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Trent Child Care Centre  
is a United Way agency.  
August, 2008 TCCC

## WHO WE ARE

Trent Child Care Inc. offers licensed child care in 4 locations. Our Trent University location provides care for 54 children between the ages of six weeks and five years. Our Bridgenorth program is located in Bridgenorth United Church and is licensed to provide care for 62 children between the ages of 18 months and 12 years. Our school-based programs are located at Immaculate Conception Elementary School and Monsignor O'Donoghue Elementary School. Immaculate Conception is licensed for 16 preschool and 15 school-aged children and Monsignor O'Donoghue has a license for 24 preschool and 30 school-aged children..

## OUR HISTORY

Trent Child Care Inc. was first incorporated in 1974 by a group of parents committed to quality child care. From incorporation until September 1993, the program operated from a century home located in downtown Peterborough. In 1989 the university commissioned a Presidential Task Force to study the child care needs of the university community. The results demonstrated an urgent need for on-campus child care, and application for capital funding was made. In July 1992, Jobs Ontario funding for a new facility licensed for 57 children was granted. Trent University donated a piece of land and construction began in April 1993. On September 20, 1993, the program moved to its new and current location on the Symons Campus.

In September 2000, Trent Child Care Inc. opened a satellite program in Bridgenorth. The Twilight Kid's Club opened as a Before and After School program licensed for 30 school-age children. As this program grew it became evident that there was a significant need for a full-day program in this community. In September 2004, Trent Child Care - Bridgenorth expanded to include 24 full-time preschool spaces. In September 2005 this program expanded once again to include five toddler spaces. In September 2006 this program expanded one last time to accommodate three more toddlers.

# Our Philosophy

Trent Child Care is a non-profit, charitable organization. Parents and teachers function co-operatively to maintain a caring and nurturing environment for the children. Ongoing co-operative communication between parents and teachers is one of the ways quality child care is ensured.

All sites provide a positive learning environment that enhances each child's total development. Through play experiences guided by trained teaching staff, children are exposed to situations that will stimulate:

- curiosity, initiative, and independence;
- self-esteem and decision-making capabilities;
- physical activity designed to develop gross motor skills;
- fine motor development.

The programs strive to enhance children's awareness of many races and cultures and to promote non-sexist attitudes.

We are accessible, and offer integrated care for children with special needs.

# Our Structure

## HOW WE OPERATE

Trent Child Care was established based upon the philosophy that the opinions of all involved in all our programs must be encouraged and respected. A Board of Directors made up of parents and community members, with parents holding the majority, oversees the running of the organization. The Board meets monthly and the staff also meets monthly. All concerns of the organization are discussed at these meetings to ensure maximum participation in the decision-making process. In addition, parents and staff are encouraged to participate on a number of committees (for example, Finance, Fundraising, and Personnel). Parent workshops are organized periodically around topics such as health, nutrition, and parenting. Parent and staff participation on the Board and committees is essential for the smooth running of the Organization. An Annual General Meeting is conducted every fall at which time new Board members are elected. All parents are encouraged to attend.

Fundraising events are also organized. They enable parents and staff to get together in a social setting while raising money for the program. The proceeds from these events have enabled the Organization to enrich and expand our toys and equipment inventory and library resources.

## OUR TEACHING STAFF

It is the policy of Trent Child Care to hire program teachers that have an Early Childhood Education diploma or equivalent training recognized by the *Ontario Day Nurseries Act*. The organization also provides field placements for Early Childhood Education students. Our Personnel committee which is comprised of Board Members, the Executive Director and a Program Supervisor conducts all permanent hiring.

The Executive Director works with the Program Supervisors to ensure that high quality programming is maintained across the organization. Administration for all programs is the responsibility of the Executive Director.

# Our Program

Trent Child Care provides a wide range of programs for children between the ages of 6 weeks and 12 years. Our programs meet the overall developmental needs of children. Both Centres operate in a community setting which establishes the optimal conditions for a social, cultural, creative, and intellectual learning process. Both the Peterborough and Bridgenorth programs are accessible, and offer integrated care for children with special needs. Trent Child Care is licensed by the Ministry of Children and Youth Services under the *Day Nurseries Act*, which sets standards for health, safety, nutrition, programming, staffing, and physical premises.

