



PARENT HANDBOOK (March 2025)

Welcome to the Frontenac County Childcare Centre (FCCC). We strive to provide the highest quality childcare and positive experiences for all of our families. We hope that you enjoy your childcare experience with us. FCCC currently participates in the Canada Wide Early Learning Child Care System. (CWELCC)

PROGRAM STATEMENT

The following Program Statement is a 'living document'. It is intended to demonstrate FCCC's commitment to putting into practice the pedagogy of "How Does Learning Happen?". The Program Statement will be reviewed at least annually by FCCC. All educators are required to read it upon employment and after any revisions. Implementation of the Program Statement will be monitored closely by FCCC through regular observations, and the educators will be supported in many ways, such as monthly staff meetings, various team meeting discussions and direct verbal and/or written feedback.

FCCC views all children as competent, capable, and rich in potential. This is reflected in our daily practices. Our inclusive environments are set up to invite children to explore the world around them with a sense of wonder and curiosity. Materials are rich with a focus on natural elements. Through exploration, children are given time and opportunities to test their theories and to problem solve. Educators endeavor to do less directing and more connecting with the children which allows them to gain confidence in their abilities and a budding knowledge of their world. Our curriculum is emergent based. The role of the educators is to follow the lead of the children and to be co-learners while enhancing their current interests through provocations. To support the success of all children, individualized plans will be developed and implemented, as necessary. The day will be balanced with both indoor/outdoor activity time and quiet/active activities. Through the exploration of their natural world, in all seasons, our hope is that the children build strong connections with nature and gain a greater understanding, appreciation and respect for living and non-living things. The children's experiences are documented and displayed to make the learning visible and to enhance their current interests.

Following a risk assessment and with close supervision, educators will support the children's decision to engage in risky play. This type of play assists in the development of self-confidence, resilience, self-awareness, and risk management skills.

Health, safety, and nutrition are always at the forefront. We strive to promote wellbeing through healthy and active lifestyles. Nutritious meals and snacks are offered daily in a relaxed child-friendly manner. Posted menus are prepared based on the requirements of the local Public Health and Health Canada documents and take into consideration children's allergies and/or special dietary requirements. All indoor and outdoor toys and equipment are checked daily for safety and are cleaned and sanitized regularly. Good hand hygiene is always promoted.

Any communicable diseases and/or viruses will be reported to families and the local Public Health, as required, and recommendations will be followed.

Positive interactions and relationship building are another priority of FCCC. This goes hand in hand with supportive guidance. We understand that children will do well if they can. It is our role as educators to help the children develop the skills and provide them with opportunities to do well. Through rich relationships with educators, the children in our care learn that they can count on us. This helps them to self-regulate and feel a sense of belonging and connection to our programs. Our work as educators is to also develop strong relationships with all families. They are an integral part of the program and the most important influence in the child's learning, development, health, and well-being. We welcome families into the programs, invite their perspective, embrace their diverse cultures and backgrounds, and will provide them with opportunities for meaningful participation (i.e. daily conversations, viewing and discussing documentation, special visitors etc.).

FCCC encourages and supports educators to participate in professional development. As the early learning field continues to focus on the educator as also being competent and capable, our educators are life-long learners and professionally obligated to devote themselves to continuous professional learning. FCCC has historically provided many in-house opportunities as one way to support this.

Community partners also play a very important role in FCCC programs. This may take place as other agencies support our educators, children, and families. FCCC is very fortunate to be housed within Limestone District School Board (LDSB) schools. This allows us many opportunities to actively participate in school functions which in turn promotes a sense of belonging and community. Through these essential partnerships, we endeavor to instill within the children in our care, a cooperative spirit, and an appreciation of diversity.

SMOKE-FREE/SCENT SENSITIVE ENVIRONMENT

All FCCC programs are housed in smoke free environments. We ask that all families respect our no-smoking policy, even on the playground. Persons who refuse to comply with our smoke-free policy will be asked to leave the childcare centre area immediately.

