

# Petawawa MFRC PMFRC Parent Handbook

*A guide to ensuring a high level of licensed quality childcare.*

Version 14: 07 May 2026



## Version Control

PMFRC will review this policy and related procedures regularly, or as required, and will adjust as necessary to ensure that it continues to meet the needs of all employees.

Version #	Date	Author	Key Differences
Version 1	19 May 2020	C. Beswick	Update the current parent handbook to meet licensing requirements.
Version 2	5 July 2021	C. Beswick	Update parent handbook to meet required changes for specialized care program.
Version 3	14 July 2021	C. Beswick	Additional updates required by the Ministry.
Version 4	26 October 2021	C. Beswick	Additional updates required by the Ministry.
Version 5	31 October 2022	C. Beswick	Additional updates requested by the CS Manager to accommodate the CWELLC Initiative / Requirements.
Version 6	16 January 2023	C. Beswick	Updates to align with new CWELCC Funding Guidelines.
Version 7	14 March 2023	C. Beswick	Updates regarding change to the daily fees.
Version 8	23 April 2024	D. de Ruiter	Updates the current parent handbook to meet Ministry Requirements.
Version 9	9 August 2024	D. de Ruiter	Addition of discharge procedure and scheduled closures.
Version 10	11 October 2024	D. de Ruiter	Revised Program Statement.
Version 11	20 November 2024	D. de Ruiter	Created Non-Base Fees Table.
Version 12	20 December 2024	D. de Ruiter	Additional updates required by the Ministry.
Version 13	28 March 2025	D. de Ruiter	Update contact methods + medication section
Version 14	07 May 2026	J. Hollinger	Update for withdrawal notice

## Signatories Confirmation

Signatories confirm the accuracy of the information and content data related to their respective areas of expertise. Where applicable legal or HR resources were consulted for amendments or updates to be in alignment with all employment legislation.

  
Executive Director Julie Hollinger

07 May 2026

Date:

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Subject	Parent Handbook – PMFRC Licensed Care Programs		
Applicable To	All clients of the PMFRC Licensed Child Care Programs		
Intent / Purpose	<input checked="" type="checkbox"/> For Action <input type="checkbox"/> For Information		
Referred To:	Procedures and Information Related to Child Care Regulations and Operations		
Reviewed By	Children’s Services Manager		
Approval Authority	Executive Director: Julie Hollinger	<input checked="" type="checkbox"/> Approved <input type="checkbox"/> Not Approved	

## Forward

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### Statement of Purpose

On behalf of the Petawawa Military Family Resource Centre (PMFRC), we would like to welcome you and your family to our Children’s Services Programs. We are pleased to offer you an extensive array of quality child care programs. The PMFRC is a non-profit organization, and the childcare programs are licensed under the Ministry of Education Early Learning Division; the Child Care Early Years Act ensure a high level of childcare service is provided.

Please take the time to read this Parent Handbook and keep it as a reference. Enclosed you will find information about our regulations and operations. If you have any questions, please do not hesitate to speak to the program supervisor or any of our early childhood educators. When you receive the registration package there will be an area to sign that you have received a copy or reviewed the parent handbook online, the licensing inspection summary, and the new requirements to post serious occurrences in licensed childcare programs.

Please take time to review the Program Statement placed in the back of the parent handbook as a leaflet, this can also be found on our webpage. The intent of the program statement is to strengthen the quality of our programs and ensure high-quality experiences that lead to positive outcomes in relation to children’s learning, development, health, and well-being. (Subsection 5.2 Program Statement pg. 68 Child Care Early Years Act). This is a working document. Your input would be greatly appreciated. As our programs evolve and change so will our Program Statement.

We would like to take this opportunity to thank you for the privilege of allowing us to be an important part of your young child’s life.

The following links below are additional resources that guide, our regulations and operations and you can review them at your convenience:

- Ontario Early Years Policy Framework, 2013; [Ontario Early Years Website](#)
- Child Care and Early Years Act, 2014; [Child Care and Early Years Act Website](#)
- How Does Learning Happen? Ontario’s Pedagogy for the Early Year; [How Does Learning Happen Website](#)
- Ontario’s College of Early Childhood Educators. [College of Early Childhood Educators Website](#)
- If you wish to learn more about the Children’s Services Team, please refer to, or contact us through the links below:
  - Children Services Manager email: [childrens.services.manager@petawawamfrc.com](mailto:childrens.services.manager@petawawamfrc.com)
  - PMFRC Website: [CFMWS - Petawawa Website](#)

This Handbook is reviewed and amended on an annual basis, or as needed.

## Disclaimer

This Children’s Services Parent Handbook is intended to provide parents who participate in our children’s services programs with information about PMFRC regulations and operations as they pertain to all our daycare and children’s programs that are currently in effect. This handbook is subject to change by the PMFRC at any time. Parents will be notified of any changes as they are established.

## Philosophy

All Children’s Services Programs within PMFRC view children as competent, capable, complex thinkers, who are rich in potential (How Does Learning Happen 2014). The extensive array of children’s services programs guides children through an enriched and inclusive early learning environment focusing on strengths and abilities. The early learning environment along with the childcare employee guides and nurtures the development of each individual child through an emergent play-based program and activities with the children’s physical, cognitive, social, and emotional development. The focus is on curiosity, inquiry, and a positive sense of oneself. Each of our programs strives for every child to have a sense of belonging, engagement, well-being, and expression (How Does Learning Happen 2014). The PMFRC sees families as experts who know their children better than anyone and have important information to share. We value their insight and the importance of engaging with them in meaningful ways to be able to fully understand their child. Our vision is to empower strong, capable, resilient military families within our community; all our programs offer active participation either by bringing the community into our programs or bringing the children into the community.

The Petawawa Military Family Resource Centre has enrolled in the Canada-wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada. We believe that childcare provides a solid foundation for early childhood development and the well-being of children while parents work, and we are committed to providing childcare services that meet the needs of your children and families. Participating in the CWELCC System will help us continue to provide high-quality childcare that is accessible, affordable, inclusive, and sustainable.

## Definitions / Glossary

Definition	Explanation
CWELCC	Canada-Wide Early Learning and Child Care Program
Licensed Agency	Children’s Services programs that operate within the licensed requirements of the Child Care and Ontario Early Years Act (2014)
LTN	Lil’ Troopers North
LTS	Lil’ Troopers South
BAS	Before and After School Program
PHDC	Private Home Daycare Providers
PMFRC	Petawawa Military Family Resource Centre.
SCP	Specialized Care Program
NSCC	North Side Childcare
Providers	Self-employed individuals who provide care to children within their own home. They utilize and benefit from support and resources offered to them through a contractual agreement with the PMFRC

## Parental Involvement

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When we recognize and build on the strengths of families and the love they have for their children, everyone benefits (How Does Learning Happen 2014). All children's services programs value the importance of strong, respectful, and reciprocal relationships with families. Families are engaged in their child's programs through daily communication with employees and being able to access our open-door policy to observe their child and the program at any time. Families are encouraged to share their cultural backgrounds, participate in programs by bringing in materials to display about their family or community and share talents such as music, creative activities, or other special skills they may have. Families are invited to participate in special activities and field trips.

Parent and family communication boards are in all the childcare locations. These boards provide families with information on all PMFRC services as well as events and activities happening within that specific childcare program. This type of information is also shared through our online communication tool/app – Storypark. Suggestion boxes are also located within all our childcare programs for parents to make recommendations and voice any concerns they may have. However, individual interaction with these types of situations remains the preference; our goal remains for all families to feel a sense of belonging and expression in the childcare programs.

If families are interested in volunteering with any of the children's services programs, they can register with the PMFRC Volunteer Coordinator. Becoming a volunteer with the PMFRC can assist with feeling a sense of belonging not only with the childcare program and PMFRC but also with the community at large.

## Services Provided

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The PMFRC Children's Services programs operate and include the following programs:

- Two centered-based day care facilities Lil' Troopers Day Care South and Lil' Troopers Day Care North.
- A cooperative nursery school Kiddie Kollege.
- One Casual Childcare Services Program.
- Three Before and After School Programs.
- A Private Home Day Care Program.
- A Specialized Care Program.

Please review the separate annexes labeled by their respective program for details related to each individualized program. Separate leaflets will also be included outlining the individualized childcare fees for the program your children will be enrolled in.

## Employee Qualifications

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PMFRC Early Childhood Educators and Children's Services employees are trained in early childhood education and hold their designation with the College of Early Childhood Education. The Ontario Ministry of Education requires director's approval for a portion of non-Early Childhood Educators to work in licensed childcare programs. PMFRC requires the Children's Services Manager and all program supervisors to be ECE qualified.

All PMFRC employees are certified in First Aid & CPR "Standard C Level" and must maintain a successful Vulnerable Sector screening check every five years and complete offence declaration on an annual basis .

### Employee Hiring Afterhours

Due to conflict of interest, code of ethics, confidentiality, and professional boundaries, parents are asked to not request PMFRC childcare employees to provide personal childcare services for their families, after- hours. Our employees are highly valued, trained employees who have a professional relationship with your family, and we ask your assistance in maintaining professional boundaries.

Should you require childcare services after-hours we will provide resources available within the PMFRC that may assist you in your search.

## Emergency Evacuation

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In the event of an emergency, the children will be evacuated from their childcare program to the appropriate emergency evacuation location for the building they are in. The addresses and evacuation locations are listed in the annex section of the specific childcare program location. All individual medical plans and medication will be brought to the evacuation site.

If a parent or emergency contact person cannot be reached the child will remain with the childcare employees at the evacuation location and the Ontario Provincial Police and Military Police will be contacted to assist with the location of parents.

## Children With Special Needs Requirements

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### Exception to Hours

Families who require childcare beyond the hours established by children's services or have children who do not meet the legislative age requirements can be referred to alternate PMFRC programs, or other community resources/partners.

### Inclusion Statement

It is the aim of the PMFRC to provide an inclusive childcare program with developmentally appropriate experiences for all children; early childhood educators will be involved and work with all children.

The PMFRC will work in partnership with other professional partners and the families to ensure the developmental needs of the child(ren), ensuring full participation in all programs.

### Special Needs Support

Children's Services works with community partners such as Inclusion Coordinators with the county of Renfrew – Child Care and Early Years Division to provide inclusive care for children with special needs. Children's services are up to date on community resources and provide families with the resource information throughout the community and area.

### Parent's Responsibility

We view parents as partners who lead the decision-making process; the family is the expert on their child.

It is recommended that parents disclose any known diagnosed or diverse learning needs before starting a program. Program supervisors can meet with the parents to discuss possible program modifications and adaptations to ensure the child can actively participate in all aspects of the program.

If parents have any concerns about their child(ren), please approach the program supervisor to discuss possible service requirements. Early intervention is imperative to a child's development.

## Service Capacity

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All PMFRC Children's Services programs will be determined by the ratios set out by the posted license issued by the Ministry of Education Early Learning Division and in accordance with the Child Care Early Years Act.

## The Admission Processes

Enrolment with any of the children's services programs is based on a first come first serve basis. All registration forms must be returned to the program supervisor a minimum of 48 hours in advance of the child(ren)'s start date. When the maximum capacity is reached a prioritized waitlist will be established.

The documentation required for enrolment is as follows:

Signature of both parents will be required indicating compliance to regulations and operations

- Review parent handbook hardcopy or online with signed confirmation.
- Completed registration form/contract.
- Registration fee of \$14.18 per child for children six (6) years of age and younger (this excludes both the North Side Child Care and Specialized Care programs). This is a one-time fee and can be transferred when changing childcare services within the PMFRC. This may vary due to the Canada-Wide Early Learning and Child Care Program (CWELCC) for children 6 years and under.
- Registration fee for children six (6) to twelve (12) years of age is \$30.00 per child.
- An updated immunization form or exception form is required for each child to attend care. (With exception to children in before and after school programs- it is the school's responsibility to obtain immunization records).
- Emergency contact and pick up form.
- Child custody order if applicable must be reviewed by the Children's Services Manager.
- Photo consent form.
- Medical release form.
- Access to personal information form.
- Sun and insect protection form.
- Authorization of non-prescription products (Annex F)

It is the family's responsibility to notify the program supervisor of any changes that occur after the initial registration/contract, has been completed. This includes but is not limited to contact numbers, addresses, custody information, and medical information.

At the family's request registration packages and contracts can be shared should the family change children service's programs within the PMFRC. North Side Child Care and Specialized Child Care contracts can be sent between the two program sites and precautions will be taken to ensure the privacy of all personal information.

Please request a Client Personal Information Change Form from your program supervisor if there is a change in your information.

