


Parent Handbook

A Fun, Safe Haven for Every Child.
Caring Support for Busy Families, Every Day.



www.kidzkove.ca

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KIDZ KOVE PARENT POLICIES AND INFORMATION

Thank you for choosing Kidz Kove Childcare Centre for your family. We hope that through mutual cooperation and communication your years with us will be enjoyable and fulfilling. This handbook was revised and updated on November 14, 2023. As of November 1, 2022, Kidz Kove is a participant in the Canada-Wide Early Learning & Childcare (CWELCC) System. As of September 1, 2023, Kidz Kove accepts Subsidy through the Region of Peel. For more information on your qualification, please contact the Region of Peel's Children Service.

Kidz Kove serve children from infant to preschool (under 18 months up to 4-6 years old) and promotes optimum development of children through the delivery of high quality early learning programs and services and through educational and informal support to parents. Our services are delivered with a range of community partners including parents, educators, other professionals.

Our Childcare Centre operates Monday to Friday 7:00 A.M. to 6:00 P.M. SHARP from January to December each calendar year and observes the following statutory holidays listed below.

Communication with Families:

At Kidz Kove we know how important it is to you as a parent to have all the details of your child's day at our program which is why our Early Childhood Educators keep parents/guardians informed through:

- Daily face to face communication with families upon arrival and departure times and weekly program documentation highlighting learning that occurred during a play experience through our Sandbox Parent Portal and App.

Communication with Families:

At Kidz Kove we know how important it is to you as a parent to have all the details of your child's day at our program which is why our Early Childhood Educators keep parents/guardians informed through:

- our program newsletters
- Regular Email communication through Kindertales

The Centre will be closed for all statutory holidays

Family Day	Labour Day	New Year's Day – January 1
Good Friday	Thanksgiving Day	New Year's Eve – early closing
Victoria Day	Christmas Eve - early closing	Civic Holiday
Canada Day – July 1	Christmas Day – December 25	Boxing Day – December 26

Our Centre is closed the 4th week of July every year.

****Please note Easter Mondays May be observed at the Centre's discretion****

KIDZ KOVE PROGRAM STATEMENT

Purpose

Kidz Kove Childcare Centre (Kidz Kove) provides a program and curriculum that is consistent with the Ministry of Education's policy and guidelines. Our programs are consistent in our approaches with "How Does Learning Happen?" Ontario's pedagogy and vision for the early years.

Our core principles mirror the Early Learning for Every Child Today (ELECT) guiding principles taken from "How Does Learning Happen?" Ontario's Pedagogy for the Early Years. Our pedagogical approach requires educators to be partners, designers of the play environment, planners, Kidz

Kove offers a wide range of developmentally appropriate programs for children including Montessori, Play based, Emergent and Fusion programs. We proudly delivers an inclusive, child-centred, family-oriented program based on a philosophy of children as competent, capable, curious participants and contributors in their environments, their families and their communities and so very rich in potential. We are committed to supporting families and children to reach their potential through developing relationships built on respect and providing an environment that supports positive and responsive interactions. This begins with relationships among staff, students and volunteers and flows out to relationships with children, families and the community.

Every person who enters Kidz Kove should feel that they belong here, that they are engaged in the program, that their well-being is supported and even enhanced just by being here, and that they are free to express themselves. These four foundations of belonging, engagement, well-being and expression are the rights of all children and provide the basis of our goals and expectations for our program.



As such, this program statement is a living document that continually evolves with the ongoing engagement of the staff and families in our program. Annual and ongoing review of the program statement with staff, students, volunteers and families ensures its continued relevance. Kidz Kove staff is supported to make meaningful contributions to the ongoing development and evolution of the program through professional learning provided in the form of onsite pedagogical leadership, attendance in training, workshops and conferences, and support with education.

The following statements specify the approaches we will employ to: promote health, safety, nutrition and well-being; foster positive and responsive relationships; support exploration, play and inquiry; and support family engagement and communication.

Approaches to Promote Health, Safety, Nutrition and Well-Being

The health, safety, nutrition and well-being of the children in our programs is a primary focus of Kidz Kove. Our goal is for all children to develop a sense of self, health and well-being that they are able to bring with them into their later years. We recognize the significant importance of the early years in children's development and strive to provide children with a strong foundation.

Kidz Kove supports these goals through the implementation of a variety of approaches, such as by:

- Providing nutritious foods and beverages that incorporate family and cultural preferences and are in accordance with the Canada's Food Guide and approved by a Registered Dietician, including one main meal and at least two snacks per day;

- Involving the children and families in menu choices;
- Providing experiences for children to engage in food preparation (e.g. baking activities);
- Being sensitive to and accommodating for children's food restrictions and allergies;
- Creating family-style, positive eating environments with foods and portion sizes that are responsive to children's cues of hunger and fullness;
- Ensuring that all staff members are trained and able to appropriately respond to health, safety and emergency situations.

Approaches to Foster Positive and Responsive Relationships

Positive and responsive relationships are essential to high-quality early learning and care. Our goal is to nurture authentic, caring relationships and connections to create a sense of belonging between children, adults and the world around them. We create opportunities for children to connect to others in their world, support their experiences of being valued, and provide opportunities to be part of a community. Through responding positively to children's cues and engaging in reciprocal interactions secure relationships are developed. We believe that supporting children's internal capacity to self-regulate and engage in positive interactions is the foundation for optimal learning, development, health and well-being.

Kidz Kove supports these goals through the implementation of a variety of approaches, such as by:

- Welcoming and greeting children and families at arrival;
- Providing opportunities for children to engage with and make contributions to the world around them;
- Promoting engaged citizenship through empowerment, empathy and advocacy;
- Supporting the development of a sense of community within the Centre, and Mississauga community as a whole;
- Providing opportunities for children to be heard and for their contributions to be appreciated within their communities;
- Advocating for children as active, competent people who have a stake in Canadian society and in whom Canadian society has a stake;
- Encouraging children's active participation within their communities and their acquisition of civic literacy skills;

- Honouring children's ideas and contributions by responding to them in a respectful way and by focusing on using authentic language in our interactions with them;
- Interacting with children on their level;
- Actively play partnering with children to expand their learning and support their social experiences;
- Knowing when to be an intentional observer in a play scenario and to support these learning experiences from afar;
- Modeling resiliency and problem-solving skills with children and helping them to identify their feelings, the feelings of others, and possible solutions;
- Placing importance on encouraging children to develop authentic skills for solving problems, instead of having them take part in a prescribed solution (e.g. making a child say sorry);
- Getting to know the children on an individual basis to identify and work to proactively minimize stressors, and to help the children become self-aware;

Approaches to Support Interaction, Communication and Self-Regulation

Kidz Kove is committed to encouraging all children in our care to interact and communicate in a positive way. In doing this, we strive to support the child's ability to self-regulate.

Kidz Kove supports these goals through the implementation of a variety of approaches, such as by:

- Our RECEs support a language rich learning environment for children and model positive interactions. We model and support strategies that assist children in developing self-regulation skills such as engagement (through hugs, warm touches, genuine interactions) and belonging (strong relationships, children's comfort levels at arrival/departure and during the program);
- We encourage children to problem solve and offer guidance when needed. Educators adjust the environment and activities to meet the needs of the children, while encouraging critical thinking and providing choices to all children;
- Staff will take time to stop and listen and be present in the moment in order to build authentic relationships with children. This will occur during meal times, transition times, washroom and rest routines as well as arrivals and departures.

Approaches to Support Exploration, Play and Inquiry

When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Our goal is for the indoor, outdoor and natural environments to engage children in active, creative and meaningful exploration, play and inquiry. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

Kidz Kove supports these goals through the implementation of a variety of approaches, such as by:

- Observing and engaging with children to understand their questions and inquiries and using these as a guide for programming;
- Respecting and supporting the children's sense of curiosity and wonder;
- Viewing the environment as the "third teacher" and understanding the significant impact it has on our program;
- Organizing the learning environments in a way that makes them aesthetically appealing, uncluttered, engaging and welcoming;
- Incorporating materials that add to a homelike feeling within the learning environments (e.g. curtains, plants, lamps, natural lighting, soft colours, pillows, real materials);
- Providing interesting and complex open-ended learning materials for children to engage with and explore;
- Including real items (e.g. dishes, lamps, glass jars) for children to use and explore in their play;
- Providing natural elements (e.g. sticks, rocks, shells, plants) to help children explore the natural world;
- Role modeling and encouraging respect for materials in the shared learning environment;
- Providing opportunities for extended and uninterrupted play and exploration multiple times each day;

- Providing a variety of learning experiences and materials for children to freely choose to play and express themselves with;
- Engaging with children during their exploration, play and inquiry to support and extend their meaning making of their experiences;
- Engaging in open-ended conversations with children and asking thought-provoking questions to help expand the children's learning and our understanding of their explorations;
- Having an awareness of the many languages that children use to express themselves and providing opportunities for children to share their thoughts and ideas in a variety of ways;
- Reviewing documentation of learning experiences with the children in order to encourage their reflection on their learning;
- Capitalizing on spontaneous, meaningful learning moments during the day by being actively engaged with the children;
- Creating learning environments that mirror the ideas, values, attitudes and cultures of those who use the space;
- Involving local community partners in children's explorations and inquires (e.g. visiting various areas around the centre, visiting families' workplaces, making use of locally donated resources and materials, inviting relevant experts in to share knowledge with the children, etc.).

