



Rural Frontenac
Community Services

DAYCARE PARENT HANDBOOK



This Handbook is a resource to you. Please review the information and refer to it if you have questions. Staff are available to answer any questions you might have.

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Welcome to Rural Frontenac Community Services, our Child Centre provides a range of programs to rural families within our community. Our goal is to provide enriching experiences that lead to positive outcomes for families, children and staff.

Our licensed day care is one of our core programs that supports our rural families. It is licensed under the Ministry of Education and follows the requirements as set out in the Child Care and Early Years Act (CCYEA). We hope you will ask questions and give us your suggestions so that you and your child have a positive experience while attending the daycare.

How Does Learning Happen

Our program is licensed under the Ministry of Education and follows the requirements as set out in the Child Care and Early Years Act (CCYEA). The Ministry has created a document called HOW DOES LEARNING HAPPEN, and this document is used by our Registered Early Childhood Educators to create your child's curriculum. The HOW DOES LEARNING HAPPEN document is based on a pedagogy approach which is "the understanding for how learning takes place and the philosophy and practice that support the understanding of learning". The document sets out a shared understanding for children, families, and educators. There are four foundations: BELONGING, WELL-BEING, ENGAGEMENT and EXPRESSION (see appendix). These four foundations apply to all regardless of age, ability, culture, language, geography or setting.

OUR PROGRAM STATEMENT

The daycare services provides valuable programs and services to rural families within our community. We believe in enriching experiences that lead to positive outcomes for families, children and staff. Together, we can grow in an environment that sees children as competent, capable, curious and rich in potential.

Exploring the Environment

By creating an environment that is rich in natural and appropriate resources, we encourage the children to world both indoors and out. The educators engage the innate curiosity and take time to respond to them and learn interactions and questions during play. Our program opportunities for children to experience impromptu through unstructured playtime that promotes exploration. are able to participate in our program. Working with community partners, any unique needs of children will be to make the program inclusive for all children.

Children are the best teachers to show us how to plan a day. Program planning is developed by observing their play on it. Adding imaginative resources to enhance those interests create more curiosity and exploration. Creating daily structure through routines makes children feel safe and secure but allowing flexibility allows children the opportunity and time to control their own unique learning.



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We provide child initiated and adult- supported experiences. Children take the lead in pursuing their and interests. Program planning is based on adult observations of this play. Children are encouraged to initiate and educators and parents support this by augmenting the program with culturally appropriate resources to support those interests. New experiences through play are also allowed by providing flexible timelines allow for children the opportunity to fully engage and through their learning activities.



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Children need opportunities for play and exploration fully engage them. We make good use of our rural environment to provide play possibilities. If we cannot get outside, we will bring the outdoors in. We look at what the children present to us within the environment and use this to further stimulate play and exploration. Program plans and environment should be modified whenever possible to meet the social, emotional, physical and cultural needs of the children. The environment is set up to allow time and opportunities to be active and loud with a balance of calming activities. Children need time to rest and recover. Rest time is based on best practices for ages and stages of growing children and the uniqueness of each child.

Children need positive learning environments and experiences to enhance their development. Providing a safe environment allows children the confidence to try new opportunities. Modifying risk yet encouraging new experiences fully engages children in play. Educators take the time for children to develop at their own pace and nurture them as individuals. This requires a routine that is able to be modified to meet individual needs. If we maintain a positive environment for our staff and parents, this fosters the same environment for the children.

Relationships within our Centre

Our program encourages children to express their emotion and communicate to others in a positive way. The educators support the children by offering and modelling age appropriate strategies such as re-direction and problem solving techniques. Educators will role model empathy and reassurance when the children are distressed. The environment will be adapted to meet the needs of the children in the room. Families will be involved to encourage consistency from home to childcare.

Strong relationships that are positive and responsive to one another are important for a successful program. Every effort is made to ensure children, parents, volunteers and staff feel accepted, loved, respected and cared for. We do this by valuing and responding to all ideas and interests. We accept family diversity and differences and make accommodations to be inclusive of all family members. We make the daycare an environment that reflects the uniqueness of our families. Including personal/familiar belongings makes it feel like home to the children. Reflections of cultural and rural heritage are also prominent in the childcare space.