## **Infant Care** (6 weeks - 18 months)

Our highly experienced and compassionate teachers care for ten (10) babies in a tranquil and secure environment that has been especially designed for infant aged children. Infants in group care have unique opportunities for early socialization and stimulation. We believe that every experience is a learning experience, and babies are cared for in a way that optimizes their opportunities for learning and social interaction throughout the day.

## **Toddler Care** (18 months - 2.5 years)

Toddlers are guided through this phase of their development in a warm and stimulating atmosphere. Toddler's play has a serious purpose and our teachers allow the play to be driven by the child's interests. Children in the toddler room are encouraged to cooperate and act independently while developing cognitive, life, and social skills. We believe that the success of our programs is demonstrated by the children's ongoing developmental progress and the ease with which they adapt to the environment, daily routines and their interaction with peers and with our teachers.

## **Preschool Care** (2½ years - 5 years)

Our qualified and caring teaching staff guides the children in a warm and inspiring environment. The central focus for our preschool program is play-based, active learning. Children interact with well-planned settings for enhanced learning through play. Group and individual activities encourage creative, cognitive, physical, emotional and social development. Our daily routines allow time for both indoor and outdoor play.

**School-Age**

*(4 years to 12 years)*

Our goal is for the school-age children to have a safe and enjoyable time in a club-type atmosphere. On a daily basis children are exposed to a variety of fun, age-appropriate activities which include cognitive games and puzzles, sensory and creative activities, computer fun, reading, music, indoor and outdoor play and special events. We strive to encourage each child to develop growth of independence, self-confidence, a sense of responsibility and respect for others and his/her environment.

# Our Policies

## ADMISSION and DISCHARGE POLICY

An interview will be arranged to familiarize new families with the surroundings, to answer questions, and to complete admission forms prior to enrolment. For the first day, new parents are encouraged to stay with their child at the beginning of the day in order to reassure him/her and to minimize fears until both parents and child become more comfortable.

Written notice of permanent withdrawal must be given to the Program Supervisor two (2) weeks prior to an anticipated withdrawal. If notice is not received, the family will be charged for full program fees for two (2) weeks after the withdrawal of their child. Transfer of care to another Trent program is considered a withdrawal from the current program and two (2) weeks notice is required.

It should be noted that not all children are suited to group care, whether because of personal character, emotional or behavioral difficulties, or for various other reasons. In such situations, after consultations with parents, teaching staff, and the Executive Director, the parents and staff may work together to seek assistance from outside agencies to find alternate or supplementary care for the child. In such cases, both the organization and the family will give two (2) weeks notice of the child's departure from the program.

**ARRIVAL and PICK UP** Young children depend on regular routines for their own sense of security. It is recommended that parents establish fixed hours to pick up and drop off their children. When children arrive, parents are asked to alert a teacher to the child's presence. Similarly, when picking up children, parents are required to ensure a teacher knows the child is leaving. Unless otherwise arranged by written note, children will not be released to any person other than those specified on the admissions form.

In order for children to benefit fully from our full-day programs, it is recommended that they arrive no later than 9:30 a.m. Because of disruptions to the program caused by late arrivals, children arriving after 10:00 a.m. will not be admitted into the program that day. Exceptions will be made for Doctor/Dentist appointments but arrival after 10:00 am is to be approved by program staff ahead of time. In extenuating circumstances, the Program Supervisor has the authority to use her discretion in admitting a child who arrives late. It is also highly recommended that the length of time a child attends each day not exceed nine (9) hours.

