



## **PARENT MANUAL**

### **KIDS' CAMPUS CHILD CARE CENTRE**

#### **HEAD OFFICE**

##### **Mailing Address:**

**1621 McEwen Drive Unit 44**

**Whitby, Ontario**

**L1N 9A5**

**[headoffice@kidscampus.ca](mailto:headoffice@kidscampus.ca)**

**Heather Cook , RECE  
Executive Director  
Head Office (905) 725-0123**

#### **Kids' Campus Child Care Centre Full Day Sites:**

Kids' Campus West Lynde (905) 668-5311 Kids' Campus Viola Desmond: (905) 428-0101  
Kids' Campus Winchester (905)620-1256

#### **Kids' Campus Child Care Centre School Sites:**

Kids' Campus Cartwright	(905) 986-5311	Kids' Campus daVinci	(905) 259- 5248
Kids' Campus Forest View	(905) 621-3668	Kids' Campus Jack Miner	(905) 621-4550
Kids' Campus Sherwood	(905) 626-7037	Kids' Campus St. Marguerite d'Youville	(905) 626-6954
Kids' Campus West Lynde	(905) 626-6957	Kids' Campus Winchester	(905) 621-9292
Kids' Campus Viola Desmond	(905) 550-5818		



## Parent Manual

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## SECTION #1

### Program Statement Philosophy

Kids' Campus Child Care Centre is committed to providing the highest possible quality of childcare services to the parents and children of the Region of Durham.

Our educators interact with and guide your child through a variety of individual and group activities aimed at developing social, physical, emotional and cognitive skills. The program provides daily activities used in innovative ways. Individualizing programming allows your child to develop to their own potential.

Our highly qualified and motivated staff work together to create a supportive environment in which your child can interact and communicate in a positive way to achieve skills and develop his/her self-esteem, independence, self-regulation and respect for himself/herself and others.

Kids' Campus Child Care Centre promotes healthy nutrition and the well-being of children in a safe inclusive environment. Children are viewed as being competent, capable, curious and rich in potential. The children are encouraged to learn through active and quiet play both indoors and outdoors as they explore, investigate, problem solve, imagine and become critical thinkers as they interact with the materials in the environment around them.

Kids' Campus Child Care Centre makes every effort to create a partnership with the parents to provide a responsive, high quality, accessible and intergraded program to support children as they develop.

Foundations	Goals for Children	Expectations for Program
Belonging	Every Child has a sense of belonging when he/she is connected to others and contributes to his/her world.	Cultivate respectful relationships and connections to create a sense of belonging among and between children, adults and the world around them.
Well-Being	Every Child is developing a sense of self, health and well-being.	Nurture children's healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with her/ his senses, bodies and minds.	Provide environments and experiences to engage child in active, creative and meaningful exploration and learning
Expression	Every child is capable communicator who is able to express himself/herself in many ways.	Foster Communication and expression in all forms.



### **How Does Learning Happen?**

Includes goals for children and expectations for program. The goal and expectations help educators to strive to provide the best experiences and outcomes for children and families and for educators. These components are outlined in the chart below. (How Does Learning Happen? Ontario's Pedagogy for Early Years, 2014)

### **Program Statement Curriculum Framework**

Kids' Campus Child Care Centre follows an Emergent Curriculum approach to learning. This practice builds on our understanding of how young children learn and develop. This is about pedagogy, the conditions in which children become knowledgeable and socially competent while they develop a love of learning through play. Teachers present children with opportunities to discover the world around them through active and quiet exploration both indoors and outdoors where they are invited to make predictions, test out their ideas and plan for further investigations. The curriculum is child-lead and self-directed. The children's skill development is framed, sustained, and extended by responsive and knowledgeable early learning practitioners. Emergent Curriculum evolves from the children's, the teacher's and the family's interests, knowledge and inquiries and flows from one experience into the next. This approach to curriculum ensures that we work collaboratively; inviting children, teachers, and families to give input into what children will do and learn.

The Registered Early Childhood Educator practices Emergent Curriculum by following the lead of the children and creates a safe, inclusive and stimulating environment to encourage each child to explore and learn on various topics of interest.

After observing the children's interests, abilities and developmental needs, the educators collect and present the children with materials and experiences that will extend and deepen their learning. These materials are organized into the environment through learning centres and will provide the children with opportunities to wonder, inquire and investigate while expanding their learning. The children work with open ended materials that enable them to be creative, imaginative, and empowered. The children learn language, literacy and numeracy through meaningful play and investigation within the world around them.

The primary objectives of the educator are to be observant, responsive, reflective, and accountable while extending and expanding the children's learning through play and inquiry. The teacher uses the Early Learning Framework (ELECT, 2014) and How Does Learning Happen (2014) to support ongoing reflection, planning, assessment and documentation of the child's learning and development.

### **Program Mission Statement**

Kids' Campus Child Care Centre implements an inclusive, educational, safe and healthy environment that provides quality child care to members of the community.

We pride ourselves in providing a positive atmosphere and a rewarding environment for the children and staff, students, and volunteers.