To qualify for the Private Home Daycare program, families are required to make a childcare commitment of three half days per week or a minimum of three categories of care per week. For example, three days of before and after school care (see categories of care placed as a separate leaflet).

Parents are given the names of a minimum of two potential care providers. It will be the parent's responsibility to interview the candidates and inform the PMFRC of their choice.

### Waitlist Procedure

The Petawawa Military Family Resource Centre is aware of the shortage of childcare spaces in the community it serves and of the frequent long wait periods to gain access to service. The PMFRC has developed a no-fee waitlist policy that is transparent, fair, and consistent. Children are placed on the waitlist according to age grouping. At any time, a family registered on a waitlist can contact the [Accounts Receivable Clerk](#) to request the placement of where their child is on the list.

## Subsidy

Subsidy is available to qualifying families through the County of Renfrew Child Care and Early Years Division. Families who qualify for subsidy are responsible for payment of fees not covered by subsidy; this includes but is not limited to the parent portion of fees if only receiving a partial subsidy, registration fees, late fees, late payment fees, and any Non-Sufficient Fund fees from any returned cheques.

## Absent Days

Families enrolled with either Lil' Troopers Day Cares, Private Home Day Care, Kiddie Kollege Nursery Schools, or any of the Before and After School Care Programs, are required to pay the full rate for any absent days, including sick and vacation days. Subsidized families are required to pay the full rate of any absent days that exceed their allowed number of days absent under the County of Renfrew Child Care and Early Years Division.

All bookings for SCP or NSCC are considered confirmed spaces when they are scheduled. As such, all booked days are chargeable. Cancellations are not accepted unless the child's space can be filled through the daily waitlist.

As of 2 January 2023, when a child enrolled in the Private Home Day Care Program is ill or on vacation payment must be provided by the family and all absent days are chargeable. Care providers with the Private Home Day Care program are required to provide families with two weeks written notice if they are unable to provide care and families will not be charged for care provider closures.

## Withdrawal Notice

There is a mandatory two-week advanced written notice required for withdrawing a child from any of the children's services programs. Families will have to complete a Withdrawal Notice form with signatures from both parents/guardians. This excludes North Side Child Care and Specialized Child Care. Exceptions may be considered and approved by the Executive Director; however, if no notice is given, the family will be invoiced for the two-week notice period.

Non-payment of fees or non-compliance with regulations and operations may result in the withdrawal of the family from the program.

Please request a withdrawal form from your program supervisor when wanting to withdraw your child from the program.

## Registration Administration

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### Canadian Armed Force Families (CAF)

For CAF families registered with any of the children's services full-time childcare, school-aged children's programs, or Kiddie Kollege will be responsible for ensuring all information provided is current and accurate. In addition, by signing the registration forms the CAF member agrees to keep the account in good standing and will be held responsible for all delinquent accounts, even in the event of a posting for family separation.

Families registering their children for the Specialized Care Program and Northside Childcare are responsible for paying the required fees for the time booked into care during drop-off time. Anything over three hours of care is a full-day fee.

Families will be provided receipts upon payment which should be kept for tax purposes.

### Personnel Support / Public Service Families

Are eligible as a priority registration with Lil Troopers North.

Parents are responsible to ensure all information provided is current and accurate. In addition, by signing the registration forms they agree to keep the account in good standing and will be held responsible for all delinquent accounts.

Families with an outstanding invoice will not be able to access the program until the invoice is paid in full.

## Hours of Operation, Closures, and Special Considerations

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### Hours of Operation for Special Consideration

Emergency Family Assistance Program hours are determined on an individual case-by-case basis in conjunction with the Emergency Family Care Assistance Program. These hours are inclusive of the Emergency Child Care Program.

### Statutory Holidays

Programs will be closed during the following statutory holidays:

- New Year's Day
- Family Day
  - Lil' Troopers North WILL remain open
  - Lil' Troopers South WILL remain open
  - Respective Private Home Daycare providers will remain open.
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Remembrance Day
  - Lil' Troopers North WILL remain open
  - Lil' Troopers South WILL remain open
  - Before and After School Programs (Valour, Our Lady of Sorrows) WILL remain open
  - Private Home Day Care WILL remain open
- Christmas Day
- Boxing Day.

#### Note

- All statutory holidays are chargeable except for the Casual Childcare Program, Specialized Care Program, and the Before & After School Programs.
- Lil Troopers North and Lil Troopers South will remain open for Remembrance Day to accommodate those families required to work the statutory holiday.
- Respective Private Home Daycare providers will remain open for Remembrance Day and Family Day to accommodate those families required to work the statutory holiday.

### Scheduled Closures

#### Kiddie Kollege Nursery School

Closes during the Christmas school closures, March Break, and summer months. The program operates from September to June following the school schedule except for school PA days the program will remain open.

The following programs will close during PMFRC's scheduled closure for the holiday season (between Christmas and New Year's):

- North Side Child Care
- Specialized Care Programs
- Lil' Troopers North
- Lil' Troopers South

Private Home Day Care Providers will inform their clients/families in advance (two weeks) of holiday closures.

## Other Scheduled Closures

### Unexpected Additional Closures

Any additional PMFRC closures will be posted two weeks prior to the date of closure.

### Renfrew County May Day

All programs within children's services will be closed on the second Friday in May for the Annual Professional Development Day for all Educators. This opportunity is hosted by the County annually.

### Agency Team Meeting

All programs within children's services will be closed for the Petawawa Military Family Resource Centre Annual Team Meeting for team building and professional development so all educators can participate in this agency-wide event. As much notice as possible will be provided to families with no less than two weeks' written notice.

### Power / Water Outage

In the event of a power and water outage; where the program facility cannot ensure the safety and health of the children (no heat, unable to provide meals, prolonged outage), the employees will not accept children into the program in the morning.

If the child is already present, parents may be contacted when there is a prolonged outage. In the event a parent cannot be reached, emergency contacts will be notified.

## PROGRAM CLOSURES

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### Purpose

The purpose of this procedure is to outline organizational priority for centre-based childcare programs to remain open when there are staffing shortfalls. Contingent on staff availability and the crisis in the early years sector, priority will be given to specific programs to ensure families can attend work.

### Background

The PMFRC recognized the importance of childcare and the programs offered. PMFRC Licensed daycare programs provide an enriched and inclusive early learning environment focusing on strengths and abilities. The Ministry of Education Early Learning Division in accordance with the Childcare Early Years Act sets out ratios for service capacity requirements for all PMFRC licensed childcare programs. At times staffing can create a situation where ratios cannot be met threatening the closure of a program. This procedure is designed to prioritize specific programs in a staffing shortfall.

### Priority Programs to remain open:

Lil' Troopers North Day Care
Lil' Troopers South Day Care
Valour Before and After School Program
Our Lady of Sorrows Before and After School Program

### Process

1. Transfer of children from one program to another under 20% clause within the individual licensed program.
2. Resource staff who have a supply portion in their contract will be moved to cover a ratio staff position.
3. Reduce daily enrollment at North Side Childcare (respite care program) to allow one or more staff members to transfer to support centre-based programs. Decision to reduce daily enrolment is the responsibility of the Children's Services Manager.
4. Families, if necessary, will be contacted to pick up children at North Side Childcare as it is non-work-related program, and all staff will be moved to the centre-based program. Decision to close the program is the Executive Director Responsibility and the site supervisor will be notified by the Children's Services Manager.
5. Reduce daily enrollment at the Specialized Care Program (of families with non-work-related care services) to allow one or more staff members to transfer to support centre-based programs. Decision to reduce daily enrolment is the Children's Services Manager's responsibility.
6. Families, if necessary, will be contacted to pick up children at the Specialized Care Program as it is not intended for permanent childcare program and all staff will be moved to the centre-based program. Decision to close the program is the Executive Director Responsibility and the site supervisor will be notified by the Children's Services Manager.

*The above listed procedures are for short-term circumstances. Should longer staffing issues arise the Executive Director in consultation with the Children's Services Manager and Board of Directors will consider a temporary change in operational hours.*

Current operational hours are 6:30 am to 5:00 pm any recommended reduction in operational hours for consideration 7:30 am to 4:00 pm a time frame of the reduction's duration will be communicated to families and the current daily CWELCC fee will continue to be invoiced to families.

Exception: Specialized Care Program and North Side Childcare operational hours are 8:00 am to 4:00 pm.

## Arrival and Departure Procedures

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Regular routine is of utmost importance to young children. Therefore, we ask that families establish fixed hours for drop off and pick up of their child(ren). If you are going to be late dropping off or picking up your child, please notify the childcare program of the change. If the program does not receive a telephone call or a message on Storypark of this notification you will be contacted for a confirmation of the routine time change. In the case of a late pick up if the family is unable to be reached the emergency contact person will be notified to pick up the child.

Should the late pick-up extend past the regular closing hours of the childcare program, an applicable late fee will be charged.

Families should arrive a few minutes before the closure of the program. This allows them to take their time preparing their child to leave and offers an opportunity for discussion with the childcare employees about the child's day.

During times of extenuating health protocols under the direction of Preventative Medicine and the Renfrew County District Health Unit, children and families may be required to go through a health assessment and parents/guardians will have limited access to the program area. Should this occur families will have advanced warning and be given the proper instructions on how to safely bring their child to a program and pick them up from a program. Families will need to be prepared to have wait times during arrival and departure routines as well as be prepared to have their temperature taken and health assessment forms completed by a designated employee who will complete the screening process.

### Supervision

Families are responsible for transporting their children to and from the childcare program and/or making arrangements to have them transported with parental consent.

As a public access facility with multiple exits and access points, the safety of all children is a priority. PMFRC requires children to be always supervised. This includes keeping your children with you during arrival and departure periods, not allowing them to wander or run through the hallways, and ensuring that you are attending to them when they are near an exit. In the case where children are found unattended in the hallways or other programs, any employees working in the respective facility will direct the child(ren) back to the parent.

### Arrival

- All children must be accompanied to the childcare program or private home care provider by a parent or guardian.
- Children will be assigned a personal space for their outdoor clothing and personal belongings. Parents are responsible for assisting their child with taking off outer clothing and making sure things are hung up neatly in that area.
- The parents must escort their child into the designated area notify the childcare employee that their child is now in the program, and sign in their arrival time.
- Parents are to notify the employee of any contact changes upon arrival. For example, if we are unable to reach you by telephone that day, or your work number has changed, or if we are to contact someone on your pick-up list in case of an emergency.

- A quick hug and kiss goodbye is the easiest way for the parent to exit. A long arrival stay by a parent can increase separation anxiety for both the child and the parent. The parent is welcome to call the program throughout the day for reassurance.
- If your child is sick or will not be in the program that day, please notify the program as soon as possible. If the program has not been contacted the family will be contacted to ensure the child is safe.

## Departure

- Please be sure to greet your child as soon as you arrive.
- Parents must sign the departure time on the attendance log.
- Parents are responsible for dressing their child when leaving as well as collecting all belongings such as; daily artwork, notices, etc.
- Each child must be escorted out of the program by a parent.
- Late fee charges of \$1.00 a minute occur after the program closing time. (Please see operational hours of the program your child is enrolled in)

When a child has not been picked up by the scheduled closure time, or if the parent has not called or messaged on Storypark to inform the childcare employee they are running late, the following procedures will be followed:

- Parents will be contacted.
- If the parent cannot be reached the emergency contact person will be called to pick up the child.
- If the emergency contact and/or pickup person do not have proper identification the child cannot be released to them. During the phone call the emergency contact person will be reminded to bring picture identification.
- Should the childcare employee be unable to reach anyone to pick up the child Family and Children Services will be called.

Extenuating circumstances must be discussed with the program supervisor as soon as possible.

## Safe Arrival and Dismissal (Ontario Regulation 137/15)- established June 2023 revised 20-Nov-2023

In the matter of children's safety, the PMFRC Children's Services Department wants to support the safe arrival and dismissal program for the children registered in all Children's Services Programs. The program will work in conjunction with the daily attendance procedures and approximate arrival times established by families during the family orientation and registration process. (Please see the arrival and departure policies).