Please be aware that due to health concerns arising from exposure to scented products the LDSB has created a "Scent Awareness Program" in all of their schools. We would ask that your family refrain from using, and/or wearing strong scents or fragrances while in our programs as these may cause discomfort to others, as well as directly impact the health of some individuals. Thank you for helping us to support the LDSB's mission to provide a healthy, safe educational environment for all.

ADMISSION AND DISCHARGE

1. All available external spaces will be filled through the Centralized Childcare Registry & Information Service (CCRIS). This is an on-line, web-based wait list for Kingston and area. (www.kingstonchildcare.ca)
2. Priority to all spaces will be given to children who will be using the centre on a full-time basis.
Full time is considered:
Preschool: Full days Monday to Friday
School-age: Before & After school care Monday to Friday.

3. When filling available spaces, FCCC gives priority to the needs of our currently enrolled families before moving to the wait list. To assist us with this process, an Internal Needs Form (to be used for children moving from preschool to JK, SK to grade 1 and/or requiring more care) needs to be completed. Although siblings can be added to this form as well, they also need to be on CCRIS and this application date will be used on the Internal Needs form.
4. FCCC will endeavour to share with family's information regarding their placement on the waitlist in a manner that maintains privacy and confidentiality. Parents/guardians may call the RECE Centre Supervisor/ Administrative Assistant at any time to find out where they are on CCRIS.
5. We encourage you to visit the centre prior to your child's enrolment. We realize that this can be an anxious time for families, and we hope that by seeing the facility, meeting the educators, and answering your questions we can make the transition easier for you and your child.
6. If your child has been offered a space and you will not be starting immediately, necessary to leave a NON-REFUNDABLE deposit (base fee) fee in order to guarantee the space (\$50.00 per full-time space/child and \$20 per part-time space/child). This deposit fee will be applied toward your first month of care at the centre providing that all enrolment conditions are met.
7. Currently enrolled families, in 10 month programs, will be required to pay a NON-REFUNDABLE deposit (base fee) in June, if you wish to maintain your space for September. This deposit, as per the rates noted above, will be added to your June fee invoice and will be used towards your September fees providing that all enrolment conditions are met. With the exception to subsidized families with no fees, as their deposit will be refunded.
8. Our school-age programs only enrol children who attend the host school.
9. A new family (enrolled 6 months or less) who has accepted a full- time space and then wishes to reduce to part time care or subsidy has only approved part-time care must give one month's notice and will be responsible for full time fees for that month.
10. Written notice of the permanent withdrawal of your child must be given two weeks in advance of the withdrawal. If full notice of withdrawal is not received, full program fees will be charged for the two-week notice period. A notice of withdrawal form may be obtained from your centre's site supervisor.
In the event that your centre is closed over the summer months, a message of withdrawal will be acceptable providing that it is left at least two weeks prior the centre's re-opening at 613-547-0734 or 613-634-3271. The message should include your name, your child's name, the centre that your child attends, a contact phone number and the date of your call.
11. A permanent space cannot be guaranteed if you wish to withdraw your child for any reason, including vacations. In this event, you will need to place your child on CCRIS.
12. Please note that your child will only be admitted to the centre once their file is completed in full.
13. Provincial regulations require that prior to admission, each child be immunized as recommended by the local Medical Officer of Health.
14. Court issued custody arrangements must be provided for the child's file.
15. FCCC may terminate services if policies are not followed.

