, Site Supervisors)</td><td rowspan="4">Address the issue or concern
• at the time it is raised or
• arrange for a meeting with the parent/guardian 3-5 working days

Document the issues or concerns in detail including
• the date and time the issue or concern was received;
• the name of the person who received the issue or concern;
• the name of the person reporting the issue or concern;
• the details of the issue or concern; and
• any steps taken to resolve the issue or concern and/or information given to the parent 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 or concern is initiated by the appropriate person in 3-5 working 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 or concern.</td></tr>
<tr><td>General, Agency or Operations Related
examples include: hours of care, fees, menus, waitlists, placement, etc.</td><td>Raise the issue or concern to:
• the direct program coordinator
(Child Care, Early Years, Site Supervisors)</td></tr>
<tr><td>Educator, program staff, coordinator Related
examples include: conduct of educator, program staff or coordinator</td><td>Raise the issue or concern to
• the individual directly or
• the Executive Director of Perth Care For Kids
All issues or concerns about the conduct of the educator, program staff or coordinator that puts a child's health, safety and well-being at risk should be reported to the Executive Director of Perth Care For Kids as soon as parents become aware of the situation.</td></tr>
<tr><td>Related to Other Persons: Volunteers
including students, as well as any frequent visitors to a childcare center</td><td>Raise the issue or concern to
• the staff responsible for overseeing the volunteer directly or
• the direct program coordinator
(Child Care, Early Years, Site Supervisors)
All issues or concerns about the conduct of volunteers that puts a child's health, safety and well-being at risk should be reported to the Executive Director of Perth Care For Kids as soon as parents become aware of the situation.</td></tr>
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Perth Care For Kids **Arrival and Departure Policy** September 2024

Perth Care For Kids recognizes that the parent/guardians have the primary responsibility for ensuring their child's safe arrival to our programs. This Arrival and Departure Policy has been developed to meet the requirements set out in the Child Care and Early Years Act as well as to help support the safe arrival and dismissal of children in our care.

If a child is not attending on a given day, we ask parents to inform us **prior** to their typical arrival time by notifying the program. If known in advance, please notify the program Coordinator/Site Supervisor by call or email or leave a message on the answering machine. If a child does not arrive at their typical time, the program educator will notify the Coordinator/Site Supervisor. The parent will be contacted by the Coordinator/Site Supervisor (or the program educator in their absence) to enquire about the absenteeism by calling/emailing in order of priority indicated on the emergency card. Efforts will be made to account for the child's unexplained absence generally within the hour of expected arrival. If the parent doesn't respond to the call/email, further attempts to contact will be made, including contacting the next person on the child's list of contacts until someone confirms the child will not be attending or the child arrives.

In the case of a child not arriving to a before school program, the educator will call the family at the end of the BS program (approximately 8:45 am) to enquire about the child's absence and will notify the Site Supervisor with the information and record any additional information about the child's absence in the daily written record.
In the case of a child not arriving to an after school program, the educator will notify the Site Supervisor and will check in with the school office first before calls are made to the parent by the Site Supervisor (or the program educator in their absence) to enquire about the absenteeism.
Once a child's absence has been confirmed, the educator will document the absence on the attendance record along with any additional information about the child's absence recorded in the daily written record.

When a child arrives, parents must ensure that the educator is aware of the arrival before leaving their child in his/her designated program. The child will be signed into the daily attendance record upon arrival. If the parent indicates that there is a change in the child's pick up procedure, the change will be documented in the daily written record and the Coordinator/Site Supervisor will be notified of the change. Similarly, when picking up a child, the parent must ensure that a educator is aware that the child is leaving with them. The child will be signed out on the daily attendance record upon departure. Unless otherwise pre-arranged, children will not be released to any person other than those specified on the admissions form which include parent's permission to be released to. To ensure the safe release of each child, personal identification will be asked of anyone picking up a child for the first time or if the educator releasing the child is unfamiliar with the person picking up. Perth Care For Kids offers care for children up to and including age 12. Therefore, please note that a child will not be released to anyone under the age of 13.

Arrangements for special circumstances may be considered when a parent of a school child provides specific written instructions, in consultation with the Site Supervisor, for the release of their child from care without supervision. The parent will be aware and accepts that PCFK is no longer responsible for that child upon their dismissal.
In cases of separation or divorce, parents should enquire with the coordinator about any additional paper work that may be required.

When a child has not been picked up within proximity of their regular scheduled time or nearing closing time, and no prior communication with the parents was received, the Coordinator/Site Supervisor will call the parents to enquire. If unable to reach the parents, the child's emergency contact will be called at closing time and instructed to pick up the child. Educators will continue to supervise and ensure the child is comfortable until they are picked up. The staff will continue trying to make contact for the period of 30 minutes. In the event that all calls have been made and no one is available to pick up, the CAS will be contacted by a Coordinator/designate and will follow the CAS's direction with respect to next steps.

At Perth Care For Kids, we take pride in being one of few child care centres which accommodates a large variety of care schedules including full time, part-time, shift-work, drop in care etc. It takes a great deal of planning, organizing, and putting schedules together to meet all of the requests for care while maintaining staff/child ratios at all times. Our license capacity is the specific number of children we can care for at any one time during the day and we cannot go beyond that. **Therefore, established fixed hours of arrival and departure need to be followed. In order to ensure that these ratios are met, we ask parents to adhere to their fixed hours of arrival and departure as indicated on their child's emergency form. These hours should reflect parent's actual working hours, allowing for reasonable travel time to and from your work place.** We understand that there could be times which are unforeseen or of an emergency nature that may require changes to the original hours agreed upon. Parent's requiring an occasional change with either an earlier arrival or a later departure should contact the coordinator as soon as possible to find out if the request can be accommodated. It will be Coordinator/Site Supervisor responsibility to inform the educators of any changes to these arrival and departure times. Changes will be recorded in the daily written record.

Perth Care For Kids

Supervision of Children Policy

March 2024

Perth Care For Kids identifies the importance of the safety and well being of each child in care. As such, educators will use the following strategies to ensure that every child is supervised at all times, in accordance to the regulations set out in the CCEYA ,
Every licensee shall ensure that every child who receives childcare at a childcare center it operates or at a premise where it oversees the provision of home child care is supervised by an adult at all times, whether the child is on or off the premises.