Guidelines for Children not in Attendance without Communication from the Parent/Guardian:

- LTN/LTS - The Head Educator of the program will contact the family by phone or by messaging through the Storypark app between 9:00 am and 9:30 am if a child registered to attend the program has not arrived and there has been no notice from the parents of a late drop-off or absent day. The conversation will be noted in the communication book that the family was or was not reached.
- KK - The supervisor will contact families between 9:30 am and 10:00 am for morning programs, and 1:30 pm to 2:00 pm for afternoon programs if a child registered to attend the program has not arrived and there has been no notice from the parents of a late drop-off or absent day. The conversation will be noted in the communication book/ daily written record that the family was or was not reached.
- BAS programs (ST. Francis- LTS, OLOS, Valour) - The lead educator will contact the family by text message, phone, or Storypark if the child has not arrived between 7:00 am and 7:30 am (or determined drop-off time). The conversation will be noted in the communication book that the family was or was not reached.
- PHDC - The childcare provider will contact the family 30 minutes after the agreed-upon arrival time of each child according to the family/care provider contract for each child's contract. The conversation will be noted in the communication book that the family was or was not reached.
- SCP and NSCC – The supervisor/designate will contact the family 30 minutes after the agreed-upon arrival time at the time the family booked care.

Educator Duties:

- Keep accurate attendance.

- Remind families the importance of notifying the program when their child/ren are going to be absent.
- Notify the supervisor of unusual absences.
- Should a pattern of unexplained absences be displayed the supervisor will schedule a meeting with the parent/ guardian to discuss the issue.

#### Parent/Guardian Duties:

- Report the child's absence in advance by contacting the childcare program or sending a note on Storypark.
- Provide current and suitable contact telephone numbers and email addresses and update them promptly when they change. This includes emergency contact information.

#### Safe Dismissal Statement:

All Children's Services Programs will ensure that any child receiving childcare within our licensed programs will only release a child to the child's parent/guardian or an individual that is noted on the emergency contact form or that the parent has provided written authorization on the child release form (Annex E) to the licensed program (see Child Release Policy).

- All changes in the pick-up procedure will be documented in the communication book.
- Should an individual arrive that was not indicated on the emergency contact list or child release form by the parent/guardian the staff will not release the child until confirmation is provided by the parent/guardian and the individual can provide photo identification.

A parent/guardian may request that a child enrolled in the before and after-school Primary/Junior Programs be released from school to attend a sporting practice and then return to the after-school program. Parents/Guardians must provide written and signed authorization and instructions including the time the child will arrive at the program after the sporting practice. The parent/guardian must be made aware that if the child does not arrive at the indicated time, the licensed program is not responsible. The staff will contact the parent/guardian to inform them that the child did not arrive.

A parent/guardian may request that a child in the Primary/Junior Program be picked up from the after-school program by an older sibling. The parent/guardian must provide written and signed authorization and instructions to release the child including the time the sibling will arrive.

No children will be dismissed without supervision.

- Where a child has not been picked up from the licensed program upon closing, please see (departure guidelines).
- Two staff will remain in the centre one caring for the child and the other making the necessary phone calls (departure guidelines)

Revised 20-Nov-23

## Parking Lots

The PMFRC discourages parents from leaving children unattended in vehicles in any of the facility parking lots. The PMFRC cannot be held responsible/liable for any accidents or incidents resulting from children being left unsupervised in vehicles.

## Child Release

A child will not be released to anyone other than the parent or those listed on the emergency contact or pick-up list. If a parent requests to have their child released to someone other than those listed on the form, the parent must notify the program in advance and a child release form will be filled out, the alternate person will be required to sign the form. Please note that there will be no exceptions to this regulation. All parents and alternates picking up children must carry picture identification, and they will be requested to provide it to the childcare employee before the child

will be released to them. There are times when new employees or casual employees are in your child(ren)'s room therefore, all individuals should be prepared to provide proof of identification.

## Child Custody

A copy of any relevant child custody order must be given to the childcare program to be reviewed by the Children's Services Manager and will be kept on file. The family must submit updated copies of such orders as soon as possible. Employees are unable to withhold a child from access by a non-custodial parent if the childcare program does not have a copy of the order blocking access

## Impairment/Intoxication

Children's Services staff and Private Home Day Care Providers are committed to ensuring the safety and well-being of all children in our care. This includes taking reasonable steps if concerns arise about the ability of a person picking up a child to do so safely. This includes observable behaviors or conditions that may affect a person's ability to safely transport or care for a child.

### 1. Attempt to Mitigate Risk

- Where possible, staff will encourage the impaired individual to arrange for an alternate authorized pick-up person of their choice.
- Staff may suggest delaying departure while alternatives are explored, provided this can be done without using force or preventing access. (Staff will document objective observations (*e.g., slurred speech, unsteady gait, smell of alcohol*), avoiding assumptions or diagnoses).

### 2. Authority Limits

- Children's Services staff and Private Home Day Care Providers do not have legal authority to detain a child or deny custodial parent access, unless directed by a court order or child protection authority.

### 3. Immediate Safety Concerns

- If staff believe the child may be at immediate risk of harm (including but not limited to impaired driving or inability to safely care for the child), Ontario Provincial Police or Military Police may be contacted for assistance.

### 4. Child Protection Duty to Report

- If the situation raises concerns of neglect or risk of harm, staff will fulfill their duty to report under the *Child, Youth and Family Services Act* by contacting the appropriate Children's Aid Society.

### 5. Follow-Up

- The incident will be reported to the Supervisor/Manager and documents according to the agency procedures.
- Repeat incidents will be reviewed and may result in additional safety planning.

## Child Abuse Protocol and Duty to Report

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All Children's Services employees are trained in the Child Abuse Protocols and will follow the appropriate procedures should an incident need to be reported.

All educators understand that they are recognized by the Child and Family Services Act as being in a unique position to recognize the signs of child abuse, neglect, and family violence, and they have a particular duty to report their suspicions. Reporting suspected abuse or neglect takes precedence over an organization's internal policies and procedures.

For more information regarding the PMFRC policy on Child Abuse Protocols, please discuss it with the childcare Supervisor and they will be happy to provide you with a complete copy of the policy.

## Illness

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If a child becomes ill while attending a childcare program the employee will use their discretion and may contact the parent to pick up the child. If employees are unable to contact the parent, the emergency contact/alternate pickup person will be contacted.

If employees observe any of the following signs and/or symptoms, the parent will be contacted:

- Temperature above 38.5-39 degrees C (101.3 degrees F). During outbreak management and recommendations from the local Medical Health Officer, the temperature indicated on any public health screening tool will be used.
- Vomiting or diarrhea more than once a day occur
- Noticeable rash or sore that is detected
- Severe cough (that interferes with the child's ability to be fully involved in the program)
- Nasal discharge that is green in color (that interferes with the child's ability to be fully involved in the program)
- Red or discharging eyes or ears
- Ear pain
- Lice

Prior to returning to any of the childcare programs after an illness, children must be able to participate in regular daily activities and should be free of all symptoms for twenty-four (24) hours without the aid of medication (unless prescribed by a doctor), except for vomiting and diarrhea which is then a period of 48 hours with symptom's improving. If a parent has been called to pick up an ill child, they will be isolated with employee supervision in a quiet area until the parent arrives.

When a child has been exposed to or is suffering from a communicable disease such as Chicken Pox, Measles, or Fifth Disease, employees will recommend to the parent to contact the child's physician. The occurrence of any contagious illness will be posted in the childcare program and the Renfrew County Health Unit will be contacted. The Health Units guidelines for Infectious Disease prevention will be posted in the childcare program, which includes the time frames required for that child to be away from the program.

Example: If a child has been diagnosed with Impetigo, the child must be away from the program for twenty-four (24) hours after the first dosage of antibiotic. Should there be any uncertainty that the child is not well enough to return to the program the parent will be required to obtain written consent form a physician indicating a clean bill of health before the child can return to the childcare program.

If nits or head lice are found in a child or employee's hair, the infected person must leave the childcare program to treat the hair with medicated shampoo. The infected individual may return twenty-four hours after the treatment, and a successful head check has been completed by a childcare employee.

During outbreak management, all health guidelines from Ontario Health, Preventative Medicine, and Renfrew County District Health Unit will be followed. These guidelines may be subject to change according to the outbreak.

## Nutrition

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- All children's services programs provide a nutritious mid-morning snack, a hot lunch, and a mid-afternoon snack.
- The Canada Food Guide is used as a measuring tool for the quantity and quality of foods during mealtimes. The Ministry of Education approves all menus. The weekly menus are posted in each childcare location. Parents must notify the childcare employee and provide written instructions regarding any special dietary requirement. Employees are expected to inform parents at pick-up time how the child's eating habits were for the day.
  - We strive to create an "allergy-safe environment." If your child has food allergies or requires a special diet, please discuss this with the program supervisor prior to your child(ren) starting the program. In certain cases, written instructions may be required. Allergies are posted in each program area as well as the kitchen. Children's services programs maintain a peanut-reduced environment.
  - Families are encouraged to share family recipes and cultural food ideas to be incorporated into the program's menus.
  - When food and drink are supplied by the parent/guardian of a child the parent/guardian will be required to

complete the Brown Bag Lunch Form to be completed upon registration. The brown bag form offers food preparation instructions and storage as well as feeding input for their child.

- The lunch container as well as all containers in the lunch bag will be labeled with the child's name; this includes bottles, breast milk, and formulas.
- Each lunch is reviewed by the staff to ensure there are no allergens, expiry dates (or visible signs of spoilage such as mold), and that the home-provided food meets all nutritional requirements.
- If a child may require alternate food for a variety of reasons; for example, there was an allergen that a staff had to remove, there was not enough food provided or a parent/guardian forgot lunch that day the meal would be supplemented by the licensed program following all allergy and low tolerance requirements of the child indicated on the allergy forms.
- The storage of all food and drink will be stored and prepared according to the parent/guardian's instruction 4c (40.f) within the refrigerator and -18.c (90.f) in the freezer
- All instructions set out in the brown bag lunch form, a child's anaphylactic plan, proper hand hygiene, and food handling techniques in accordance with the medical officer of health are always followed.

### Exceptions:

- North Side Childcare and Specialized Care program participants are required to provide their own peanut-free lunch if the child(ren) is to be scheduled in the program over the lunch period.
- Part-time nursery school participants are provided snacks.
- BAS program participants are provided snacks.
- The snack list is given to the parents in advance and is approved by the Ministry of Education.
- Should care be required under Outbreak Management Guidelines, families may be responsible for providing their child's own peanut-free snacks and lunches that meet the requirements of the Canadian Food Guide.

## Rest

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Children's sleep and rest are integral to a child's well-being and development. It is essential for PMFRC childcare programs to support a child's natural sleep cycle. Under the Professional Practice-Professional Advisory, Child care employees are unable to keep a child awake when they are visibly tired and falling asleep at the families request. (CECE – Practices that Harm Children page 18) These guidelines provide staff, PHDC home childcare providers, students, and volunteers with procedures to safeguard children from harm while sleeping. These procedures help monitor sleeping and resting children to reduce the risk of harm, enabling staff and childcare providers to identify signs of distress and take immediate action to protect the health and safety of children.

All children in care for longer than six hours will be provided with the opportunity to sleep according to their natural sleep cycle, with a rest period of up to two hours. Children aged 42 months to 6 years who have naturally outgrown their sleep need will be offered the opportunity to engage in quiet activities that meet their needs.

Children under 12 months: Staff will follow the parents/guardians' requested sleep routine.

Children aged 12 to 30 months: Will have a two-hour rest period if in care for over six hours or until they wake up naturally from their rest time.

Children in family-age-group programs or infant programs for less than six hours: Will follow the sleep routine provided by the parents/guardians.

The rest period is typically from 12:30 pm to 2:30 pm. If a child wakes before the two-hour period, they will be provided with quiet activities until their peers wake up.

Staff will ensure all children are awake by 2:30 pm.

Children typically outgrow their midday sleep requirement around 40 months. Staff will begin to reduce midday sleep times according to the child's natural sleep pattern and in discussion with parents/guardians. This helps prepare older preschool children for school. This generally occurs in late spring or early summer before their September school enrollment.

If a child does not fall asleep within the first 30 minutes of rest, they will be offered quiet activities to engage with. We aim to support children with their natural sleep cycles.

Sleep areas will have soft music and lighting to promote a calming effect.

## Outbreak Management

During Outbreak Management rest periods will follow the CCEYA 2014 regulations placing cots 2 meters (6 feet) apart from each other in a head-to-toe pattern.

## Health and Well-Being

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The Child Care and Early Years Act requires each child's immunization to be up to date as recommended by the local medical Officer of Health. Parents are responsible for bringing an updated immunization record submitted prior to admission. If a parent is in the process of obtaining an immunization record for their child, they will be required to complete the standard ministry forms, which are statements of medical exemption signed by a medical professional.

Should a child not have immunizations due to the parents' choice, a Statement of Conscience or Religious Belief Affidavit will need to be signed by a commissioner. All medical information will be completed prior to admission to any of the childcare programs. This includes individual medical plans due to chronic conditions such as seizures, anaphylaxis, asthma, and allergies.