FEES

1. The monthly fees are due on the first childcare day of the month, for those making payment by cheque. Those using our pre-authorized payment option, will have their account debited on the 15th of the month.
2. Childcare will be discontinued if the monthly fees are not received by the last day of the month.
3. Non-payment of fees will be referred to a collection agency at the discretion of the Executive Director.
4. A yearly income tax receipt will be issued in January at no charge for income tax purposes.
5. There will be a \$45.00 charge (non-base fee) added to your fees for any cheque that is returned to FCCC by the bank for any reason.
6. If a centre closes due to weather or other unforeseen circumstances, FCCC may adjust fees depending on the circumstances. For example, midday closures affecting afterschool programs, no fees would be charged for the afterschool program. Also, fees are not charges for full day closures. If fees have already been paid the credit will either be applied to the next months invoice or a refund will be issued.
7. Families are responsible for full fees during any withdrawal period that is levied against a child.
8. Families who are currently enrolled in our ten-month programs and wish to continue to use our services in the new school year must have their fees paid in full before a space will be held for September. A family who does not have their fees paid in full by the end of June will forfeit their space. Families will have the option of placing their name on CCRIS, however no space will be offered until outstanding fees are paid in full.
9. Payment must be made for all days for which your child is enrolled, even if they are sick or away on holidays.
10. Payment must be made for all FCCC recognized holidays (as noted in Addendum #1) which fall on days that your child would normally attend.

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

Arrival:

1. No matter what the age of your child or which program they are enrolled in, all FCCC families must bring their children in to the program when dropping them off in the morning. FCCC will not assume responsibility for the children until they are properly signed into the program. **The only exception to this is listed under Dismissal #3.**
2. When your child arrives, please ensure that an educator acknowledges their arrival and signs them in.
3. Please notify the centre if your child will be absent for any reason. If the absence is due to illness, please be specific about the illness and or symptoms.
4. If you have not notified the centre of your child's absence, we will be calling to confirm that you are aware of your child's absence. If we are unable to reach you, we will leave a voice mail message with the date and time of the call. Please call us back as soon as possible. It may be necessary for us to call other contact persons listed on the Emergency Contacts and or Pick Up Authorization form to confirm the absence.

5. If a child is enrolled in a before school program is absent and the absence has not yet been confirmed by the end of the program, the child's absence will be reported to the school.

Dismissal:

1. No matter the age of your child or which program your child is enrolled in, you or the authorized pick-up person must ensure that the educators on duty at that time are aware that the child is being picked up. The educator then must sign the child out on the daily attendance form.
2. Unless otherwise arranged in writing in advance, children will be released only to the persons identified on the Pick-up Authorization form. (pg. 2 of the Childcare Application for Enrolment form). Pick-up persons must be 13 years of age or older. In the event that a situation occurs whereby this procedure is not followed, the child will remain at the centre until such time as the family is contacted.
3. Children Grade 1 and up will be allowed to attend school functions if the family has given their authorization by signing the FCCC Unsupervised Arrival/Dismissal for School Activities form. Please obtain this form from the site supervisor.
4. In order to ensure your child's safe release, the educators on duty may require anyone picking up your child to show photo I.D if they do not recognize the person. For example, picking up for the first time or if it is a new staff. This could include anyone listed on your Pick- Up Authorization form.
5. Please ensure that your child is picked up by your centre's closing time.
6. If your child is still in our care past closing time, the educator will call the family. If we are unable to reach you, we will leave a voice mail message with the date and time of our call. Please return our call as soon as possible. If we do not hear back from you, we will move on to calling any/all persons listed on your child's Emergency Contact/Pick-Up Authorization list.
7. As a last resort, the police will be called if we cannot reach anyone, and the child is not able to be safely dismissed to an authorized person.

General:

1. FCCC is part of the Limestone District School Board's Safe School's protocol (locked entry). Please be aware that this varies from site to site. Site specific information can be obtained from the site supervisor.
2. School-age and extended day families please note that the school does not notify us of your child's absence. It is your duty to do this.

LATE FEES

1. Should you be late picking up your children, there will be a late fee charged (non-base fees) The late fee is \$5.00 for the first five minutes (or for any portion thereof), and \$1.00 per minute after that.
2. The late fee must be paid directly to the educator who remains late to supervise your children. If you are unable to pay the amount in a reasonable time frame, the site supervisor will collect the late fees separately from your fees and will distribute them to

the educator. The educator receiving the payment will provide you with a personal receipt upon request.