All parents are required to arrive to pick up their children no later than 5:55 p.m. to allow for departure by 6:00 p.m. Parents failing to depart with their children by 6:00 p.m. will be asked to sign a late book, indicating the date, the time of departure, the amount of the fine owing, and the staff member to whom the fine is owing. Failure to depart the program by 6:00 p.m. will incur a fine of \$25.00. Failure to depart the program by 6:10 p.m. will incur a fine of \$50.00. All fines are due within five (5) working days of the day on which the family was late. The fine may be appealed only after it has been paid. All appeals are to be directed to the Executive Director and must be launched within seven (7) working days of the alleged infraction. Failure to pay the fine within five (5) working days will result in immediate suspension of childcare privileges until such time as the fine is paid. Program fees will still be charged during this period. The Executive Director has the authority to deny child care privileges at any Trent site to families who are late three (3) times during a twelve (12) month period.

## HEALTH and ADMINISTRATION OF DRUGS

The *Day Nurseries Act* stipulates that, prior to admission; all children must be immunized against infectious diseases as recommended by the local Medical Officer of Health. ***Children may be exempt from this requirement if a parent/guardian objects to the immunization on the basis of religious or moral beliefs, medical circumstances, or reasons of conscience. The parent/guardian must provide a signed Affidavit expressing their decision to have their child(ren) exempt.***

*The Day Nurseries Act required that childcare programs follow recommendation of the Medical Officer of Health in matters pertaining to health.*

Families are asked to make alternative care arrangements and seek medical attention when children exhibit any of the following conditions:

- Unexplained or undiagnosed pain
- Acute cold with fever, runny nose and eyes, coughing and sore throat
- Difficulty with breathing
- Fever over 38 degrees centigrade or 100.4 degrees fahrenheit accompanied by general symptoms such as listlessness
- Sore throat and difficulty swallowing
- Undiagnosed skin or eye rash
- Headache and stiff neck
- Unexplained diarrhea or loose stool combined with vomiting and abdominal cramps
- Known or suspected communicable disease

In order to provide quality care and prevent the spread of illness, the organization observes proper health and sanitary practices at all sites and at all times. However, children get sick and even strict adherence to hygienic practices will not completely eliminate the spread of germs (particularly air-borne infections) among children and adults in group settings. **Children who are ill cannot attend the program if their own well-being or the well-being of other children is in jeopardy. Families are required to keep ill children out of care for a minimum of 24 hours or until the symptoms have disappeared. In certain circumstances the Medical Officer of Health may determine that ill children must remain away from care for periods longer than 24 hours.**

Our teaching staff is authorized to refuse admittance to any child who in their judgment is too ill to attend or whose condition presents a hazard to the health of the other children. The individual who brings in the child is responsible for the child if that child is not admissible to the program.

The parent or guardian of a child who becomes ill during program hours will be contacted immediately to pick up the ill child, who will be isolated from the group until the parent or guardian arrives.

In the event of a child contracting a communicable disease or being in contact with a communicable disease, the staff and Program Supervisor should be notified immediately. Parents will be required to present a doctor's certificate of health for a child who has been absent from the program due to a communicable disease, before that child is re-admitted.

If parents do not comply with advice to keep an ill child at home, or in the event of an outbreak, the child can be excluded by order of the Medical Officer of Health (*Health Protection and Promotion Act, 1983*). Once excluded, a child can return to the program only when cleared by the Medical Officer of Health.

Teachers will administer both prescription and non-prescription drugs to children, in accordance with Provincial Legislation. This requires that parents provide:

1. Written authorization, including the dosage of the drug and the times it is to be given; and
2. Medication in the original container, clearly labeled with the child's name, the name of the drug, the dosage, the date of purchase, and instructions for storage and administration of the drug.

## **BEHAVIOUR GUIDANCE POLICY and PROCEDURE**

Behavior guidance is an important part of a child's learning experience and it is our goal to have children develop feelings of adequacy and self-esteem as well as the confidence to try new experiences. Teachers play a primary role by ensuring that all children feel secure and cared for. The use of positive language, genuine concern for each child as an individual and timely guidance, all contribute to the development of a positive environment that fosters trust. A warm supportive relationship can be established with children through daily attention to and recognition of their positive behavior. The quality of adult supervision sets the tone for positive interaction and should always serve as an example for children to follow.