Approaches to Support Child Initiated and Adult Supported Experiences

- Our educators know your child's likes and dislikes, this enables them to create learning invitations which support and build on your child's interest. Your child's interests and learning are documented, where you can see their interests, the activities they had the opportunity to participate in and the outcome of the learning that took place from their play;
- Learning environments are offered in all aspects of our program to support children's interests and development throughout the day. RECEs create the learning environments through observation and discussion with the children;
- RECEs encourage children to expand their play into different areas (i.e. bringing dolls into the cozy area or water from the sensory table to the dramatic area). RECEs are co-learners with your child as they explore and engage together;

- Staff will demonstrate flexibility in supporting children in their expansion of play and the use of play materials. We will act on teachable moments throughout the day during indoor and outdoor activities to expand children's interest and knowledge.

Approaches to Support Planning and Creating Positive Learning Environment

Kidz Kove is committed to planning and creating a positive learning environment and experiences in which each child's learning and development will be supported. We strive to establish positive learning environment which is inclusive of all children, including children with individualized plans.

Kidz Kove supports these goals through the implementation of a variety of approaches, such as by:

- Our educators offer learning environments which build on children's interests and are developmentally appropriate and challenging to the children who are in each group. They have an extensive understanding of child development and know the development of the children in their care. They strive to build strong relationships with your child, supporting your child emotionally as they connect and bond. This creates a sense of belonging for your child;
- Staff will support positive learning environments and experiences through the use of Quality Child Care tools, which might include the Developmental Screen, Parent Surveys, Behaviour Checklist and Speech and Language Developmental Checklist.

Approaches to Support Activities including Indoor, Outdoor and Active Play

- Our programs offer a selection of activities for the children to participate in where natural elements and nature are introduced into your child's play environment. Our environments are considered a "third teacher" where learning opportunities are provided in all aspects of your child's day;
- Invitations and experiences are offered throughout the day that encourages exploration, imagination and creativity. We utilize supportive resources to our program that offer additional opportunities for your child (i.e. Daily Physical Activity). Our RECEs make adaptations to the program to meet the needs of the children in their care;
- We will provide a flexible plan (regardless of weather) throughout the day of learning invitations which encourages participation in: indoor and outdoor activities, incorporating rest, meal and snack times and quiet play which support children's individual needs.

Approaches to Support Family Engagement and Communication

Care and learning cannot occur without the support of the family. Our goal is for families to be active participants in their child's experience at Kidz Kove. We strive to establish positive, responsive relationships with children and their families by promoting engagement and ongoing communication about the program and their children.

Kidz Kove supports these goals through the implementation of a variety of approaches, such as by:

- Communicating with families on a daily in-person basis at minimum at arrival and departure;
- Communicating our perspective of the children's learning and development with families in daily documentation sent home and posted on documentation boards;
- Encouraging families to share their perspective on the children's learning and development through in-person sharing;
- Encouraging families to share pictures and stories of their child's time at home and with family;
- Displaying family information and photographs throughout the learning environments;
- Incorporating aspects from a variety of cultures within the learning environment (e.g. food, music, art, photographs, artifacts);
- Inviting family participation within the daily program and encouraging them to share their varied perspectives and cultural experiences with the children;
- Creating a comfortable place in each learning environment for families to stay and visit;
- Encouraging parent participation and engagement;
- Connecting families with local community partners for additional support and services;
- Planning special events and social activities for families to engage in throughout the year (e.g. Mother's and Father's Day celebrations, holiday gatherings, annual family picnics).

Approaches to Engaging Community Partners

Kidz Kove is committed to involving and engaging local community partners in supporting children, families and staff. Kidz Kove will reach out to the support of resource staff such as those from the Peel Inclusion Resource Services (PIRS) who will assist, as necessary, in setting up and maintaining an appropriate program for each child with a special need. Kidz will support volunteers and students from the community and provides placement, training,

learning opportunities and practical work experience, in the areas of programming and management. Volunteers and students on placement enhance the high-quality care and individual attention given to the children in the programs.

Approaches to Supporting Staff in Continuous Professional Learning

Kidz Kove is committed to hiring, training and fairly compensating staff. Our non-discriminatory hiring practices provide individuals of all backgrounds the opportunity for employment. All staff are respected, supported and treated fairly. All full time staff working with children has completed early childhood education and are registered with the College of Early Childhood Educators. All program staff attends mandatory professional meetings and is committed to continuous professional learning. Kidz Kove will participate in Raising the Bar in Peel, a voluntary community standards program for early learning and child care programs in Peel. In our program, positive adult-child interactions are ongoing. Staffs works closely with the children to extend their learning by encouraging them to build upon their existing awareness. Our staff will develop programs that support early learning following the child's lead and curiosity. Our staff recognizes and support the uniqueness in each child, engage with the children as co-learners during their exploration of the environment, provoke their curiosity and guide positive interactions, engage in a positive approach to support children's emotions, know when to intervene and stimulate thinking and are committed to building self-awareness, regularly reflect on practices as they engage in new learning experiences, both individually and with colleagues.

Our Use of Documentation

Kidz Kove uses a variety of documentation methods to share in the joy of children's learning and development, support our communication with parents, reflect on our planning and creation of environments and experiences, review the impact of our interaction and planning approaches, and to support and monitor the implementation of our program statement. On a daily basis, each playroom writes a piece of documentation that draws attention to the children's thoughts and contributions, shares our professional knowledge and includes representation of the children's, educators' and families' perspectives. These pieces of daily documentation share a broader picture of what is happening in each learning environment on a regular basis. Within each playroom, more individually and long-term focused documentation pieces are also created and shared with families. These documentation pieces

reflect the children, families and educators in each individual learning space and take on a variety of formats, including individual learning stories, group reflections, storybooks, and documentation panels.

A copy of the Program Statement will be provided to all Parents and will be available when requested.

The Program Statement is a living document and will be reviewed on a minimum of an annual basis to ensure it is meeting the needs of the children in the centre and to ensure that it is aligned with the Minister's policy statement

The Program Statement must be reviewed with staff, volunteers and students, prior to commencing employment and on a minimum of an annual basis or when any changes take place.

CURRICULUM

We follow a HighScope Learning Pedagogy with a Montessori Blend. Each classroom's Lead Teacher is a graduate of a recognized Early Childhood Education program. The teacher plans the children's activities, stories and songs around the children's interests in the classroom, taking into consideration their development as individuals and as a group and "How Does Learning Happen?". Please check the bulletin boards to see what your child is involved in each week so you can further their learning at home.

It is also important to take home your child's artwork, as he/she is very proud of his/her accomplishments. Artwork can take many forms and teacher's love taking many pictures throughout the day to showcase what the children are doing and learning in the classroom. Sometimes art is not paper and glue but rather an intricate block tower with beads and

ribbon. Teachers will take pictures of these master pieces to send home so you can see exactly where their creativity is. Your child will benefit most from the program if they arrive no later than 9:30 AM.

RATES: Effective January 1, 2025, **all rates will be \$22** per day for all **programs**.

FINANCIAL FEES

Fees are applied to all days that Kidz Kove is open as well as statutory holidays and sick days. Fees are due on the 1st day of every month before 6:00 pm. If the 1st of the month fall on a weekend, your fees will be due on the last Friday of that month. Any payment received after will result in a \$50.00 late fees charges.

Fee payments **include statutory holidays** and days your child **may be absent** due to **illness or vacation days**. No deduction will be made for any of these days in order to guarantee your spot upon return. There is no break in your child care fee at any time of the year.

Parents will be charged 100% of your child's regular monthly fee as a holding fee during this period to save their child's spot when you child is away for **vacation** or any other **extended leave**, unless they formally withdraw, with proper notice.

If you choose to change the program of your child, i.e. moving from full-time to part-time enrollment, no guarantee is made that the previous program will be available to you in the future. For example, a student that is reduced to 3 days per week for summer months is not guaranteed a full time spot in the month of September.

A late fee of \$1.00 per 1 minute per family will be charged to those arriving after 6:00 pm on the next billing period.

There is a \$1000 deposit held on file, as a credit towards your last month of service, with proper notice of withdraw. All balance will be refunded back to families on the last day of care. All forms, including registration package, and immunization forms **must** be completed **prior** to your child's start date.

Kidz Kove requires a void cheque for auto-withdrawal; payments are on monthly schedule. NSF is subject to \$50.00 fee. Failure to provide payment prior to start date does not guarantee your spot.

You will be charged monthly once enrollment commences at the rate of the program in which your child begins the cycle in. Mid-week transitions will not be prorated for fee credits.

Fees are subject to change per Ministry of Education CWELCC Guidelines.

WITHDRAWAL POLICY

60 days written notice must be given to Kidz Kove Childcare Centre before withdrawing your child. The child should attend during this notice period and all outstanding balances paid before the child leaves. Failure to provide 60 days notice is a forfeiture of your deposit. Movement from full time to part time programs is considered to be a withdrawal and requires a 30 day notice.

You may be asked to withdraw your child from Kidz Kove if he/she continually shows signs of aggression, for late payment of fees, for non-payment of fees or if it is felt that the Centre is not meeting the needs of your child.

DISCHARGE POLICY

In the case of a missed payment, the following payment and NSF fee will be applied to the next billing cycle, amounting in a double payment plus all applicable NSF fees. If an NSF fee is incurred in the following billing cycle, all outstanding fees (regular monthly payments plus NSF fees) must be paid via a certified cheque one

(1) Week after the last billing cycle. The centre supervisor will request in writing the date that the certified cheque is to be due.

If a certified cheque is not submitted one (1) week after the last NSF charge and payment does not occur, immediate termination will follow and a letter informing parents of the last day of care will be sent. If payments are continuously missed it is at the discretion of the Director to determine whether or not to continue child care.

LOCAL, NATIONAL OR GLOBAL EMERGENCY- FEES

In the event of a local, national or global emergency or pandemic, all parents' fees will cease and all parents will have their spot(s) reserved without penalty, if the childcare centre has been mandated to shut down and stop operating. Should the centre remain open, or allowed to reopen after a closure, all fees will resume. Should a parent decide to keep their child(ren) at home, they have 5 business days to inform us of a formal withdraw from the program. Without a notice of withdraw, the family is still responsible for their full fees during any absence while the centre is allowed to operate and continues to operate.