## Anaphylactic

According to the Ministry of Education Early Learning Division, "anaphylaxis means a severe systemic allergic reaction which can be fatal; resulting in circulatory collapse or shock, and anaphylactic has a corresponding meaning. The allergy may be related to food, insect stings, medicine, exercise, etc." Anaphylactic agents include latex, fabrics, medicine, foods, chemicals, etc.

An Emergency Treatment Plan will be completed by parents and will include:

- Name of child
- Picture of child
- Description of the child's allergy
- Signs and Symptoms of the anaphylactic allergy/reaction
- Avoidance strategies
- Parent consent to administer medication
- Emergency procedures
- Emergency contact information.

Once completed and reviewed by appropriate individuals the plan will be posted in each program room and kitchen area of the daycare for each child with anaphylactic allergies.

The Emergency Treatment Plan will be reviewed by all employees, student educators from the ECE College, and volunteers prior to their involvement with any Children's Services program and annually or when changes are required in the plan.

All individuals will complete the [Acknowledgement List Anaphylactic Policy Emergency Treatment Plan](#) reviewed for each child with anaphylactic allergies.

Parents of children with anaphylactic reactions will complete the Emergency Treatment Plan as part of the registration process for all Children's Services programs.

Children's Services employees will ensure that a child always has their medication, including when the child is out in the playground or gone to visit other areas of the program.

It is the responsibility of the parent to notify the program employee of any changes that need to be incorporated into the Emergency Treatment Plan. This includes changes to medication or if their child has outgrown an allergy, etc.

It is the parent's responsibility to provide two Epinephrine Auto-Injectors and to have them replaced when expired.

All Children's Services employees will complete anaphylaxis training from a health professional or parent as part of the training requirements for the service. The training is to be renewed three years.

## Reduced Risk Environment:

All Children's Services programs are a "Reduced Risk Environment" for individuals with life-threatening allergies. Ways to reduce the risk of accidental exposure include:

- The employee/care provider will reduce the risk of exposure to the anaphylactic agent by removing the anaphylactic agent from the program or removing the agent from the child's reach. For example, store latex gloves in a locked cupboard. (Depending on the severity of the anaphylactic reaction)

The Petawawa Military Family Resource Centre can be expected to create an "allergy-safe" environment not an "allergen-free" environment.

- If certain foods are the anaphylactic agent for the child, those foods will be removed from the menu and craft and sensory programming. Depending on the severity of the anaphylactic reaction, some food items may need to be removed from the service.
- The employee /care provider monitors all lunches and special snacks to ensure they are peanut/nut-free. Depending on the severity of the anaphylactic reaction, the employee/ care provider will notify other families who attend the program of the risks associated with the anaphylaxis.
- North Side Child Care Program, Specialized Care Program, and Kiddie Kollege Nursery School will provide families with a list of healthy recommended peanut-free snacks and lunches and will make families aware of other food-related allergies. Employees will go through each food item brought into the program to ensure there are no allergy foods. There will be food supplements should food items need to be removed from snacks and lunches provided by families.
- Proper hand washing hygiene.
- Reading all food labels before serving the food item.
- Taking precautions to minimize the risk of cross-contamination in food preparation.
- Properly cleaning surfaces and disposing of food items after snacks and meals.
- Adult supervision while children are eating.

## Medication

All childcare programs will administer prescription medication accordingly. The medication must be in its original container and clearly labeled from the Pharmacy. It is required to have the child's name, name of the medication, dosage, date of purchase, and instructions for storage and administration. Parents must fill out the Medication Authorization form before the medication can be administered.

The medication must be hand-delivered to an employee with the device for dispensing the medication. At no time should medication be left in your child's personal space or backpack. If a child requires medication regularly, the parent must fill out a long-term medication form. Medication will always be kept inaccessible to children and in a locked medical container when a child is not scheduled for care. Emergency medication will not be locked and will be made accessible to staff while being kept out of reach of children. Staff will wear a fanny pack that carries all emergency medication when the children are in care.

Designated employees within each childcare location will be responsible for administering medication and signing off on the medication authorization and non-prescription product forms. All unused medication is to be returned to the parent.

## Non-Prescription Products

Over-the-counter (OTC) products require written parental permission yearly by completing the Authorization of Non-Prescription Products Form. The following products can be used with permission and in accordance with the manufacturer's instructions on the original container.

- Diaper Ointment/Cream
- Lip Balm
- Sunscreen
- Insect Repellent
- Hand Sanitizer
- Toothpaste
- Lotion

## Managing Outbreaks

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### Communication with Families

Responsive communication with families is key to supporting the health and well-being of the children and employees. We are asking families to be patient with the new guidelines in place and be mindful that arrival and departure times

will take longer. There may be times when guidelines are changed with little notice to ensure that PMFRC is meeting all health and safety regulations, as well as the Ministry standards for licensed care. We are open to suggestions that will improve our system through feedback forms that are located at [www.CFMWS.ca/Petawawa](http://www.CFMWS.ca/Petawawa).

Any required changes to health and safety guidelines will be under the direction of the Medical Health Officers, Preventative Medicine, and The Renfrew County District Health Unit.

- Entry into Buildings may be limited with access to one designated entry and exit door. Children and families will have to complete a health screening:
- Documents such as registration packages and handbooks will be sent to families via email.
- Protocols regarding new health and safety guidelines will be emailed to families with the new arrival and departure guidelines. It is imperative to reduce face-to-face meetings and handling of paper documentation as much as possible.
- Specific instructions regarding their child's care can be done over Zoom, through email, or over the phone; all information will be documented in the child's health book.
- Employees will provide daily updates on their child's care and activities through Storypark. During this time families can reach out with specific questions to their individual child's educator using the Storypark tool.
- Families can also reach their child's educator by phone. Please keep in mind the educators are busy working with the children and may not be able to speak to you immediately, however, they will return your call that day if a message is left. An emergency contact number will be provided should you require to reach an educator right away.

## Playground Safety

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All children's services programs view outdoor play activities as an essential part of each child's development.

Mandatory requirements

- Full Day Program – requires two (2) hours of outdoor play for each child.
- Each child booked in to the SCP/NSCC program for 6 hours or longer, require 2 hours of outdoor play.
- Before & After School Program – requires thirty (30) minutes a day; and
- Nursery School Program – requires thirty (30) minutes a day.

Weather permitting, outdoor play will occur for one hour in the morning, one hour in the afternoon, and thirty minutes in the after-school programs and the nursery school program. Playground checks are completed daily.

### Sun Smart

PMFRC childcare employees will ensure that all children in the programs are protected from skin damage caused by harmful ultraviolet rays of the sun. Warm weather can pose special problems for children and children are more likely than adults to lose bodily fluids and become dehydrated or develop heat stroke.

Parent's Requirement to Provide

- Parents will provide their child with sunscreen with a sun protection factor (SPF) of fifteen or higher to be applied twenty minutes before going outside.
- Children will always wear t-shirts when outdoors.
- Parents will provide their child with a sun-safe hat.
- Employees will ensure children have access to drinking water during outdoor play.
- Employees will act as role models by practicing sun-smart behavior.

During hotter months of the summer season, the childcare program supervisor will monitor the ultraviolet rays, when the UV ratings are high the children will not be permitted outdoors between the hours of 11:00 am and 3:00 pm. The daily schedule of each program will have to be flexible to ensure the proper amount of outdoor time.

Please note children can also be burned by the sunlight or by the touch of hot surfaces, such as concrete, and car doors.

During the winter season if cold temperatures fall below -20 the children will remain indoors and participate in gross motor activities to ensure that they are receiving enough physical exercise.

## Outbreak Management

During Outbreak Management playground sandboxes will be closed and the playground will only have one group scheduled to play outdoors at one time. Materials and equipment will be limited and must be cleaned and disinfected after use to prepare for the next group to enter the playground.

## Regular Outings and Field Trips

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### Regular Outings

All children's services programs are encouraged to participate in community programs and events such as:

- Community walks
- Story time at the library
- Outings to nearby businesses and community parks

Excluding all Before and After School Programs, North Side Child Care, and Specialized Child Care and during Outbreak Management

During the registration process, parents/guardians will be asked to sign a permission form to permit involvement in community and nature walks to discover the world around them. On each of these walks the employee will bring the children's emergency information, first aid kits, medical plans, medication, and a cell phone for emergencies. Families will be notified of the walk the day before and a map of directions and street names will be posted.

### Extensive Field Trips:

- When more extensive field trips are planned, parents will be informed in advance and required to complete a consent form for their child's participation (for each field trip).
- Parents will be informed of the time of leaving and returning to the program.
- When playing in community parks employees will complete a visual safety inspection documented on a playground checklist form to ensure the park and equipment is safe.
- All field trips are within walking distance of the childcare programs. Employees will not be transporting children.

## Clothing and Personal Possessions

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Families will be instructed to dress their child(ren) with safety in mind; no strings or ties on clothing or outerwear, and no scarves are recommended.

It is the families' responsibility to ensure that their child is dressed appropriately for outdoor play. Sun hats, outdoor footwear, splash pants, snow pants, mittens, and winter hats for the colder months.

Children must always be dressed appropriately for the outdoors, warm clothing in winter and sun protection for the hotter months. Each child will have an individual space for their belongings however all items should be labeled with the child's name. Employees will make every attempt to place children's clothing in the proper space nevertheless;

things will sometimes get misplaced during daily dressing / undressing routines. Labeling will also help to avoid confusion when children have articles of clothing that are similar in colour, size, and fashion.

A lost and found box is available at each program location and parents are recommended to regularly check the box for any misplaced items. All misplaced non-labeled items will automatically be placed in the lost and found box.

All diapers and wipes are to be supplied by the family. Disposable and non-disposable diapers are accepted. A change of clothing is required for all children in the case of spills or accidents, and more are recommended to accommodate the toilet training period. Every child is required to have proper footwear in all programs as dictated by the fire regulations requirement for all persons present in the program.

Each parent will receive a supply list of items and clothing their child will need for a fun-filled day of childcare.

## Outbreak Management

During outbreak management such as COVID-19 children and employees will bring in limited personal possessions that will need to be wiped down and cleaned before entering the building.

## List of Supplies Required

### All Seasons

- Indoor footwear
- Extra change of clothes (please rotate extra clothes according to seasons and the child's growth).
- Diapers
- Wipes

### Spring, Summer, and Fall Supplies

- Sunscreen/ Bug Spray (if parents/guardians want bug spray applied)
- Sunhat
- Rain boots
- Splash pants
- During the transition from Fall to Winter and Winter to Spring , it is recommended that extra socks, pants, mittens and splash pants be provided as children often get wet during morning play.

### Fall and Winter Supplies

- Snow pants
- Winter coat
- Winter hat
- Mittens (please send extra mittens)

## Prohibited Practices

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When employees establish positive, responsive, authentic, and caring relationships with children and families that support children's efforts and are in tune with individual cues, arousal states, and various stressors, they assist children with learning strategies for becoming or staying calm and focused enabling them to recognize and model their emotional state and impulses (How Does Learning Happen 2014).

The expectations for children are embedded in the environment as the third teacher the relationships they establish with the childcare employees and that of the employee with the child's family are essential in guiding children through the process and development of self-regulation.

Routines that are flexible with meeting the individual needs of each child and allow for self-care enables children to tackle challenges, learn to persevere, and explore ways to cope with manageable levels of positive stress (How Does Learning Happen 2014). For childcare employees, behaviours must be viewed as communication.

Children need to be engaged in daily routines that have activities that require helping, turn-taking, problem-solving, and group participation. This promotes a sense of engagement with the environment, peers, and childcare employees. All of the children's services program's goals are to ensure children feel a sense of well-being and belonging.

This is guided by supporting children's independence in daily routines and activities such as toileting, tidying up of toys, washing tables, and dressing. Children are encouraged to solve problems by identifying them, thinking about alternatives, and consequently supported in their decision-making. Employees are engaged with the children allowing for individualized attention, conversation, and open-ended questions that promote expression.

On occasion it may become necessary to gently redirect a child from a situation for a short period; the childcare employees will remain with the child until the child is ready to discuss in developmentally appropriate terms what has happened and be encouraged to express himself/herself and reflect on other options for next time.

At all times the childcare employees will focus on an affirming approach that encourages positive interactions.