We are committed to work collaboratively with all parents, non-custodial parents and extended family to openly support them as they raise their children. Parents are the first educators of the children and we respect their wishes and opinions. Inviting families into the program as an observer or participant can foster these positive relationships and keep families connected to us. Open communication between everybody is

used through verbal, written and social media. Honest dialogue and personal connections between educators and caregivers at the beginning and end of children's day is important

Well Being

Our healthy, home cooked meals are made with fresh, local foods whenever possible. We encourage the children to be independent and are involved in choosing their food choices. We provide two snacks and a hot lunch meal. Educators share the meal time with the children, and create opportunities for the children to try new foods and be as self-reliant as possible. Our meals will reflect the cultural and medical needs of the children. Parents will have access to posted menus that will enable them to give us feedback into any special requirements for their child.

Supporting our Staff to Learn and Grow

The well-being of all staff, families and children is best our unique, collaborative approach to care. We work with other local agencies and organizations to enhance resources and supports to meet best needs of the NFCS provides many opportunities to engage other organizations by sharing space and working collaboratively on events and programming. We apply research and explore options within the community to families. Our goal is to provide services and supports, based and close to home.

We support the educators and staff who interact with the children to have enriching and self-initiated opportunities for professional learning. All staff are encouraged to follow their interests and upgrade their skills. Training in other areas of our agency for PD is encouraged. Whenever possible, the agency will provide time and financial resources to assist in these efforts. Monthly supervision meetings and constructive performance appraisals with annual work plans enhance the learning skills of the educators. Positive relationships with staff include meetings that have a round table forum for everyone to have a voice. Other communication methods include email, bulletin board postings and posted meeting minutes.

Learning is a fluid process that is continuously being reviewed and modified for lasting impact to maintain our program integrity. Our program statement will be reviewed annually as a formal process. Throughout the year, we use strategies that can measure the impact of our approach. Children are most engaged at play and documenting this through storyboards and pictures give families an account of their children's experiences. Frequent observations of the children and regular communication among the educators and with parents will insure that we are working collectively in the best



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interests of the children. Parents are given surveys annually to provide valuable feedback to us. As part of our open door policy, parents are encouraged to stop in and visit and review their child's portfolio. We partner with our community by welcoming them into our program to ensure our children are meeting their developmental milestones. We know we have had a positive impact on our program when we have a cohesive staff, involved family members and children who demonstrate they are secure and happy in their environment.

OUR PROGRAM

Our centre is licensed for 24 children. We have two rooms for the different age groupings. One room is our infant and toddler room and the other is our preschool room. The ratio of children to Early Childhood Educator is different for each age group.

0-18 months*	3 infants to 1 Early Childhood Educator
18 months – 2 1/2 years*	5 toddlers to 1 Early Childhood Educator
2 ½ - 4 years*	8 preschoolers to 1 Early Childhood Educator

* We can mix the ages providing the lower ratio is maintained.

DAYCARE HOURS

The Day Care is open Monday through Friday, from 7:00 am to 6:00 pm. We ask that parents arrive by 9 am. We ask that parents come to pick up their children by 5:45.

We are closed for the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- August Civic Holiday
- Labor Day
- Thanksgiving Monday
- Christmas
- Boxing Day

Note: The agency will be closed for the week between Christmas Day and New Year's Day. Parents **will not** be charged for this closure.

The agency is committed to providing an annual professional development day for all the staff at our agency. Parents will be given a minimum of 6 weeks notice in order to find alternate care for their child and will not be charged for that day.

REGISTRATION

We make every effort to understand your child's needs in order for them to have a successful transition into our program. During the initial meeting between parents/guardians, you will be given an application. This will provide us with valuable information about your child. We require this application to be completed and returned before your child's first day.