EMERGENCY PREPAREDNESS POLICY

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible. Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: **North East side of the parking lot, along the fence**. If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: **Battle Arts Academy (next door)**. If Battle Arts Academy is unsafe to relocate to, we will evacuate to **Days Inn Toronto West**.

Note: All directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, The Director, or designated staff in charge will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the Director or Supervisor in the daily written record.

Alert Parents: When we have reached the evacuation point, the Director or Designate will call the centre and update the voicemail box, or send out a message via email.

After an emergency situation has ended, the staff will go through a recovery phase which includes, contacting Program Advisor with the Ministry, the Insurance Company if needed and Staff will provide support to children in their groups, if they need extra support and have experienced distress during the experience.

The Director/Supervisor will provide support for Staff who has experienced distress during the experience. They will provide support in the group that this staff was in charge of, if the staff cannot assist with their group anymore.

IMMUNIZATION POLICY

All children seeking admissions into our program will be required to be fully immunized in accordance with Public Health's childhood vaccination schedule. Kidz Kove does not accept the Statement of exemption, for enrollment purposes. Parents must provide updated Immunization records before starting with Kidz Kove and once enrolled records must be updated within a reasonable time frame. All records must be from a medical officer of health. Any immunizations that are not updated to Kidz Kove may cause termination of care.

MEDICATION POLICY

The purpose of this policy and the procedures outlined within is to provide clear direction for staff, students and volunteers to follow for administering drugs or medication to children at

the child care centre and for appropriate record-keeping.

Where the term drugs and/or medications is used in this policy, the term refers to any product with a drug identification number (DIN), with the exception of sunscreen, lotion, lip balm, bug spray, hand sanitizer and diaper cream that is not used for acute, symptomatic treatment. For the purpose of this policy, drugs and medications fall into the following two categories, unless otherwise specified:

- Prescription, intended for acute, symptomatic treatment; and
- Over-the-counter, intended for acute, symptomatic treatment.

The policy and procedures support children's health, safety and well-being by setting out measures to:

- ensure children receive only those drugs or medications deemed necessary and appropriate by their parents;
- reduce the potential for errors;
- ensure medications do not spoil due to improper storage;
- prevent accidental ingestion;
- administer emergency allergy and asthma drugs or medications quickly when needed; and
- Safely administer drugs and medications according to established routines.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for the administration of drugs and medication in a child care centre.

Parents who intend for their child(ren) to have any medication must first bring it to the office for intake. Upon intake, the parent will be asked to fill out a Medication Authorization Form in full and sign it. This form will then be signed by the supervisor as well as the classroom staff. This form will explain the details of the medications including the name of the medication, the dosage to be given, the time(s) to be administered and a description of when it is to be given (i.e. "when temperature reaches 38C). This form MUST be filled out prior to the administration of ANY medication. Failure to provide the office with the required form will result in the medication not being administered. No staff can administer medication without the Medication Authorization Form being filled out and signed.

All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.

- All drug or medication containers must be clearly labeled with:
- The child's full name;
- The name of the drug or medication;
- The dosage of the drug or medication;
- Instructions for storage;
- Instructions for administration;
- The date of purchase of the medication for prescription medications; and

- The expiry date of the medication, if applicable.
- The information provided on the written parental authorization must match with all the requirements listed above.
- Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labeled container, Kidz Kove Childcare Centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.

Over the counter medication will only be permitted to stay on Kidz Kove Childcare premises in the case of an emergency allergy medication such as Benadryl being needed for a child with an anaphylactic allergy, this medication may be on Kidz Kove premises longer than 5 days **IF** the child's Individual Care Plan ("ICP") has been signed by a doctor, parent and supervisor requiring the Benadryl to be administered before the epinephrine.

Kidz Kove has developed this policy in response to the Ministry of Education directive to all licensed child care operators. This anaphylaxis policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and awareness to parents, staff, students on placement, volunteers and visitors at Kidz Kove. Anaphylaxis is a severe systemic allergic reaction which can be fatal. The allergy may be related to food, insect stings, medicine, latex, exercise etc.

ANAPHYLACTIC POLICY

Strategies to reduce the risk of exposure to anaphylactic causative agents.

To reduce risk of exposure Kidz Kove does not permit parents/ families to bring outside food into the facility with the following exceptions:

A) Infants:

- Infants who consume formula
 - Formula must be clearly labeled with child's name and clear written instructions on how formula is to be prepared/ heated
- Infants who breastfeed
 - Breast milk shall be placed in a feeding bottle clearly labeled with the child's name. Parents are to provide written direction for the manner in which breast milk is to be heated for consumption by child.
- Nut free Infant snacks
 - Infants are permitted to have snack that are nut free, made in a nut free facility, and in the original manufacturers packaging with clear manufacturers labeling. The snack must be visibly labeled with the child's name.

B) Birthdays and Celebrations

Celebratory cakes and cupcakes are permitted within the childcare centre as long as it is prepared in a nut free environment with clear manufacturer labeling to confirm this. For verification purposes the licensee may contact the manufacturer or bakery to confirm that the product is nut free and produced in a nut free facility. Any celebratory cakes/ cupcakes without clear labeling will not be served and instead discarded.

C) Multiple Severe anaphylactic food allergens

In cases where a child has multiple food allergens that cannot be accommodated through catering, the family will be permitted to bring food into the facility. The meal must be clearly portioned, packaged, and labeled with the child's name and must be nut free.

No outside food shall be stored overnight and will be returned home and to be brought back with the child upon their next date of return to the childcare facility.

Kidz Kove will further reduce the risk of exposure to anaphylactic causative agents, including foods, latex, materials, chemicals etc., in the program/centre setting by:

- Obtaining information on each child registered at Kidz Kove who is identified as having an allergy to specific foods, materials etc. This information will be noted on the child's file completed by the parent/guardian.
- Obtaining an individual plan and emergency procedure from the parent for each child with a known anaphylactic allergy.
- Keeping copies of the Medical Form and the child's individual plan and emergency procedure in the registration binder in the program/centre.
- Posting lists and individual pictures of each child identified as having a specific allergy along with the identified cause of the allergy, in the food preparation area, in program/centre rooms and in any other areas in which children may be present.
- Revising the lists and individual plans for the children who are identified as having an anaphylactic allergy when they are newly registered, withdraw from the program/centre or are identified as having new allergies.
- Training all staff, volunteers and students on placement in the signs and symptoms of anaphylaxis and ensuring that they are aware of anaphylactic children and individual plans.
- Training all staff responsible for purchasing and/or preparing food in how to read food labels to identify allergens.
- Ensuring that the parent/guardian trains the staff in the administration of the child's Epinephrine Auto-Injector and the child's individual plan for dealing with the emergency.
- Ensuring that children are not fed, or exposed to, any foods to which they are identified as being allergic.

- Ensuring that children with identified allergies are not given, or exposed to, materials that they are allergic to in any circumstances, including for use for crafts and sensory programming.
- Providing information on Anaphylaxis to staff, parents, volunteers and students on placement.

Communication Plan

What is Anaphylaxis? Anaphylaxis is a severe systemic allergic reaction which can be fatal. It involves several body systems, including skin, upper and lower respiratory, gastrointestinal, and cardiovascular. The most dangerous reactions are breathing difficulties and a drop in blood pressure. The reaction can develop within seconds of exposure; it is severe and can lead to rapid death if untreated. A life-threatening reaction can be triggered by:

- Foods
- Insect stings (e.g. bees, wasps, yellow jackets)
- Medication
- Exercise
- Latex
- Other allergens

Symptoms:

An anaphylactic reaction can begin within seconds of exposure or after several hours. Any combination of the following may signal the onset of a reaction:

- Hives*
- Itching (on any part of the body)
- Swelling (of any part of the body, especially eyes, lips, face, tongue)
- Red watery eyes
- Runny nose
- Vomiting
- Diarrhea
- Stomach cramps
- Change of voice/Hoarse Voice
- Coughing
- Wheezing
- Throat tightness or closing
- Difficulty swallowing
- Difficulty breathing
- Sense of doom
- Dizziness
- Fainting or loss of consciousness
- Flushing of the skin colour
- Rash
- Nausea
- Nasal congestion

- Hay fever like symptoms

*Hives may be entirely absent, especially in severe or near-fatal cases of anaphylaxis.

Communication Procedures:

It is very important for all program/centre staff, volunteers and students on placement to be able recognize the signs of an allergic reaction and understand the cause of allergic reactions and know what children in the centre have these life-threatening allergies. It is also very important that all program and centre staff, are trained in how to care for a child who is having an anaphylactic reaction.

When a child who has a potentially life-threatening allergy is a member of the centre, information will be posted on the communication board so parents are aware.

Registration Procedures:

Kidz Kove's registration procedures include the completion of a Medical Form intended to provide staff with the necessary information to ensure that their child's medical conditions, including life-threatening allergic reactions, can be attended to appropriately.

The registration forms and Medical Forms will be kept in the centre in the registration binder and all staff, volunteers and students on placement will also be advised of children who have life-threatening allergic reactions, by the posting of a list and pictures of the children with life-threatening allergic reactions in the food preparation area, in centre rooms and in any other areas in which children may be present.

Staff Meetings:

The staff, volunteers and students on placement will meet at the beginning of a new school year and again half-way through the year to review and discuss the strategies in place to reduce the risk of exposure to life threatening allergies. They will also meet immediately upon the acceptance of a newly registered child when she/he registers in the centre. This meeting and those in attendance will be documented in the log book.

Food Catering:

The catering company will be informed of the child's allergy and dietary restrictions prior to the child starting at the centre. If the catering company is unable to honour the request for special meals, the parents will be asked to provide food (clearly labelled) for the child and a written notice in reference to the same will be placed in the child's file.