3. Late pick up in excess of once per month may result in termination of services.

TAXI POLICY

1. In the event that the family requires that their child be transported by taxi, it will be the family's responsibility to arrange for the child to be picked up by the company of their choice.
2. The educators on duty may not be able to leave the centre to take the child to the taxi. Therefore, please ensure that the taxi driver is willing to come into the centre to pick up your child and show the educators on duty their taxi I.D.
3. Some cab companies will provide car seats if requested.
4. Once the child is placed in the care of the taxi driver, the centre is no longer responsible for the child.

FCCC Bag Lunch Policy **& Pre-Authorized Food Agreements**

The following policy applies to any FCCC program that operates where lunch services are not available. This includes short-term needs for centres offering full day care. This could also apply if there is a child pre-authorized to provide their own food.

1. Families must ensure that their child's food is allergen free, nutritious and meets the guidelines of the Canada Food Guide. A copy of the Canada Food Guide can be viewed at your centre or at [Canada.ca/Food Guide](http://Canada.ca/FoodGuide).
2. Lunch foods should include items from each of the food groups plus 1 extra fruit or vegetable. Please do not include foods which are low in nutritional value and/or high in sugar content such as potato chips, chocolate bars, soda pop and candy. Food containers must be labeled with the child's name, date and ingredient list.
3. Food allergy lists are posted in the room where the lunch program takes place and served. Allergen lists are posted at the entrance.
4. Upon arrival, children's lunches will be refrigerated, as needed.
5. No food items are provided by the PA Day program unless a child has forgotten their lunch. The school-age program has on hand nutritious food items such as bread, fruit, cheese, vegetables, cereal & milk. Items such as these will be provided for the child.

CHILD HEALTH

Health Conditions:

1. Procedures for children with serious medical conditions will be followed according to the child's individual plans.
2. In the interest of everyone's well-being, sick children should not be brought to the centre. All of the children are at an age where they are much more susceptible to disease, and they should not be unduly exposed to germs.
3. Ill children will be isolated, and the family will be asked to pick up the child as soon as possible. If you are not able to pick up your child, please ensure that someone else can do so. Families will be contacted if a child becomes ill with:

- Vomiting (2 or more episodes of vomiting within a 24-hour period)
 - Diarrhea (2 or more loose or watery stools within a 24-hour period)
 - Vomiting/Diarrhea (1 episode of vomiting and 1 episode of diarrhea within a 24-hour period)
 - Elevated temperature plus another symptom (fever and a body rash)
 - Red or discharging eyes or ears
 - Acute cold or severe cough
 - Undiagnosed rash or infection
 - Unusual irritability or restlessness
 - Lethargy
 - Behaviour changes
 - Any change in skin colour
 - Dehydration
 - Persistent crying
 - Difficulty breathing/wheezing
 - Unexplained bruises or marks
 - Child not feeling well enough to participate fully in the program
 - Other symptoms which may be of a concern
4. Regulations require that regular outdoor playtime must be included in the daily program.

KFL&A Public Health Exclusion For Infectious Disease Prevention:

Daily screening practices are in place.

1. Our centres follow the KFL&A Public Health exclusion guidelines for all contagious diseases (i.e. rubella, impetigo etc.). Children must stay at home for the duration of the contagious period. Families are asked to inform the centre whenever a child has been exposed to a contagious disease so we can watch for others showing similar symptoms. A note from your child's doctor may be required before your child can be readmitted to the centre.
2. KFL&A Public Health guidelines stipulate that your child must be excluded from the centre for 48 hours after all symptoms of diarrhea and/or vomiting have stopped. Families are asked to abide by this regulation if their child experiences diarrhoea/vomiting while at home.
3. Children diagnosed with influenza will be excluded for 7 days after diagnosis.
4. Persistent high fever requires attention, and the family will be called to pick up their children. KFL&A Public Health guidelines stipulate that children must be excluded if they have an elevated temperature along with another symptom or rash is present. The child must remain excluded from the centre until they are free of fever for 24 hours (or longer under certain 'outbreak' conditions)
5. Children exhibiting any unexplained rash will be excluded from the centre until they have been diagnosed by a physician and all KFL&A Public Health exclusion policies have been observed.
6. You will be notified should a child enrolled in our centre become ill with a communicable disease.