We welcome parents/guardians to bring their child to the program to visit, and become familiar with the surroundings and other children, prior to the child's first day. It is encouraged to have your child enrolled to attend a minimum of two days per week. This helps them become more familiar with the staff and the routine.

Parents need be specific during registration which days they require for part time care. If additional days are required, they can be filled if our ratios and staffing allow. Should the program be at full enrollment, children will be placed on a waiting list.

Please send your child in clothing ready to play. We ask that a change of clothes in your child's cubby just in case it is needed. You are required to provide diapers and creams that your child might need. We welcome special items your child might want to bring to make it feel like home. Please label these items.

Our program is structured to allow flexibility in childcare arrangements. Part-time care is an option for parents. One full-time space may be shared by two families. If there are children requiring full-time enrollment, parents of children attending part-time will be given notice that their space is required, or will be asked to exercise their option of increasing their number of days to 5 days per week. Subsidy from the City of Kingston is also available to parents who qualify. Families can register at www.kingstonchildcare.ca or call the Day Care directly at 613-279-3366 to complete a Confirmation of Space (COS) Form.

ATTENDANCE

Please notify us as soon as possible if you are unable to bring your child to the program so we can adjust our staffing accordingly. If parents are late in picking up their children, there is a fee of \$10.00 for every 10 minutes late after 6 pm.

If there is an emergency and you are going to be late, we ask that you call the Centre and notify us. We then will be able to reassure your child and plan for staffing. We will be contacting your emergency contact if we have not heard from you by 6:00.

WITHDRAWAL FROM THE DAYCARE

Written notice of the child's withdrawal must be given to Supervisor two (2) weeks in advance. Payment is required for those two weeks. Continued unpaid fees will result in permanent withdrawal.

WAIT LIST

The Child Centre daycare maintains its own waitlist. Children's names will be placed on a waiting list for admission if the daycare program is at full capacity. Admissions will be managed by date, on a first come, first served basis. All families will be considered equally regardless of funding sources. Families requiring fulltime spaces will take priority. Families can also register at the online at the Centralized Childcare registry and Information Service at www.kingstonchildcare.ca or call 613 548 3535. The Child Centre recognizes that the City of Kingston reserves the right to review the Waitlist and admission policies at any time. Daycare Supervisors makes contact with parents or guardians when space becomes available or periodically to verify they still require the space. Parents or guardians can call the Daycare

Supervisor or their designate at 613-279-3366 to find out where they are on the list and the date for when they might secure a space.

DROP OFF

The Day Care is open Monday through Friday, from 7:00 am to 6:00 pm. Please call the Daycare if your child will be away so we can adjust our staffing accordingly. Our number 613-279-3366.

Parents assume responsibility to undress their child and bring them to the room and sign in. We will notify you before 7 am if the Daycare is closed due to weather conditions or building related issues, eg. lack of heat, flood, etc.

In order for your child to have a consistent routine, we recommend that parents establish regular times to drop off and pick up their child. We also need to ensure that we have adequate staffing, so if you are coming earlier one day or coming late for pick up, please let us know.

Parents are encouraged to have their child at the program by 9:00 am for morning programs. This allows time for the child to experience the full benefits of unstructured learning and play before transitions begin to other aspects of the program. In the event that storm or physical problem that forces **early closure**, you will be notified.

Please be sure to have alternate arrangements for the care of your children on these days. It is your responsibility to ensure that you or your emergency contact person, is available by phone at all times.

PICK UP

We ask that parents arrive by 5:45 pm to pick up their child and gather their belongings. If parents are late in picking up their children, there is a fee of \$10.00 for every 10 minutes late. If there is an emergency and you are going to be late, we ask that you call the Centre and notify us. We then will be able to reassure your child and plan for staffing. We will be contacting your emergency contact if we have not heard from you by 6:00. Parents need to sign their child and be responsible for them upon pickup. Children are only released to their legal guardians and authorized persons. Otherwise, Identification will need to be provided.