Rules and expectations are clearly stated and appropriate to each child's developmental stage so that children can understand and internalize the underlying reasons for specific requests. All behavior guidance strategies are related to the problem at hand. Children are not allowed to hurt themselves, other children or staff, damage toys and equipment or abuse the belongings or property of others. Following any disciplinary interaction with a child, it is the teacher's responsibility to initiate a positive interaction with the child.

Teachers will assist children to take responsibility for their own behavior by using some of the following strategies:

- Develop schedules and routines to meet children's needs and understanding of time.
- Play materials and activities are set-up to engage children's active interest and participation.
- Interact directly with the children at their level, as much of the time as possible.
- Praise and encourage children by building on their accomplishments and strengths.
- Provide opportunities for children to take part in activities that require helping, taking turns, talking to solve problems, and group work.
- Support children's independence in daily routines and activities such as toileting, eating, picking up toys and dressing.
- Encourage children to solve problems by identifying them, thinking about alternatives, and making decisions. Staff involvement varies according to the child's developmental level.
- Anticipate problems and provide timely guidance by assisting children before a problem occurs, redirecting behavior, diverting attention and providing both verbal and physical assistance, as well as alternative opportunities and activities.
- Help children to learn how to deal with anger and other strong feelings by talking about them and learning to find appropriate outlets for expression.

When a situation arises where behavior guidance is required, the following approach is used:

1. The child is verbally reminded what is acceptable behavior.
2. The child is verbally re-directed. The teacher will assist the child in finding another play space or activity.

In extreme situations, when a child's behavior puts other children or teacher at risk, the child will be removed to another space with a teacher.

As outlined in the *Day Nurseries Act*, **corporal punishment, abusive language, ridicule or confinement (locking-up) of a child, or deprivation of food, clothing or any other basic need, are ABSOLUTELY FORBIDDEN.**

Any violation of this policy by teachers, students, or volunteers shall be brought to the immediate attention of the Executive Director or designate who will, in turn, determine the consequences of the contravention according to organizational policies.

## PARENT COMPLIMENTS AND COMPLAINTS

It is the goal of Trent Child Care to provide services of the highest quality. To achieve this, we welcome ongoing feedback from families. Hearing compliments and concerns helps us to build on and improve our services. We will respond to all concerns that families may have.

### Compliments

If a parent/guardian would like to compliment an employee of the organization, they are encouraged to tell the employee. If the family would like the employee to be recognized within the organization, they can inform the employee's Supervisor either verbally or in writing. The Supervisor will ensure that the Executive Director is informed of compliments that are received both verbally and those received in writing.

### Complaints

If a parent/guardian has a concern about the care provided, they are encouraged to discuss this with the employee who is working directly with their child. The employee will work with the family to resolve the situation as quickly as possible.

If the situation is not resolved, or if a parent/guardian is uncomfortable approaching the employee, they can request assistance from the Supervisor.

The parent/guardian may file a written complaint with the Supervisor. The following information should be forwarded to the Supervisor:

- The nature of the complaint
- An outline of relevant circumstances
- Steps already taken to resolve the issue
- The action desired

Within five (5) working days of receiving a written complaint, the Supervisor will work with the family to make a thorough inquiry into the complaint and to prepare a report summarizing the problem, including the discussion with the parent, the Supervisor's recommendations and the actions taken.

If the family is not satisfied with the action taken by the Supervisor, the parent may file a written complaint with the Executive Director. The Executive Director will have five (5) working days to review, investigate and respond to the parent's complaint.

All complaints reported to the Executive Director will be documented and the final results will be reported to the Board of Directors.

Contact information is posted on Parent Information Boards at each site and is available on the organizations website.

## TEMPORARY/SHORT-TERM WITHDRAWAL

This policy applies to all Full-Day programs and is only available during the summer term.

Families who wish to temporarily withdraw (8 weeks to 4 months) from the program during the summer term (May to August only) and wish to return to a reserved child care space, will be charged a holding retainer. This retainer is payable in advance of leaving, is non-refundable and is not applied to regular fees when your child returns to the program. Families will be required to pay the holding retainer for each full-time or part-time space being reserved. In order to reserve a child care space, families will be required to pay ten (10) days at their current daily fee regardless of whether your child attends full-time or part-time.