Development of a child's individual plan and emergency procedure

The parent/guardian and the physician of a registered child with an anaphylactic allergy will be required to provide input on the child's individual plan, including an emergency procedure that includes:

- A description of the child's allergy
- Monitoring and avoidance strategies
- Signs and symptoms of an anaphylactic allergy
- Emergency procedures to be taken by Kidz Kove staff in the event the child has an anaphylactic reaction

- Parent/guardian consent that allows Kidz Kove staff to administer the anaphylactic medication in the event their child has an anaphylactic reaction must be provided before a child can attend Kidz Kove.

Review of Individual Plan

The individual plan for a child with anaphylaxis and the emergency procedures in respect of the child shall be reviewed as follows:

- By all program/centre staff before they begin their employment and at least annually afterwards.
- By volunteers and students on placement who will be participating at the program/centre before they begin participating and at least annually afterwards.
- By staff when a new child with anaphylaxis registers in their program.
- By relief staff when starting their shift at Kidz Kove

In accordance with the Child Care and Early Years Act , 2014, (CCEYA) all Employees working at Kidz Kove as well as Volunteers and Students on Placement are required to be knowledgeable of the children's medical conditions and special needs.

Training

All Kidz Kove staff, volunteers and students on placement will be provided with training on how to recognize the signs and symptoms of anaphylaxis and the procedure to follow in the event a child in the program/centre is having an anaphylactic reaction. The parent/guardian will be responsible for training the staff in the child's individual plan and emergency procedures to follow and the administration of the Epinephrine Auto-Injector when the child is registered in the program/centre and at least annually thereafter, or whenever a new Epinephrine Auto-Injector is provided.

Parents are also responsible for ensuring that Kidz Kove staff have an up-to-date Epinephrine Auto- Injector in the program at all times.

Staff will be trained in how to read food labels to identify allergens for the purpose of purchasing appropriate food and in the proper preparation of food.

Responsibilities

Responsibilities of the Parent/Guardian of a child with an anaphylactic allergy

- inform the Program Director of their child's allergies
- arrange a meeting prior to the child attending the program for the purpose of providing staff training and an individual plan and emergency procedure for the child
- provide the completed Medical Form and individual plan and emergency procedure
- provide an Epinephrine Auto-Injector for the child which is available at all times that the child is in Kidz Kove's care and keep the Epinephrine Auto-Injector up to date
- teach their child:
 - to recognize the first symptoms of an anaphylactic reaction

- to communicate clearly (if possible) when s/he feels a reaction starting
- to carry his/her own Epinephrine Auto-Injector - staff will also make sure of that
- medication is available in a convenient and known place – e.g. fanny pack
- to eat only the snack foods provided to him/her by the program/centre staff
- to understand the importance of hand washing
- to assume as much responsibility as possible for his/her own safety

Responsibilities of the Program Director

- ensure that notice is given to all parents advising them that Kidz Kove has a nut free policy, and request them not to send food with nuts to the centre
- ensure that this policy is communicated to all staff, volunteers, students on placement and parents of anaphylactic children
- ensure that the parent/guardian has completed the Medical Form and Individual Plan for each child
- ensure that the forms are filed in the registration binder
- ensure that the child's name and picture is posted in the food preparation area, in program rooms and in any other areas in which children may be present
- ensure that the child's name and life threatening allergies are listed on the allergy list
- ensure that medication is available in a convenient and known place – e.g. fanny pack
- ensure the child's Epinephrine Auto-Injector is up to date and to contact the parent 30 days prior to ensure a new one is received
- ensure that all of the program/centre staff are familiar with all of the children who have life threatening allergies in their programs/centres
- ensure that all staff in their program receive training in the administration of the child's Epinephrine Auto-Injector and knows their individual plan and emergency procedures
- ensure that all staff receive instruction regarding symptoms, emergency procedures and Epinephrine Auto-Injector use prior to the child attending the program/centre or immediately upon their placement in the program/centre and at minimum, annually thereafter. This instruction is to be logged in the log book/tracking sheet
- Implement safe procedures for reducing risk in the centre

Responsibilities of the Program/Centre Staff

- assist the Program Director in fulfilling his or her responsibilities, take direction from the Program Director
- ensure familiarity with this policy
- be accountable for the implementation and compliance with this policy

Responsibilities of Volunteers and Students on Placements

- assist the Program Director and program/centre staff in fulfilling their responsibilities under this policy
- take direction from the Program Director and Program/Centre staff
- ensure familiarity with this policy

Review:

Kidz Kove will review the contents of this policy and related procedure with:

- a) All employees who will be interacting with children, before they begin their employment;
- b) Volunteers or students on placement who will be interacting with children at KidzKove, before they begin to volunteer or before they begin their educational placement; and
- c) Employees, volunteers and students on placement who will be interacting with children at least annually after the first review and at any other time when changes are made to this policy and related procedure.

The contents of this policy and related procedure will be reviewed at least annually and at any time that changes are required by law. A record will be kept showing the date of each review conducted, and each record will be signed by each person who conducted or participated in the review.

Epinephrine: Children who require epinephrine because of a severe allergy will be posted in our food and allergy report and an ICP detailing information pertaining to the allergy such as type of allergy, symptoms, emergency procedures and medications needed will be filled out and signed by a parent, doctor and the centre supervisor. This ICP will be posted in serving area, in each play room or emergency backpacks that accompany staff and children when they are in the hallway or outside in the playground. Staff, students and volunteers that will be directly caring for the child will be aware of the child's ICP and staff will have access at all times to the epinephrine medication, either in a pouch hanging in the classroom or in a pouch with the staff outdoors or in a case that the class is doing small groupings and the child is inside, it will be placed in a bin labeled "Epi-Pen" and kept out of reach of children.

Allergy and Food Restriction: During enrolment or when becoming aware of an allergy, parents must identify on the registration package any allergies or medical conditions that the child may have so that the information can be added to the child's emergency card. Parents, staff, students, volunteers, and any outside agency personal that repeatedly comes into the centre will be advised of the location of the **Allergy and Food Report**. The **Allergy and Food Report** will be posted in serving area, in each play room or play area and in any other area which children may be present. As well, Allergy and Food Reports's will be printed and placed in the emergency backpacks that accompany staff and children when they are in the hallway or outside in the playground.. An **Individual Care Plan** (ICP) for the child, with their picture, will be created and signed by Child parent, Physician and all staff, student, volunteers, and any outside agency personal that repeatedly comes into the centre.

An **Allergy and Food Report** will include a snap shot of the ICP will be in the classroom for reference. The ICP plan will be in the office in the ICP binder. It is the supervisor's responsibility to inform the room team of any children's allergies at the time of enrolment. It is the room teacher's responsibility to ensure that staff, student, volunteers, and any outside agency personal that repeatedly comes into the centre are aware of the child's allergy.

The Supervisor will ensure that the child's ICP is reviewed and updated (if needed) yearly every January 31st of the calendar year or whenever there is a change (whichever is sooner).

If any parents of children with allergies refuse to sign the ICP they will be given two weeks' notice as Kidz Kove Childcare Centre is unable to admit children into our care who have allergies with no official ICP signed.

If a child has non-life threatening food restriction, non-life threatening medical condition, or special requirement then the parents must clearly state it on the registration package. The information will be added

to the **Allergy and Food Report**.

PARENT ISSUES AND CONCERN POLICY

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns. Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of an ongoing communication with parents/guardians about the program and their children. Our staffs are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the directors/ supervisors and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1- 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to

Report” requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or ChildCare.HelpDesk@ontario.ca

Program Directors: 905-602-6656 or childcare@kidzkove.ca

Peel Children’s Aid (24hr/7 days): 905-363-6131 or 888-700-0996

Peel Regional Police: non- emergency#: 905-453-3311 or emergency #: 911

SUPERVISION OF STUDENTS AND VOLUNTEERS POLICY

Kidz Kove Childcare Centre welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs.

This policy will provide supervising staff, students and volunteers with a clear understanding of their roles and responsibilities.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for child care centres.

General

- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care.
- Students and volunteers will not be counted in staff to child ratios.
- All volunteers and students on placement receive a full orientation prior to starting with Kidz Kove. Policies and Procedures are reviewed with them at this time.
- The volunteers and students on placement are instructed that they must take direction and guidance from their immediate supervisor and other Kidz Kove staff.
- Volunteers with experience in childcare setting or working with young children and have a clear vulnerable sector/ criminal record check will be permitted to volunteer at Kidz Kove.

Along with the steps outline above, the licensee must also ensure that all applicable policies, procedures and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies, procedures and individualized plans to support appropriate implementation. The Supervisor must all ensure that students and volunteers are

never included in staff to child ratio, are supervised at all times and never left alone with children and introduce students and volunteers to parents/guardians. Students and volunteers must also, maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan; Submit all required information and documentation to the licensee, supervisor or designate prior to commencing placement or volunteering, such as a valid VSC; Report any allegations/concerns as per the “Duty to Report” under the *Child and Family Services Act*; provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence and finally ensure punctuality and ensure all school logs/ hours are appropriately captured and signed off by staff as needed.

WAITLIST POLICY

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children. The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child’s position on the waiting list. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

General

- Kidz Kove Childcare Centre will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Additional Policy Statements

The Centre Supervisor will be in charge of managing and maintain a transparent waiting list for the childcare centre. Families who have elected to be placed on the waiting list will be advised to call back at a later date to check to see if a spot has opened up or they may put their name on a list. The Supervisor will follow up with parents two (2) months prior to their desired start date if a space is available in their program of choice either be email or telephone. If a parent is still interested in the program, they may complete a registration application at that point. Kidz Kove will not hold spots for any child in any program. This policy forms a part of the Parent Handbook, which is available to parents and caregivers upon request at no cost.