- all children are marked in upon arrival and out on departure to ensure accurate record of children in care, noting visits to other programs on both attendances
- educators recording the attendance will be absolutely sure of the specific child and their details of arrival/departure and if the educator has any question of the details will follow up with coworkers, the coordinator and a call to the family may be needed to confirm details before recording info
- educators will write and carry the names of children in their small group to refer to until rejoined with larger group, as well as when combined beginning and end of day
- educators can account for, and are aware of who and how many children are in their care at all times
- headcounts are performed regularly and clearly stated out loud throughout the day, including number of children and roll call as well as regular informal counting, focusing on transition times between programs both inside to out and outside to in
- educators will ensure ongoing communication with their coworkers to ensure maximum supervision of all areas and while transitioning by clearly stating what they are doing and who they are responsible for so no assumptions or misunderstandings

- educators will verbally communicate during transition of staff including; who is leaving, who is covering, number of children in their care and pertinent messages
- educators are aware of child/educator ratios and maintain appropriate ratios at all times including various times where staff may be utilizing reduced ratios for lunch breaks during rest time and arrival/departure times

Coordinators/Site Supervisor's will monitor supervision strategies through observations and regular visiting of programs including unannounced visits. If an educator is found not to be following these guidelines, monitoring strategies including re-reading of policy with discussion of their understanding, non-compliances will be noted on educator's Employee Observation form, increased frequency of unannounced visits (daily/weekly) and interim tracking of program (refer to form Interim Monitoring Program Tracking) will be used periodically and as necessary.

- educators are in proximity to children to provide active supervision by positioning themselves inside and outside so they can visually see or hear the children and reposition themselves as children move, especially during risky, vigorous play
- educators of school age children may determine that based on child's age and competency, a buddy system may be used to leave the program briefly to go to the washroom located outside of the program room or down the hall, or retrieve an item from their cubby, using clear expectations and check ins when necessary
- supervision and assistance is appropriate to the child's age, needs and abilities when needed, specific considerations for individual children will be planned and discussed in advance to ensure their safety
- educators will assess the physical space to strategize possible barriers to prevent children from leaving the program including closing doors, using baby gates etc.
- indoor and outdoor environments are checked to avoid unsafe situations
- when returning indoors, the last educator to go inside will do a visual sweep of the area to ensure every child has been accounted for and a child is not hiding
- during rest times educators will circulate to provide full supervision and will conduct sleep checks throughout the rest period
- educators will identify those known to have troubles with transitions and use strategies to support the child such as: allowing for additional time, private space/play area for the child to calm in, allowing comfort toys from home as appropriate (not electronics)
- the educator will alert the Coordinator is cases of a child having difficulties during the day (perhaps noticing child having off day) for the potential of needing extra help before the behavior escalates
- Coordinators will share and discuss supervision challenges with educators as an opportunity to mentor them so they can anticipate and prevent problems
- Coordinators will ensure that reasonable efforts were made to account for child's unexpected absence including communication with the family in a timely manner

Coordinators will review the Supervision Policy in detail with new educators upon hiring and will monitor them regularly the first couple weeks in program to ensure their understanding. Employees are required to sign off on the review and understanding of the Supervision Policy upon hiring and annually thereafter. Coordinators will ensure that the educators understand and follow the expectations ongoing and will offer clarification when needed. Additionally, training which may include reminders, scenarios and discussions will take place regularly at staff/team meetings.

Perth Care For Kids recognizes that the parent/guardians have the primary responsibility for ensuring their child's safe arrival to our programs. If a child is not attending on a given

day, we ask parents to inform us **prior** to their typical arrival time by notifying the program. If known in advance, leave message on answering machine or email your child's Coordinator/Site Supervisor. If a child does not arrive at their typical time, the program educator will notify the Coordinator/Site Supervisor and they will contact the parent to enquire (calling/emailing in order of priority indicated on the emergency card). Efforts will be made to account for the child's unexplained absence in a timely manner. In the case of a child not arriving after school, the educators will check in with the school office before making calls to the parent.

An incident where a child who is receiving care at a child care centre goes **missing or is temporarily unsupervised** is defined as a Serious Occurrence under the CCEYA and as such will require follow up. **Refer to**: Serious Occurrence Policy

In the event a child runs from the program, hides out of sight, doesn't arrive for an afterschool program or is unaccounted at any time, **immediate action is required**.

If a child doesn't arrive after school and was at school for the duration of the day, the parent will be contacted immediately to determine if it is a miscommunication.

If the child is unaccounted for during their time in program, immediately call for help from nearby educators or adults. Additionally, call for any available Coordinator/Site Supervisor. If an educator is on their own, they must never leave the group to pursue a runaway, hiding or missing child. If there is another staff member available, one person can pursue the child while the other educator supervises the entire group until further assistance arrives. The staff/child ratio can exceed in such emergency situations. The parent of the child will be contacted regarding the incident. If the child is missing for more than 5 minutes, the parent will be called and possibly asked to come assist. In consultation with the parent and Coordinator/Site Supervisor, the Police may need to be called for additional support.

Perth Care For Kids

Code of Conduct:

June 2023

Guiding and Supporting Children's Behaviour Policy

(including suspension)

Perth Care For Kids recognizes the importance of the health, safety and well-being of our employees and children in attendance. As such, Perth Care For Kids does not tolerate behaviours that put the health, safety and well being of others at risk. Our priority is for all children and staff to feel safe in their environment.
The following approach will assist us with guiding and supporting children's behaviour. Our overall goal is to provide a safe, healthy, comfortable environment where children learn in a meaningful way and educators feel supported in their role, inclusive of dealing with various group dynamics and individual behaviours.

Educators are knowledgeable and skilled in dealing with child development. For children presenting atypical behaviours which prevent them from fully participating in a program, PCFK will seek out support strategies from the resource consultants through the City of Stratford and registered psychotherapists or child psychologists from the Huron Perth Centre, as well as other community agencies.

Behaviours that Perth Care For Kids will not tolerate include but are not limited to: spitting on another child or adult, urinating or defecating intentionally in an area other than a washroom area, repeated kicking, hitting, biting that escalates in a short period

of time, actions such as turning over large pieces of furniture and intentionally throwing potentially dangerous items at other children and educators.