### Overview of Prohibited Practices

The following practices are prohibited under the Child Care and Early Years Act subsection 5.6 (Policy to be reviewed and signed annually)

- Corporal punishment of the child.
- Deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect. This includes using threats, and derogatory language.
- Depriving the child of basic needs including food, shelter, clothing, sleep, bedding, and toileting.
- A child will not be fed against his/her will.
- Locking the exits of the childcare centre or home care premises for the purpose of confining children
- Using a locked or lockable room or structure to confine the children (modified for the purpose of emergency lockdown plan only and following lockdown procedure).

### Smoke-Free Ontario Act, 2017

The Smoke-Free Act prohibits smoking (and vaping) in enclosed PMFRC workplaces, enclosed public places, and on any property owned by Ontario School Boards. This is to protect the workers and the public from the hazards of second-hand smoke.

Smoking is prohibited at all times, in licensed childcare and private home day cares.

## Program Development and Evaluation

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All children's services programs are consistently re-evaluated through pedagogical documentation and critical reflection.

All learning and growth is the basis of high-quality programs that continually improve and create early learning environments that are meaningful for the children, families, and care providers they serve (How Does Learning Happen 2014).

Changes will occur throughout the year that are beneficial to the children, families, and care providers. This process relies on observations, family input, and changes to the Child Care and Early Years Act and the Early Learning for Every Child Today: A Framework for Ontario Early Childhood Settings (ELECT). The ELECT document is the foundational knowledge of child development and builds towards goals for individual children and expectations for programs.

All PMFRC childcare educators and employees are encouraged to take part in relevant professional development and to share their newfound knowledge and experience with the team. A professional development plan is set in place for employees during their annual appraisal. All Registered Early Childhood Educators take part in the Continuous Professional Learning Program (CPL) with the College of Early Childhood Educators.

All programs within the children’s services department will be closed on the second Friday of every May for the Annual May Day Professional Development for all educators in Renfrew County.

## Serious Occurrence

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Serious Occurrence reporting is a Ministry requirement and an effective means of monitoring the appropriateness and quality of service delivery.

### Definitions of Serious Occurrence

The following description defines Serious Occurrences and details the procedures for dealing with and reporting of the occurrence.

- The death of a child who received childcare at a home childcare premises or childcare centre, whether it occurs on or off the premises.
- A life-threatening injury to or a life-threatening illness of a child who receives childcare at a home childcare premises or childcare centre.
- Abuse, neglect, or an allegation of abuse or neglect of a child while receiving childcare at a home childcare premises or childcare centre.
- An incident where a child who is receiving childcare at a home childcare premises or childcare centre goes missing or is temporarily unsupervised.
- An unplanned disruption of the normal operations of a home childcare premises or childcare centre that poses a risk to the health, safety, or well-being of children receiving childcare at the home childcare premises or childcare centre.

### Reporting

- All reporting of serious occurrences will take place on the Child Care Licensing System (C.C.L.S) within twenty-four (24) hours of the supervisor or designate becoming aware of the incident.
- The service provider is responsible for determining whether an incident is deemed to be a serious occurrence as defined by these procedures and whether it should be reported to the Ministry.
- The serious occurrence form will be printed and posted in a conspicuous place highly visible to parents for ten days from the date of the occurrence.
- An annual analysis of all serious occurrences, documentation, and action taken will be reviewed to determine whether the response to the incident and follow-up have reduced the risk of the occurrence being repeated.

### Conflict Resolution – Community Concerns

Children’s Services relies on the basis that families feel a sense of belonging, engagement, and expression; and our community partnerships are essential in the operation of early learning environments. We value your input and believe that areas can improve when there is an open line of communication. We are committed to ensuring issues and concerns are addressed in a timely and transparent manner. Should any family or community member have a concern with any of the Children’s Services Programs they are encouraged to speak to your child’s program supervisor. However, if you prefer, you may contact the Children’s Services Manager at any time for further discussion/action as required.

Should there be no resolution after speaking with the Children’s Services Manager, you may refer your concerns to the College of Early Childhood Education (Practice Inquiries at [practice@college-ece.ca](mailto:practice@college-ece.ca)), and/or file an official complaint with the PMFRC through the Complaints Resolution Policy.

The children’s services department will investigate all concerns and issues discreetly and does not comment to the public on any complaints that it receives. This goes against PMFRC policy, and all concerns need to be addressed to the Executive Director.

## Student Placements

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Early childhood and/or high school cooperative students requesting placement at any of our children's services programs must complete a formal orientation process with the PMFRC HR Administrative Assistant. The orientation will include a formal review of all PMFRC security and screening processes, as well as mandatory training identified for the specific program the student will be participating in.

Specific childcare regulations that will be reviewed with the applicable program supervisor will include, but not be limited to:

- The prohibited practices.
- The written procedure for monitoring the prohibited practices at the end of the student's placement.
- All individual anaphylaxis, allergies, and medical condition plans along with the emergency procedures.

Student placement will not begin with any of the childcare programs pending successful completion of their criminal reference, vulnerable sector screening, and verification by the HR Administrative Assistant and/or Volunteer Coordinator.

The program supervisor and placement student will review the expected outcomes and responsibilities of the student work placement, which includes completing and signing the student checklist and parent handbook.

The student will be assigned a mentoring early childhood educator for the duration of the placement. Direct unsupervised access to any child is not permitted and at no time are students counted in employee ratios.

All students completing a placement within children's services are to promote a positive image of the Petawawa Military Family Resource Centre within the community.

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## Volunteers

### Orientation with Volunteer Coordinator

All participants interested in volunteering with the PMFRC will be interviewed and complete the formal orientation process with the Volunteer Coordinator.

The volunteer coordinator will review all documentation with the volunteers and discuss their options and preferences for where they wish to volunteer.

### Training with Child Care Program Supervisors

Additional training will be required that is program-specific and will be done in conjunction with the supervisor at the respective childcare program:

- The prohibited practices policy will be reviewed with the volunteer by the childcare supervisor
- The written procedure for monitoring the prohibited practices will also be reviewed as part of the orientation and completed by the supervisor
- All individual anaphylaxis, allergies, and medical condition plans along with the emergency procedures

The program supervisor and volunteer will review the expected outcomes and responsibilities of the volunteer position which includes completing and signing the volunteer checklist and parent handbook. Direct unsupervised access to any child is not permitted and at no time are volunteers counted in employee ratios.

Students and Volunteers cannot be placed in Private Home Day Care homes.

## Program Specific Details

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### Lil' Troopers Day Care South

#### Availability

- Open to Military and Civilian Families.

#### Address / Contact Information

- 22 Leeder Lane, Petawawa, ON
- T: 613-687-4136
- F: 613-687-4795
- Email: [LTS.Information@PetawawaMFRC.com](mailto:LTS.Information@PetawawaMFRC.com)

#### Description

- Hours of Operation: Monday to Friday 6:30 am to 5:00 pm. (Hours of Operation during Outbreak Management are 7:30 am - 4:30 pm).
- Toddler program 18 months to 30 months (30 toddler spaces in three program rooms).
- Preschool program 30 months to four years (24 preschool spaces in two program rooms).
- Lil' Troopers South offers full-time and part-time care 12 months of the year for the toddler and preschool programs
- Kindergarten Extended Day program (26 spaces located in St. Francis of Assisi School)
- Primary / Junior Program for children 6 to 12 years (30 spaces located in St. Francis of Assisi School). This program, although a part of Lil' Troopers South follows the school year calendar only operating on school instructional days and offering 40 weeks of programming. The program runs Monday to Friday 6:30 am- 8:00 am/2:30 pm-5:00 pm.

#### Emergency Evacuation Address

- Employment Services Office located at 3025 Petawawa Blvd. Unit D

### Lil' Troopers Day Care North

#### Availability

- Open to Military Families, DND and PSP employees (workplace daycare)

#### Address / Contact Information

- P-106 28 Craftsman Rd. Petawawa, ON
- T: 613-687-5511 ext. 2977 office 2976 program room
- F: 613-687-1858
- Email: [LTN.Information@PetawawaMFRC.com](mailto:LTN.Information@PetawawaMFRC.com)

#### Description

- Toddler program 18 months to 30 months (5 spaces in one program room).
- Preschool program 30 months to four years (24 spaces in one program room).
- Lil' Troopers North offers full-time and part-time care 12 months of the year from Monday to Friday 6:30 am- 5:00 pm. (Hours of Operation during Outbreak Management is 7:30 am - 4:30 pm)

#### Emergency Evacuation Address

- Dundonald Hall 57 Festubert Blvd.

## Kiddie Kollege Nursery School

### Availability

- Open to Military and Civilian Families

### Address / Contact Information

- 1578 Wolfe Ave. Petawawa, ON
- T: 613-687-2104 ext. 233 office 232
- Email: [KK.Supervisor@PetawawaMFRC.com](mailto:KK.Supervisor@PetawawaMFRC.com) Description
- Kiddie Kollege offers a Nursery School program for children 30 months to 6 years of age. The program operates on the following schedule: morning programs are Monday, Wednesday, and Fridays or Tuesdays, and Thursdays from 9:00 am to 11:30 am. The afternoon program functions on the same day schedules from 1:00 pm to 3:30 pm. There is an option to attend five mornings or five afternoons a week.
- This program follows the school calendar year offering 45 weeks of programming from September to June.
- During outbreak management, afternoon programs will not operate.

### Emergency Evacuation Address

- Civic Centre Recreation Complex 16 Civic Centre Rd.

## Valour School-Based Program

### Availability

- Open to Military and Civilian Families

### Address / Contact Information

- 19 Leeder Lane, Petawawa, ON T:613-602-1432
- F: 613-687-1858
- Email: [BAS.Information@PetawawaMFRC.com](mailto:BAS.Information@PetawawaMFRC.com)

### Description

- Kindergarten Extended Day program (20 spaces located in Valour K-12 public school)
- Primary / Junior Program for children 6 to 12 years (30 spaces located in Valour K-12 public school).
- This program follows the school calendar year offering 40 weeks of programming from September to June and only operates on school instructional days. The program runs Monday to Friday 6:30 am- 9:00 am/3:30 pm- 5:00 pm.

### Emergency Evacuation Address

- Lil' Troopers Day Care South 22 Leeder Lane

## Our Lady of Sorrows School-Based Program

### Availability

- Open to Military and Civilian Families

### Address / Contact Information

- 19 Mohns Ave. Petawawa, ON
- T: 613-639-3326
- F: 613-687-1858

- Email: [BAS.Information@PetawawaMFRC.com](mailto:BAS.Information@PetawawaMFRC.com)

#### Description

- Kindergarten Extended Day program (20 spaces located in Our Lady of Sorrows)
- Primary / Junior Program for children 6 to 12 years (30 spaces located in Our Lady of Sorrows).
- This program follows the school calendar year offering 40 weeks of programming from September to June and only operates on school instructional days. The program runs Monday to Friday 6:30 am- 9:00 am/3:00 pm- 5:00 pm.

#### Emergency Evacuation Address

- Tim Hortons 3381 Petawawa Blvd.

## North Side Child Care Service

#### Availability

- North Side Child Care programs offer flexible, quality respite care Monday to Friday 8:00 am to 4:00 pm.
- This program is offered to families with children 0 to 12 years (up to their thirteenth birthday).
- Military families on house-hunting trips may access the childcare service.

#### Address / Contact Information

- 10-16 Regabulto Ave. Petawawa, ON
- T: 613-687-1641 ext. 2238 office 2225 program room
- F: 613-687-1858
- Email: [casual-childcare@petawawafmfr.com](mailto:casual-childcare@petawawafmfr.com)

(To book reservations please phone as the email address is only monitored periodically throughout the day)

#### Emergency Evacuation Address

- The Family Wellness Centre 12 Reichwald Crescent

## Specialized Care Program

#### Availability

- Specialized Care Program offers flexible, quality care Monday to Friday 8:00 am to 4:00 pm.
- This program is offered to families with children 0 to 12 years (up to their thirteenth birthday).
- It is not a full-time childcare program. It is meant to support families who require temporary care to report to work or require care for their child within individualized circumstances.

#### Address / Contact Information

- 1578 Wolfe Ave. Petawawa, ON
- T: 613-687-2104 ext. 234 office 231 program room
- F: 613-687-1045
- Email: [Specializedcare@PetawawaMFRC.com](mailto:Specializedcare@PetawawaMFRC.com)

(To book reservations please phone as the email address is only monitored periodically throughout the day)

#### Emergency Evacuation Address

- Civic Centre Recreation Complex 16 Civic Centre Rd.