Procedures

Receiving a Request to Place a Child on the Waiting List

- The licensee or designate will receive parental requests to place children on a waiting list via telephone, in-person meeting or by email communication.

Placing a child on the Waiting List

- The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
- Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.
- **Determining Placement Priority when a Space Becomes Available**
- When space becomes available in the program, priority will be given to, 1) children who are currently enrolled and need to move to the next age grouping, 2) siblings of children currently enrolled, 3) children of staff and 4) children of employees of nearby organizations.
- Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

- Parents of children on the waiting list will be notified via email or by telephone that a space has become available in their requested program.
- Parents will be provided a timeframe of one week in which a response is required before the next child on the waiting list will be offered the space.
- Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

- The Centre Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
- The Centre Supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

- The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
- Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Additional Procedures

The Centre Supervisor will attempt to reach out to the family a second time within two weeks of the initial email or telephone call. Should a parent contact the child care centre after the timeline to respond, the Supervisor will place them as a priority for the next available program. If no contact has been made within a month from the initial contact,

the child's name will be removed of the waiting list.

Review

Kidz Kove Childcare Centre will review the contents of this policy with:

All employees, before they begin their employment; Volunteers or students who will be Interacting with children at the child care centre, before they begin to volunteer or before they begin their educational placement; and With employees, volunteers and students at least annually after the first review and at any other time when changes are made to the policy.

Glossary

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

Additional Policy Statements

The Centre Supervisor will be in charge of managing and maintain a transparent waiting list for the childcare centre. Families who have elected to be placed on the waiting list will be advised to call back at a later date to check to see if a spot has opened up or they may put their name on a list. The Supervisor will follow up with parents two (2) months prior to their desired start date if a space is available in their program of choice either by email or telephone. If a parent is still interested in the program, they may complete a registration application at that point. Kidz Kove will not hold spots for any child in any program. This policy forms a part of the Parent Handbook, which is available to parents and caregivers upon request at no cost.

NUTRITION AND FOOD POLICY

We are a peanut free/nut free facility and the Centre will be strictly adhering to this policy at all times.

Our menus are planned to meet your child's nutritional needs based on Canada's Food Guide, the Child Care and Early Years Act and Kidz Kove's guidelines for healthy foods. We respect and try our best to accommodate special diets and food restrictions. The monthly menus are posted and available to all parents. Any substitutions will be kept for the thirty days.

The Centre provides a healthy morning snack, a healthy hot meal at noon and 2 healthy afternoon snacks served after nap-time. Our Before and After school Program will provide a nutritious morning and afternoon snack. Children do not need to bring food from home. Please discuss any diet restrictions with the Centre Supervisor.

For Infants, parents are to provide formula and/or breast milk and any specialty items. Once a child begins to eat solid food, the Centre will provide blended, pureed, chopped or solid foods, and milk.

Many children suffer from allergies; please inform us if your child has any allergies upon discovery.

No foods are allowed to be brought into the centre at any time unless arrangements have been made with the Centre Supervisor.

Parents must bring in the item purchased only from a known food source and not home-made. All ingredients must accompany the product in writing. The Supervisor will approve of the item once determining that it has been purchased at a known food source and the product is a peanut/nut free item.

Children who bring foods from home in the morning or who keep food in their bags must remove these items before entering the Centre unless approved by supervisor and a Kidz Kove label will be applied to identify the food if it is enclosed on the original packaging with the ingredients listed. The Centre does daily checks all of the children's bags and discards all items regardless if the product is opened or closed.

This strict policy will prevent any children from accidentally consuming any food products that they may be allergic to. Safety is the utmost importance at all times. We ask that all families adhere to this policy.

ILLNESS POLICY

Kidz Kove staff members will not admit any children showing signs of illness upon arrival at the centre. Symptoms include: vomiting, diarrhea, rash, hives, fever, foreign matter in the eyes or ears, head lice, or ring worm. Signs of communicable diseases include: chicken pox, hand foot and mouth thrush etc. Upon determining or suspecting illness, the child will be separated from the other children and the child's parent or guardian will be notified immediately and asked to pick the child up from the centre as soon as possible. If the parent or guardian notifies the staff that he/she will be a certain period of time before coming to pick up the child, staff are required to make the child feel comfortable in a quiet place within the classroom by offering food, water, a cot to sleep/rest, a teddy bear etc. Should the centre supervisor suspect something contagious, a doctor's note or an increased symptom free time period may be implemented.

Diarrhea/Vomiting

Children at the centre who have one episode of diarrhea/vomiting need to be monitored. If the Diarrhea/vomiting stops and the child does not seem to be ill, parents will be informed at the end of the day. If a child has three episodes of diarrhea/vomiting in one day; parents or emergency contact must be notified immediately. The child is to be picked up and may not return until stools/vomiting have gone back to normal and all symptoms of illness have been absent for 48 hours. Should the centre supervisor suspect an outbreak, a doctor's note or an increased symptom free time period may be implemented. This will be determined in conjunction with the Health Department. If your child is sick for more than 2 days a doctor's note is required to prevent an outbreak and to maintain the safety of the children and staff of Kidz Kove.

Fever

A fever is usually a symptom of an illness and may be caused by germs called bacteria or viruses. Parents must list their children's history of communicable diseases detailing the diseases; the date the child was diagnosed, and if there are any complications. Kidz Kove asks to be informed upon discovery of any health problems, food restrictions, or physical restrictions of any child. A child with a fever may not return for 24 hours, after they are fever free and able to participate in program.

Upon determining a fever of 100F (37.8C), the child's parent or guardian will be notified immediately and asked to pick the child up from the centre as soon as possible. If the parent or guardian notifies the staff that he/she will be a certain period of time before coming to pick up the child, staff will make the child feel comfortable within the classroom by offering food, water, a cot to sleep/rest, a teddy bear etc. At no point will the child be segregated from the program. An Illness report will be completed by staff.

YOUR ELECTRONIC SIGNATURE

To the fullest extent permitted by law, Kidz Kove utilizes e-signatures as legally binding and equivalent to handwritten signatures to signify an agreement. Staff, volunteers, outside agencies and parents shall use electronic signatures to authorize all designated internal records and transactions.

Kidz Kove's right or option to conduct a transaction on paper or in non-electronic form shall not affect its right, option, or obligation to have documents provided or made available in paper format.

PARENT INVOLVEMENT & COMMUNICATION

Kidz Kove prides itself on involving our parents and families in a mutual support system. Staff and parents must work together to provide the most suitable environment for the child. It is important for you to have regular information about your child's experiences. The staff is always open to questions, comments or suggestions regarding the program. Our staff has a wealth of knowledge about child development and experience relating to the growth of children. Communication may be in the form of emails, phone calls, or individual parent teacher meetings.

To help facilitate information sharing, Kidz Kove's website has menus, blog posts and special events such as fundraising events, field trips, etc. will be included on the website with all the information you may need. Permission forms will go out to families for any off-site field trips.

Pursuant to Canada's Anti-Spam Legislation that went into effect July 1, 2014, by providing your email and signing the registration package, you allow Kidz Kove to use your email for communication regarding your child and centre events or announcements. We will not release any of your information to outside agencies.

DAILY REPORTS

A comprehensive daily report on your child's activities and routines will be provided at the end of the day during pick up. Parents are encouraged to read these reports daily and be aware of your child's activities

during the day. This ongoing communication will ensure that your child receives the best care possible. We encourage parents to provide comments on how their child's night and/or morning was before leaving the centre as this gives your child's teacher a better understanding of the needs of your child before the day starts with us.

Our systems allow for accurate and detailed information regarding your children's daily routine as well as provide the opportunity to participate in your child's learning experience.

Incident reports, Accident reports, Illness reports, Medication Administration Authorization forms, and other like forms will be completed by staff and upon parent's arrival you will be required to authorize these forms using your electronic signature. A copy of the Incident Report is given to you once you have signed the report.

STUDENTS AND VOLUNTEER SUPERVISION POLICY

Purpose

Kidz Kove Childcare Centre welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs.

This policy will provide supervising staff, students and volunteers with a clear understanding of their roles and responsibilities. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for child care centres.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of

the document.

Policy

General

- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care;
- Students and volunteers will not be counted in staff to child ratios;
- All volunteers and students on placement receive a full orientation prior to starting with Kidz Kove.

Policies and Procedures are reviewed with them at this time;

- The volunteers and students on placement are instructed that they must take direction and guidance from their immediate supervisor and other Kidz Kove staff;
- Volunteers with experience in childcare setting or working with young children and have a clear vulnerable sector/ criminal record check will be permitted to volunteer at Kidz Kove.

Student and Volunteer Supervision Procedures: Roles and Responsibilities

The licensee/designate must:

- Ensure that all applicable policies, procedures and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies, procedures and individualized plans to support appropriate implementation.
- Ensure that all students and/or volunteers have been trained on each child's individualized plan.
- Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures and Ontario Regulation 137/15.
- Ensure that expectations are reviewed with students and/or volunteers including, but not limited to
 - How to report their absence;
 - How to report concerns about the program;
 - How to manage conflict with other students, staff or volunteers and whom to report to
 - How to log their attendance and hours
- Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.
- Appoint supervising staff to the students and/or volunteers, and inform them of their supervisory responsibilities.
- Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child and Family Services Act.
- Provide students and volunteers with important numbers and contact information for the childcare centre, the site supervisors or program director(s)

The supervising staff must:

- Ensure that students/volunteers are never included in staff to child ratios;
- Ensure that students/volunteers are supervised at all times and never left alone with Children;
- Introduce students and/or volunteers to parents/guardians;
- Provide an environment that facilitates and supports students' and/or volunteers' learning and professional development/participation;
- Provide students and/or volunteers with clear expectations of the program in accordance

with the established program statement and program statement implementation policy;

- Provide students and/or volunteers with feedback on their performance;
- Work collaboratively with the student's practicum supervising teacher;
- Monitor and notify the centre supervisor/director of any student and or volunteer misconduct or contraventions with the centre's policies, procedures, prohibited practices or individual plans (where applicable) in accordance with the child care centre's written process for monitoring compliance and contraventions.