FEE PAYMENTS

Payment for child care fees are due on the first day of attendance each week or at the end of the month. If cheque be returned as NSF, there will be a \$10.00 charge. After two such incidents, payments in cash will be required. In the event that the child care program cannot provide care and or during prescheduled program closures, payment is not expected. If a child

fail to attend the day care without notice for two consecutive sessions in a row, their space in the program will be forfeited, and they will be placed on a waiting list.

Withdrawal of a child from program requires a two week notice from parents

Fees

Infants (0-18 months):	\$57.50 per full day \$30.00 per half day
Toddlers (18-30 months)	\$38.50 per full day \$24.50 per half day with lunch \$20.50 per half day
Preschoolers (2.5-4 years)	\$36.50 per full day \$22.50 per half day with lunch \$19.50 per half day

PARENT INVOLVEMENT AND COMMUNICATION

You are the first educators of your children and we respect your wishes and opinions. We welcome you into the program as an observer or participant to foster positive relationships and keep your family connected to us. We are committed to work collaboratively with all parents, non-custodial parents and extended family to openly support them.

Open communication between everybody is used through verbal, written and social media. Honest dialogue and personal connections between educators and caregivers at the beginning and end of children's day is important. Verbal contact between parents and staff will be supplemented by daily written reports by staff. Emails and phones are also a good way for parents and staff to stay connected.

You can also become involved in your child's care by:

- Read the posted parent Information.
- Participating in projects / fundraising/agency events.
- Sharing your suggestions and ideas.
- Participate in our annual satisfaction surveys

If at any point, parents have any questions, suggestions and/or concerns, we encourage the parent to talk to their child's educator. You may also speak to the Daycare Supervisor. We always encourage feedback from parent about the day care, staff and children. It is helpful when any changes in family circumstances are brought to the attention of a staff member, as this may affect the child's behavior in the program. We want to be as supportive as possible during challenging situations.

We believe that whenever possible, both of a child's parents should be involved in their life. If there are legal documents regarding custody, guardianship, etc., which we should know about we would appreciate a copy of these papers to keep on file. While attending daycare, if there are changes in your child's situation or custody, please notify the Daycare Supervisor as soon as possible. If we do not have these documents, we are legally bound to allow your child go with either parent as both have legal rights.

EMERGENCY INFORMATION

Please make sure that all emergency information is up to date at all times. The information you give us is our only contact with you. Please provide the Day Care with an emergency contact person whom we can contact if you are unavailable in the event of an emergency. This person should be local and able to pick up your child if necessary. We need be able to reach you and your emergency contact. If you are away from work or home, and so is your emergency contact, please leave the cell phone number where you or your emergency contact can be reached.

Please notify staff immediately if:

- Your phone number or emergency contact number changes.
- The family changes residences.
- You change jobs or leave work.
- You change the emergency contact person for your child.

FIRE DRILLS

Once a month The Child Centre will conduct and record a Fire Safety Drill, following the proper evacuation procedures. Educational plans will include fire safety and fire prevention.

Our Emergency Location, in the unlikely event that The Child Centre becomes inhabitable, is the St. James Major Catholic Church/School located at 14608 Road 38. The phone number for the church is 613-279-3399 or the school at 613-279-3300. Parents will be notified immediately in the event of such an occurrence.

CHILDREN'S BELONGINGS

Please send your child in clothing appropriate for weather and play. It would be beneficial to provide a change of clothes in your child's cubby. It is the parent's responsibility to provide diapers and creams that your child may need. Parents are also asked to supply a hat and sunscreen. In the winter months your child will require boots, hat, warm coat, snow pants, mittens and a pair of indoor shoes daily. **Please label your child's items.**

POLICIES AND GUIDELINES

These guidelines are set up for the health, safety and well-being of the children and the staff.

PROGRAMMING

By creating an environment that is rich in natural and culturally appropriate resources, we encourage the children to explore their world both indoors and out. Outdoor play is a very important part of our program. We live in a rural area and want your child to be active and explore their natural surroundings. As required by the Child Care and Early Years Act, your child will participate in 2 hours of outdoor play on a daily basis, weather permitting so please provide clothing appropriate for the weather. We allow the children lots of opportunities for exploration and creativity so extra clothing would be a good idea as well.