Administration of Drugs:

1. If your child requires medication while in our care, we will administer all doctor prescribed medication in accordance with Provincial regulations and local Medical Officer of Health recommendations. This requires that:
 - The family must complete the Authorization for Drug/Administration Form to authorize the administration of the medication in writing. Once the medication is completed, the consent form will be retained in the child's file.
 - All prescription medications must be supplied in the original container with the pharmacist's label clearly marked with the child's name, name of medication, the dosage, amount to be administered, the number of days that medication is to be given, the date the medication was dispensed and instructions for storage and administration.
 - If the label does not have a specific date for administration (i.e.: "when needed") then it must be accompanied by a Physician's note giving specific instructions as to when the medication is to be administered.
 - Any medications that are past the expiry date will not be administered.
 - The centre will not administer any medication that appears to have been dispensed in the past or for a child other than the one for which it was intended.
 - As well as being in the original container, all non-prescription Doctor prescribed drugs must be clearly marked with the child's name and be accompanied by a Physician's note. The note must be currently dated and include the name of the drug, the dosage and the instructions for storage and administration.
 - All non-prescription creams used for the treatment of diaper rash, hand sanitizer, lip balms, lotions, sunscreen, insect repellent will be used only with the family's written consent. The medication must be in the original container and labelled with the child's name. It will be administered according to the manufacturer's instructions.
2. All medications are to be handed to the on-duty educators with the appropriate instructions.
3. Medications are never to be left in the child's bag or with students/volunteers.

Anaphylaxis Policy:

Anaphylaxis is a serious allergic reaction and can be life threatening. The allergy may be related to food, insect stings, medicine, latex, exercise etc. The FCCC anaphylaxis policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and awareness to parents, educators, students, volunteers, and visitors to our childcare centers'. The policy aligns with *Sabrina's Law, 2005* legislation which came into effect on January 1, 2006.

The FCCC Anaphylaxis Policy is intended to reduce the risk of exposure to allergic triggers, raise the awareness of the childcare community to anaphylaxis and its management and ensure that the centre is prepared to handle an emergency situation. Neither FCCC nor the centre is

expected to create an allergen-free environment. However, they are responsible to be “Allergy Aware” by reducing the risk and having a plan in place that allows the childcare centre to react appropriately when an emergency occurs. Parents of allergic children and the childcare educators need to work collaboratively to develop strategies which are both realistic and reasonable for the childcare environment.

The full FCCC Anaphylaxis Policy is available upon request. Please ensure that the educators are aware of any life-threatening reactions to allergens your child may have. Families of children with anaphylaxis, or those requiring emergency medications are, in conjunction with their physician, required to participate in the development of the child’s Anaphylaxis Emergency Plan. Families are also asked not to send any food items to the centres at any time. The risk of accidental exposure to a food allergen can be significantly diminished by means of such measure. Benadryl will not be accepted as an option for treatment of anaphylaxis.

Please note that: Products containing any peanuts/tree nut products or oils are not acceptable in any FCCC facilities. Children's dietary needs, allergies and a list of allergens will be posted throughout the centre.

Pediculosis (Head Lice):

1. Current research shows that exclusions and no-nit policies do not prevent or control head lice infestations.
2. Although head lice is not a major health risk, it is in the best interests of all concerned that we work together to prevent its spread.
3. Families need to take an active role in helping to prevent, control and eliminate outbreaks of head lice before it becomes a problem in the centre. We encourage families to check their children’s hair regularly and report the finding of nits or live lice to the centre educators.
4. FCCC has authorized the educators to regularly monitor the head lice situation in the centre, including checking the children's hair in an appropriate manner.
5. If a child is identified as having head lice, the educators will contact the family to inform them of the situation. They will be asked to pick up and treat the child as soon as they can.
6. Families will be informed if an outbreak of head lice happens in the centre.

EMERGENCY/WEATHER COMMUNICATION PROTOCOL

All FCCC programs have adopted their host school’s Emergency Management policies and procedures.