### **Program Statement Goals**

To stay connected to community services and resources to ensure they are made available to support the children their families and staff, students and volunteers.
Support positive and responsive interactions among the children, parents, child care providers and staff, students and volunteers
To have parents represented and involved at Kids' Campus Child Care Centre.
To create an affordable child based, quality program that supports early learning and development.
To promote indoor and outdoor play that will provide opportunities for learning.
To focus on staff training and experience to strengthen the program.
To demonstrate respect for diversity, equity and inclusion.
To promote the health, safety, nutrition and well-being of the children
To encourage the children to interact and communicate in a positive way and support their ability to self-regulate
We will provide child initiated and adult-supported experiences
To foster the children's exploration, play and inquiry
To plan for and create positive learning environments and experiences in which each child's learning and development will be supported.
To support positive and responsive interactions among the children , parents, child care providers and staff
To foster the engagement of and ongoing communication with parents about the program and their children

### **Strategies to Meet Program Goals**

It is the expectation for Kids' Campus Child Care Centre that employees, students, and volunteers are to implement the strategies that meet the goals of the program statement.

These strategies have been developed to guide staff to meet the goals of the program statement.

These strategies will be a working document that the organization will continue to evaluate and develop on an ongoing basis to ensure that the 4 foundations (well-being, belonging, expression and engagement) of How Does Learning Happen are being implemented in the program.



Program Statement Goals	Strategies
<p><b>a) To stay connected to community services and resources to ensure they are made available to support the children their families and staff, students, and volunteers</b></p>	<ul style="list-style-type: none"> <li>• Staff will provide information to parents about services and resources in the Durham Region</li> <li>• No Wrong Doors will be available at all locations. No Wrong Doors will be used as a reference guide to connect families with services that are available in Durham.</li> <li>• Create a parent resource centre, the centre will have printed information about the services and agencies in Durham Region available at all times</li> <li>• all the resource centre printed information will be made available in the parents preferred language (when available)</li> <li>• External agencies can attend meetings to share suggestions on how to support the individual needs of the children.</li> <li>• Staff, students, and volunteers will be available to attend training sessions to become informed and enhance their knowledge about resources and services available in the Region of Durham.</li> </ul>
<p><b>b) To support positive and responsive interactions among the children, parents, child care providers and staff, students, and volunteers.</b></p>	<ul style="list-style-type: none"> <li>• Be a role model for each other</li> <li>• Privacy should always be respected</li> <li>• Support thoughts and feelings</li> <li>• Follow through on commitments</li> <li>• Have a positive attitude</li> <li>• Be aware of the environment, it is warm and inviting</li> <li>• Body Language is positive and reflects the spoken word</li> <li>• Provide positive feedback</li> </ul>
<p><b>c) To foster the engagement of and ongoing communication with parents about the program and their children</b></p>	<ul style="list-style-type: none"> <li>• Address parents by their names</li> <li>• Listen to the parents</li> <li>• Remember that parents and staff are equal partners</li> <li>• Demonstrate an interest in knowing who the parents and child are</li> </ul>



	<ul style="list-style-type: none"> <li>• Be sensitive to family culture, values, language, and composition</li> <li>• Have parents' families represented in the classrooms (pictures etc.)</li> <li>• Open communication: daily sheets, newsletters, questionnaires</li> <li>• Provide parents with individual documentation concerning their child</li> <li>• Providing opportunities on a daily basis for parent input</li> <li>• Information is available to parents on the curriculum model</li> <li>• Encourage parents to participate in the program</li> </ul>
<p><b>d) To have parents represented and involved at Kids' Campus Child Care Centre</b></p>	<ul style="list-style-type: none"> <li>• Provide opportunities for parents to apply to be part of the Board of Directors and or a parent advisory committee.</li> <li>• To provide opportunities for parents to provide input about the program</li> <li>• Provide a welcoming environment that parents feel they can join at participate with their children at anytime</li> <li>• Invite parents to present talks and/or demonstrations about their specialized knowledge or skills</li> <li>• Welcome parents to share information about their family with the centre</li> </ul>
<p><b>e) To demonstrate respect for diversity, equity, and inclusion</b></p>	<ul style="list-style-type: none"> <li>• Have policies in place to promote inclusion</li> <li>• The program is designed to meet the needs of all children and families</li> <li>• Parent's, staff, and outside professionals will create a IPP for the child prior to enrolment or during enrolment if required</li> <li>• Staff, students, and volunteers will be attuned to the physical and emotional state of each child</li> </ul>





	<ul style="list-style-type: none"> <li>• Staff, students, and volunteers will connect with each child and value his or her individuality</li> <li>• Planning for children is individualized through goal setting</li> <li>• The program will be monitored and adapted as required</li> <li>• The physical space will be monitored and changed as the needs of the child change</li> <li>• Information regarding children will stay confidential</li> <li>• Staff, students, and volunteers modify learning activities and routines to meet the needs of all children</li> <li>• Have children and families represented the program (pictures etc.)</li> <li>• Accommodations for children are imbedded in the program</li> <li>• Individualized planning will be documented</li> </ul>
<p><b>f) To create an affordable child based, quality program that supports early learning and development</b></p>	<ul style="list-style-type: none"> <li>• The four foundations of learning should be reviewed in your daily practice, ask yourself are the children, parents and staff reflecting that your program is incorporating the foundations. 1. Belonging 2. Well-Being 3. Engagement 4. Expression</li> </ul>
<p><b>g) To promote indoor and outdoor play that will provide opportunities for learning</b></p>	<ul style="list-style-type: none"> <li>• Indoor and outdoor learning environments should be equally valued as spaces to support children’s learning</li> <li>• Both the indoor and outdoor environment should foster creativity social engagement and sense of belonging</li> <li>• All learning environments should be set up to respect cultural diversity, social and physical inclusion the environment should be welcoming to all families.</li> </ul>
<p><b>h) To focus on staff training and experience to strengthen the program</b></p>	<ul style="list-style-type: none"> <li>• Employee training goals will be identified and developed through completing a self-assessment tool</li> </ul>



