



Shilo Military Family Resource Centre

*Occasional Child Care (OCC) Policy
Manual*



Mission

Recognizing the uniqueness of the military lifestyle, the Shilo MFRC will provide individuals, family and our community with tools to foster growth, belonging and resilience.

Vision

Confident, capable and resilient families in a supportive Canadian Forces (CF) community.

History

*The **Shilo Military Family Resource Centre (Shilo MFRC)** was established in 1990 to serve the families of military and civilian employees of CFB Shilo as well as the families residing in the Rural Municipality of Cornwallis, Municipality of North Cypress - Langford, and Municipality of Glenboro - South Cypress.*



Overview of Centre Programs and Services

Adults

- *Veterans: enhanced information and referral services, transition programs, intervention support*
- *Deployment Support: activities, workshops, deployment resources, parcel service*
- *Education and Training: second language training*
- *Employment: employment assistance, employment opportunities*
- *Mental Health*
- *Monthly Activities*
- *Community Service*
- *Volunteers*

Children and Teens

- *Preschoolers: pre-kindergarten, activities*
- *Child Care: casual child care, emergency and respite care, licensed childcare facility in Shilo MFRC*
- *Youth Programs: youth club, monthly activities*



About CFB Shilo

CFB Shilo is home to the First Regiment Royal Canadian Horse Artillery (1RCHA) and the Second Battalion Princess Patricia's Canadian Light Infantry (2PPCLI). The Base is also home to lodger units, such as 3 Cdn Div TC C Coy, 3 CDSG SS Det Shilo, and 11 CF Health Services Centre. The RCA Museum attracts military history enthusiasts from far and wide.

In addition to the many Canadian regular force and reserve soldiers who train at Shilo, troops from several foreign countries, including Germany, France, Denmark, and the United States, have trained here.

Germany, in particular, trained more than 140,000 soldiers from 1974 to 2000 under the direction of the German Army Training Establishment Shilo (GATES). Many signs of the 27-year legacy left by the Germans remain at Shilo and throughout the southwest Manitoba region.

The training area of CFB Shilo covers almost 40,000 hectares: an area approximately 15 kilometres by 30 kilometres. It consists of a unique mix of open prairie, sand dunes, and woodlands which, when combined with a wide range of seasonal temperatures, makes Shilo one of the best training areas in the world. Due to the unique nature of most of the training area, increased awareness has been placed on protecting the environment. Environmentally friendly training practices are constantly being studied, developed, and monitored.

As the largest employer in southwestern Manitoba, CFB Shilo has a substantial economic impact on the regional economy, including the City of Brandon.

With a population of about 1,400 military personnel and their families, the Base is completely autonomous with accommodations for more than 600 families and quarters for close to 400 single personnel. This Base maintains its own water, sewage, and sports and recreational facilities.



Certificate of Verification

We, the Board of Directors of the Shilo Military Family Resource Centre, certify that this document is the complete and official Occasional Child Care (OCC) Policy Manual of the Shilo Military Family Resource Centre.

Date of Approval by the Board of Directors

Date of Adoption by the Membership

Chair, Board of Directors

Date

Chair, Children's Services Committee

Date

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Record of Amendments

Amendment Number	Section Number	Amended From	Date of Approval
		Amended To	
		5.2.a. The OCC service will be closed the following statutory holidays:	June 26, 2022
		5.2.b. The OCC service will generally be closed the following statutory holidays:	
		5.2.a.	
		5.2.a. ix. Truth and Reconciliation Day	

Shilo Military Family Resource Centre
Occasional Child Care (OCC) Policy Manual

Table of Contents

1.	OCC Philosophy	2
1.1.	Caring Relationships	2
1.2.	Power of Play	2
1.3.	Exceptional Experiences	2
2.	Curriculum	4
2.1.	OCC Curriculum Statement	4
2.2.	OCC Infant Curriculum Statement	5
3.	Inclusion	7
3.1.	Inclusion Policy	7
4.	Fees	8
4.1.	OCC Fee Policy	8
4.2.	Childcare for Volunteering/MFRC Appointments	8
4.3.	Payment of Accounts	8
5.	Operating Times	9
5.1.	Operating Hours	9
5.2.	Closures	9
5.3.	Storm Closures	9
6.	Attendance	10
6.1.	Absences	10
6.2.	Arrival and Departure	10
6.3.	Late Pick-Up Fee	10
6.4.	Identification Release Policy	10
7.	Outdoor Programming	11
7.1.	Outdoor Programming Policy	11
8.	Items from Home and Supplies	12
8.1.	Snack and Meal Policy	12
8.2.	Clothing and Supplies	12
9.	Health and Safety	13
9.1.	Children Health and Safety Needs	13
9.2.	Medication Policy	13
9.3.	Emergency Response Plan (Uris)	13
9.4.	Sick/Illness Policy	13