1. If the school which houses your child’s program is closed, then the centre will be closed as well. You can find this information on the Limestone District School Board website (www.limestone.on.ca)
2. In the event of an Emergency/Weather closure please check for updates on:
 - www.frontenacountychildcarecentre.ca; and/or
 - Your centre’s out-going tele-message.
3. If the preschool site and/or host school closes during the day, the educators will attempt to contact you. If you cannot be reached, your emergency contacts will be called.

4. If the host school calls for an early dismissal during the day, the afterschool programs will not operate. Upon receiving notification from the school, you will need to pick your children up from them.

SPECIALIZED SERVICES

1. From time to time throughout the year, we look to the community for resources which will enhance our regular programs. You are invited, and encouraged, to join us on these special trips. You will be asked to sign a "Volunteer Waiver of Liability Agreement.
2. A notice will be sent home in advance of an excursion, informing families of the destination, date and time of departure. A permission slip must be signed to allow your child to participate in the field trip.
3. FCCC welcomes children with special needs to our programs. It is our goal to adequately meet the needs of all children. If required, FCCC will follow the individualized support plan for the child to the best of our ability. FCCC will work as necessary in collaboration with the support agency and families to ensure that the Individualized Support Plan and our program is reflective of the child's current needs. Most of our programs are wheelchair accessible.
4. FCCC acknowledges that some parents with disabilities may have specific needs. We will endeavour to find the best way to help them access our services. A copy of the FCCC Accessibility Policy is available upon request. We will endeavour to provide this policy in a manner that takes the parents disability into account.
5. FCCC welcomes students and volunteers to our programs throughout the year. Under the "FCCC Supervision Policy for Volunteers & Placement Students", students and volunteers do not have unsupervised access to the children in our childcare centres.

VIOLENCE & HARASSMENT

On April 20, 2009, the Ontario Government introduced Bill 168, the Occupational Health and Safety Amendment Act (Violence and Harassment in the Workplace) 2009.

At FCCC, we are committed to providing a safe, secure, and mutually respectful environment for our families, educators and visitors. Our goal is to nurture positive relationships between families and the educators.

The educators have the right to work in a violence-free workplace. We ask that you treat our educators, students, other families, and volunteers in a respectful and considerate manner.

It is important for families, visitors, and educators to be aware that our centres will not tolerate any form of violent, abusive or aggressive behaviour.

FCCC reserves the right to take appropriate measures if the behaviour of families, visitors or educators threatens one's personal safety. This can include asking you to leave, disciplining an educator, declining service, or contacting the Police.

We thank you in advance for your cooperation in helping us create an environment that fosters quality care and a safe workplace environment for our educators.

PROHIBITED PRACTICES

FCCC will not permit the following:

1. Corporal punishment of a child.
2. Deliberate use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate shame or frighten the child or undermine his or her self-respect, dignity, or self-worth.
3. Deprive the child of basic needs including food, drink, shelter, clothing, sleep, toilet use or bedding.
4. Inflicting any bodily harm on children including making children eat or drink against their will.
5. Physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or someone else and is used only as a last resort and only until the risk of injury is no longer imminent.
6. Locking exits of the childcare centre for the purpose of confining a child or confining the child in an area or room without adult supervision unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
7. Using a locked or lockable room or structure to confine a child if she has been separated from other children.

Contravention of Prohibited Practices:

Everyone including employees, students, and volunteers are expected to comply with FCCC Prohibited Practices. Any and all alleged contraventions of this policy will be investigated immediately by the site supervisor, Director of Services, Program Administrator, and if necessary, the Executive Director and the Board of Directors.

In the event that an employee, student or volunteer is found to be in contravention, disciplinary action will be taken as outlined in the Collective Agreement between OPSEU and FCCC.

Prohibited Practice Review:

- Each employee, student and volunteer will review this policy upon being hired or approved for placement as well as when substantive changes have been made.
- FCCC will review the Prohibitive Practices yearly.