	<ul style="list-style-type: none"> <li>• The employees are involved in determining and preparing a continuous professional learning plan.</li> <li>• New material (articles, books and webcasts) will be made available to build on the employee’s knowledge through past learning and work experiences</li> <li>• The employees are given the opportunity to share new information they have gained knowledge of with team members at staff meetings.</li> <li>• All staff will complete 8 hours of training annually</li> <li>• Staff training can consist of conferences, forums, and networking groups</li> <li>• The opportunity for learning promotes continuous current education that will strengthening current practice in the program</li> </ul>
<p><b>i) To promote health, safety, nutrition, and well-being of children</b></p>	<ul style="list-style-type: none"> <li>• Educators support children’s individual thoughts and feelings</li> <li>• Children are able to express their feelings and thoughts freely</li> <li>• Children are visibly part of the program</li> <li>• Staff, students, and volunteers have strong relationships with the children and amongst themselves</li> <li>• Educators acknowledge children’s culture and social identity</li> <li>• Staff will identify and discuss the individual needs of all children that include allergies, special diets, medications, range of developmental and specific medical conditions</li> <li>• Look for signs of illness, distress and possible risks to children’s health and report appropriately</li> <li>• Create a learning environment that will promote physical, intellectual, and emotional well-being</li> </ul>



	<ul style="list-style-type: none"> <li>• Arrange the environment so it is safe to support opportunities for exploration, experiment, and prediction.</li> <li>• Develop strategies to implement in the program that will promote caring relationships between children and others to promote well-being.</li> <li>• Conduct health and safety assessments on the environment</li> <li>• Conduct a Nipissing screening assessment on infant, toddler, preschool children entering the program</li> <li>• Identify and take corrective measures for potential indoor/outdoor hazards</li> <li>• All children will be supervised at all times</li> <li>• Good hygiene will be modeled for children</li> <li>• Health procedures will be followed- (hand washing, diapering and sanitary procedures)</li> <li>• Policies will be followed to manage illness and injuries to children</li> <li>• All children’s nutritional needs will be met</li> <li>• All foods served to children will meet the requirements of the Canada Food Guide</li> <li>• The program will be flexible to respond to children’s individual needs.</li> <li>• Encourage and educate the children so they can make good healthy choices for themselves.</li> </ul>
<p><b>j) To encourage the children to interact and communicate in a positive way and support their ability to self-regulate.</b></p>	<ul style="list-style-type: none"> <li>• Consult with the children</li> <li>• Listen to children</li> <li>• Use language the children can understand and identify</li> <li>• Provide choices to the children that are age appropriate</li> <li>• Make children part of decision making for the environment</li> <li>• Staff, students, and volunteers will provide a warm and caring environment</li> <li>• Remember “when children are calm focused and alert, they are best able to modulate</li> </ul>



	<p>their emotions, pay attention, ignore distractions, inhibit their impulses, assess the consequences of an action; understand what others are thinking and feeling and the effects of their own behaviour; or feel empathy for others” Stewart Shanker</p> <ul style="list-style-type: none"> <li>● Observe the children know what their stressors are</li> <li>● Point out different emotions to children</li> <li>● Have staff, students and volunteers help children identify how they feel</li> <li>● Think about what you can change in the environment to make it less stressful for children</li> </ul>
<p><b>k) We will provide child initiated and adult-supported experiences</b></p>	<ul style="list-style-type: none"> <li>● Provide children with loose parts</li> <li>● Provide materials based on the children’s interest</li> <li>● Provide experiences that promote and support solo and group play</li> <li>● The staff, students and volunteers will ask questions in order to provide extended experiences based on the child’s interest</li> <li>● The staff, students and volunteers will set up invitations and provocations for the children to investigate, experience, explore and predict interact with</li> <li>● The staff, students and volunteers will observe and document children`s interests and abilities and extend learning based on the documentation</li> <li>● Children are part of planning the activities</li> <li>● Children bring items that support their interests into the program</li> <li>● Allow children to complete their tasks (children are allowed to keep ongoing projects in place and build on them as they wish i.e.: large building or craft activity)</li> <li>● Be flexible with the time schedule allow children to continue play and explore interests over periods of time.</li> </ul>