## Private Home Day Care

### Availability

- The Private Home Day Care Service (PHDC) provides quality in-home childcare for Military families and families from the surrounding civilian community.
- Care providers both on and off the Garrison open their approved homes to children 6 weeks to 12 years of age. All childcare providers and homes are monitored by the PHDC team.
- The program operates 12 months of the year and offers full-time and part-time care. Working hours vary per care provider and due to the needs of the family. However, the PHDC office is open Monday to Friday 7:30 am to 4:00 pm.

### Address / Contact Information

- 10-16 Regalubto Ave. Petawawa, ON
- T: 613-687-1641 ext. 2230
- F: 613-687-1858
- Email: [EFCC@PetawawaMFRC.com](mailto:EFCC@PetawawaMFRC.com)

### Evacuation Address

- Each PHDC provider has a separate evacuation plan and location.
- Parents will be given that information upon registration.

### Home Capacity

- Children must be supervised at all times by the care provider while in the provider's care. For short absence, a special permission form must be signed by the parent to allow another person over the age of eighteen and usually present on the premises (and screened by PHDC) to replace the care provider. (e.g., when a care provider walks children to and from school while younger children are sleeping).
- The total number of children permitted in the home is six, depending on the number insured for.
- This includes the care provider's own children if they are under the age of four.

Included in the five children, there must be no more than:

- 3 children under 2 years of age.
- 2 children with special needs.
- 1 child with special needs and 1 child under 2 years of age.
- 1 child with special needs and 2 children under 3 years of age.

This ratio includes neighbourhood children, part-time, before and after school, and any other children on the premises for any given amount of time. Care providers who are a full capacity are unable to provide backup to other care providers, as they would exceed their maximum number of children.

The PHDC team and care provider according to specific criteria will determine the maximum number of children for each care provider:

- The number of children the daycare liability insurance is insuring them for (based on child adult ratio).
- Ability of the care provider to meet individual child's needs.
- Physical dwelling space.
- Care provider preference.

Care providers do not need to maintain the maximum number of children. However, effective 2 January 2023 they will be limited to providing care for one privately placed child (family). A privately placed child (family) includes any family that is currently not registered with the PMFRC.

Note

Any Private Home Care Provider that joins the PMFRC licensed program after the PMFRC has officially entered into the CWELCC Agreement will be allowed to transition into the program with the families currently registered in their care. However, once those unregistered families leave that care provider's home, the care provider must then fill any vacancies from the PMFRC childcare waitlist.

## Fees

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### Financial Administration (Fee Payment Approach)

By signing the registration forms all families agree to keep their account in good standing and will be held responsible for all delinquent accounts, even in the case of a family relocation, family separation, or other extenuating circumstances.

The following Children's Services Programs are invoiced the first day of the current month to be paid by the last working day of the current month:

- Lil Troopers North and South
- Valour Before and After School Program
- Our Lady of Sorrows Before and After School Program

Are billed the first day of the current month to be paid by the last working day of the current month.

For families attending the Specialized Care Program and North Side Child Care payment for care is due on arrival when dropping of their child/ren.

The Private Home Day Care families will be invoiced on the 15<sup>th</sup> and 30<sup>th</sup> of each month with payment due within a 30-day term.

Nursery School year fees are pro-rated from September to June. Payments are due by the 30<sup>th</sup> of each month.

Where parents or legal guardians are separated, the childcare program requires the establishment of separate accounts for invoicing and billing. A child can only be withdrawn from the program upon receipt of a completed withdrawal form signed by both parents or legal guardians, unless otherwise stated by a court order.

### Administrative Fee

A one-time \$14.18 registration fee per child is required for all children's services programs excluding both the North Side Child Care and Specialized Child Care programs. This fee is transferable within all children's services programs; however, the one-time fee may vary due to the Canadian Wide Early Learning Child Care Program

For example, should a child attending Lil' Troopers North transfer to a before and after school program another registration fee would not be required. Or if a nursery school child transfers to a private home daycare another registration fee would not be required. The transfer also includes program closures. Returning children from any before and after school program or nursery school program do not have to pay another registration fee when the program re-opens.

However, should a family write a withdrawal notice and leave a childcare program and then want to re-register later, they will be required to pay the registration fee.

### LTS / LTN Day Care Fees

Description	Current CWELCC Fee
Toddler Program	\$19.85
Preschool Program	\$18.43
All days are chargeable including sick, vacation, and statutory holidays.	

## All Before and After School Program's

Inclusive of:

- Lil' Troopers South
- Valour BAS program
- Our Lady of Sorrows BAS Program.

Description	Current CWELCC Fee	Non-CWELCC Fee
Kindergarten Extended Day for Before and After Care	\$13.70	
Primary/Junior BAS Program Before and After Care		\$25.00
Only school instructional days are chargeable. There is no care provided on school professional development days (PA days) during Christmas and March Break as well as summer holidays. The program does operate during snow days. Children must be enrolled in both Before and After school programs.		

## Kiddie Kollege Nursery School

Description	Current Fee Per Month	Daily Rate
2 Half Days / Week	\$80.00	\$10.00 CWELCC does not apply
3 Half Days / Week	\$110.00	\$9.17 CWELCC does not apply
5 Half Days / Week	\$170.00	\$8.50 CWELCC does not apply
Kiddie Kollege Nursery School is a cooperative play-based program where parents or designated family representatives volunteer two days a month for the child's schedule program. Co-op parents are required to provide snacks during their co-op day. The Supervisor will reach out to each family to schedule their co-op days. If a family/parent is unable to attend a \$15.00 co-op fee per session will be added to the child's invoice to cover the cost of the snack. All co-op family members require a VSC.		

## North Side Child Care

Description	Minimum Rate 3 hours (half day) CWELCC Fee	Daily Rate 3 hours CWELCC Fee
Military Family (Per Child Under 6)	\$12.00	\$21.26
Military Family (Per Child 6 Years and Older)	\$18.00	\$45.00
Civilian Family (Per Child Under 6)	\$12.00	\$22.00
Civilian Family (Per Child 6 Years and Older)	\$21.00	\$52.50
There will be a requirement for either scheduling a half-day or full-day only. There are no hourly rates.		
<b>Note Families will be required to pay the required fees for any scheduled days if the child is absent.</b>		

## Specialized Care Program

Family Age Group	Minimum Rate 3 hours (half day) CWELCC Fee	Daily Rate 3 hours CWELCC Fee
Infants (Under 12 months)	\$17.72	\$22.00
12 Months to 2.5 Years	\$14.48	\$19.85
2.5 Years to 4 Years	\$13.82	\$18.43
5 Years	\$12.00	\$15.12
6 – 12 Years	\$16.00	\$32.00
<i>The CWELCC rates are not eligible for children 6 years and older in any licensed programs.</i>		
There will be a requirement for either scheduling a half-day or full-day only. There are no hourly rates.		
Note Families will be required to pay the required fees for any scheduled days if the child is absent.		

## Private Home Day Care Program

Categories of Care:

- Infant Care (0-2 years) – parents provide baby food and formula.
- Full Day (2-4 years).
- School Age – includes PA days, March Break, summer holiday, and snow days.
- ½ day childcare.
- School Age, before and aftercare

Category	Current Daily Rate Payments	25% CWELCC Fee	50% CWELCC Fee (1 Jan 23)	Comments
A	\$39.00	\$29.25	\$18.43	Infant care (0-2 years) parents provide baby food and formula.
B	\$35.00	\$26.25	\$16.54	Full-day (2-4 years)
C	\$25.00	\$18.25	\$12.00	Before and After School
D	Infant- \$19.00	\$14.25	\$12.00	Half day rates
	Toddler / Preschooler - \$17.00 School Age - \$13.00		\$12.00	
E	Toddler/Preschooler \$17.00	\$12.75	\$12.00	Before or After School
Family Rate Will Cease Effective 2 January 2023				
All children enrolled in the Private Home Day Care Program will be charged full fees effective 2 January 2023.				
Families must commit to a three-day per week schedule per child to enroll in the PHDC Program.				
Non base fees at parent's request (\$3.00 breakfast fee)				

## Non-Base Fees

Category	Non-Base Fees	Comments
A	\$14.18	Registration Fee for (0) zero to (6) six-year-olds.
B	\$30.00	Registration Fee for (6) six to (12) twelve-year-olds.
C	\$1.00/ min	Applicable to all programs. Late fee charges start 5 minutes passed the program's closing time.
D	\$15.00	Applicable to Kiddle Kollege Nursery School. If a family/ parent is unable to attend on their co-op days, a co-op fee is added per session to cover the cost of the snack.
E	\$3.00	Applicable to PHDC programs. A breakfast fee is applied when breakfast is requested by a parent/ guardian.

### Payments can be made at the following locations:

- North Side Administrative Building, 10-16 Regalbuto Ave Petawawa Ontario K8H 1L3. T: 613-687-1641.
- South Side Community Centre, 1578 Wolfe Ave. Petawawa Ontario K8H 2SP. T: 613-687-2104.

### Payment Methods:

- Cash
- Cheque
- Debit
- Credit
- Money Orders
- On-line payment

### Refunds and Credits to Accounts

Client accounts will be credited if any overpayment occurs. Families that withdraw from the program will be issued a refund by cheque.

### Delinquent Accounts

Continual disregard of delinquent accounts will be cause for the child(ren)'s dismissal from the program. Please note there is a \$25.00 charge for late payments.

Please refer to the individual childcare program registration packages for further information regarding:

- Invoicing
- Fees
- Statements
- Payment Options
- Post-dated cheques
- Credit Card Payments
- Online Payment Options (accessible link on invoices)
- Outstanding Accounts
- Delinquent Accounts

## Complaints Resolution (External)

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### Objective

The Petawawa Military Family Resource Centre addresses any complaints, issues, or concerns brought forward by external stakeholders in a timely and professional manner.

## Policy

It is the policy of the Petawawa Military Family Resource Centre to follow an established methodology in response to any external complaints.

## Procedures

Any member of the community who considers that they have suffered any personal oppression, injustice, or other ill-treatment, or that they have any other cause of complaint may as a matter of right seek resolution.

## General

- All complaints must be received in writing, and either be attached to the Agency's Complaint Form (Appendix E) or ensure that the complaint contains the name of the complainant, telephone number, mailing address, date, and a clear description of the concern or issue.
- Complaints must be placed in a sealed envelope and directed to the Finance Manager, clearly marked as Personal and Confidential. The Finance Manager will make a copy of the complaint and send it to the appropriate next level of authority with a copy to the Executive Director. If the complaint pertains to the Executive Director, the complaint shall be forwarded directly to the Chairperson of the Board of Directors.
- Upon receipt of a complaint, all subordinate levels of supervision shall be informed, in writing.
- With all complaints, a reasonable effort should be made to resolve the complaint at the lowest level possible.
- No complaint shall rest with any decision-making authority for more than 10 working days without the complainant being given an interim reply or being advised of the outcome of the complaint.
- All steps of the complaint process shall be documented in writing and upon final resolution a copy of the outcome shall be forwarded to the complainant and all levels of supervision.

## Process

- The supervisor responsible for the initial review of the complaint shall gather all relevant information relating to the specifics of the complaint including written feedback from all involved and an interview with the complainant to obtain clarity or gather additional information.
- The supervisor shall review all the documentation relating to the complaint and make a recommendation for the resolution of the complaint and forward it to their next level of supervision for approval.
- A copy of the final complaint resolution outcome shall be forwarded to the complainant, all appropriate supervisory levels within the chain of authority, and to the Executive Director.

## Reference Documents

- Code of Professional Practice
- Privacy Code Policy

## DISCHARGE PROCEDURES

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### Purpose

It is the goal of the PMFRC to support families with their childcare needs. Childcare needs for families can be complex and not all families and children are suited to group care. The PMFRC provides a variety of programs and support to families through centred-based, licensed home, before and after school programs, north side childcare and specialized care programs, nursery school, and EarlyON services. However, in certain cases and only after careful consideration by the Children's Services Manager and Executive Director involving the needs of all children in PMFRC licensed programs a families care agreement may need to be terminated.

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### The following will result in the termination of the families' childcare agreement.

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1. Non-payment of fees.
  2. Non-compliance with policies.(Including late arrival, illness, rest or outdoor play).
  3. Family member's abusive and or aggressive conduct.
  4. A child displays a pattern of behaviour that may manifest itself into a potential safety hazard to other children and staff. Examples are hitting, spitting, pushing, kicking, name-calling, causing damage to materials and equipment, and excessive disruption to the program.
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### The following process will be followed regarding point 4 above.