Written notice of temporary/short-term withdrawal must be given to the Program Supervisor two (2) weeks prior to an anticipated withdrawal. If notice is not received, the family will be liable for full program fees for two (2) weeks after the withdrawal of their child. Transfer of care to another Trent program is considered a withdrawal from the current program and two (2) weeks notice is required.

Families who temporarily withdraw from the program for a short-term period and do not pay a holding retainer prior to leaving, will not be guaranteed a child care space upon the requested date of return. In such cases, the child's name will be placed on the waiting list and priority will be based on the date of entry on the list.

Families returning to the program after an absence of more than four (4) months will be required to pay a re-registration fee of \$50.00 per family.

## FEES

The Trent Child Care Board sets the fee schedule annually. Increases to fees must be approved at a General Meeting. Fees are assessed on a monthly basis and parents must pay whether their child attends or not. Full fees are required regardless of days missed due to illness, inclement weather, vacation and statutory holidays. This applies to all children whether attending full-time or part-time. There are no reductions for siblings. A non-refundable registration fee of \$50.00 is payable at registration. There will be one registration fee per family. Families who have not paid a holding retainer and who are returning to the Centre after an absence of more than four (4) months will be required to pay the registration fee of \$50.00 per family.

## Payments

Upon enrolment, parents are required to provide four (4) post-dated cheques in advance and this process is repeated every four (4) months. Parents are required to pay one month in advance and continue with advance payments. Payments are to be paid in full on the first working day of each month. Cash payments are strongly discouraged and all payments are to be made directly to a Program Supervisor or Executive Director only. Teachers and other staff have been instructed not to accept payments. A charge of \$25.00 will be added to your account for any NSF (non sufficient funds) cheque.

## Late Fee Payments

Fees are due on the first working day of the month and are to be dropped off at the site where your child attends. Late fees are subject to financial penalties. The penalty for late fees (fees received after the first of the month) is \$50.00 for each late payment received. If a family has been late in payment and has been assessed the financial penalty on three (3) individual occasions child care services will be terminated.

Any family with difficulty meeting the payment deadline should contact the Executive Director, in advance, to arrange other payment terms.

**The Executive Director of Trent Child Care Inc. has the authority to terminate child care services if established policies are consistently disregarded or fees are not paid in a timely manner.**

## DAYS and HOURS OF OPERATION

Trent Child Care is closed on the following Statutory Holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

All programs are also **closed** on the August Civic Holiday and for a **two-week period** at Christmas

<b>Hours of Operation</b>	All Sites:	7:30 a.m. to 6:00 p.m., Monday to Friday
	Summer Hours:	7:30 a.m. to 5:30 p.m., Monday to Friday (July 1 to Labour Day)

## NUTRITION

A nutritious midday meal and morning and afternoon snacks are provided. Children's special dietary needs and allergies are posted in the cooking and serving areas. Since all food prepared at the centre is nutritious, all children are encouraged to try some of everything. Children are never forced to eat. When a child repeatedly doesn't eat or has other difficulties at meal times, staff discusses the situation on an individual basis with the child's parents.

Parents are required to provide alternative food and drink for children who cannot eat the meals prepared at the Centre. Please leave your child's prepared, ready to serve lunch (labeled with your child's name) in the kitchen with our Dietary staff. If an adequate food alternative is not provided and your child does not have food allergies, staff will serve your child the lunch that has been prepared.

Weekly menu plans are developed by our dietary staff in consultation with the Program Supervisors and Executive Director. According to the requirements of the *Day Nurseries Act*, menus are posted for the current and following week to assist parents in menu planning at home.

## **CLOTHING and POSSESSIONS**

Parents are encouraged to send children in suitable clothing for active, and sometimes messy, play. Weather conditions must be kept in mind as outdoor play takes place daily. It is recommended that each child have a complete spare set of clothing, which can be left in the child's locker. Each child requires a clean pair of indoor shoes or slippers to wear while attending the program. All clothing should have the child's name on it, as the staff cannot be responsible for locating missing clothing.