<p><b>l) To plan for and create positive learning environments and experiences in which each child`s learning and development will be supported, and which is inclusive of all children, including children with individualized plans.</b></p>	<ul style="list-style-type: none"> <li>• Observations</li> <li>• Consider the developmental needs and expectations of the children</li> <li>• Document children's learning through photos and words. Use these to talk to children and parents about the learning that has taken place</li> <li>• Children should be excited and motivated when they are in the learning environment</li> <li>• Children`s portfolios</li> <li>• Assessment tools</li> <li>• Documentation</li> </ul>
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Documentation and Review	Strategies
<p><b>The organization will document and review the impact of our goals on an ongoing and annual basis</b></p>	<ul style="list-style-type: none"> <li>• Daily Observations</li> <li>• Parent Questionnaires</li> <li>• Continuous evaluating strategies in program</li> <li>• Annual review of program statement</li> </ul>

## **Section #2**

### **Privacy Statement**

With respect to the new privacy laws in the Province of Ontario, the personal information collected by Kids' Campus Child Care Centre is used to ensure the safety and well-being of the children in its care and will be held, to the best of our ability, in the strictest confidence and will not readily be shared. In the event it becomes necessary, information may be required to be shared with the regulating bodies that the daycare is governed by. If you should have any concerns regarding policy, kindly contact Heather Cook, Executive Director of Kids' Campus Child Care Centre for clarification.

### **Collection of Information**

It is the policy of Kids' Campus Child Care Centre that the collection of information from clients is carried out in a way that is respectful. Personal information collected on the registration form will be used to ensure the safety and well-being of the children while attending Kids' Campus Child Care Centre. Staff of the centre will use the information contained in the registration form as a resource to meet the child's individual needs as they transition to Kids' Campus Child Care Centre.

The collection of each child's Health Card Number is optional and if provided will only be used for emergency medical treatment.

### **Enrollment**

An interview and two-family centre visits will be set up between the parents and supervisor of the Kids' Campus Child Care Centre location prior to the child's admission to the centre. This time will enable you to familiarize yourself with the centre and the staff, as well as to ask any questions you may have.

The following must be completed **one week prior** to admission of each child:

- Application form
- Day Nursery Health History Form (for children 0 months to 3.9 years old)
- Any consent forms

**We must also receive immediate payment of \$75.00** (per child) that will be applied towards your last week of child care and an enrollment fee of \$25.00 (per child) for a total of \$100.00 (per child). If for some reason your child does not start attending daycare, these funds are non-refundable.

## **Orientation**

Upon completing the enrollment package parents are asked to set-up two scheduled times to bring your child to visit the program. We encourage at least two visits; however additional visits may be required based on your child's individual needs.

Goals of visiting the program:

- Child will become familiar with the room and staff to create a smooth transition.
- Parents will have the opportunity to discuss the program.
- Parents will have the ability to communicate with the program staff.

## **Waiting List Policy**

It is the policy of Kids' Campus Child Care Centre that all wait lists for the child care will be managed in a manner that is fair and equitable to all families interested in a space within any age group at the child care centre. There is no monetary fee to place a child on the wait list, nor to be informed if a space is available. Fees are only charged when a space is being confirmed when the enrollment process occurs.

In the event a family calls requiring care and there are currently no availabilities within the required age group, the families' information will be transferred to a wait list form, located in the wait list binder/ file.

Parents that are inquiring about the status of their child (ren) on the wait list will have that information disclosed to them as requested. The information will be to the provided families; however, all other child (ren) and families' information will NOT be disclosed. All information pertaining to other children and families must be eliminated prior to sharing the waiting list.

Wait list information is to be kept confidential and is not to be shared with any outside agencies or persons.

No fees are to be charged at any time to be placed on the wait list, remain on the wait lists, or to come in for a tour of the facility and inquire about all aspects of the program.

Kids' Campus Child Care Centre employs the following system for maintaining wait list:

1. Active review and updating of the wait list by doing the following :
  - a. Supervisor will update the site waitlist by age groups and manage those waiting for care
  - b. Supervisors will contact families on the waitlist a minimum of every six (6) months or more frequently, as deemed necessary.
2. A proactive "move up "planning strategy. Children will be accepted into the centre from the wait list on a first come first served basis with four (4) possible exceptions:

- a. Siblings of children currently enrolled in the centre have precedence over those who may be higher on the wait list when a space becomes available.
- b. The length of time that an incoming child will be eligible for any given age group will be considered in the context of the “move up “planning strategy. Should the first child on the wait list be very close to the next age group, and there is no space available in the next age group, the next child on the list may be admitted.
- c. Children already enrolled in at Kids’ Campus Child Care Centre who wish to transfer to another site have precedence over those on the wait list if and when a space becomes available at the location of choice.
- d. All staff currently employed with Kids’ Campus Child Care Centre will have a spot prioritized for their child.

### **Priority Policy**

Priority will be given to **FULL-TIME CHILDREN**.

It is the policy of Kids’ Campus Child Care Centre, that these priorities will be met when enrolling children in the centre:

1. Siblings of children currently enrolled in the centre needing full-time care
2. Any child in need of full-time care
3. Children in need of part-time care

If a child is enrolled in part-time care and the space they occupy is needed for full-time care, the family of the part-time child will be offered the following choices:

1. To enroll in full-time care
2. Withdraw their child. They will be given two (2) weeks’ notice in order to assist in the search for alternative care.