Students and/or volunteers must:

- Maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan.
- Notify the supervisor or designate if they have been left alone with children or have any other concerns about the child care program (e.g. regarding staff conduct, program statement implementation, the safety and well-being of children, etc.).
- Submit all required information and documentation to the licensee, supervisor or designate prior to commencing placement or volunteering, such as a valid VSC.
- Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.
- Review allergy lists and dietary restrictions and ensure they are implemented.
- Respond and act on the feedback and recommendations of supervising staff, as appropriate.
- Engage with children by assisting and providing guidance during activities
- Report any allegations/concerns as per the "Duty to Report" under the *Child and Family Services Act*
- Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the child care centre's criminal reference check policy.
- Provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.
- Ensure punctuality and ensure all school logs/ hours are appropriately captured and signed off by staff as needed.

Glossary

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the child care centre.

Staff (Employee): Individual employed by the licensee (e.g. program room staff).

Student: Individual who is enrolled in an education program/school and is completing a placement.

Volunteer: An individual who participates in the child care program and interacts with children in care but is not paid by the licensee (e.g. parents assisting on an occasional or recurring basis with child care programming, such as excursions, field trips, etc.).

PARENT ISSUES AND CONCERNS POLICY

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the directors/supervisors and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1- 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit
<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. This can be done verbally if parties present or via email at: childcare@kidzkove.ca or telephone: (905)602-6656 <p>-The issue will be addressed immediately if brought forth in person or within 2 business days via email between the supervisor/ licensee and parent</p> <ul style="list-style-type: none"> - Documented steps to resolve the issue will be provided to the parents - Follow up either verbal or written will be discussed and reviewed within 3-5 business days 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 2-3 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee via one of three methods: in person, via email, or via telephone (contact information noted below) 	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2-3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. This should be done in person and a follow up email to be provided by parents, which includes details of the concern. Email to be addressed to: childcare@kidzkove.ca. An immediate verbal response will be provided if brought to attention in person or via telephone, or within 1-2 business days if done so in writing.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p> <p>If families are submitting a complaint via telephone to the centre directly they must call the centre telephone number at 905-602-6656 and leave a message for the program supervisor or company directors</p> <p>If families are submitting a complaint via email they must email the program directors directly at childcare@kidzkove.ca and include the purpose of the complaint in the subject line.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Student- / Volunteer-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>-</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. This can be done via one of the contact methods noted: email, telephone, in person. The concern will be addressed immediately if brought forth in person or a written response within 1-2 business days, upon discussion with all involved parties.</p>	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the program directors via telephone at 905-602-6656 or via email at childcare@kidzkove.ca. A written response will be provided within 2 business days and documented steps to resolve the issues and concerns will be discussed and arranged with the parents, directors and all involved parties. Follow-up will occur on an ongoing/ weekly basis to ensure satisfaction and resolution of the issue/ concern.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch (contact information below)

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Program Directors: 905-602-6656 or childcare@kidzkove.ca

Peel Children's Aid (24hr/7 days): 905-363-6131 or 888-700-0996

Peel Regional Police: non- emergency#: 905-453-3311 or emergency #: 911

STAFF INFORMATION

The staff at Kidz Kove Childcare Centre is a team of professional, caring and loving individuals. Each one of our rooms will have a number of staff according to the Child Care and Early Years Act.

Classrooms	Staff to Child Ratios
Infant 10 months-18months	1 Staff for every 3 Children
Toddler 18-24-30 months	1 Staff for every 5 Children
Preschool 30-44 months	1 Staff for every 8 Children

SUPERVISION POLICY

It is the responsibility of each staff member to ensure the safety and well-being of each child in attendance at Kidz Kove Childcare Centre. Children must be supervised during all routines such as indoors and outdoors, washroom routines, and any time the children leave or enter the classroom. Children are not to be left alone under any circumstance at any point in time.

Upon arrival and departure, each child's attendance must be recorded on the classroom attendance log with the accurate times and head counts are done during all transitions. Attendance is to be done immediately upon arrival when the child is released into the care of staff and when children are released to the parent/guardian/authorized pick-up at departure. Any absences including vacation and illness must be noted in the classroom teacher's log. The attendance must accompany the staff and children at all times. In the event of small grouping, with some of the children being outside, the attendance remains with the staff that is staying inside with their group of children.

Any person other than the parent/guardian who attends to pick-up a child from Kidz Kove Childcare Centre must be listed on the child's emergency card. In the event of an emergency when there is an alternate designated pick-up, the parent/guardian must provide written confirmation of the designated adult. The staff will verify they are releasing the child to the correct person by reviewing the person's identification with the parent/guardian's written confirmation.

PARKING

Please ensure that children are closely monitored at all times while in the parking lots to ensure their safety. We ask that parents do not park in-front of the centres door as this may pose a safety concern for emergency personnel who may have to have access to the centre in an emergency. Kidz Kove asks all parents to park in all other available parking spots.

PARENT CODE OF CONDUCT

We all have the right to be safe and feel safe in our community. Kidz Kove's Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our centre's community including parents or guardians, volunteers, teachers, and/or board members. These standards apply whether they are on Kidz Kove property or at centre-sponsored events and activities. All members of the Kidz Kove community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code.

All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting, etc.) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour or harassment of any kind towards a child, student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

No weapons are allowed on centre property or at centre functions. Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.

The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor and/or Executive Director. Failing resolution with the Supervisor/Executive Director, the matter will be referred to the appropriate member of the Board of Directors.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via electronic mediums such as Facebook, Instagram, Twitter, personal blog sites or other forms of electronic information sharing.

Any pictures taken at the centre or during centre events are for the private use of Kidz Kove families only. These pictures cannot be posted in on-line photo albums or social media (i.e Facebook, Instagram, etc.)

SMOKING POLICY

Kidz Kove Childcare Centre is a smoke free facility, including the playgrounds whether the children are present or not, according to the Smoke Free Ontario Act. Smoking will not be permitted on Kidz Kove Childcare Centre property or within 65 feet of the playground.

PERMITTED BEHAVIOUR MANAGEMENT PRACTICES

Discipline should be:

- a) related to the nature of the troublesome behaviour
- b) appropriate to the developmental level of the child
- c) used in a positive and consistent manner
- d) designed to assist the child to learn appropriate behaviour

Throughout the day there will be times when children have difficulty coping with a situation. The following is a list of discipline practices permitted at Kidz Kove Childcare Centre

1. Direct the child's attention to a different activity, redirecting the child away from the situation to a different activity.
2. Speak with the child at eye level. Give the child a chance to try again now or later. Be clear, specific and follow through with consequences set down. Staff will speak with the child in a calm voice, giving the child the opportunity to explain his/her motives.
3. The staff will be clear to the child in regard to specific natural and logical consequences that is developmentally appropriate.
4. Separate the child from the situation by redirecting them and refocusing his/her energy on a quiet activity. The child remains in the classroom as a part of the group at all times.
5. After no more than 5 minutes, go back to the child who was redirected and offer for them to re-enter the activity they were having a hard time with. Allow for them to show you that they are ready to use the activity or play with the other children correctly.
6. Incident report will be filled out by the staff, notifying the parents about the behaviour modification.
7. Inform the centre supervisor if all other techniques have been unsuccessful. The centre supervisor will help assist the situation in the room. If necessary a meeting with parents will take place to discuss alternate behaviour modification and or a daily journal to open communication with the parents.
8. With parental consent, external resources may be contacted (i.e. Region of Peel support, SNAP, CAMH etc.)
9. Staff is expected to handle all situations in a consistent and professional manner.
10. Staff must interact completely throughout the day with children including meal time, activities, circle time and outdoor time. Interaction is a key point to the teacher's job.

Note: if all these alternate measures do not succeed Kidz Kove's supervisor will write up a letter to inform of a temporary suspension or asking the child's parents to withdraw him/her from the program.

PROHIBITED BEHAVIOUR MANAGEMENT PRACTICES

The following is a list of behaviour management practices prohibited by Kidz Kove Indoor Playcentre Ltd.

1. The corporal punishment of a child;
2. 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, except when physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
3. Use of harsh or degrading measures that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
4. Verbally or physically threatening a child;
5. Locking the exits of the child care centre for the purpose of confining the child, or confining the

child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

6. Use of derogatory language directed at or used in the presence of a child;
7. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
8. Inflicting any bodily harm on children including making children eat or drink against their will.

REST TIME

Kidz Kove provides all cribs/cots, mattress and mattress/cot sheets for your child during sleep time. SIDS (also known as crib death) refers to the sudden and unexpected death of a healthy baby less than one year of age. **Public Health Agency of Canada**, the **Canadian Pediatric Society** do not know the cause of SIDS but they do know that you can reduce the risk of SIDS by:

- Laying your baby on their back to sleep and not on their stomach
- Having a smoke-free environment
- Keeping your baby warm but not hot. No duvets or comforters, sheepskin, pillows under the baby, stuffed toys in crib, and no crib bumper pads

Children younger than 12 months must be placed for sleep in a manner consistent with the recommendations set out in the document "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada" published by Public Health

Agency of Canada unless the child's physician recommends in writing otherwise in order for Kidz Kove to start following the sleep recommendation set out. Parent's wishes are always respected and will be followed as indicated on the registration form. If anytime sleep habits are to change please provide it in writing to the centre supervisor.

Infants are able to sleep as often as they need to. Their schedules are in place for the parents and staff to have a guide line of their day, however, their needs are met individually first and then as a group.