The educators engage the children's innate curiosity and take time to respond to them and learn from their interactions and questions during play. Our program provides opportunities for children to experience impromptu learning through unstructured playtime that promotes exploration. All children are able to participate in our program. Working with parents and community partners, any unique needs of children will be considered to make the program inclusive for all children.

Children are the best teachers to show us how to plan a successful day. Program planning is developed by observing their play and building on it. Adding imaginative resources to enhance those interests create more curiosity and exploration. Creating daily structure through routines makes children feel safe and secure but allowing flexibility allows children the opportunity and time to control their own unique learning.

We provide child initiated and adult-supported experiences. Children take the lead in pursuing their goals and interests. Program planning is based on adult observations of this play. Children are encouraged to self-initiate and educators and parents support this by augmenting the program with culturally appropriate resources to support those interests. New experiences through play are also allowed by providing flexible timelines that allow for children the opportunity to fully engage and explore through their learning activities.

Children need opportunities for play and exploration that fully engage them. We make good use of our rural outdoor environment to provide play possibilities. If we cannot get outside, we will bring the outdoors in. We look at what the children present to us within the environment and use this to further stimulate play and exploration.

Program plans and environment are modified whenever possible to meet the social, emotional, physical and cultural needs of the children. The environment is set up to allow time and opportunities to be active and loud with a balance of calming activities. Children need time to rest and recover.

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HEALTH AND WELLBEING

For Allergy reasons, no food is allowed to be brought in the day care with the exception of the Infant Room and children with special dietary needs.

Our healthy, home cooked meals are made with fresh, local foods whenever possible. We encourage the children to be independent and are involved in choosing their food choices. We provide two snacks and a hot lunch meal. Educators share the meal time with the children, and create opportunities for the children to try new foods and be as self-reliant as possible. Our meals will reflect the cultural and medical needs of the children. Parents will have access to posted menus that will enable them to give us feedback into any special requirements for their child. No food is allowed to be brought in the day care with the exception of the Infant Room and children with special dietary needs.

Every day the children spend time in our playground. During winter months, outdoor play will be limited to 15-20 minutes if the temperature with wind chill is between -13 C and -15 C. The children will not be permitted to go outside if the temperature with wind chill is greater than -15 C. If there is a severe weather watch, warning or alert, the children will not be permitted to go outside. During the summer, outdoor play will be limited to 15-20 minutes if the temperature with humidex is between 30 C and 35 C the children will not be permitted to go outside if the temperature with humidex is greater and 35C.

We are a Smoke Free Environment. There is no smoking within 9 meters of the building.

Sick children belong at home, especially children in the communicable stages of illness. If, upon arrival, the staff member feels your child is not well enough to be at day care or if your child becomes ill throughout the day, the following guidelines will be used. Please inform us if your child gets a contagious disease. See the Appendix for more information about specific illnesses.

Medication. Children shall not be administered any medication and special medical procedures shall not be carried out, except upon the written order of a physician or nurse practitioner. The medication must be in the original container with the label and the child's name and dosage must be secured on container. The medication will then be administered upon the approval of the Supervisor or designate.

1. If your child requires medication while at the day care, you will be asked to complete an **Administration of Medication Form** giving consent for the day care to administer the specified medication to your child. One form is required for each medication.
2. Medication must not be left in a child's cubby. All medications must be handed to the Daycare Supervisor and stored in a locked container.
3. Only medication in the original container, with a current date that are prescribed by a physician or nurse practitioner with a signed **Administration of Medication Form** will be administered to your child.

ANAPHYLACTIC ALLERGIES

The Child Centre Day Care has implemented a policy to:

1. Ensure that children who are at risk are identified
2. Implement strategies to minimize the potential for accidental exposure, and
3. Ensure staff have the knowledge and skills to respond in an emergency situation.