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1. A meeting with the family to establish consistent care and responses to behaviors.
  2. Applicable referrals for assistance from outside agencies.
  3. Recommendations from outside agencies have been consistently followed by program staff and safety hazards such as the risk of injury to themselves, other children, and staff continue.
  4. A child does not qualify for SNR funding and displays a pattern of behaviour that staff are unqualified to deal with.
  5. A child with SNR funding resource staff resigns and that position cannot be filled.
- 

### Pauses in Childcare Agreements

1. Where a Child Care program received Specialized Needs Resourcing (SNR) or enhanced support funding to meet the needs of the Children requiring additional support, there may be rare circumstances when the required support is temporarily unavailable. In situations where the program is unable to safely and effectively meet a child's needs during that specific time frame, families may be notified that their child will be unable to attend care for that period.

During this time, the child's space in the program will be held, and families will not be charged fees for the days care is unavailable.

This option will only be implemented after all reasonable alternation and support options have been fully explored and exhausted.

*The decision to pause a family's childcare agreement is under the sole discretion of the Executive Director.*

The PMFRC believes that educators deserve a safe working environment. Aggressive behaviours, course language, and emotional or verbal abuse by children or families will not be tolerated.

## Program Statement

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*Updated: 11 October 2024*

### Vision Statement

A strong capable, connected military community.

### Mission Statement

To provide exceptional support to our military families and surrounding communities.

This program statement is intended for all children's services programs under the PMFRC inclusive of:

Lil' Troopers North, Lil' Troopers South (St. Francis Assisi Before and After School Program), North Side Childcare, Specialized Care Program, Kiddie Kollege Nursery School, Private Home Day Care, Our Lady of Sorrows Before and After School Program, Valour Before and After School Program, Play Troop/EarlyON Child and Family Centre.

### Values of the Children's Services Department

We value the uniqueness of childcare focused on a variety of care approaches from centered based, licensed home, respite care, occasional programs, school readiness, before and after school and parent child drop-in programs. We pride our programs on offering resourced enriched play-based environments, focused on safety, and nurturing the distinctive identities of children and their families.

### Purpose

The Children's Services Programs under the Childcare and Early Years Act, 2014 provides unique care and support to our Canadian Armed Forces and community families. Our program statement provides a framework that guides our childcare programs, learning experiences and environments that support social interaction and growth for children, families, educators, and home childcare providers. Our values allow us to view children, families, and educators as capable, competent, and curious. How Does Learning Happen? Ontario's Pedagogy for the Early Year (HDLH) <http://www.edu.on/childcare/pedagogy.html> provides the framework of focusing on the development of the whole child under the following four foundations.

<p>OR 137/15 46 (1)(2) Our Commitment to How Does Learning Happen? Ontario’s Pedagogy for the Early Years</p>	
<p>Well-Being OR 137/15 (3)(a)(b)(g)  See parent handbook</p>	<p>We strive to provide a nurturing environment that reduces children’s stress, and promotes a sense of well-being, which includes outdoor play, rest periods, and nutrition breaks and healthy habits such as; hand washing and tidy up routines. During mealtimes educators and childcare providers engage with children to promote good manners and independence with serving their own food and drinks; as well as promoting kindness and being helpful by-passing food items and waiting a turn for things such as passing the serving dish to a friend. The “Eating Well with Canada’s Food Guide”, assist with ensuring nutrition and health as is a priority.</p> <p>Our educators and childcare providers model the steps to well-being by being engaged in play, role modeling communication, supporting children with self-regulation with language and tools that assist with emotional awareness, and by providing consistent routines. This type of engagement supports the children’s mental health and provides educators and childcare providers the opportunity to share a variety of tools to support children in their routines. The building of independence is important within our learning community allowing the children to be fully engaged in learning and growing together. This happens best when children, and staff are always treated with respect and dignity.</p> <p>Our team of educators and childcare providers have open dialogue with families and prioritize the health and safety of the learning community. Families are informed of any injury, illness, or condition and asked for input on the best way to care for their children. Staff and client safety are a strategic priority of the organization and the PMFRC staff and board are expected to provide a standard of care, which means all reasonable care must be taken to avoid hazards.</p>
<p>Expression OR 137/15 (3)(c)</p>	<p>Our educators and care providers communicate and interact with children using positive language and encouraging active conversations. During mealtimes this is an opportune time to encourage language and have a family atmosphere discussion about the happenings of the day. We are enthusiastic and committed to providing an environment that allows us to be present and learn alongside the children. We do this by listening and observing all the diverse ways that children express themselves through their bodies, words and use of materials. Our team uses the total communication approach with all children to support complex communication needs and skills.</p>
<p>Belonging OR 137/15 (b)(e)(h)  See parent handbook</p>	<p>Building partnerships with families and children is what motivates us to create learning environments that promote growth and development for children, educators, and childcare providers. Families are the most powerful influences on children’s learning, development, health, and well-being (HDLH). Families, educators’ and childcare providers interests and cultural experiences are integrated into our programs and are crucial to each person’s sense of belonging. Creating positive relationships with families, educators and childcare providers assist children with feeling a sense of trust and links their home life with their life in a quality care environment; this develops a growing sense of oneself. During orientation, families are guided through the parent handbook, program statement, and provided a tour of the facility. Families are encouraged to engage in their child’s experiences by using the secure, on-line communication tool- <i>Storypark</i>. This tool fosters ongoing communication daily between the educator, care providers and family, while many of our families experience long work-related separations, this tool provides a unique opportunity to stay connected.</p>

	<p>Families are invited into the centers throughout the program hours as well as to participate in family nights and special events. They can meet with educators to discuss goals, ideas and expectations regarding the care and learning of their children in person or through email and telephone conversations. We want families to be able to communicate with their educators and care providers in the best viable way that meets their needs. Our programs are built upon the belief that feedback is important for improvement in the early years sector. We encourage families to have a voice and to provide feedback through leaving notes in the suggestion's boxes, by completing feedback forms or completing complaint/concern forms.</p>
<p>Engagement (d) (f)</p>	<p>In the interest of following the children's lead, our learning environments are defined as "The Third Teacher". Our Educators acknowledge the significance of creating an intentional safe learning space, with the use of materials that spark curiosity, foster imagination, nurture problem solving, and critical thinking. Experiences offered such as block play, books, dramatic play props, scientific discovery opportunities engage children in natural exploration of literacy and numeracy through play.</p> <p>This space is welcoming, aesthetically pleasing, inviting, and culturally representative of our community. Our educators and childcare providers take time to observe children's play, and use engagement and expression to provoke, thoughts, ideas, and create a community of interest.</p>

OR 137/15

(c)

Supporting Self-Regulation is imbedded throughout all our diverse childcare programs modeled firstly by our Educators and childcare providers calmness and by offering a gentle touch, empathy, and by validating a child's feelings. Our team will observe and investigate shifts in moods, feelings and behaviors by being detectives using the H.A.L.T. System:

1. Are you hungry?
2. Are you angry?
3. Are you lonely?
4. Are you tired?

This supports the children with recognizing their emotions and their immediate needs.

Secondly the design of the play space itself with soft lighting, neutral colors and warm textures offer a sense of calmness on its own. From here educator's and childcare providers assist in guiding children with the use of calming strategies that support their cognitive, social and prosocial skills always considering the biological and emotional needs of each child. We understand that children need adults in their environment to help them co-regulate when they are under excessive stress. This is especially true of the middle years (ages 6-12) as they are at a developmental turning point and a critical period of growth. This is why building responsive relationships and integrating simple programs such as Brain Gym, How Does Your Engine Run? And the "I Care Cat" into the daily routine is so important. These programs assist with creating the pathways to enhancing resilience, motivation and well-being.

Sleep also plays a crucial role in the development of young minds with the ability to self-regulate. In addition to having a direct effect on happiness, research shows that sleep impacts alertness, attention, cognitive performance, mood, resiliency, vocabulary acquisition, learning and memory. In toddler and young preschool years, napping is necessary for memory consolidation, executive attention, and motor skill development. Dim lightening, quiet relaxing music and comforting soft item and a blanket support the need for this restful time within the day.

Importance of Creative and Sensory Play experiences such as sensory play, and creative activities are available throughout the day playdough, clay, paint, water and sand play to name a few play a key role in child development. It assists with engagement of senses, the development of schemas, it promotes language, motor development, exploration, creativity, curiosity, and problem solving.

OR 137/15

(i)

Communities Our childcare programs are most effective if the primary focus stays on supporting the child within the family and community (HDLH). To enhance a sense of belonging, build identity and connection with others, children come together for common experiences in the community. Our childcare programs may participate in local field trips and have community partners visit our different sites. Our programs strive to be supportive and accepting of difference with cultural ethnicity and beliefs. We support children with unique abilities by providing accommodations, and adaptations, which allows for accessible programming.

Teal Up day happens annually during the month of April (The month of the Military Child) we connect with our Military families and families throughout our community inviting them to celebrate our children by coming together for a few hours for food, fun and sharing our unique lifestyle as one strong community of families.

OR 137/15

(j)

Reflective Practices and Collaborative Inquiry Our educators and Childcare providers are provided with opportunities for professional development and encouraged to share learning experiences. They have an opportunity to discuss reflections with each other using a variety of methods such as Storypark (community of practice page), Teams, staff meetings and the Annual Children’s Services Conference. Educators take part in annual performance evaluations that assist with career development and streamline the process of the Continuous Professional Learning Plans (CPL) required for all Registered Early Childhood Educators. The home visitor supports childcare providers with collaborative inquiries and attends quarterly team meetings to discuss success, challenges, and reflections.

OR 137/15

(k)

Pedagogical Documentation: Our educators and childcare providers value children’s play and continuously reflect on children’s capabilities to inform and raise questions that honor and scaffold co- learning. Through pedagogical documentation we uncover children’s understanding of the world. This guides our educators and care providers with developing and co-planning with the children and their families.

Pedagogical documentation by our team, brings visibility to children’s learning through careful observations and these observations are shared with families as learning stories on Storypark. These observations provide insight into each child’s development, ideas, and thoughts by sharing transcripts of children’s words, photos and videos of experiences and examples of their artwork that is displayed in our learning environments and on Storypark.

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Julie Hollinger  
Executive Director

---

Date

## Annex A – Medical Action Plan

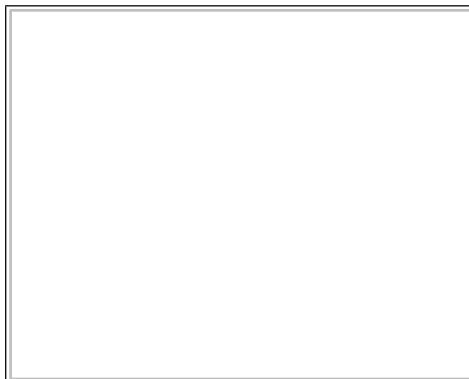
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To Parent Handbook – SOP Version 5

Petawawa Military Family Resource Centre

### Individual Emergency Medical Action Plan for Children’s Services

This form must be completed for a child who has one or more acute or chronic medical conditions such that he or she requires additional support, accommodation, or assistance



Child’s Name:

D.O.B:

Program Room:

RECE:

Medical Condition:

Date plan is completed:

Medical Condition(s)

Diabetes

Asthma

Seizure

Other

Emergency Contacts					
	Name	Relationship	Home Phone #	Work Phone #	Cell #
1.					
2.					
3.					
4.					

Physician Information

Physician’s Name	Physician’s Address	Physician’s Office Phone #	Hospital Address

Medication	Dosage	Administration Instructions (timing and method)	What to do after administration

**Prevention and Supports:**

Steps to reduce the risk of causing or worsening the medical condition(s):(Include how to prevent an allergic reaction/other medical emergency; how not to aggravate the medical condition (e.g. Pureeing food to minimize choking))

List of medical devices and/or how to use them (if applicable): (e.g. feeding tubes, stoma, glucose monitor, etc.; or not applicable (N/A))

Location of medication and/or medical device(s)(if applicable) (e.g. glucose monitor is stored on the second shelf in the program room storage close; or not applicable (N/A))

Supports available to the child (if applicable): (e.g. nurse or trained staff to assist with feeding and/or disposing and changing of stoma bag, or not applicable (N/A)).

### Symptoms and Emergency Procedures

Signs and Symptoms of an allergic reaction or other medical emergencies: (include observable physical reactions that indicate the child may need support or assistance (e.g. hive, shortness of breath, bleeding, foaming at the mouth)).

Procedure to follow if the child has an allergic reaction or other medical emergency: (include steps e.g. Administer 2 puffs of corticosteroids; wait and observe the child's condition; contact emergency services/parent or guardian)).

Procedure to follow during an evacuation; (e.g. ice packs for medication and items that require refrigeration; how to assist the child to evacuate).