### **Withdrawal of Services /Changes to Enrollment**

Two weeks’ written notice of permanent withdrawal, or any changes made to your child(ren) regular scheduled enrolment must be given to the child care centre. If written notification is not received, for withdrawal of service or changes to scheduled enrolment, regular program fees for two weeks after notice is given will be charged.



## **Suspension or Termination of Services**

Kids' Campus Child Care Centre reserves the right to terminate services if policies are not followed or fees are not paid. The child care also makes it a policy to pursue bad debts through a collection agency or through small claims court.

At any time that it becomes apparent that Kids' Campus Child Care Centre, cannot accommodate the on-going or future needs of a child, the parents/guardians will be given notice that care can no longer be provided by Kids' Campus Child Care Centre. The parents/guardians will be given two weeks' notice to find alternate care unless the behaviours are causing threats to the safety of the children and/ or staff in the centre. In which case Kids' Campus Child Care reserves the right to require the withdrawal of any such child from the program **immediately**.

In the event that a child or family was asked to leave or denied admission due to Kids' Campus Child Care inability to accommodate the child's need or family circumstances the Kids' Campus Child Care Centre Board of Directors and Children Services Division will be notified.

## **Days and Hours of Operation**

Our full site locations at West Lynde Public School, Winchester Public School and Viola Desmond Public School provide full-time and part-time care for children ages 0-5 years of age. These programs operate Monday to Friday, 52 weeks per year.

### **Full Day Programs:**

Kids' Campus West Lynde	6:15 am – 6:00 pm
Kids' Campus Winchester	6:30 am – 6:30 pm
Kids' Campus Viola Desmond	7:00 am – 6:00 pm

**Full-time** care includes anytime between Monday to Friday with the exception of Christmas Eve Day and New Year's Eve Day in which the child care closes at 1:00 p.m.

**Part-time** care includes:

- Half-day (less than 5 ½ hours per day)
- Regularly attending less than 27 ½ hours per week

**Please note:** We try to accommodate all families however Part time hours are not always available.

### **Before and After School Site Programs:**

Cartwright	7:00am-8:05am	2:35pm-6:00pm
daVinci	7:00am-9:00am	3:30pm-6:30pm
Forest View	6:30 am-8:05am	2:35pm-6:30pm
Jack Miner	6:30am-8:05am	2:40pm-6:30pm

Sherwood	6:30am-9:00am	3:15pm-6:30pm
St. Marguerite d`Youville	6:30am-8:30am	2:50pm-6:30pm
Winchester	6:30am-9:00am	3:15pm-6:30pm
West Lynde	6:15am-9:00am	3:30pm-6:00pm
Viola Desmond	7:00am-8:50am	3:15pm-6:00pm

**Full-time** care includes both before and after school Monday to Friday with the exception of Christmas Eve Day and New Year’s Eve Day in which the day care closes at 1:00 pm.

**Part-time** care includes:

- Before School only
- After School only

**Please note:** Part time hours are not always available.

### **Closures**

We are closed for the following late holidays only: New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day and Boxing Day. A notice for these holidays will be posted in advance to remind parents. Parents will be required to pay for the above statutory holidays.

**Please note:** Christmas Eve Day and New Year’s Eve Day the child care closes at 1:00 p.m.

### **Unscheduled Program Closures**

For unusual/unexpected occasions, Kids’ Campus Child Care must close due to unscheduled circumstances such as flooding, hydro outage, severe weather, job action and other times that are beyond our control. All families will be notified of program closures through email or phone. Child care fee credits and refunds will not be provided for unscheduled program closures.

### **School Closures – PA Days , March Break, Winter Break , Summer**

If a program has not received sufficient interest for children requiring care during school closures PA Days, March Break, Winter Break or Summer Break the location would be closed. In the event a program was to close, and care was required families would be entitled to attend another Kids’ Campus Child Care Centre location of their choice. Please note that all Kids’ Campus Child Care Centre program have different operational hours please see Section 2 Days and Hours of Operation or speak with your site Supervisor.

### **Parking**

There is parking available for all the child care programs. Parents are asked not to leave their car running and **PLEASE DO NOT** leave your child unattended in a vehicle.

## **SECTION # 3**

### **Payment Procedures**

#### **Fees**

If you wish to enroll at Kids' Campus Child Care Centre, an initial non-refundable registration fee of \$25.00 per child will be required.

In addition to the registration fee a non-refundable deposit of \$75.00 per child is also required and will be applied to your last week of care.

The deposit will be held for the duration of enrollment in care and will not accrue interest.

Regardless of the child's absence from the program, parents will be required to pay the full fee, as our costs continue whether or not your child is in program. Children who are away for a full week or more will still be required to pay the full fee to maintain the child's space within the centre.

Please note two (2) weeks written notice is required for any changes made to your child(ren) scheduled enrollment.

**Weekly payments for child care are due every Monday for that week of care.** If a parent is unable to adhere to the fees policy and would prefer an alternate payment schedule, this must be requested in writing and approved by the Kids' Campus Child Care Centre head office.

Fees must be paid according to the policy, failure to do so may result in your child/children's withdrawal from care.