All toddler and preschool children are permitted to sleep, rest, or engage in quiet activities based on the child's needs. The rest time will not exceed two-hours.

KIDZ KOVE SLEEP POLICY

1. Children younger than 12 months must be placed for sleep in a manner consistent with the recommendations set out in the document "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada" published by Public Health Agency of Canada unless the child's physician recommends in writing otherwise in order for Kidz Kove to start following the sleep recommendation set out. Kidz Kove is obligated to ensure all children are placed for sleep in a manner consistent with these guidelines

2. Parents will indicate in the Enrolment Package how children are to be placed on their crib (ie. Back) and this must be followed.
3. It is recommended that Infants be placed on their backs to sleep to lower the chance of Sudden Infant Death Syndrome (SIDS), however; parents may request otherwise with a **physicians recommendation** and this **MUST** be documented on the Enrolment Package prior to the start of care
4. Parent will indicate in the Enrolment Package what (if anything) the child is to use during nap (ie. Light blanket, swaddle blanket, sleeping sack, soother) or if the child is to have a reduced or no nap
5. Parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled at Kidz Kove, upon transition to another classroom or upon a parent's request
6. Infants will be fed following the written instructions provided by the parents; however, it is important to note that bottles should not be given to infants while they are laying down. Bottles should never be propped against something or left in a child's mouth when they are falling asleep or asleep
7. For children older than 12 months, the parent will indicate in the Enrolment Package how children are to be placed on their cot (ie. Back, tummy, or side) and what they are to use during nap (ie. Blanket, stuffed toy, pillow, or soother) and if nap is to be reduced or no nap required.
8. When three (3) or more infants are in the sleep room, a staff is physically present in the sleep room to supervise the children and conduct physical checks
9. When less than three (3) infants are in the sleep room, staff are able to visually monitor the sleeping children and conduct physical checks regularly (every 10 minutes) to monitor breathing and body temperature.
10. A system must be in place to identify who is in the sleep room (i.e. using a white board with each child's name, magnetic name tags in an "In/Out" board etc.)
11. For children younger than 12 months, staff supervising rest time should circulate the sleep area (every 10 minutes) and perform physical and visual sleep checks, checking the child's sleep patterns and behaviours (ie. Checking for breathing, increased breathing sounds, tossing and turning, etc.).
12. All physical checks must be documented with any observance of significant changes in a child's sleep pattern or behaviours while sleeping (ie. Increased breathing sounds, tossing and turning, etc.) being documented. Any change in a child's sleep pattern must be documented in the child's daily report to inform parent(s) of this change.
13. For children older than 12 months, staff supervising rest time should circulate the sleep area (every 10 minutes) and perform a visual check, checking the child's sleep patterns and behaviours (ie. Increased breathing sounds, tossing and turning, etc.). Staff is not to sit in one spot and sleep time is not a staff's personal time. Staff should use this time to supervise children as they rest, cleaning the classroom, programming, printing documentation or preparing activities.
14. Lighting in the sleep room must allow for visual monitoring. Lights can be dimmed, but staff must be able to see children clearly.
15. Each child in care will have a crib or a cot labeled with their name with a crib/cot sheet. No child is to be put in a crib or on a cot without a clean bed sheet.
16. Sleep time will not exceed two (2) hours in our toddler, preschool and kindergarten classrooms. Infants may sleep for longer during the day as per the parent(s) request as some children in our care are young and require more than one (1) nap throughout the day. Their total nap time may exceed two (2) hours if there is verbal consent given by the parent(s).
17. Arrange children's cots head to foot formation with the crib/cot 46 cm (18 in.) apart with an aisle of at least 92 cm (36 in wide) to ensure children and staff can safely evacuate in case of emergency.

18. Make sure you can always see the child's face while sleeping; blankets toys must never cover a child's face.
19. Children who are having difficulty sleeping may require a teacher to sit with them and rub their back. If a child is not asleep after 30 minutes they may be given a quiet activity or some books to read quietly to help ease them to sleep or to give them some needed rest time. If after 1 hour a child is still not asleep, they are not to be kept on their bed and instead invited to sit at a table with a quiet activity if they choose to do so. Children must never be forced to sleep.

CHILDREN NOT COMING TO THE CENTRE

Any time your child will be absent or late from the Centre, we ask that you notify us by **9:00 a.m.**

SPECIAL EVENTS

At Kidz Kove we often have special events at the centre:

- Picture Day- once a year. Parents have the option of purchasing a variety of well priced packages.
- Community Helpers: Police, doctors, firefighters, nurses, etc.
- Specialized Children's Programs: i.e. Children's Entertainment, Battle Arts Academy, Zumbini, etc.

BIRTHDAYS

Every child's birthday is special and is celebrated at the Centre. Due to many food allergies and restrictions, we ask that you speak to the centre supervisor prior to bringing any food to the Centre. Any food brought into the centre without knowledge of the teachers or supervisor will be discarded immediately.

FIELD TRIPS AND WALKS

From time to time the children will participate in excursions to places of interest, planned as part of the children's program. This includes walks through the neighborhood and playground. Parents will be notified of field trips in advance, (i.e. zoo, farm, etc.). It is understood that supervision will be provided by members of the staff of the child care centre and every precaution will be taken for the safety of my child. In the event of accident or injury, Kidz Kove Childcare Centre and all staff members are hereby released from any liability.

PHOTOS

Occasionally the children are videotaped and photographed for activities . If you have any objections, please discuss it in writing with the supervisor. We strive to teach the children to be responsible for their actions, independent, creative, co-operative and self-confident.

A part of our daily programming with the children involves a number of adventures throughout the day; we love to share these moments with our parents and staff as they are essential building block for our children's growth. In order for us to share these moments with you, by signing the photo authorization you are consenting Kidz Kove teachers to take pictures of your child with other children in the picture and giving permission to send it home. By giving permission, your child may be in a picture that goes home with another child. Kidz Kove would like to remind everybody, any pictures taken at the centre or during centre events are for the private use of Kidz Kove families only. These pictures cannot be posted in on-line photo albums or social media (i.e. Instagram, Facebook, Twitter, etc.).

Any photos taken of your children will be used for Kidz Kove purposes only and will not be used for any other purpose without written consent from you the parent and/or guardian.

ANTI-SPAM LAW

At the time of enrolment, Kidz Kove will collect personal information such telephone numbers and emails with the intention of communicating with parents about upcoming events, centres news or important reminders. Additionally, telephone numbers will be used for emergency contact use. Under the Personal Information Protection and Electronic Documents Act (PIPEDA), by signing the Child Registration Package you consent the collection, use, or disclosure of personal information. Kidz Kove will never distribute any personal information to outside agencies and will only send communication via email for centre updates.

EMERGENCY POLICY

In the event of any emergency we may need to take your child to the hospital. In some circumstances, emergency help may be called before parents are notified. Every effort will be made notify parents immediately after emergency help is called. In the event of an evacuation of the centre, the children will be moved a designated site. Please ask your centre's supervisor your child's emergency evacuation site.

Kidz Kove has phones in all of its rooms that parents are encouraged to use at any time during the day. These phones are also used as an alternative means of obtaining emergency assistance such as calling 9-1-1.

DROP OFF AND PICK UPS

When bringing your child to the centre, you are responsible to deliver your child their class. Please ensure their belongings are in the proper designated place. Children must also be signed in and out of their classroom. Persons not listed on your child's registration package as authorized pickup will not be able to pick up your child unless we get approval from you via email or in extreme situations, the supervisor or person in charge will call you back to confirm identity and then release child upon your request. If the pickup person appears intoxicated or unable to assume responsibility for the child, the centre will offer to call a taxi or help find an alternate pick up person.

Authorized pick-ups listed on your child's registration form are given the authority to acknowledge reports provided by Kidz Kove at end of day. For example, if an illness/accident/incident report is to be signed at pickup, the authorized pick up will be required to provide their acknowledgement of this report. It is the parent's responsibility to retrieve this information from the authorized pick up as they see necessary.

SUNBLOCK

Our staff will be applying sunblock to the children as authorized and instructed on each child's registration package. Kidz Kove expects parents to apply sunblock to their children each morning before leaving the house.

OUTDOOR ACTIVITY

Children participate in outdoor activities for at least two hours daily, weather permitting. Please provide seasonally appropriate clothing such as a hat, gloves, snowpants, jacket, and boots in winter, a hat with a brim

during summer and rain boots during wet seasons. While we do not go outside while it is raining, children will go outside after it has rained thus the ground may be wet. As well, Kidz Kove asks that a supply of extra clothing and swimming diapers during the summer time is provided for water play at the centre, unless a parent of the child advises otherwise in writing.

INCLEMENT WEATHER

Childcare centres across Ontario implement an Inclement Weather Policy to ensure safety measures are followed when weather conditions become dangerous. Kidz Kove's foremost concern is to ensure the safety of our students, families and staff and to ensure that every possible measure has been taken to prevent injury and to maintain a safe environment, inside and outside our centres.

In the event of serious inclement weather, every effort will be made to keep the centre operational during regular hours, however, we may be forced to cancel some of our services. Kidz Kove will try to take direction from local school boards thus if your local school board cancels transportation; we too shall cancel our transportation. If your local school board is closed due to the severe weather, we too shall not operate. However, Kidz Kove reserves the right to deem conditions unsafe to operate if we feel necessary.

On severe weather day's we ask all our families to please call the centre before leaving home. Parents/guardians need to be aware that families will not be reimbursed for days missed due to severe weather conditions.

Outdoor Temperature

Winter cut-off (temperatures include wind chill)

Infants

Colder than -10°C. Supervisor will use their discretion to assess the conditions of sidewalks and roadways if children are going for a walk and access the playground condition if they are staying within the playground confines. Wind gusts should not exceed 40 km/hour.