Procedures to follow during field trips: (e.g. how to plan for off-site excursion; how to assist and care for the child during a field trip).

Additional Information Related to the Medical Condition (if applicable)

This plan has been created in consultation with the child’s parent/guardian.

Parent/Guardian Signature: please print	Relationship to child:
Signature:	Date: (dd/mm/yyyy)

The following individuals participated in the development of this plan:		
First and Last Name	Position and Role	Signature

Frequency at which this plan will be reviewed with the child’s parent/guardian:

## Annex B – Brown Bag Lunch Form

---

Child's Name		Parent Signature		Date:	
Verbal Instruction Given					
Snack	<input type="checkbox"/> Provided	<input type="checkbox"/> We Provide	Temperature		
Lunch	<input type="checkbox"/> Spoon Fed	<input type="checkbox"/> Self-Feed	<input type="checkbox"/> Cool	<input type="checkbox"/> Warm	<input type="checkbox"/> Very Warm
Other Instructions:					

Child's Name		Parent Signature		Date:	
Verbal Instruction Given					
Snack	<input type="checkbox"/> Provided	<input type="checkbox"/> We Provide	Temperature		
Lunch	<input type="checkbox"/> Spoon Fed	<input type="checkbox"/> Self-Feed	<input type="checkbox"/> Cool	<input type="checkbox"/> Warm	<input type="checkbox"/> Very Warm
Other Instructions:					

Child's Name		Parent Signature		Date:	
Verbal Instruction Given					
Snack	<input type="checkbox"/> Provided	<input type="checkbox"/> We Provide	Temperature		
Lunch	<input type="checkbox"/> Spoon Fed	<input type="checkbox"/> Self-Feed	<input type="checkbox"/> Cool	<input type="checkbox"/> Warm	<input type="checkbox"/> Very Warm
Other Instructions:					

Child's Name		Parent Signature		Date:	
Verbal Instruction Given					
Snack	<input type="checkbox"/> Provided	<input type="checkbox"/> We Provide	Temperature		
Lunch	<input type="checkbox"/> Spoon Fed	<input type="checkbox"/> Self-Feed	<input type="checkbox"/> Cool	<input type="checkbox"/> Warm	<input type="checkbox"/> Very Warm
Other Instructions:					

Child's Name		Parent Signature		Date:	
Verbal Instruction Given					
Snack	<input type="checkbox"/> Provided	<input type="checkbox"/> We Provide	Temperature		
Lunch	<input type="checkbox"/> Spoon Fed	<input type="checkbox"/> Self-Feed	<input type="checkbox"/> Cool	<input type="checkbox"/> Warm	<input type="checkbox"/> Very Warm
Other Instructions:					

## Annex C – Notice To Withdraw



### PMFRC Notice of Withdrawal Form

The Privacy Code for Military Family Services Programs establishes the standard under which MFRCs can collect and use personal information about the CAF personnel and their families. The personal information collected on this form will be used solely for the purpose to administrate the cancellation of your child(ren) participation in the PMFRC Child Care Programs. These records are kept on the student's file; any concerns or discrepancies with this form can be addressed to the Executive Director at the MFRC.

#### Family's Information

This form is to be completed by the Parent / Guardian. The Parent / Guardian is responsible to contact their Eligibility Coordinator if they are requesting a fee subsidy transfer for their child(ren) to another licensed Child Care Centre in the County of Renfrew.

**Please Note:** The transfer of your fee subsidy to another licensed Child Care Centre in the County of Renfrew must be pre-approved by the County of Renfrew Child Care Services.

Child Care Information							
Date:							
Child First Name			Child Last Name			Child Date of Birth (dd / mm / yy)	
Name of Parent / Guardian						Contact No.	
Current Child Care Provider (PHDC / LTN / LTS / KK / Valour BAS / OLOS BAS)							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forwarding Address (If Applicable)							

Please consider this my two – week notice to withdraw from the PMFRC Child Care Program:	
Program Provider	
Date Notice Was Given:	
Last Date For Care:	
Reason For Withdrawal:	

Please Provide Any Additional Comments:

_____ Parent / Guardian Signature	_____ Date
_____ Parent / Guardian Signature	_____ Date
_____ Child Care Program Supervisor Signature	_____ Date

CC: County of Renfrew Child Care Services  
Child's Program File

**Please fax the completed form to the Eligibility Coordinator designated to your Centre (FAX: 613- 732-4437)**

[Updated - CB] 23 June 2020

## Annex D – Paperless Billing Request

### Petawawa MFRC Paperless Billing Request Form



With PMFRC's paperless billing option, customers can elect to receive an email notification when their e-bill is available. It's a convenient and easy way to pay your bill. The purpose of collecting this information is for Accounts Receivable requirements and will only be used for the purpose the information is collected. This information is used solely to send paperless invoicing to customers of the PMFRC Child Care Services programs.

Date Completed:	(mm/dd/yyyy)	
<b>Customer's Contact Information:</b>		
Parent(s) First Name: <i>(as on the original account)</i>		Parent(s) First Name: <i>(as on the original account)</i>
Parent(s) Last Name <i>(as on the original account)</i>		Parent(s) Last Name <i>(as on the original account)</i>
Home Mailing Address:		
Email Address:	Work Phone Number:	Cell Number:
		Home Phone Number:

<b>Please indicate which program your child(ren) are in:</b>			
<input type="checkbox"/>	Lil Troopers North	<input type="checkbox"/>	Lil Troopers South
<input type="checkbox"/>	Before & Afterschool (Valour)	<input type="checkbox"/>	Before & Afterschool (Our Lady of Sorrows)
<input type="checkbox"/>	Kiddie Kollege	<input type="checkbox"/>	Private Home Daycare
<b>Children's Names (First and Last):</b>			
Account Number:	<i>(As indicated on your invoice)</i>		

<b>Terms and Conditions of Accepting Paperless Billing</b>
<ol style="list-style-type: none"> <li>By using the Petawawa Military Family Resource Centre paperless invoicing service, you accept that you will no longer receive a paper invoice.</li> <li>Once you have applied for the paperless invoicing service, an email will be sent to you with an attached PDF file of your invoice.</li> <li>You must have a valid e-mail address to use the paperless invoice service. You must provide us with the correct and currently valid address of the email account to which you would like your invoice to be sent. The accuracy of the email address is entirely your responsibility and in particular, but without limitation, should that email account ever become invalid or should you wish your invoice to be sent to a different account it shall be your responsibility to notify us in writing. You shall remain fully liable for any invoices which have been sent to your previous email address.</li> <li>Petawawa Military Family Resource Centre reserves the right to refuse use of the paperless service to anyone for any reason whatsoever in its absolute discretion. Further, we reserve the right to modify or discontinue (permanently or temporarily) the paperless service to you at our discretion.</li> </ol>

*The purpose of collecting this information is for Accounts Receivable requirements and will only be used for the purpose the information is collected. All personal information is kept in a confidential and secure manner in accordance with DMFS Privacy Code for MFSP and PIPA (Personal Information Protection Act)*

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5. All invoices sent to you by email are payable to Petawawa Military Family Resource Centre and are due payable on the "payable by date" of each invoice. You shall remain fully responsible and liable to pay any invoices emailed to the email address you have specified regardless of whether or not you access that email account and read the relevant attachment, are disconnected from your email account for any reason or fail to read the email, or for any other reason.
  6. If you do not pay your invoices on time Petawawa Military Family Resource Centre may issue reminders and legal proceedings may be pursued, any reminders, solicitors/legal letters will be sent via the postal system.
  7. Invoices may be paid to Petawawa Military Family Resource Centre by any of the following methods - debit, cheque, cash, and credit card (Visa, MasterCard or AMEX) at either the North Side or South Side location.
  8. If you wish to cancel the paperless invoice service, you should notify us immediately in writing. We will cancel your paperless invoice within 5 working days of such notification and after that date no further invoices will be sent to you by email. However, you shall remain fully responsible for paying in full, to Petawawa Military Family Resource Centre for any emailed invoicing sent to you on or before the date on which your paperless invoice had been cancelled.
  9. The Petawawa Military Family Resource Centre paperless invoice service is provided free of charge.
- 

I agree to the terms and conditions outlined above.

\_\_\_\_\_

*Signature of Customer*  
*My signature indicates I agree to the terms above.*

\_\_\_\_\_

*Date:*

\_\_\_\_\_

*Signature of PMFRC Employee*

\_\_\_\_\_

*Date:*

Finance Department Use Only	
Date Received:	
Received By:	

*The purpose of collecting this information is for Accounts Receivable requirements and will only used for the purpose the information is collected. All personal information is kept in a confidential and secure manner in accordance with DMFS Privacy Code for MFSP and PIPA (Personal Information Protection Act)*

## Annex E - Child Release Form

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### PETAWAWA MILITARY FAMILY RESOURCE CENTRE Centre de ressources pour les familles des militaires de Petawawa

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#### Child Release Form

I \_\_\_\_\_ (parent/ guardian name) give permission to:

Childcare Program \_\_\_\_\_,

to release \_\_\_\_\_ (child/ren names) to

\_\_\_\_\_ (Person picking up child) with proof of identification.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Information to be filled out at time of release:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Identification: \_\_\_\_\_ Time: \_\_\_\_\_

Staff Member Signature: \_\_\_\_\_

## Annex F - Authorization of Non-Prescription Products

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### Authorization of Non-Prescription Products

Name of child: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_

Parent(s) or guardian(s) name: \_\_\_\_\_

PMFRC Program \_\_\_\_\_

(Example: Lil 'Troopers Day Care South Toddler Program Room One)

*All over-the-counter (OTC) products require written parental permission on a yearly basis. The following OTC product may be applied to my child in accordance with the manufacturer's instructions on the original container.*

*Note: This form cannot be used for over-the-counter medications such as Tylenol, Motrin, Benadryl, etc. All other medications not listed below must be prescribed by a medical professional.*

*Please fill out completely and print clearly*

Type of Product	Brand Name	Date of Purchase	Date of Expiration	Instruction for Storage
<input type="checkbox"/> Diaper ointment/Cream				
<input type="checkbox"/> Lip Balm				
<input type="checkbox"/> Sunscreen				
<input type="checkbox"/> Insect Repellent				
<input type="checkbox"/> Hand Sanitizer				
<input type="checkbox"/> Toothpaste				
<input checked="" type="checkbox"/> Lotion				

Parent(s) or guardian(s) name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of parent/guardian: \_\_\_\_\_

Signature of Program Staff: \_\_\_\_\_

*Please note: This form needs to be updated on a yearly basis.*

## Annex G – Client Personal Information Change Form

### CLIENT PERSONAL INFORMATION CHANGE FORM

*This form will be completed for any personal information changes including Name, Address, email and phone number; please complete only the sections that apply. This information is treated as highly confidential and will be used for business purposes only and placed in your client file.*

Please indicate the purpose of this change:

<input type="checkbox"/>	Name Change	<input type="checkbox"/>	Address Change
<input type="checkbox"/>	Contact Information	Effective Date (dd/mm/yy):	

#### Current Account Information

Last Name		First Name	
Phone Number		Email	
Service Number:			

#### Change of Mailing Address

New Address Unit Number		Street Number	Street Name		PO Box
City/Town		Province	Postal Code	Country	

#### Change of Name

From:	
Last Name	First Name
To:	
Last Name	First Name

#### Change of Contact Information

New Phone Number	New Email
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#### Change of Unit

Old Unit	New Unit
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Client Signature

Client Signature

Date (dd/mm/yy)

Date (dd/mm/yy)

## Parent Acknowledgement Section

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The PMFRC provides this Parent Handbook each year to all families registered in our licensed childcare programs. On the occasion that there are amendments to the Parent Handbook, an updated copy will also be provided.

This Handbook should answer any questions or concerns you may have regarding your child(ren)'s participation our our program.

Should you have further questions, please speak with the Daycare Supervisor at your child(ren)'s program or the Children's Services Supervisor at [Sue.Leclair@PetawawaMFRC.com](mailto:Sue.Leclair@PetawawaMFRC.com).

My/Our signature below verifies that I/we have read the PMFRC Parent Handbook and that I fully understand and agree to the PMFRC's policies and procedures as they apply to the PMFRC Licensed Child Care programs.

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Daycare Program

*(please indicate all programs if you have children registered in multiple programs)*

---

Parent/Guardian Name (1)

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Parent/Guardian Name (2) – if applicable

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Parent/Guardian Signature (1)

---

Parent/Guardian Signature (2) – if applicable

---

Date

---

Date

*Please sign and return this form to the daycare supervisor as soon as possible.*