A copy of our Anaphylaxis Procedure will be provided to you upon enrollment if your child has an anaphylactic allergy

If your child has an anaphylactic allergy, you will be asked to prepare in conjunction with the day care an "Anaphylaxis Emergency Plan". This form will contain information about the child's causative allergy, what are his/her symptoms, what emergency precautions will be taken if a reaction occurs and a list of Emergency Contacts. All staff, students and volunteer will review this plan prior to working in the centre.

CHILD GUIDANCE

A positive approach is used to gently guide children; each situation and child is dealt with individually and at a level that is appropriate to their ages and their actions. Child guidance should promote self-esteem and self-discipline while respecting the rights of others. Along the path of life, children need to be assisted to become aware of how their actions affect others. Conformity to rules does not teach self-control; it is only learned through modeling behavior, redirection, fostering of independence, communication, setting limits and developing a healthy respect for self and others. Our goal is to assist each child along this path.

Child Guidance is to be:

- Used in a positive and consistent manner. Positive interactions should be praised at all times.
- Implemented as soon as possible and not carried on to further situations.
- Structured to assist the child to learn better ways to manage their behavior.
- Child Guidance, no matter how minor, should always be discussed with the parents in an effort to keep open communication and consistent care for the child.

Preferred Methods of Child Guidance

- **Re-Direction.** Guiding a child into acceptable options when engaged in unacceptable activity.
- **Positive Reinforcement.** Use of encouragement.
- **Providing Choices.** Appropriate choices are presented and the child is encouraged to choose.
- **Logical/Natural Consequences.** Efforts to make children aware of results of their actions.
- **Quiet Time (Child Selected or Teacher Selected)** Child selected quiet time can be used as an opportunity for a child who seems to have a difficult time handling a stimulating playroom environment. Teacher selected quiet time gives the child an opportunity to control the environment with the support of a caring adult.
- **Ignoring** - this can be used to help eliminate disruptive behaviours. While ignoring is an important and powerful technique, staff understand that the removal of attention must be replaced by reinforcement of positive behaviours.
- **Role Modeling.** Demonstrating of appropriate ways of interacting.
- **Preplanning.** Preparing the environment to maximize a successful experience for a child

We do not tolerate the following prohibited practices:

- Corporal punishment of the child.
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision.
- Locking exits of the day care for the purpose of confining the child, or confining the child in an area or room without staff supervision, unless such confinement occurs during an emergency and is required as part of our emergency management policies and procedures.
- 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.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will.
- Lack of supervision of a child

Staff is expected to comply with all policies according to the agency and the College of ECE. If there is a failure to do this, a written warning shall be issued. If the practice continues, dismissal is possible. These policies shall be reviewed annually.

SLEEP TIME

We will create an environment that allows your child a safe and restful space during sleep time. The Daycare Supervisor will advise you of our sleep time procedures during registration when you will be consulted about your child's sleeping arrangements at home. Children will be assigned to individual cots or cribs which are labeled for each child.

Infants

Infants will be placed on their back to go to sleep their own crib and checked by staff every 15 minutes. Cribs have a fitted crib sheet. Due to safety concerns, extra coverings and toys are not allowed. However, staff will accommodate if your child requires a soother or special item to help them go to sleep. Staff document each child's nap time details.

Toddlers/Preschoolers

Children over 18 months are required to have a rest period up to but no longer than 2 hours following lunch. We understand each child's need for sleep varies. It is not necessary for your child to sleep, but he/she will be encouraged to rest quietly on their cot. If they cannot settle, they will be provided with quiet activities. The observances of any significant changes in a child's sleeping pattern or sleep time behaviour will be communicated to parents so that together, a better sleep plan can be developed.

OFF SITE ACTIVITIES

Outings may be taken occasionally to provide opportunities for your child to discover our community. Sometimes the children will go for walks around the day care. Parent's consent to these short excursions are in the initial application package. Walks only take place when staff ratios are met. Other trips will be done with parental notification first.