#### **Absence from Program**

Fees are payable for the enrolled days regardless of attendance at the centre. There is no reduction in fees for absenteeism, illness, vacation, days off, or statutory holidays. Families in Before and After School programs are eligible to take the summer off from care (July and August) and their space will be secured for the upcoming school year.

#### **P.A. Day, Winter Break, March Break and Summer Fees**

There is an additional charge for P.A. days, Winter Break, March Break and summer. Please see your sites individual fee schedule for the rates.

## **Canada Wide Early Learning Child Care System**

### **Current Status:**

Kids' Campus Child Care is pleased to share that we received notification on September 9, 2022, that we have been enrolled in the Canada-wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada as of April 1, 2022. We believe that child care provides a strong foundation for early childhood development and well-being of children while parents work and we are committed to providing child care services that meet the needs of your children and families. Participating in the CWELCC System will help us continue to provide high quality child care that is accessible, affordable, inclusive, and sustainable.

As a first step, we will be reducing child care base fees by 25% as of **September 12, 2022**. **All base fees will be reduced.**

Fee reduction through the CWELCC system is for children under six years old (and any child who turns six years old between January 1 and June 30 in that calendar year), retroactive to April 1, 2022. Credit rebates on parent fees equal to the amount of the decrease of 25% to which you are entitled between April 1<sup>st</sup>, 2022, and September 9<sup>th</sup>, 2022, have been credited to all applicable accounts.

As of January 1, 2023, fees will be reduced by 52.75% to a minimum of \$12.00.

Age Group	Base Rate Pre-CWELCC	Base rate 25% Reduction (April 1, 2022)	Base Rate 52.75% Reduction (January 1st, 2023)
Infant Full-Time Care Weekly	\$288.75	\$216.56	\$136.43
Toddler Full-Time Care Weekly	\$262.50	\$196.87	\$124.03
Preschool Full-Time Care Weekly	\$231.00	\$173.25	\$109.15
Kindergarten Before and After Care Weekly	\$144.65	\$108.49	\$68.35

The Ontario child care fee subsidy program will also continue to be available for eligible families. As we move forward, we will continue to communicate more details to you. If you would like more information about the CWELCC System, please visit the website at: <https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>.

## **Outstanding Fees**

Weekly fees are due every Monday in advance of that week of care.

- All payment will be deposited and posted weekly to the accounts.
- For any account that has a debt on this date, the client will be contacted in writing.
- If payment has not been received within 5 business days, the client will be informed in writing that their services may be compromised if payment is not received within the next 5 days.
- If payment has still not been received, a final letter will be written informing the client that services will be withdrawn immediately, and the account sent to a collections agency if payment is not made within the next 5 business days.
- When a client approaches our organization and informs us that they are no longer able to make a timely payment, the Executive Director is authorized to negotiate a payment schedule. Accounts cannot continue to accrue under these circumstances. If payment is delinquent, the account will be immediately sent to the collection's agent.

## **N.S.F. and Administrative Charges:**

- A \$25.00 fee will be charged for any cheque that is returned
- A \$25.00 fee will be charged for any duplicate tax receipts for past years.

## **Tax Receipts**

Receipts for fees paid will be issued by the centre after the audit has been completed in February. This official receipt can be used for tax purposes.

## **Late Fee Policy**

After the centre is closed, any parent later than the scheduled closing time will be charged a late fee of:

- \$5.00 for any part of the first 5 minutes
- \$1.00 per minute after that time

Please review your centre's individual hours of operation in Section 2 of the parent manual.

## **Late Policy**

If the child has not been picked up at the child care sites closing time a staff will attempt to telephone the parent and the emergency contacts on your child (ren) emergency form, unless the parent has already contacted the centre. If one hour from closing time has passed and the staff have not made contact with the parents or emergency contacts listed on the child's emergency form the Children's Aid Society will be contacted,

## **SECTION # 4**

### **Inclusion and Equity**

Kids' Campus Child Care Centre believes that all children are unique and individual and should have the ability to participate in a quality program that works in collaboration with community partners and parents to remove all barriers and any child that requires an Individual Support plan will be provided one. We will work to support the child's individuality and self-esteem in order to foster each child to reach their full developmental potential.

At Kids' Campus Child Care Centre:

- All families interested in enrolling will be treated in a fair equitable manner.
- All hiring processes will support inclusion and equity.
- All staff understand and agrees to support inclusive practices.
- All staff will adhere to the confidentiality policy set out by the organization which outlines the confidentiality, information sharing and consent to share information.
- All staff will attend special needs training on effective programming in an inclusive environment.
- The child care will promote partnerships by working with parents and community organizations to meet the needs of all children enrolled.
- With parental consent staff will make linkages or referrals to external services that will offer support to the child and family.
- If child requires additional staff support in the child care program, an application along with parent consent will be submitted to Resources for Exception Children and Youth for a program support staff.

### **Program Development**

Programs are re-evaluated regularly to reflect changes within the Child Care and Early Years Act and ideologies on Early Childhood Education. Workshops are offered for staff to review program content. At regular intervals throughout the year, a newsletter will be sent informing you of topics of interest, events and child care news.