Toddlers

Colder than -15°C. Temperatures between -15°C and -20°C and the supervisor will use their discretion regarding the length of time outside, wind gusts, sunshine and how the children are coping.

Preschool, Kindergarten and School Age

Colder than -18°C. Temperatures between -18 and -20°C and the supervisor will use their discretion regarding the length of time outside, wind gusts, sunshine and how the children are coping.

Summer Cut-Off (including humidex)

Infants

Hotter than +25°C when on a walk. However, if the temperature readings are between +25°C and +28°C the supervisor will use their discretion when using the playground (seek shade, offer water, water play and limit time outdoors). All children are to wear sunscreen unless parents have permitted otherwise with written consent.

Toddlers, Preschool, Kindergarten and School Age

Hotter than +32°C. During the hotter month's teachers are to ensure their child has water ready to go outside with them. However, if the temperature readings are between +32°C and +35°C the supervisor will use their discretion (limit time outdoors, seek shade, offer water and water play, squirt bottles, etc.). All children are to wear sunscreen unless parents have permitted otherwise with written consent.

We also exercise caution when the air quality is poor. All children will remain indoors when the air quality index is 50.

The use of sunscreen is encouraged throughout the year as the weather dictates. Parents are asked to apply sunscreen to their child in the morning and the teachers will reapply it in the afternoon (as long as the parent has signed emergency card indicating the use of the sunblock). A bottle of sunscreen is labeled and kept at the centre. Please check the expiry dates on the sunscreen. Absolutely **no AVEENO** sunscreen is permitted at Kidz Kove as it contains arachidyl alcohol which derives from peanuts.

CLOTHING POLICY

Since the focus of our program is active involvement, we recommend that your child be dressed comfortably, casual, durable and seasonally appropriate clothing. Children who are not appropriately dressed will not be able to participate in our routine program. We ask that parents bring indoor and outdoor shoes, especially in the rainy/winter months to avoid slips and falls in the classroom. During the summer months, we ask that **NO flip flops/ open backed footwear** is to be worn and advise that all parents provide children with a pair of shoes with a closed backing for the children's safety.

The children will be playing on the grass, gluing or finger painting and their clothing may accidentally become soiled. We provide smocks, roll up the children's sleeves and try our best to avoid messes, but sometimes the children are so caught up in the "fun" that their clothes do become soiled. Kidz Kove will not be held responsible for soiled clothing.

Please label all your child's clothing including boots, tops and underwear, mitts, hats, coats, and bags. Laundry markers on the tags work best.

PERSONAL ITEMS AND TOYS

All personal items brought from home (personal stuffed animals, blankets, etc.) must be labelled with the child's name. Toys brought in for show and tell should not be of a violent nature. Kidz Kove will not be held responsible for any lost or broken articles brought from home. Bottles, soothers, sippy cups, or teething rings provided by the parents must be handed to the teacher for labeling (child name) prior to us using it in our programming rooms, any personal items being left unlabeled in the child cubby or hallway will not be used.

SUSPECTED CHILD ABUSE POLICY

In Ontario, it is the law that anyone dealing with children in a professional relationship who suspects a child has been abused, whether suggested by the physical condition or from something the child says, is obliged to call Children's Aid for advice and then to follow that advice. Kidz Kove does not investigate or lay blame; it simply

reports and follows the agency's directions. Similarly, if a parent, staff or other, accuses a staff member of abuse, The role of the Society is to protect children. Most reports to them are followed up if they believe there is substance to them. Kidz Kove may not, under Labour Law, dismiss a staff on an accusation. Abuse would have to be proven through an investigation by the Children's Aid Society.

CONFIDENTIALITY POLICY

All information about your child and family members provided to Kidz Kove staff is kept confidential. Information collected is the minimum needed to serve the purpose of the service provided and the right of every child and family's privacy is recognized to the greatest extent possible. Parents have access to their child's records and will be informed of who may have access to the records on an internal basis (i.e. staff, bookkeeper etc.). At that time, an appropriate written consent of a parent will be required prior to the release of personally identifiable information to third parties.

COMPLAINT RESOLUTION PROCEDURES

At Kidz Kove, we strive to give children the best possible care. We value the feedback we get from our families and welcome any questions, comments or concerns. Our supervisors are always available to speak with families regarding any of these and can be reached either by phone, email or in person. We ask that you bring any and all concerns regarding the operations of Kidz Kove directly to the centre supervisor where your questions may be answered, your comments received and your concerns dealt with. Should the supervisor not be able to answer your question or treat your concerns, you may reach the Director of the centre. Together we can work together to create the best possible childcare centre where you can feel comfortable to leave your children.

CHANGE OF INFORMATION

If you have a change of address or telephone number, it is essential that we have that information in your child's file. All emergency information must be kept up to date, including your work or school number, numbers of emergency contact people and who may or may not pick up your child from the centre. Please remember to keep us informed of any changes to any of this information so that you can be easily reached if necessary.

CENTRE POLICY

Kidz Kove Centre has all internal policies that guide the centre's daily operations. These policies are used and reinforced by all of our staff members and they are available for parents, staff and volunteers' for review at anytime.

WHAT YOUR CHILD WILL NEED AT KIDZ KOVE

- Indoor shoes
- Extra pants, socks, tops, and underwear (kept at the centre)
- Seasonally appropriate outdoor clothing (rain coat/boots, snow suit/boots, hats, gloves, scarfs, etc.)
- 6 or more diapers per day for infants and toddlers who are not toilet trained
- Diapering cream and baby wipes, sunscreen
- Training pants during toilet training
- Formula, bottles, sippy cups

ADDITIONAL INFORMATION*

Please keep this manual as a record for yourself and sign that you have read, understand, and agree to abide these policies in your parent registration package.

We look forward to providing a smooth-running program and a happy, stimulating environment for your child. Please feel free to speak to the centre's supervisor with any comments or concerns you may have.

Signature of Parent/Guardian

Date

RATES - January 2025 (Rates are subject to change on the 1 day of January of every year)

Please note that our centre **accepts subsidy** through the Region of Peel.

Deposit- Kidz Kove childcare Centre will require all families to pay a \$1000 deposit to be held and used towards the last month of service upon proper notice given to the centre (60 days written notice). Failure to give proper notice, will result in forfeiture of your deposit.

Kidz Kove Childcare is pleased to **participate in the Canada Wide Early Learning Childcare Agreement**, which aims at reducing childcare fees across Canada. Your 2025 rate is \$22 per day

RATES AS OF JANUARY 1, 2025

Fee	Monthly Payments				
Program	Two Days	Three Days	Four Days	Full Time	Daily
Infant (up to 18mths)	N/A	\$22 per day	\$22 per day	\$22 per day	22
Toddler (18 up to 30 months)	N/A	\$22 per day	\$22 per day	\$22 per day	22
Preschool (up to & Inc. 5 yrs.)	N/A	\$22 per day	\$22 per day	\$22 per day	22
Half Day (7am to 12pm or 1pm to 6pm)	Toddler=\$22 per day, Preschool=\$22 per day				
	Before & After School excluding school holidays			\$N/A	N/A

Updated November 29, 2024

KIDZ KOVE CHILDCARE CENTRE

Safe Arrival and Dismissal Policy and Procedures

Name of Childcare Centre: KIDZ KOVE CHILDCARE CENTRE

Date Policy and Procedures Established: OCTOBER 1, 2019

Date Policy and Procedures Updated: NOVEMBER 30, 2023

Purpose

This policy and procedures help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- Kidz Kove Childcare Centre will ensure that any child receiving care at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization to the childcare centre may release the child.
- Kidz Kove Childcare Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision. In the event the authorized individual is not listed in the child's registration forms, a phone call and an email from the parent/guardian will be required, detailing the full legal name of the individual and their relationship to the child. Until that email is received and confirmed, the child will not be released to that individual.
- When a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.

- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the registration forms or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
- document the change and the pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - The Program Staff (the child's classroom staff) must commence contacting the child's parent/guardian no later than **9:00 am**. Staff shall first reach out to parents/guardians through our internal parent communication tool (Kindertales).
 - If there is no response within 30 minutes, Program Staff will advise the Supervisor or Licensee and a phone call will be placed to the parents/guardians listed on the registration forms.
 - Should there be no answer, the program staff will leave a voicemail, mark the child as absent in attendance, and document the methods used to attempt contact with parent/guardians listed on the registration form. No further actions will be taken by the program staff/supervisor or licensee.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record. No further actions will be taken by the Program Staff, Supervisor, or Licensee.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual to whom the parent/guardian has provided written authorization that the childcare may release the child. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
 - Once the individual's identification is confirmed, no further actions will be taken by the program staff/supervisor or licensee.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, the staff shall contact the parent/guardian within **90 minutes**. The program staff, or supervisor or extra ratio support staff, shall contact the parent/guardian with a message through our internal communication tool (Kindertales) and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian or an individual who was to pick up the child the staff may wait until the program closes and then refer to the procedures under “where a child has not been picked up and the program is closed”. No further actions will be taken by the program staff/supervisor or licensee.
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Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact other authorized individuals, such as the emergency contact person, on the child’s registration file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child’s file (e.g., the emergency contacts) by **6:30 pm**, the staff shall proceed with contacting the local Children’s Aid Society (**CAS Peel Children’s Aid (24hr/7 days): 905-363-6131 or 888-700-0996**). Staff shall follow the CAS’s direction concerning the next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premise where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

- (a) provides that a child may only be released from the child care centre or home child care premises,
 - (i) to individuals indicated by a child's parent, or
 - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
- (b) sets out the steps that must be taken if,
 - (i) a child does not arrive as expected at the centre or home child care premises, or
 - (ii) a child is not picked up as expected from the centre or home child care premises.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the *Child Care and Early Years Act, 2014* (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each childcare centre it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.