SERIOUS OCCURRENCE NOTIFICATION FORMS

The safety and well- being of the children in our care is of the highest priority. FCCC works diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

In the event that an FCCC program has a serious occurrence on site, a "Serious Occurrence Notification Form" will be posted on our Parent Board beside the centre's license for your

viewing. The posting will give you information about the incident, outline the follow up actions taken and the outcomes, while respecting the privacy of the individuals involved. Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that FCCC is out of compliance with licensing requirements or that the children are at risk in our programs.

COLLECTION OF PERSONAL INFORMATION

FCCC will abide by the following protection of privacy principles:

1. Information collected should be the minimum needed to serve the purpose of FCCC.
2. FCCC will recognize and protect the right of every child and family to the greatest extent possible.
3. Parents will have access to their child's records and will be informed of who may have access to the child's records on an internal basis.
4. The appropriate informed written consent of a parent will be required prior to the release of personally identifiable information to third parties. This includes the release of any information through social media (e.g. posting pictures on the FCCC website).

Questions about this collection can be directed to the site supervisor.

PROCEDURE TO ADDRESS CONCERNS

If families have a question or concerns about program issues, operations, employees, or students/volunteers they should address it in the following way. We endeavour to respond to all concerns, at all steps, in a timely manner (within 10 working days):

The following are the steps for staff and/or licensee in responding to issues/concerns raised by Parents/Guardians:

1. FCCC personnel will address the issue/concern at the time it is raised or
2. Arrange for a meeting with the parent/guardian within 10 days.
3. FCCC personnel will document the issues/concerns in detail. This documentation should be completed on the FCCC Incident Report and include:
 - The date and time the issue/concern was received;
 - The name of the person who received the issue/concern;
 - The name of the person reporting the issue/concern;
 - The details of the issue/concern; and
 - Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.

If the above does not resolve the issue, parents/guardians should follow the following procedure:

1. Speak to the educator concerned; then, if necessary,
2. Speak to the site supervisor; then if necessary,
3. Speak to the Director of Services/Program Administrator; then if necessary,
4. Speak to the Executive Director; then if necessary,
5. Speak to the President of the Board of Directors,
6. The President will address the concern with the Executive Director

7. If all of these avenues have yielded no satisfaction, then the question or concern should be brought before the Board of Directors at the next Board meeting. Please call the President of the Board to put your item on the agenda two weeks prior to the next scheduled meeting.

At any time during this process, it can be determined by either party that the best course of action would be to discontinue care.

PARENT HANDBOOK ADDENDUM #1

DAYS/ HOURS/ AGE RANGE

All centres are **CLOSED** for the following FCCC recognized holidays:

Labour Day (unless the new school year begins prior to Labour Day), Thanksgiving, Christmas Day, Boxing Day, Family Day, New Years Day, Good Friday, Easter Monday, Victoria Day, Canada Day and August Civic Holiday.

Centre	Closed for LDSB March Break	Closed for LDSB Christmas Break	Closed between Christmas and New Years	Closed for PA Days	Closed for LDSB Summer Break	Hours of Operation	Age Range of Children
FCCC-Lancaster			X		*closed for last Friday before Labour Day	7:30 – 5:30	18 months up to and including 12 years of age
FCCC-LCVI	X	X		*closed for last PA day in June	X	7:30 – 5:00	Birth – 5 years of age
FCCC-Loughborough	X	X		*closed for last PA day in June	X	7:00 -5:30	18 months up to and including 12 years of age
FCCC-Rideau Heights			X		*closed for last Friday before Labour Day	7:30 – 5:30	Birth – 5 years of age
FCCC-Cat. Woods	X	X		*closed for last PA day in June	X	7:30 – 9:00 3:30 – 5:30	3.8 year up to and including 12 years of age
FCCC-Centennial	X	X		X	X	7:30 – 9:00 3:30 – 5:30	3.8 year up to and including 12 years of age
FCCC-Elginburg	X	X		X	X	7:30 – 9:00 3:30 – 5:30	3.8 year up to and including 12 years of age
FCCC-Henderson	X	X		*closed for last PA day in June	X	7:30 – 9:00 3:30 – 5:30	3.8 year up to and including 12 years of age
FCCC -Rideau	X	X		*closed for last PA day in June	X	7:30 – 9:00 3:30 – 5:30	3.8 year up to and including 12 years of age
FCCC-Sinclair	X	X		X	X	7:30 – 9:00 3:30 – 5:30	3.8 year up to and including 12 years of age
FCCC-Welborne	X	X		X	X	7:30 – 9:00 3:30 – 5:30	3.8 year up to and including 12 years of age