If such behaviours are exhibited by a child within the program, the direct Coordinator/Site Supervisor will be called in to assess the situation and determine next steps. They will investigate the circumstances leading to the incident and will take the educator's lead on what they observed and experienced to determine the child's intent in their actions and to continue the steps of co-regulating. Parents will be notified of the behaviours immediately and if it is believed that the child acted with intent and is unable to co-regulate with the assistance of the educators, therefore continuing with harmful behaviours, then the child's parent (or the Emergency Contact person if the parent is unavailable) will be requested to pick up the child as soon as possible. Additionally, if a child is struggling to cope with the childcare routine throughout the day, demonstrating a multitude of behaviours in a short time without being able to be co-regulated, then again, the Coordinator/Site Supervisor will determine when a parent will be called to pick up the child.

The direct Coordinator/Site Supervisor will discuss this serious matter with the parent to determine how to prevent such behaviours from reoccurring as well as any ramifications which could include immediate suspension or reduced hours/days from the program. If the direct Coordinator/Site Supervisor is absent, another coordinator or site supervisor will follow the same approach as outlined above. The direct coordinator will be responsible for discussing the follow-up upon their return.
All employees will use the following strategies when supporting children exhibiting atypical behaviours including but not limited to redirection, reiterating boundaries, offering choices, and removal from the program room. In very extenuating circumstances, whereby safety is of serious concern for all, the educators will move all children in the group away from the unsafe situation while the coordinator supports the child who is having difficulty deescalating.
Once these strategies are exhausted then the Coordinator/Site Supervisor will:

1. Remove the child from the program room to another room/area providing one on one supervision with this child.
2. Call the parent to pick child up
3. When deemed necessary, Perth Care for Kids reserves the right to issue a suspension from the program and/or reduced hours or reduced number of days per week.

Children Transitioning Between Programs

The following guidelines in regards to Children Transitioning Between Programs are not applicable during extenuating circumstances such as pandemics/outbreaks, or government orders in order to protect the health and safety of all.
Parents will be notified before their child begins visiting another program for the purpose of transitioning into that program. The transition time remains as flexible as possible to allow time for the child to adjust. Children may also have the opportunity to visit other program rooms. Educators will ensure parents are kept informed of visits.

Perth Care For Kids **Sleep Supervision Policy** revised April 2025

Perth Care for Kids follows the current guidelines on Safe Sleep as published by Health Canada as well as the specific recommendations in the Child Care and Early Years Act which promote safe sleeping. A copy of this policy is included with the Parent Handbook posted on our website www.pcfk.on.ca

- Perth Care For Kids will consult and follow the recommendations in resources that support children's health, safety and well being during sleep including the CCEYA and Health Canada's Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada which states that infants younger than 12 months will be placed on their backs to sleep, unless the child's physician recommends otherwise in writing. If the infant is able to roll from their backs to their stomachs or side on their own, it is not necessary to reposition them
- sleep room lighting is sufficient to complete direct visual checks of each child
- educators will perform a direct visual check of each child sleeping **within every 30 minutes for infants and within every hour for toddlers and preschoolers,** checking for indicators of distress or unusual behaviours including body temperature, breathing, colour of skin, restlessness,
- educators will document the times that direct visual checks of the each sleeping among the groups of children are completed as well as **anything unusual being noted** and then conveyed as soon as possible to the parents
- **infant** educators record direct visual checks on weekly sleep schedule charts, noting anything unusual about an individual, additional comments regarding each child's sleep and specific times is documented on their daily communication clip board,
- **toddler and preschool** educators record direct visual checks in their daily journal, noting anything unusual about an individual,
- as an additional visual indicator, the **infant sleep room** door has each child's name posted on the window with the names being moved to indicate if the child is present "IN" the sleeproom or "OUT" of the sleeproom
- as an additional audio feature, which does not take place of direct visual checks, a **sleep (sound) monitor** is located in the infant sleep room and is checked daily by the educator prior to initial use to ensure working
- though **infants** are on their own sleep schedule, generally they will be woke after three consecutive hours, **toddlers and preschoolers** rest time will not exceed two hours
- children are assigned to individual cribs and cots per children's schedule, labelled with the designated child's name, in the case of part-time children sharing, the crib or cot is thoroughly washed, disinfected and the sheet changed between children
- Perth Care For Kids supplies and washes all crib and cot sheets and blankets,
- sleep sacs for infants can be provided by the parent
- soft toys from home for sleep purposes must be machine washable, ideally to remain at the centre, it will be the parent's responsibility to make arrangements if it needs to travel home daily
- infants up to age 18 months must sleep in a crib unless specific **written** instructions and permission from the parent for the infant to use a cot, detailing reasoning for request

Parents will be consulted about their child's sleeping arrangements through a questionnaire as part of the Fastoche registration package; upon enrollment, when transitioning between age groups and any other appropriate times. Additionally, parents are encouraged to request revisions when needed to reflect any changes in their child's sleep need or preferences.
- observance of any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep
- if changes are happening at home or noted through communication with educator, the parent will communicate to the coordinator that revisions are requested and the form will be revised
- these written instructions from parents will ensure that educators are aware of and can accommodate the child's sleep, rest, or quiet activities based on individual needs and make adjustments when needed
- for those children who do not regularly sleep, alternate quiet activities will be available
- the coordinator/educator will ensure that parents are aware of the variances between sleep rooms of age groups as the child transitions to and from programs
- infant routines are noted on the communication reference board located in room
- toddlers and preschoolers with special sleep routines will be posted on the communication reference boards located within the program, revisions will be made as needed to ensure all informed

Children's Storage Cubbies

Each child is designated a cubby/hooks to store their personal belongings when they are in care. Due to the availability of cubby/hooks children may be required to share based on their care schedule. Additionally, we ask families not to leave behind unnecessary belongings as it adds to the clutter and limits the space for others.
If a child needs care on a day that is not typically scheduled, and their cubby/hook is not available, enquire with an educator as to where the belongings should go for the day. **As a safety precaution,** please ensure that nothing potentially harmful is stored in your child's diaper bag or cubby including medications, food, beverages, etc.

Children's Clothing

Children should be dressed in clothing and shoes that are appropriate for physical activity inside and outside, according to the weather and the seasons. Flip flops are not considered appropriate outdoor foot wear as they do not allow for safe physical activity. Please provide children with an alternate for outdoors. For safety reasons, shoes must be worn at all times while in a program. Other than for infants, slippers are not appropriate or allowed. Splash pants and boots are recommended for all ages. A second set of clothing may be kept at the program in case of toileting accidents, spills, etc. **It is important that all personal belongings such as back-pack, footwear, and outdoor clothing be labeled with the child's name.** Parents should check the lost and found on an ongoing basis and for any missing items.