During the summer months, if parents wish sunscreen to be applied to their child it is the parents' responsibility to apply the sunscreen before arriving in the morning. Staff will reapply lotion in the afternoon.

## **FIELD TRIPS**

The children are able to explore their outdoor environment by going on periodic walks. Special trips are organized throughout the year to various places of interest. Parents are notified prior to all field trips and are asked to sign consent forms for all organized outings.

## **INCLEMENT WEATHER CONDITIONS**

Program closure may occur as a result of inclement weather days. Listen to your radio station for announcements. The program will only close when the weather is extreme or in the case of facility emergencies (e.g. power failure) or a University shut down.

## **FEE SUBSIDIES**

Parents can receive a subsidy to assist with child care fees. This subsidy is administered through the City of Peterborough, Children's Services Department (748-8830 x3616). To determine if a parent qualifies for a full or partial subsidy, a needs assessment must be completed by the parent. Trent Child Care will then bill the family accordingly.

The Executive Director or Program Supervisor can provide advice for parents regarding the subsidy system. If the parent does not qualify for subsidy, or if the subsidy expires, the parent is solely responsible for the full child care fee. Subsidies must be renewed every six months and parents who fail to do so risk losing their subsidy.

## **PUBLIC RELATIONS**

The program is sometimes used for the purpose of public relations when the press request to take pictures of a child care program. If parents do not wish to have their child's picture taken, this should be noted on their enrolment forms.

## **POLITICAL COMMITMENT**

Trent Child Care has traditionally been involved in the wider child care movement, lobbying for a high quality, not-for-profit, affordable and universally accessible child care system in Canada. Staff and parents are encouraged to participate in provincial and national associations which share these objectives and the Organization has supported the many activities planned by these associations.

## PROGRAM LOCATIONS

Executive Director  
Tel: 705.748.1011 ext. 6154  
Fax: 705.748.1017  
E-mail: [trentccc@nexicom.net](mailto:trentccc@nexicom.net)

Administration Office  
1600 West Bank Dr.  
Peterborough, ON K9J 7B8  
Tel: 705.748.1096  
E-mail: [trentccc@nexicom.net](mailto:trentccc@nexicom.net)

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### **TU Campus Program**

Licensed capacity: 54 children  
Programs offered and group size:  
10 Infant spaces  
10 Toddler spaces  
16 Preschool spaces  
18 JK/SK spaces

Contact Information  
Tel: 705.748.1096 ext. 6  
Fax: 705.748.1017  
E-mail: [trentccc@nexicom.net](mailto:trentccc@nexicom.net)

1600 West Bank Dr.  
Peterborough, ON K9J 7B8

### **Bridgenorth Program**

Licensed capacity: 62 children  
Programs offered and group size:  
8 Toddler spaces  
24 Preschool spaces  
30 School-Age spaces

Contact Information  
Tel: 705.292.5471 ext. 21  
Fax: 705.292.7948  
E-mail: [trentbridge@nexicom.net](mailto:trentbridge@nexicom.net)

832 Charles St.  
Bridgenorth, ON K0L 1H0

### **Immaculate Conception Program**

Licensed capacity: 31 children  
Programs offered and group size:  
16 Preschool spaces  
15 School-Age spaces

Contact Information  
Tel: 705.750.0281  
Fax: 705.750.0281  
E-mail: [trentccc@nexicom.net](mailto:trentccc@nexicom.net)

76 Robinson St.  
Peterborough, ON K9H 1E8

### **Monsignor O'Donoghue Program**

Licensed capacity: 54 children  
Programs offered and group size:  
24 Preschool spaces  
30 School-Age spaces

Contact Information  
Tel: 705.749.6621  
Fax: 705.749.6621  
E-mail: [trentccc@nexicom.net](mailto:trentccc@nexicom.net)

2400 Marsdale Dr.  
Peterborough, ON K9L 1Z2