INCIDENTS / SERIOUS OCCURRENTS

Service Providers delivering services that are funded or licensed by the Ministry of Education (MEDU)-Child Care Quality and Assurance and Licensing are responsible for delivering services which promote the health, safety and welfare of the children being served. This responsibility in turn requires the Service Provider to be accountable to the Ministry, specific to demonstrating that their service deliver is consistent with relevant legislation, regulations and or Ministry policy. The Serious Occurrence Notification Form will be posted for 10 days by the sign in book at the care for any occurrence deemed serious under the Ministry guidelines.

In the event of any incident involving a child at our program, First Aid will be administered by staff. Parents will be told about which type of medical attention was given. If the injury is of a serious nature, 911 will be called and the parent will be asked to accompany, or meet our staff at the specified hospital. All injuries are documented on an Incident Report Form on the day the incident occurs, and are kept in each child's Personal File. Parents are to read and sign the Incident Report Form when they pick up their child, parent will also receive a copy. All staff keeps current with certification in CPR and First Aid through annual training.

DUTY TO REPORT

The Child Centre is very concerned about the well-being of children and their families. We understand the stresses of parenting and would like to be of assistance in challenging circumstances. Please feel free to discuss your concerns with us.

Staff is required by law to report suspected child abuse, or neglect, to Family and Children's Services of Frontenac, Lennox and Addington. It is the responsibility of the Family and Children's Services of Frontenac, Lennox and Addington to verify whether the child abuse has actually occurred, and to take necessary steps in confirmed cases.

If the staff have any reason to believe a parent is under the influence of drugs or alcohol, the staff will offer to arrange a ride for the child and parent. If the adult declines and the staff person truly believes the child may be in danger, the staff may call 911 to report a possible impaired driver has just left the Centre, give the address which they suspect he or she is going, try to obtain the license plate of the vehicle

CONCERNS / COMPLAINTS

We want you to feel welcome at any time to approach us for information, questions, support or concerns. We encourage you to follow up with staff any time you have a concern or a complaint about any aspect of your treatment by Rural Frontenac Community Services. We encourage you to speak directly to the worker involved however you can make any staff member aware of your complaint. The staff is then responsible to assist you with the next steps. If necessary you may be referred to the Daycare Supervisor, Child Centre Manager or the Executive Director.

VOLUNTEERS/STUDENTS

Our program welcomes volunteers and students. We want to welcome the community into our circle of care. We provide practical experience and training for students and they provide us new ideas and extra support with the children. Police and Vulnerable Sector checks are required for all volunteers and students. Volunteers and Students are supervised by a Staff at all times and are not permitted to be alone with any child. Volunteers and students are screened, oriented and supervised by a staff. They are not counted in staffing ratios of the centre.

We have a procedure for supervision of volunteers and placement students which details the steps the centre will take to support the safety and well-being of children attending the centre. It includes that the Daycare Supervisor will review the procedure with employees before they begin their employment and also review it with the volunteers and students who will be providing care at the centre at orientation. It also requires a lead staff who will be responsible to supervise volunteers and students. Copies of the procedure are available upon request.

OTHER SERVICES AT RURAL FRONTENAC COMMUNITY SERVICES

Upstairs from the daycare is the Ontario Early Years Program, a Youth Program and Frontenac Transportation (FTS).

- The Ontario Early Years Program provides parenting support and early learning activities across the county.
- The Youth Program offers a range of recreation and leadership programs at various locations throughout the county and a summer day camp in Sharbot Lake.
- Frontenac Community Services provides transportation to residents throughout the county. Rides are provided by volunteers and fees are based on mileage.

At our adult centre on Elizabeth Street in Sharbot Lake we offer family counselling, supports for individuals receiving developmental services, and a range of services for seniors and those who care for them. For more information about these services please call 613-279-3151.

Here are a few key contacts for you

Susan Wilby-Childcare Supervisor
susanw@nfcs.ca 613-279-3366

Maribeth Scott-Manager of Children's Services
maribeths@nfcs.ca 613-279-2244

Louise Moody- Executive Director
louisem@nfcs.ca 613-279-2244