Occasional Child Care Policy Manual

1. OCC Philosophy

1.1. Caring Relationships

- 1.1.a. We nurture caring and respectful relationships that foster friendships and strong connections between children, staff, families, and our community.
- 1.1.b. We listen with our minds and our hearts and encourage everyone to find their voice.
- 1.1.c. We celebrate diversity and recognize that each person offers unique gifts and talents.

1.2. Power of Play

- 1.2.a. Each day we embrace and explore occasions of spontaneous play, expressions of passion and interest, and precious teachable moments.
- 1.2.b. Using a variety of curriculums as guides, we achieve learning, development, and growth through playful self-expression, discovery, and exploration.

1.3. Exceptional Experiences

1.3.a. Best in Class

- i. We take pride in exceeding best practices for childhood education and childcare facility centre standards.
- ii. We provide children the space to explore, discover, and grow in a safe, secure, happy environment.

1.3.b. Nature Based Learning

- i. In a world filled with structure, schedules, and screen time, we use nature-based programming to provide opportunities for spontaneous discovery, a sense of balance and well-being, and a healthy connection to natural cycles, systems, and energy.
- ii. We explore the wonders of nature to encourage a sense of awe and foster a responsibility to become care-givers of our earth.

1.3.c. Hands On Learning

- i. Our programs provide opportunities for hands-on learning because we know that people learn best by doing and children learn best through play.
- ii. With our children and as staff, we seek spontaneous teachable moments and we consider mistakes to be opportunities for learning.

1.3.d. Compassionate Community

- i. We are a warm and loving home away from home, a place for all to belong and feel safe.
- ii. We foster community in everything we do.
- iii. We are leaders for active members of the Shilo community and alongside parents and families, we strive to make a positive difference in our world today and for a peaceful tomorrow.
- iv. We provide a supportive and enriching environment where all centre members can explore, grow, and contribute.

1.3.e. Team Attitude

- i. We operate on a foundation of trust, respect, and open authentic communication.
- ii. We value individual opinions and the chance for them to be heard.
- iii. We work together to achieve collective success for our children, our staff, our centre, and our community.
- iv. We believe that children and staff should own their actions, take part in finding solutions to their problems, and do their best to learn from their experiences.

2. Curriculum

2.1. OCC Curriculum Statement

- 2.1.a. Occasional Child Care, OCC, is a mixed age group of children of 12 weeks to 12 years of age. OCC is located the Shilo Military Family Resource Centre for families of military and civilian employees of CFB Shilo. We are located in an area that is surrounded by woodland areas, sandy terrain and a unique mix of open prairie and vegetation. OCC can be used for appointments, social interaction, respite and/or deployment childcare.
- 2.1.b. We believe that the children in our care learn through strong staff/child interactions and an enriching environment. Staff will encourage children by getting them to try first, they will be flexible allowing children to take an activity where they want to and then will follow the child's lead by observing and responding. We will provide a wide range of open ended materials that will include recyclables and nature inspired objects to encourage spontaneous play.
- 2.1.c. Educators will get to know the children and families in our care by asking questions, finding commonalities and involving parents in the program. We will use arrival and departure to point out developing skills and communicate about the child's behavior and interests.
- 2.1.d. OCC consists of one large room with one side being primarily for play and the other side housing and eating area, lockers, and bathroom area. Bathroom facilities have a half door as well as doors on the bathroom stalls that allows for independence by older children and safety for smaller children. There are many teachable moments that may occur during bathroom and hand washing routines. Educators provide appropriate size chairs for children including chairs with straps and a tray for small infants. Children are able to store their belongings right in the room so they have easy access to their belongings throughout the day.
- 2.1.e. Educators in OCC ensure all curriculum areas are available for children to play. During free play, children have the opportunities for fine motor, gross motor, dramatic play, language development, creativity as well as social interaction and self-help skills. Toys are brought out for children that are age and developmentally appropriate for the children.
- 2.1.f. The Educators will encourage teamwork and problem solving by saying to the children "maybe you should ask your friend for help with that tower, they are really good at building". We will encourage small group projects and play, give ideas and suggest one on one interactions between children. They will develop self-confidence by displaying special art projects on our bulletin board/wall, independence in outdoor play that would include climbing on rocks and stumps, and encouraging personal growth.
- 2.1.g. OCC has access to their own fenced playground to use. In the playground there is a hill that provides many large muscle movements for children of all ages. Children are able to interact with nature within the playground. Educators provide time for science exploration and physical activity such as running, jumping, riding bikes on the bike path, climbing, and crawling.