Healthy Eating

Perth Care For Kids is committed to providing an environment that supports and encourages healthy eating and the safe, proper handling of all food. We work closely with the Huron Perth Public Health to ensure we are best meeting the nutritional needs of the children in our care.

Promote Healthy Choices: We offer nutritious snacks and meals that fulfill the Child Care and Early Years Act. We choose foods which incorporate a balance of Canada's Food Guide daily requirements. Our menus, which rotate on a 4 week basis, are posted at each site for easy viewing. The current week will be identified, and any substitutions or changes to the menu will be noted as well.

Practice Safe Food Handling: All staff are required to follow safe food handling practices. Staff employed to work specifically in the kitchen, as well as several educators maintain a current Safe Food Handling certificate.

Special Diets: We recognize that children have varying food preferences, and our menus offer a great variety for the children to choose from. In order to reduce the risk for our children with severe allergies **we request that parents DO NOT send food, snacks or beverages with their child to the centre with the following exceptions:**

- infants may bring in food substitutions (labelled) prior to adapting to the full menu
- milk – all nut free formula/milk substitutions (labelled) will be allowed (PCFK will supply 3.25% homo milk for inf/todd including for bottles and 2% milk for all others)
- schoolagers when a bagged lunch is required (nut free)

Refer to Bagged Lunch Policy (within the Severe Allergy Policy)

Additionally, for children with special diets, including infants adapting to full menu, vegetarian, vegan, religious omissions etc., written feeding instructions from the parent's will be required. All diet substitutions or omissions will be discussed with the Cook and Coordinator/Site Supervisor to develop a mutually agreed upon written plan to support the special diet.

We will work together with the parents to ensure their child's needs are met, but most importantly to ensure that all involved are sensitive to each child's specific needs.

Perth Care For Kids will provide substitutions if the foods we are providing are not suitable.

Refer to Form – Consent to Change in Child's Diet and **Refer to** PCFK Menu

Supportive Environment

At Perth Care For Kids we endeavour to offer a cultural diverse menu in a pleasant setting, conducive to interacting, socializing, and learning. Enough time is allowed for eating and children are encouraged to be a part of the serving and clean-up process. Educators trust children to manage their eating with respect to both amounts and types of food. Staff model positive behaviour, recognizing that their words and body language can be very influential.

A copy of the current menu will be given to parents by request as well as with children either in the infant program, or with sensitivities and allergies.

For those programs that accommodate early care, breakfast is provided until 7:30 am. A morning and afternoon snack and a nutritious mid-day meal is provided.

Perth Care For Kids

Severe Allergy Policy

October 2024

Anaphylaxis is a serious allergic reaction and can be life threatening. The allergy may be related to food, insect stings, medication, latex, etc. Perth Care For Kids has developed this policy to help support the needs of a child with a severe allergy and provide the necessary training, information and awareness to keep the child safe while in our care. When there is a life threatening allergic condition that involves a child enrolled in any of Perth Care For Kids licensed programs, the following policy and procedures, including individual emergency protocols will be followed. All employees, students and volunteers will review the individual support plan prior to working with the child. It will also be reviewed annually thereafter or if any changes are made to policy or protocols.

- Parents/Guardians will provide Perth Care For Kids with a complete written report in regards to the specific allergy, symptoms and treatment. The Emergency Protocol form must be completed with detailed instructions and signed by the child's parent. An allergy information listing will be posted in the kitchen and the program rooms. Individual support plans and additional severe allergy information, including a photograph of the child, will be posted in each child's program room.

Refer to Form - Individual Support Plan - Severe Allergy

- Parents will provide the Coordinator/Site Supervisor with written details as to their child's specific allergic condition and protocol. The coordinator will ensure that all others are aware of the condition and protocol. Prior to working with children and annually thereafter, all employees, students and volunteers will review the Individual Support Plans of children in care, site specific, including those who have severe allergies, noting specific symptoms to look for and the procedure for administering the emergency medication. Regular communication between those directly involved; the Coordinator/Site Supervisor, Cook (if applicable), Educators and the parents will ensure a safe and healthy environment for the child.

Refer to Form – Employee Sign Off – Individual Support Plan / Emergency Protocol

- Medication must be in the original container with the child's name, the name of the medication, the dosage of the medication and clear written instructions for administration as outlined by the physician. In the case of a medication such as Epi Pen, ideally there are two prescriptions available. One must be available for the fanny/travel pack worn by the educator or the child enrolled in school is permitted to carry their own emergency allergy medication with parent's permission. The second one is recommended as a back-up. The medication will be kept safely out of the reach of children but not locked up for easy access. The specific location varies with each child and site location so it is noted on the individual's Emergency Protocol.

Refer to Form – Administering Medication

- All employees will participate in ongoing training on the symptoms of a severe allergic reaction. Regular practicing with an EpiPen trainer assists with teaching how to administer an EpiPen.

Refer to - Anaphylaxis Review / EpiPen Trainer

Additionally, Perth Care For Kids will further reduce the risk of exposure to anaphylactic causative agents in the child care centre by;

- employees will be aware of each child's specifics about their allergy, monitoring them closely and reviewing the policy and individual support plans yearly or whenever there is an update
- informing all families about the risks associated with severe allergies by asking their assistance and cooperation in keeping every child safe by washing their child's face and hands before arriving to remove any potential allergens, ensuring no food or medication is stored in cubby/backpack,
- allergens will be eliminated from the child's program when possible including nuts as Perth Care For Kids is a Food Allergy Aware Centre and given the commonality of nut allergies, latex free gloves are used in programs,
- careful review of any children's allergies in a program are considered before sensory and craft items are placed in a program including gluten free play dough is substituted when required, food containers including egg cartons and milk cartons are carefully cleaned or eliminated when necessary
- when dealing with food allergies, the parents will be given copies of the daily menu plans, the cook will have details posted in the kitchen and eating areas, such children will sit in close proximity to the educator when eating for extra precaution and easy monitoring,
- all diet substitutions or omissions will be discussed with the Cook and Coordinator to develop a mutually agreed upon written plan

Special Diets: We recognize that children have varying food preferences, and our menus offer a great variety for the children to choose from. In order to reduce the risk for our children with severe allergies **we request that parents DO NOT send food, snacks or beverages with their child to the centre with the following exceptions:**