### **Volunteer and Student Placements**

Kids' Campus Child Care programs are enriched by the involvement of volunteers and placement students. Volunteers and students in our child care programs must adhere to all policies and procedures as well as the Ministry, fire and health regulations. Volunteers and students are not responsible for and are never left alone with children. All volunteers and placement students are always under the supervision of a paid Kids' Campus Child Care Staff member.

## **Specialized Services**

Kids' Campus Child Care Centre is a fully integrated centre. Kids' Campus Child Care Centre has many outside resources for children, staff and parents to utilize when required.

## **Special Needs Resourcing**

No Wrong Door Resource Binder and special needs resourcing (SNR) agencies are available to support all licensed child care programs in Durham. Special needs resourcing agencies are funded through the Regional Municipality of Durham and the Ministry of Education to support licensed child care programs to provide an inclusive environment for children and families.

## **Age Groups of Children and Staff Ratio's**

Kids Campus Child Care Centre has the facilities to accommodate the following groups of children:

<b>Infant</b>	-	0 – 18 months 1 staff for every 3 children Maximum capacity 10 children
<b>Toddler</b>	-	18 months – 2.5 years of age 1 staff for every 5 children Maximum capacity 15 children
<b>Preschool</b>	-	2 .5 years to 4 years 1 staff for every 8 children Maximum capacity 24 children
<b>Kindergarten</b>	-	4 and 5 years old 1 staff for every 13 children Maximum Capacity 26 children
<b>School age</b>	-	Ages 6 to 12 1 staff for every 15 children Maximum capacity 30.

### **Please Note:**

\*\*Children that turn 12 years of age between:  
January – August they must leave Kids' Campus Child Care August 31<sup>st</sup> of  
that year

**\*\*Children that turn 12 years of age anytime between September – December 31<sup>st</sup> must leave Kids' Campus Child Care by December 31<sup>st</sup> of that year.**

## **Arrival and Departure Policy**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care at Kids' Campus Child Care Centre

Kids' Campus Child Care Centre will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization to the child care centre may release the child to.

Kids' Campus will only release children receiving child care at the child care centre to an adult who is 18 years or older.

Where 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 set out below.

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, sent an email or advised the closing staff at pick-up), the staff in the classroom must:
  - inform the Supervisor or designate on site and they must commence contacting the child's parent/guardian no later than 10:00 am. The Supervisor or designate shall contact the child's parent/guardian by phone if no response a voicemail will be left where voicemail is available. If there is no response from the parent/guardian the Supervisor or designate will send an email/text message to the child's parent/guardian asking them to contact the centre.
  - If the Supervisor or designate is unable to confirm the parent/ guardian, they will reach out to the emergency contact.
2. Once the child's absence has been confirmed, program staff and Supervisor or designate shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record (day book).
  - The Supervisor and program staff will document in the daily written record all parents/ guardians that were contacted.
3. Where a child does not arrive at the child care centre afterschool and the parent/guardian has not communicated a change (e.g., left a voice message, sent an



email or advised the closing staff at pick-up/drop in the morning), the staff in the classroom must:

- Go to the child's classroom and speak with the teacher regarding the child's whereabouts (did the child leave early, did the child get picked up by their parent). If they are unable to locate the teacher the staff will go to the office to inquire about the child.
  - Inform the Supervisor or designate on site and they must commence contacting the child's parent/guardian no later than 15 minutes after the bell. The Supervisor or designate shall contact the child's parent/guardian by phone if no response a voicemail will be left where voicemail is available. If there is no response from the parent/guardian the Supervisor or designate will send an email/text message to the child's parent/guardian asking them to contact the centre.
  - If the Supervisor or designate is unable to confirm the parent/ guardian, they will reach out to the emergency contact.
  - If the Supervisor or designate are unable to verify the child's whereabouts, the Program Manager will be contacted, and further direction will be given about next steps.
4. Once the child's absence has been confirmed, program staff and Supervisor or designate shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record ( day book).
- The Supervisor and program staff will document in the daily written record all parents/ guardians that were contacted.

### **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 that the parent/guardian has provided written authorization that the child care may release the child to. 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, emergency form or written authorization.
  - Confirm that the individual is 18 years or older.

### **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 within 30 minutes of that time the staff shall advise the Supervisor or designate and the Supervisor will proceed to contact the parent/guardian of the child by phone 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, staff must [try calling again in 5 minutes and leave a voicemail to contact the child care centre. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre and send a text message.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until 10 minutes before the program closes and try and contact the parent/ guardian by phone again. If the staff is unable to reach the child's parent/ guardian or authorized individual, the staff will contact the emergency contact on the child's emergency form to ask them to try and reach the parent/ guardian and have them call the centre. If staff are unable to contact the emergency contacts, parent/ guardian or authorized pick up they are to call the Site Supervisor and inform them of the situation.

### **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 10 minutes after the centre has been closed, 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 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 the Site Supervisor or designate to inform them of the situation. The staff will then proceed to contact the emergency contacts on the child's emergency form.
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 ,7:00 pm the staff shall proceed with contacting the local Children's Aid Society (CAS) at 905-433-1551 and

ask to speak with an intake worker. Staff shall follow the CAS's direction with respect to next steps.

#### **Dismissing a child from care without supervision procedures**

1. Kids' Campus Child Care Centre staff will only release children from care to the parent/guardian or other authorized adult (18 years or older). Under no circumstances will children be released from care to walk home alone or be placed in a taxi.