- 2.1.h. The environment is organized into activity areas that include dramatic play, manipulative play, fine motor, literacy development, open ended areas, gross motor activity and a creative area. The areas are defined although flexibility in play is encouraged. The environment allows for multi age groups with 3 tier art area, library area and specific areas for school age children. Educators will accommodate each child's individual needs by being flexible on nap times, snack times, activities and materials that are provided that respect the child's development abilities and interests.
- 2.1.i. OCC is a home away from home environment with opportunity for choice and individual expression. Together with spontaneous activities, invitations and genuine interest in the children, we will teach respect, resiliency, confidence and empathy.
- 2.1.j. Educators in OCC will relay information on the child's day verbally to the parents at pickup time. This gives the educators an opportunity to get to know the family in and around the military community and offer support during deployments.

2.2. OCC Infant Curriculum Statement

- 2.2.a. Educators in OCC provide opportunities to enhance the children's overall development by promoting and modeling positive language, interactions with children and self-help skills. OCC has a dedicated area that is for infants. In this area, there is an area for sleeping and a play area. The Educators will provide opportunities and various materials for the children to experience such as gross motor activities, fine motor activities, as well as sensory play. These experiences could be climbing on the table with mats around, small climber, riding on the small bikes/scooter, pushing large pom poms through holes of a box, busy boards, or playing in the sand/water.
- 2.2.b. Educators greet parents and children each morning as they enter the room. We will talk with parents about their child's evening/morning. With high enrollment of children from military families, staff provide lots of cuddles and hugs to children that may be experiencing any sort of deployment.
- 2.2.c. Bathing, toileting, and diapering facilities are located in the room. Children who may show interest in potty training have access to an appropriate size toilet. During diapering, many teachable moments can occur through diapering, potty training as well as hand washing routines.
- 2.2.d. OCC has access to their own fenced playground where there is age appropriate equipment available for them. In the playground children are able to engage in a variety of learning experiences such as physical activity, nature/science exploration, art experiences and building on language development (reading books). Educators give infants opportunities to explore their surroundings outside the fence and around the community. When going for walks, caregivers will use strollers ensuring all children are safely buckled and will bring along a backpack which contains first aid and child vital stats along with a cellphone and approximate time when they will be returning written on white board outside the room. When able, older infants can explore outside the stroller with educators always keeping a close safe distance to them.
- 2.2.e. Educators provide adequate time for snacks and lunch time. Infants sit in chairs with safety straps at the table. Children sitting together at the table with educators creates

a home like family atmosphere and allows for interaction between caregivers and the other children. Educators will follow any individual needs of the children. This may be certain times bottles are needed, nap times, certain foods restrictions or having mothers come in to nurse their child.

2.2.f. Parents are encouraged to provide water bottles for their children, as water is offered throughout the day. OCC is equipped with a fridge to keep milk, children's food brought from home, and any labeled medication if necessary.

2.2.g. Toys are brought out based on developmentally needs and what the children are interested in. The best way children learn is through play so educators ensure all toys and equipment promotes independence, both fine and gross motor skills, cognitive development as well as physical and language development. Educators ensure all areas are available for play in OCC. These areas include Music and movement, sand/water play, blocks, housekeeping and books. You will also be able to see the display of art work.