- Severe allergies and medical issues related to food sensitivities/allergies will be reviewed on an individual basis. In such cases, the coordinator, the parent and the cook will discuss all options for possible substitutions. In the event that all options are exhausted, and it is mutually agreed by all that PCFK is unable to provide reasonable substitutions, exceptions will be made. PCFK will request that the parent supply the food substitutions. All food substitutions brought from home will be stored separately in the kitchen at each respective site with the child's name labelled on all items.
  - infants may bring in food substitutions (labelled) prior to adapting to the full menu
  - milk – all nut free formula/milk substitutions (labelled) will be allowed (PCFK will supply 3.25% homo milk for toddlers and infants including for bottles and 2% milk for all others)
  - schoolagers when a bagged lunch is required (nut free)

Refer to Bagged Lunch Policy (within the Severe Allergy Policy)

Additionally, for children with special diets, including infants adapting to full menu, vegetarian, vegan, religious omissions etc., written feeding instructions from the parent's will be required. All diet substitutions or omissions will be discussed with the Cook and Coordinator/site Supervisor to develop a mutually agreed upon written plan to support the special diet.
We will work together with the parents to ensure their child's needs are met, but most importantly to ensure that all involved are sensitive to each child's specific needs.
Perth Care For Kids will provide substitutions if the foods we are providing are not suitable.

Refer to Form – Consent to Change in Child's Diet

Perth Care For Kids

Bagged Lunch Policy

March 2024

School Age Programs

This policy applies on days when Perth Care For Kids operates a full day school age program at our Milverton Site, Upper Thames Site or Child Care Site A, students requiring care over the lunch time may be requested to bring a bagged lunch.

- Perth Care For Kids will continue to provide both morning and afternoon snacks
- Food allergy aware lunches must be provided including no peanuts or nuts given the commonality of nut allergies and to support school regulations. Please read ingredient labels to ensure product is safe to pack
- lunches must be labelled with the child's name to avoid confusion when they are being distributed
- lunches should follow the Canada's food guide/Eat well Live well, including the following recommendations; offering plenty of vegetables and fruits, choose whole grain foods and high in protein foods, it is further recommended to limit foods high in sodium, sugars or saturated fat
- water for drinking is available
- it will be mandatory that each lunch has an ice pack to maintain food safety
  If the lunch is compromised by temperature, it will need to be replaced.
- if a child forgets their lunch on a particular day the parent may need to be contacted to bring a lunch in, if they cannot be reached or are not able to return with a lunch, Perth Care For Kids will provide other available options
- Lunches must be packed in accordance to our Severe Allergy Policy
- Allergens will be eliminated from the child's program whenever possible including nuts as Perth Care For Kids is an Allergy Aware Centre given the commonality of nut allergies,
- If the child has an allergy, parents will provide Perth Care For Kids with a complete written report in regards to the specific allergy, symptoms and treatment. The Emergency Protocol form must be completed with detailed instructions and signed by the child's parent. All Allergy information will be posted with a photograph of the child who has the allergy, where the food is being prepared and served (when food related) as well as all program rooms being used for care for that child

Refer to Form - Severe Allergy Emergency Protocol

Perth Care For Kids

Illness Policy

revised March 2021

During any Outbreak, Perth Care For Kids will consider the direction and regulations set out by the local Public Health and in our Outbreak Policies as our top priority.

Children utilizing care in a group setting are highly susceptible to contagious diseases as often they have not been exposed to many of the common infectious germs and have not built up resistance or immunity to them. Children can become sick quickly and being prepared to deal with illness is essential.

In order to control the spread of communicable disease or illness and to support recovery the following policy has been established here at Perth Care For Kids:

- If a parent/guardian suspects that their child is ill prior to the arrival at the program, then it is requested that the parent keep the child at home.
  Refer to HPPH Handout - If They're Sick, Keep Them Home
- Educators will complete an initial observation of the child during his/her arrival to detect any signs of ill health. If there are any signs detected at arrival or throughout the day, including: visible rashes, bruises, unusual temperament or disposition, temperature, and signs of illness, details will be recorded on the child's Health Assessment. Additionally, parent's comments regarding illness/health including: recent symptoms, fever, any medications given prior to arrival as well as unusual sleep and other pertinent health related messages will be recorded. Depending on the circumstance, parents may be requested to take their child home in order to prevent any further spread of illness. Should a child become ill during their participation in a program **(combination of symptoms listed)** parents will be contacted to make arrangements for picking up the child.
  The details will be recorded on the child's Health Assessment
  Refer to Form – Daily Assessment / Individual Health Assessment

  - A fever of 38 degrees C or higher
  - Diarrhea (two or more extremely loose bowel movements)
  - Vomiting
  - Any contagious disease (chicken pox, strep throat, etc.)
  - Severe coughing / wheezing / congestion
  - Unexplained rash
  - Lethargic/ not coping / unusual temperament(with no alternate reason)

Perth Care For Kids will consult the Huron Perth Public Health when deciding whether to post diagnosed illnesses for the purpose of informing other families of potential symptoms and conditions to be aware of.

Any child with a communicable disease as outlined by the Perth County Medical Officer of Health, will not be re-admitted to a PCFK program until after the recommended isolation or treatment period for that particular disease.

Refer to HPPH Posted Chart -Communicable Disease Exclusion Guidelines

When parents call to inform the centre of their child's absence due to illness, details of the illness should be noted as it may need reporting to the HPPH.

Refer to HPPH Posted Chart - Diseases of Public Health Significance

Perth Care For Kids **Administering Medication Policy** July 2026

For the safety and well being of the children in our care, Perth Care For Kids will ensure the following administering medication policy criteria is adhered to.

If a child is recovering from an illness, and is receiving follow-up medication during his/her recovery, Perth Care For Kids will allow and educator to administer the medication upon the parent's written authorization. All medication must be administered according to written instructions from the physician (on label or Dr note)

The medication must be in the original container clearly labeled with the child's name, the name of the drug or medication, the dosage of the drug or medication, the date of purchase and instructions for storage and administration. Parent's written instructions on the Administrating Medication form must be aligned with the dosage and times specified on the medication's prescription label or Dr's note. If the medication has a variance for dosing (example - administer one to two puffs), specific details of symptoms and or timing must be included in the written instructions.

In the case of a child who is recovering from an illness and is under a doctor's care, PCFK educators will administer Acetaminophen providing there is a current written prescription for this. The Coordinator will exercise their discretion as to whether the parent is required to pick up their child if symptoms do not subside.