Addendum # 3 CWELCC

Frontenac County Childcare Centre (FCCC) is participating in the Canada Wide Early Learning Child Care (CWELCC) system for 2023. Families will receive fee reductions of 52.75%, capped at no less than \$12.00 per day, for each **eligible** child. (Eligible Child: **1.** Any child under the age of 6. **2.** Any child turning 6 between January 1 and June 30th that is enrolled in a specific licensed Kinder Extended Day Program. **3.** A child turning 6 in a licensed School Age program is eligible for the month in which they turn 6, but not after that.) Below please see the fee reduction chart. Reduced fee in **RED**

FCCC FEE SCHEDULE JANUARY, 2025

PRESCHOOL PROGRAMS: (Base fees)

FCCC LCVI & Rideau Heights

Infant: Full Day	\$55.50/ 22.00
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FCCC Lancaster, LCVI, Loughborough & Rideau Heights

Toddler: Full Day	\$50.00/ 22.00
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FCCC Lancaster, LCVI, Loughborough & Rideau Heights

Pre-School: Full Day	\$41.20/ 19.47
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SCHOOL-AGE PROGRAMS: (Base fees)

FCCC Loughborough

<u>Before School</u>	<u>\$ 10.40</u>
<u>After School</u>	<u>\$ 11.55</u>
<u>Kinder Extended Day Before School</u>	<u>\$ 11.85</u>
<u>Kinder Extended Day After School</u>	<u>\$13.45/12.00</u>

Kinder Extended Day
Before & After
25.30/**12.00**

FCCC Lancaster Drive

<u>School Age Before School (Gr 1-6)</u>	<u>\$ 5.45</u>
<u>School Age After School (Gr 1-6)</u>	<u>\$ 14.45</u>
<u>Kinder Extended Day Before School</u>	<u>\$ 6.00</u>
<u>Kinder Extended Day After School</u>	<u>\$16.75/12.00</u>

Kinder Extended Day
Before & After
22.75/**12.00**

FCCC Rideau Heights

<u>Kinder Extended Day Before School</u>	\$ 6.00
<u>Kinder Extended Day After School</u>	\$ 20.00/ 12.00
<u>Kinder Extended Day PA Day</u>	\$ 41.20/ 19.47

Kinder Extended Day
Before & After
26.00/**12.00**

FCCC Centennial, Elginburg, Sinclair & Welborne

JK/SK Before School	\$ 7.40
JK/SK After School	\$10.75
School Age Before School	\$ 7.95
School Age After School	\$ 11.55

JK/SK Before and After
18.15/**12.00**

FCCC Cataraqui Woods, Henderson & Rideau

Kinder Extended Day Before School	\$ 9.00
Kinder Extended Day After School	\$ 13.40/12.00
School Age Before School	\$ 7.95
School Age After School	\$ 11.55

Kinder Extended Day
Before & After
18.15/**12.00**

FCCC Cataraqui Woods, Henderson, Rideau, Loughborough & Lancaster Drive

Kinder Extended Day Full Day (PA Day)	\$39.00/ 18.43
School Age Full Day (PA Day)	\$41.80



PARENT HANDBOOK/ENROLLMENT AGREEMENT

I _____, have read and understand the FCCC Parent
(Parent/Guardian)

Handbook as well as the practices of the Frontenac County Childcare Centre
(FCCC). I hereby agree to abide by the practices and statements contained in the
FCCC Parent Handbook while my child/ren are enrolled in the FCCC program.

Signed: _____

Date: _____

Witness: _____

Date: _____

Name of witness: _____
(please print)