3. Inclusion

3.1. Inclusion Policy

- 3.1.a. The Shilo Military Family Resource Centre will make every effort to accommodate children with additional support needs, to give all children the opportunity to develop physically, socially, emotionally, and intellectually to their fullest potentials.
- 3.1.b. The OCC supports the full inclusion of all children. There will be adaptive equipment and ratio-enhancing staff members in the Centre. Any questions or concerns regarding toys, equipment, activities or interactions in the Centre, should be addressed with the Supervisor or Director. The Shilo MFRC supports the full inclusion of children throughout the day; the Centre's hours of operation are in place to meet all families' needs.
- 3.1.c. Any information regarding a child and their family is kept in the strictest confidence. In order to share information with other professionals about a child, families need to sign a consent form. There will be daily communication with parents in the form of verbal interactions or written messages. When necessary meetings may be called between parents, Centre staff, and other service providers in order to establish and evaluate goals for the individual child. Parent involvement is to be encouraged.
- 3.1.d. Indoor and outdoor areas are arranged so all children can move freely and make choices based on their abilities, interests and needs. A sufficient number of developmentally appropriate toys and equipment will be provided. All children with additional support needs are included in social free play and routines throughout the day. Field trips are part of the programming and the Shilo MFRC sees the value of all children attending field trips and outings. At times throughout the day there may be opportunities for indirect supervision. This is based on the developmental capabilities of the individual child.
- 3.1.e. Safety needs of all children are of utmost priority for staff. The Centre supports ongoing staff training based on specific health needs of children. In order to safely accommodate children with more complex medical conditions, individual health care plans are developed by an external agency, which then provides training directly to the Centre's staff. In some situations, a primary caregiver may be assigned to a child, but all staff will be expected to provide care for all children.
- 3.1.f. All child care staff will be involved and work with all children. Goals will be shared with all staff members in order to assist staff in providing developmentally appropriate activities and curriculum. Staff-child ratios may be enhanced based on the individual children enrolled within the program. Staff is committed to learning more about various disabilities and full inclusion as part of the Centre's annual training plan.
- 3.1.g. All possible resources, environmental adjustments, child development considerations, and staffing compliment will be considered to assist a child within the program.
- 3.1.h. Communication with parents, Centre staff, and other professionals will occur if a child is experiencing difficulties or at other times as needed. It is the Centre's goal to do all that it can to ensure a seamless transition for each child from the Centre to school or other programs.

4. Fees

4.1. OCC Fee Policy

Childcare is a set charge per child per hour, according to the current OCC rates available at the MFRC front desk. The parent/guardian is responsible for paying the fee on that particular day or the amount is to be placed on account, at the discretion of the Children's Services Director or designate, with a balance of no more than \$50.00 to be paid at the end of the month.

4.2. Childcare for Volunteering/MFRC Appointments

While volunteering at the MFRC or attending an MFRC appointment, individuals are entitled to childcare at no charge. A parent volunteering at the SMFRC and receiving an income for caring for children other than their own does not receive free childcare for those children.

4.3. Payment of Accounts

- 4.3.a. At the discretion of the Executive Director, the Chain of Command may be notified if accounts are not paid in full.
- 4.3.b. All attempts to arrange acceptable payment options will be undertaken. A family may request a meeting with the Executive Director to discuss options.
- 4.3.c. In a situation where the account remains unpaid and at the discretion of the Executive Director, the Shilo MFRC may file a claim against the family with Small Claims Court.

5. Operating Times

5.1. Operating Hours

The OCC hours of operation are Monday-Thursday 9:00 am – 4:00 pm and Friday 9:00am-12:00pm, 1:00pm-4:00pm, but are subject to change as warranted by circumstances.

5.2. Closures

5.2.c. The OCC service will generally be closed the following statutory holidays:

- i. New Year's Day;
- ii. Louis Riel Day;
- iii. Good Friday;
- iv. Easter Monday;
- v. Victoria Day;
- vi. Canada Day;
- vii. August Civic Holiday;
- viii. Labor Day;
- ix. Truth and Reconciliation Day;
- x. Thanksgiving Day;
- xi. Remembrance Day;
- xii. Christmas Day; and
- xiii. Boxing Day.

5.2.d. The OCC service will be closed the last Friday of every month for cleaning.

5.3. Storm Closures

5.3.a. All decisions to close operations are made by the Executive Director or Children's Services Director. OCC may close for reasons such as illness, staff shortage, etc.

5.3.b. During inclement weather, the Shilo MFRC will operate on minimum staffing and/or may close based on the following:

- i. Shilo Base closure;
- ii. road closures that prohibit travel of staff or parents; or
- iii. extended hydro and/ or water shut off.

5.3.c. If parents are unable to pick up the children due to inclement weather, parents and the staff will agree to contact the designated contact person who will be called to pick up the child(ren).

6. Attendance

6.1. Absences

If a child is unable to attend their pre-booked days, parents/guardians must notify the OCC program at 204-765-3000 ext.3341 or leave a message as soon as possible.

6.2. Arrival and Departure

6.2.a. Each parent is responsible for the transportation of their child/children between the Shilo MFRC and their home as well as it is the parent's responsibility to transport their children between programs at the MFRC.

6.2.b. Parent(s)/guardian(s) are responsible to see that their child's outdoor clothes are off and stored in their lockers and that their child is in the main play area.