The PCFK educator will not administer medications without written authorization on the completed forms. Medications will be administered following the specific written instructions on the label, and will not exceed the daily dosage on the label. Additionally, they will not administer the initial dosage of a medication. It is the responsibility of the parent/guardian to do so. It is expected that parents will give as many doses as possible at home.

Medications will not be administered after the prescription expiry date or the medication's expiry date. Any left-over medication will be returned to the parent.

Over-the-Counter Products will be administered including sunscreen, moisturizing skin lotion, lip balm, insect repellant, hand sanitizer and diaper cream with parent's authorization. All products must be in their original container. As a safety precaution we cannot permit any non-original containers including home remedies. PCFK will supply a label for the parent to fill out with the pertinent information prior to the product being administered including specific instructions for use.

In a centre based program, it is the responsibility of the educator who receives the medication, to inform the other educators that there is medication for that particular child, and the details around administering it. Perth Care For Kids supply staff will typically not administer any medication though approval from the Coordinator may be given in extenuating circumstances.

Each educator is responsible for the timely administration of medication to the children in their care. In extenuating circumstances, if the time to administer lapsed, the parent would be called for direction and will be recorded on the child's record.

Prior to administering the medication, the educator will read the label and compare to parental written instructions. In the case of any discrepancy the parent will be contacted to provide verification and any change will be recorded.

Once the medication is administered to a child, the educator will document all appropriate information on the Administration of Medication form including dosage, date & time, and initials. The educator will also record any reactions that happen after giving medication. If a reaction occurs, the Coordinator will contact the child's parent immediately.

Parents will be notified immediately in the case of any error of medication either to the wrong child or dosage error.

All medications will be kept safely out of the reach of children either in the refrigerator or designated medication cupboard, in accordance with the instructions for storage on the label.

Medications deemed needed for emergency use (prescribed by a medical professional to be readily available in order to prevent a significant risk to the child's health) will be kept available for the educators enabling quick access when needed. This includes but not limited to medications for conditions such as asthma, allergy, epilepsy and diabetes. All such medications will be kept in fanny packs either worn by the educator or the (school age only) child, designated medication cupboards or on the counter providing it is out of the reach of children. When the child is in care, such medications must be available where ever the child is. **Educators will ensure that all such emergency medications are taken along on outings.**

School age children are permitted to carry their own emergency medication while attending a PCFK program with parent's permission. If the medication is stored in the child's back pack, educators know where it is so it is easily accessible in the case of an emergency. Parent's initials are required on the Administering Medication Form to acknowledge permission.

In the case of a child arriving to care without their as required emergency medication, the child will be denied care until the medication is available at the centre. The parent will not be allowed to leave the child in care temporarily while they get the medication.
The Coordinator will regularly check the expiry date of the emergency medication to ensure that it has not expired.

All PCFK educators will be familiar with the procedures of administering either asthma medication and/or severe allergy medication including knowing which children are receiving them and where the medications are stored. Additionally, all educators, volunteers and students working directly with the children will be required to sign a form stating they are aware of the specific individual's emergency protocol.
Parents will be asked to complete an Emergency Protocol Form including an Emergency Action Plan for staff to follow.
Refer to PCFK - Administering Medication Form
Refer to PCFK - Severe Allergy Policy and forms for further details

Immunization / Medical Requirements

The Child Care and Early Years Act regulates that an up to date copy of your child's Immunization Record or a Statement of Conscience or Religious Belief Affidavit must accompany each child's registration package, and be returned to Perth Care For Kids prior to admission. Parents must also submit updated copies after their child receives any additional immunization. As directed by our local Huron Perth Public Health, immunization records for school age children are not collected through Perth Care For Kids, as records must be on file and maintained with the school boards.

Diapering / Toileting

Parents are required to provide all supplies needed for changing their child including; diapers (disposable only), training pants, disposable wipes, ointments - in their original container, and other supplies typically used for changing their child. In the case of a child requiring a prescription cream, an Administering Medication form must be filled out by the parent following the written instructions as directed by the physician, either on the prescription label or Dr's note. **For safety,** please ensure no potentially harmful items are in your child's diaper bag/cubby including medications, food, drinks, ect.

Over-the-Counter Products

Over-the-Counter Products, supplied by the parents, in their original containers, will be administered including sunscreen, moisturizing skin lotion, lip balm, insect repellant, hand sanitizer and diaper cream with parent's authorization. As a safety precaution we cannot permit any non-original containers including home remedies. PCFK will supply a label for the parent to fill out with the pertinent information prior to the product being administered. PCFK will supply hand sanitizer (used only for preschool and school agers for times when hand washing is not practical).

Local Excursions / Field Trips

Educators plan local excursions for the children to a variety of locations within walking distance of the program. Walks are not always planned ahead of time, but occur to accommodate the interests and the needs of the children. Field trips may be planned throughout the year to extend and enhance program activities. In the rare case of an event that is not local further details and consent forms will be sent out.

Excerpt from **Volunteer/Student Supervision Policy**

Volunteers/Students will not be permitted to be left alone with the children as only PCFK employee will have direct access to the children. No child is supervised by a person under 18 years of age. Volunteers/Students will not be counted in staffing ratios and will be supervised at all times.

Volunteer Involvement

Perth Care For Kids welcomes the involvement of parent, community and student volunteers in our programs. Volunteers will be supervised at all times while in program. They are also welcome to volunteer as members of our Board of Directors. As openings on the Board arise, the Board Governance Committee will post all openings and follow the recruitment and interview process. Through PCFK families have access to educational material and are welcome to attend training opportunities as they arise. As well, die cutting is available for public use.

Visiting the Program

The following guidelines in regards to Visiting the Program are not applicable during extenuating circumstances such as pandemics/outbreaks, or government orders in order to protect the health and safety of all.
Family members including parents/guardians/grandparents etc. are welcome to visit the program during the day. The following are guidelines we ask visitors to follow:
parents:
*provide the Coordinator/Site Supervisor the visitor's name, description, relation to the child, expected visits – dates, times, know that the visitor is given permission to come and see your child
visitors:
*check with the Coordinator/Site Supervisor to see what time is appropriate or best suited to visits, (while we have an open door policy, the group that your child is with may be on a field trip, or napping etc. and not as conducive to visiting)
* visitors who will be visiting on a regular/ongoing basis will be asked to read and sign papers related to confidentiality upon first visit
* please check in with the Child Care Coordinator/Site Supervisor to announce arrival and departure at each visit

Accidents

Perth Care For Kids takes every precaution to provide a safe program environment but accidents can happen. All PCFK employees are trained in Standard First Aid and as such will follow the training guidelines of accessing the situation and administering first aid as required. Accident reports will be written for all accidents requiring first aid including; cold packs, cold compresses, sterile dressings or band aids applied for first aid purposes. Additionally, any event including an injury requiring medical attention, a fall from an elevated height, any bumps to head and any potential injury to further develop after care must also be written. For all other **minor** accidents the parents will be notified through verbal communication or a "Note to Parents" to ensure awareness of the accident. Parents will also be notified if there is an incident affecting the health, safety or well-being of their child while in care. If the accident is of a more serious nature which results in the need for immediate medical attention, 911 will be called and the parent will be contacted.

Excerpt from **Playground Safety Policy**

Perth Care For Kids recognizes that all children benefit from time spent outside playing and exploring where they are able to connect with the natural world and their community. Opportunities for gross motor and highly active play are often easier to offer in outdoor play spaces. Integrating physical activity into the daily routine in a program helps develop a foundation and enjoyment for movement and physical activity that will support health and well-being throughout the child's life.
Therefore in accordance with the Licensing Manuals, programs are arranged so that children in care for six hours or more in a day spends time outdoors for at least 2 hours each day, weather permitting, and in a before or after school, have at least 30 minutes of outdoor time each day, weather permitting.

Excerpt from **Protecting Children Policy - Duty to Report**

Perth Care For Kids recognizes that Child Abuse is a very sensitive area for all concerned. We all share a responsibility to protect children from harm, including situations where children are abused or neglected in their own homes. Furthermore it is our legal responsibility as professionals, to promptly report any suspicion of physical, sexual and emotional abuse, neglect and risk of harm to the Children's Aid Society. Therefore it is important that Perth Care For Kids employees are aware of the definition of a child needing protection, the possible indicators of abuse, legal responsibility, and the procedure for reporting suspected child abuse.

Excerpt from **Serious Occurrence Policy**

Perth Care For Kids is responsible to ensure that all services are provided in ways that promote the health, safety and well-being of children being cared for. As an operator, we are accountable to the community, parents and to the Ministry of Education. The *Child Care and Early Years Act, 2014* (CCEYA) and its regulations include provisions to ensure that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and that these serious incidents are reported to the Ministry of Education, tracked and followed up on. A **Serious Occurrence Notification Form** will be completed and posted.

Excerpt from **Emergency Management Policy**

Perth Care For Kids has emergency management policies and procedures that provide clear direction for employees to follow when dealing with emergency situations. Training, including practicing emergency situations will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible. **If a program has to be evacuated**, families directly affected will be contacted by telephone as soon as it is safe to do so and will be given details of the situation and follow up direction. **For emergency situations not requiring evacuation,** families will be notified of the situation via email from the Coordinator/Site Supervisor or Executive Director. Depending on the situation it may also be posted on the PCFKs program face book page to inform families.

Canada-Wide Early Learning and Child Care - CWELCC

The federal and provincial governments entered into the Canada Wide Early Learning and Child Care Agreement to make child care more affordable for families with children under six years of age. A plan for reduced fees is a priority for the Ministry of Education and Perth Care for Kids is participating in the Canada Wide Early Learning and Child Care system. As a result, parents using care with Perth Care for Kids will see a gradual reduction of fees over the next few years. Non base fees such as late fees or costs associated with field trips, etc. are not eligible for the CWELCC. Participating in the CWELCC system will help us continue to provide high quality Child Care that is accessible, affordable, inclusive and sustainable.

Perth Care For Kids - **C**anada-**W**ide **E**arly **L**earning and **C**hild **C**are **base fees**

Including Child Care Programs: Mitchell - Site A and Site B and Milverton

School Age Programs: Upper Thames ES, Milverton PS, Shark Room/Site A

Effective July 2026

Program	**CWELCC**	**CWELCC**	**CWELCC**
	Full Day	Half Day/Lunch	Half Day
Infant 0 - 18 mths	$22.00	$14.17	$12.75
Toddler 18 mths - 30mths	$21.26	$13.70	$12.00
Preschool 2.5 – 3.8 years	$19.85 $15.70 program less than 6hrs 9:00 am – 2:45 pm	$13.70	$12.00

Note: The Canada-Wide Early Learning and Child Care system **does not apply** to School Age Programs for those children 6 years of age and older or include non- base fees such as late fee or field trip associated costs, etc.

Program	**CWELCC**	**CWELCC**	**CWELCC**
	Full Day	Half Day/Lunch	Half Day
Kindergarten 3.8 - 6 years	$19.85	$13.70	$12.00
CWELCC N/A **School Age** 6 - 12 years	$36.00	$27.00	$22.00
	Before School	After School	Before and After
Kindergarten 4 - 6 years	$12.00	$12.00	$12.00
CWELCC N/A **School Age** 6 - 12 years	$12.00	$17.00	$21.00

Perth Care for Kids **Fee / Schedule Policy** approved April 2025

The Hours of Care Financial Agreement within the registration package will be accepted and signed by each family to establish their specific care needs to determine their schedules and fees (as per the PCFK / CWELCC current fee rates). Schedules must fall within these definitions of care:

Definitions of Care		
Schedules of Care		
Full Time	5 days requested per week	
Part Time	4 days requested per week: OR 3 days requested per week: Scheduled days MUST be the same each week - example: M/W/F or M/Tu/W/Th - with no alternating	Additional days may be requested: - in advance through Fastoche - short notice (day of) by calling in to the main centre
Minimal Booked	2 days requested per week: Scheduled days MUST be the same each week - example: M/W or Tu/F or M/Th - with no alternating	
Drop In	Choosing from the days/times which are available once all other schedules have been confirmed. These choices must be recorded on a schedule and submitted to the Coordinator for acceptance.	
Hours of Care		
Full Day (FD)	Over 6 hours in care, maximum of 10 consecutive hours in care	
Half Day Lunch (HDL) AML	Morning care ending with lunch departing at 12:30pm	
Half Day Lunch (HDL) PML	Afternoon care beginning with lunch arriving no earlier than 11:45am	
Half Day (HD) AM PM	Under 6 hours morning care ending no later than 11:45am Under 6 hours morning care beginning no earlier than 12:30pm	
Before School (BS)	Children in care before being released to their Elementary School	
After School (AS)	Children in care after being released from their Elementary School	
Social hours	*PCFK requires that social hours be adhered to when: - one parent is not working on a given day – even if it is a short notice change - when a parent is on maternity/parental leave (a 2 month grace period will be given immediately following the birth of a sibling)	
Social Hours FD	8:45am to 4:00pm	
Social Hours HDL	8:45am to 12:30pm	
Social Hours HD	8:45am to 11:45am	

Scheduling Criteria

In accordance with the Hours of Care Financial Agreement, all Parents/Guardians must commit to reviewing their child's schedule via email from Fastoche by the first of every month (instructions provided monthly) in order for schedules to be accepted by the Coordinator. Any planned absenteeism should be communicated to the coordinator. Parents/Guardians are reminded to ensure accuracy of the information as it is used for billing purposes.