6.2.c. It is their responsibility to gather their child's belongings, art, etc. At this time, the Shilo MFRC no longer assumes responsibility for the children.

6.3. Late Pick-Up Fee

6.3.a. If a child is not picked up by closing time, a late fee will be added to the account. The late fee charge is \$5.00 per child every five minutes until the child is picked up. The parent will be required to sign the late book when late pick up occurs. Parents are required to make arrangements with one of the people authorized to pick up their children.

6.3.b. In the case of an emergency, arrangements can be made with the Children's Services Director or designate.

6.4. Identification Release Policy

6.4.a. Children may only be released to their parents/guardians and release list persons. A parent/guardian must provide written permission if they want someone other than the release list person to pick up their child. In case of an emergency, requirements for permission will be decided at the discretion of the Children's Services Director or designate. Identification will be required before the child is released. All persons picking up children must be twelve years of age or older.

6.4.b. It is the parent/guardian's responsibility to update the release list person(s) when required and to notify the OCC staff if anyone is not to pick up their child/children.

6.4.c. The Shilo MFRC requires copies of custody orders in order to ensure that children are released to the correct guardian.

6.4.d. If the parent/guardian(s) sobriety is questionable when the child is being released, the Shilo MFRC will notify the police of the concern. This is to ensure the safety of both the child and the parent/guardian(s).

7. Outdoor Programming

7.1. Outdoor Programming Policy

- 7.1.a. As indicated in the licensing manual, all children are required to participate in a daily outdoor program except for the following:
- i. temperatures below -25 degrees Celsius with windchill exist;
 - ii. other forms of inclement weather exist;
 - iii. at Humidex levels of 30-39, children are not to be outside during the peak hours of 11am – 4pm (they should be monitored carefully and not exerting themselves); or
 - iv. at Humidex levels of 40 or above.
- 7.1.b. The staff will follow the Environment Canada’s Sun Protection UV index policy as outlined below:

UV Index	Category	Sun Protection Actions
0-2	Low	Minimal protection needed if outside for less than one hour. Wear sunglasses on bright days.
3-5	Moderate	Coverup, wear a hat, sunglasses, and sunscreen if outside for 30 minutes or more.
6-7	High	Protection required. Reduce time in the sun between 11 am and 4 pm and seek shade, cover up, wear a hat, sunglasses, and sunscreen.
8-10	Very High	Take full precautions (see “high” category) and avoid the sun between 11 am and 4 pm.
11+	Extreme	Very rare in Canada. Take full precautions and avoid the sun between 11 am and 4 pm. Unprotected skin will be damaged and can burn in minutes. Proper sun protection includes wearing a broad-brimmed hat, a shirt with long sleeves and wrap-around sunglasses or ones with side shields. Choose sunscreen with 15+ SPF (sun protection factor) that offers protection against both UV-A and UV- B rays. Apply generously before going outside and reapply often, especially after swimming or exercise.

- 7.1.c. Outdoor activities will be at the discretion of the Children Services Director or designate.
- 7.1.d. In a situation where there is adequate staffing and at the parent/guardian’s request, a child may stay inside during outdoor playtime.
- 7.1.e. It is the responsibility of the parent(s)/guardian(s) to ensure their child is dressed for the weather.

8. Items from Home and Supplies

8.1. Snack and Meal Policy

- 8.1.a. When using the Occasional Child Care Service, parents/guardians are asked to supply lunch and 2 snacks for their child as well as a labeled water bottle when applicable. Parents can request a Nutrition Handbook for reference. All meals are to follow Canada's Food Guide.
- 8.1.b. The Shilo MFRC strives to be a nut free facility.