In the case of joint custody, each parent will be responsible for reviewing their own schedule; PCFK encourages parents to consult with each other to ensure accuracy of care needed and for billing purposes.

Once each monthly schedule has been reviewed, the Coordinator will then give confirmation indicating if the schedule has been accepted or declined and will reach out to discuss any declined requests.

If a change in schedule is needed, a discussion must be had with the Coordinator before a schedule is submitted. Additional days may be requested by emailing the coordinator in advance, or calling in on the morning the care is being requested for. For families wishing to decrease (i.e. maternity/parental leave; summer reductions; temporary unemployment), a revised Hours of Care Financial Agreement must be completed and signed following the Minimal Booked schedule to ensure the child(ren) has continued care. Scheduling an older sibling while on maternity/paternity leave will keep the infant child as who is registered on OneHSN as a priority on the waitlist. If choosing not to follow the Minimal Booked schedule, then you will be expected to re-register on the OneHSN waitlist.

for School Age Families:

In addition to above criteria, the following applies:

- Spaces in school age programs are limited and while existing families do not need to complete a new registration on OneHSN each new school year, they should not presume their schedule is guaranteed for BS, AS, and/or summer care (for children up to the age of entering grade one) until confirmed by the Coordinator
- The Minimal Booked schedule (2 days/week) will not apply to school age children for the Christmas Break and March Break, or JK/SK summer care as spaces are limited. Limited PA Day care is also available, and families are encouraged to submit schedules as quickly as possible if requesting care on these days.
- Before School and After School Hours of Agreements will be completed separately and any non-attendance days will be allotted separately

Fee Criteria

Parents will be billed based on their confirmed schedule and child's age.
Recognizing that scheduled care may include absenteeism due to appointments, illness, inclement weather, vacation, etc. no fee non-attendance days are given as follows: (prorated based on start/end dates and/or changes with the Hours of Care Financial Agreement in consultation with the Coordinator)

Full Time schedules – 12 non-attendance days per calendar year
– 10 non-attendance days for Sept to June BS/AS programs
All other days attended or not, will be charged the regular fee

Part Time schedules – 6 non-attended days per calendar year

- All other scheduled days attended or not, will be charged the regular fee

Minimal Booked and Drop In schedules – zero non-attendance days given

Non-attendance days will automatically be applied to each day that a child does not attend scheduled care. Should a parent wish not to apply a non-attendance day to a day when care was not used, they are responsible for notifying by the Coordinator by the Friday of the week in question.

Once all the allotted non-attendance days have been used, any additional days where a child does not attend will be charged. Non-attendance days will be calculated and processed individually for siblings. Any unused non-attendance days will not be carried over to the next year

No fees will apply:
- For those children scheduled in childcare, during inclement weather when the childcare is closed (refer to Inclement Weather Policy)
- For those children scheduled in Before and/or After school, during inclement weather when the local buses and/or local school is closed (refer to Inclement Weather Policy)
- When a program has a full day unforeseen closure for reasons including but not limited to power outages, water disruptions, maintenance etc. (fees will apply in the event of a mid-day closure)
- If Perth Care for Kids chooses to close for a designated Professional Development Day for PCFK employees or any additional days between the Christmas and New Year Statutory holidays (ample notice will be given)

Payments

Monthly payments are due the 3rd Wednesday of the month. The preferred method of payment is e-transfer to heathers@pcfk.on.ca and the child's name/family name must be included in the message. For only those without access to e-transfers, cash or cheque payments can be arranged with a Coordinator. Any cheques returned (NSF) will need to be replaced in cash plus an additional $25.00 for service charges incurred (non-base fee). In a case of overpayment, the $ amount will be applied to their account or refunded by cheque if the child is withdrawing from care when adequate notice is given. Families can apply for financial assistance towards their cost of licensed childcare and should request further information from the Coordinator.
A full year receipt of payments made is issued for income tax purposes.

Late Pick Up Policy / Pending Fees

In the case of a child not being picked up by closing time, the closing educator will proceed to first contact the parents. If the parents are unable to be reached, the educator will then contact the Emergency Contact person listed in the child's file within 15 minutes of the closing time. The Emergency Contact person will be required to pick up the child. Educators will continue to supervise and ensure the child is comfortable until they are picked up.

Refer to Policy **–** Arrival and Departure for further criteria

In the case of a child being picked up late, after the centre's closing time, the following pending fees will apply:

If a child is not picked up by the closing time of the centre, an automatic $10.00 fee (non-base fee) will be applied to the family's care account. Additionally, a late fee of $2.00 fee for every minute after five minutes (non-base fee) will be charged until the child is released. In extenuating circumstances, including emergency situations, a grace period may be considered, as well as the fee may be waived at the discretion of the Child Care Coordinator, in consultation with the Executive Director.

A late pick up/pending fees form will be completed with details of the late pick up and signatures before the child is released

When late pick up fees apply, a copy of the form will be given to parents attached to their Fee Invoice.

Refer to Form – Late Pick Up / Pending Fees

Fundraising

Please help support our efforts! Some of our Fundraising efforts include;
the collection of pop cans - sold by weight to recycling plant,
Scholastic book orders - percentage given back in children's books,

Withdrawal from Program

If it becomes necessary to withdraw a child from our programs, parents are requested to give two weeks notice to Perth Care For Kids. If notice is not received, program fees may be charged in lieu of notice. Perth Care For Kids may suspend the services if policies are not followed, fees are not paid, or if deemed the program is not suitable.