8.2. Clothing and Supplies

- 8.2.a. All children's items including clothing, cloth diapers, wipes, lunch containers etc. are to be clearly labelled, by the parent(s)/guardian(s), with the child's name. The childcare facility is not responsible for any of the children's lost items. Any items that are lost and unmarked are placed in the lost and found.
- 8.2.b. The Centre requires all children to have one set of parent/guardian provided extra clothing and appropriate footwear. Parents are to remove soiled items at the end of each day and provide a replacement before the next session.
- 8.2.c. Children are to be dressed in clothing that will not restrict their play or that parent(s)/guardian(s) are not worried about getting soiled from sand, paint, or outdoor play. Parent(s)/guardians must send appropriate clothing for indoor/outdoor play.
- 8.2.d. For infants, parents are required to send baby food as well as all diapering and bottle feeding supplies.
- 8.2.e. All cloth diapers sent to the Centre must be clean and free of any odor. Parents must ensure that the diapers sent are ready to go (pocket diapers stuffed, liners in place, snaps properly adjusted). A clean waterproof bag must be brought daily to put soiled diapers into. Soiled cloth diapers must be taken home at the end of each day. Staff will not rinse or remove any solids from soiled diapers with the exception of when a disposable liner is used and thrown out. Parents are to provide only one style of cloth diaper for ease of use. Parents are required to send more diapers (cloth or disposable) than are expected to be used in a day, in case of accidents. If there are continuous leaks, odor issues, or any other concerns, the Shilo MFRC may refuse to continue the use of cloth diapers.
- 8.2.f. If weather permits, the children will have the option of going outside with no shoes in the OCC playground.
- 8.2.g. Scarves and mittens/gloves with strings pose a safety hazard and will not be permitted. Neck warmers are a recommended alternative.
- 8.2.h. Any clothing or supplies borrowed from Shilo MFRC must be washed and returned in a timely manner.

9. Health and Safety

9.1. Children Health and Safety Needs

- 9.1.a. The Shilo MFRC will provide routines such as sleeping, eating, and toileting in a way that supports the safety and health development of each child.
- 9.1.b. The Shilo MFRC will have an enhanced safety plan and code of conduct. The Safety plans will include how to keep children safe, deal with emergencies, respond to threatening behaviours, control and monitor who enters the facility, and care for children with additional support needs or life-threatening allergies.

9.2. Medication Policy

- 9.2.a. The OCC will administer medication only in an emergency or if all procedures are followed. The following procedures must be followed:
 - i. a permission form is filled out by the parent/guardian with the specified information about the medication. This form must be filled out daily, unless a long-term form and current URIS form is on file. If the form is not filled out no medication will be administered;
 - ii. prescription medicine must have the prescription label attached to the original container and must be clearly labelled with the child's name, dosage, times to be given and method of administration; and
 - iii. staff will initial the form when the medication has been administered.
- 9.2.b. Non-prescription medicine will be administered for only 3 consecutive days according to the package instructions. Any non-prescription medication must be taken home at pick up daily. The administration of diaper cream will follow the same procedure.
- 9.2.c. All medications are kept under lock and key.

9.3. Emergency Response Plan (Uris)

- 9.3.a. The Centre's Emergency Response Plan will be as follows:
 - i. the adrenaline auto-injector will be administered;
 - ii. 911 will be phoned;
 - iii. parents will be contacted;
 - iv. back up auto-injector will be administered every 10-15 minutes;
 - v. all pertinent information will be relayed to the EMS personnel;
 - vi. designated staff will accompany the child to the hospital; and
 - vii. the childcare facility will record the incident and also contact the childcare office to file a Serious Injury Report.
- 9.3.b. The emergency response plan may vary in accordance to the child's individual health care plan. Individual Health Care Plans will be in place for every child enrolled with anaphylaxis, asthma, etc.

9.4. Sick/Illness Policy

- 9.4.a. Parents/guardians are to refrain from sending their children to the Centre if any of their children are displaying signs of illness. If any symptoms develop or the child is not able to participate in all aspects of the daily program at the Centre, the parent/guardian or the individual named on the release list will be contacted to take the child home as soon as possible. If there are multiple cases of illness (ie gastro) in the centre, children will be sent home after one incidence of vomiting or diarrhea.
- 9.4.b. Children will be sent home if they display any of the following illnesses or signs/symptoms and will not be allowed to attend until they are symptom free and have been on antibiotics for at least 24 hrs, where applicable:
- i. diarrhea - three incidents in one day;
 - ii. vomiting - two incidents in one day;
 - iii. temperature – 101 F/38.3C or over;
 - iv. rash – unidentified or identified as contagious;
 - v. conjunctivitis (pink eye);
 - vi. ear, throat or other infection;
 - vii. strep throat; or
 - viii. any other contagious illness – such as measles, mumps, roseola, etc. (In this case the staff will advise on the protocols for returning to the childcare facility).
- 9.4.c. If the child has a cold they may attend the Centre provided that their temperature is not elevated and they are able to participate in the full program.
- 9.4.d. If for any reason a child will be absent, parents/guardians are to contact staff to make them aware. If the child is at home because of an illness, a description of the illness would be appreciated so that the other children can be watched for similar symptoms. The staff must report communicable diseases to the Public Health Nurse.