#### **For the Protection of the child enrolled at Kids' Campus Child Care Centre it is the responsibility of the parent/ guardian or authorized adult to:**

1. The parent/guardian or authorized individual dropping the child off or picking up must escort the child between the car and the child care centre.
2. The parent / guardian or authorized individual dropping off or picking up the child receiving care at the child care centre must sign the child in and out of the child care program on the parent sign in/out sheet.
3. All children must be taken into the child care program by the parent/guardian or authorized adult dropping the child off.
4. In the event that a child's daily schedule is going to change (absent, sick , home day , vacation, change in drop off and pick up times) the parent/guardian must advise staff.

#### **Child with custodial situations**

Please be advised in the situation where custodial concerns are occurring, the staff may not refuse the release of a child to a parent at the request of another parent. We must have a legal document on the premises in the child's file specifically outlining the custodial arrangements.

If a concern had been brought forth by one of the parents about the other parent and a legal agreement is not in place, the child care staff will attempt to detain the person of concern until the other parent can be contacted, but we cannot refuse the pick-up of a child to a parent. With the safety and well-being of the child in mind, please be prompt with providing all necessary documents that will alleviate such problems.

Please be informed, should any person, parent/guardian, or authorized adult whom the supervisor or staff considers to be unable to legally operate a vehicle, the following steps will be taken:

1. At the choice of the person the child care staff will arrange alternative transportation i.e., call a family member, friend, or taxi etc.
2. If the person in question chooses not to accept alternative transportation and chooses to operate a vehicle; the child care staff will contact the local police detachment to inform them of the child care staffs concern.

## **Children's Hours and Absenteeism**

Children need a consistent routine upon which they can base their day. For this reason, we ask that you establish a regular routine for pick-up and drop-off times.

It is the policy of Kids' Campus Child Care Centre that in the event of your child being absent from program it is the duty of the parent or guardian involved to contact the centre immediately. This also applies if your child leaves school early for any reason. If the parent/guardian does not advise the centre the educators will need to follow the steps in the safe arrival and dismissal policy.

## **Child Illness**

The Ministry of Health has set out a list of isolation requirements for a variety of communicable illnesses. If your child is feeling sick or has any new or worsening symptoms of illness, including those not listed below, they should stay home until their symptoms are improving for at least 24 hours (or 48 hours for nausea, vomiting, and/or diarrhea) and they do not have a fever, and seek assessment from their health care provider if needed.

If your child has ONE of the following symptoms, they must stay home and follow the isolation guidance in the Ontario school and child care screening tool:

- **Fever and/or chills (temperature of 37.8°C/100.0°F or greater) • Cough or barking cough (croup) • Shortness of breath • Decrease or loss of taste or smell**

If your child has ONE of the following symptoms, they must stay home and follow the isolation guidance in the Ontario school and child care screening tool

- **Sore throat or difficulty swallowing • Runny or stuffy nose/congested nose • Headache • Extreme tiredness • Muscle aches or joint pain • Nausea, vomiting or diarrhea.**

If your child has ONE of the following symptoms, they must stay home and follow the guidance in the Ontario school and child care screening tool\*:

- **Abdominal Pain • Pink eye • Decreased or no appetite (young children only)**

If your child (ren) has been told that they should currently be quarantining, isolating, staying at home, not attending school or child care.

- **Stay home and follow the guidance in the Ontario School and Child Care screening tool**

## **Other Symptoms of Illness**

Anyone who is feeling sick or has any new or worsening symptoms of illness, including those not listed in this screening tool, should stay home until their symptoms are improving for at least 24 hours (or 48 hours for nausea, vomiting, and/or diarrhea) and seek assessment from

their health care provider if needed. If your child (ren) has been told that they should currently be quarantining, isolating, staying at home, not attending school or child care.

- **Stay home and follow the guidance in the Ontario school and Child Care screening tool**
- **If your child (ren) has tested positive for COVID-19 in the last 10 days, this includes a positive COVID-19 test result on a laboratory-based PCR test, rapid molecular test, rapid antigen test or other home-based self-testing kit.**

Follow the guidance in the Ontario school and Child Care screening tool:

\*If the individual being screened is immunocompromised the correct screening tool can be found at School, and Child Care Screening.

It is very important that you contact the program to report that your child will be absent and the reason for their absence. This information is required for determining who else must isolate, get tested, or whether the program must close.

### **If Children Become Ill at Program**

If a child becomes ill while at the program, a staff member will separate the child from the others and the parent/guardian will be contacted to immediately pick-up the child from the program. If Kids' Campus Child Care is unable to reach the parent(s)/guardian to arrange pick-up, then all other contacts including emergency contacts and authorized pick-ups will be contacted. The ill child will be supervised by a staff member while waiting to be picked up. If the child is over 2 years of age and can tolerate a mask, they will be asked to wear a mask.

When an unknown rash is present it is important for the organization to be diligent and require a child to be seen by a doctor.

In the case that a rash turns out to be communicable we inform the parents and staff by posting notifications and handing out FACT SHEETS that provides further information about communicable diseases.

If the rash is determined non communicable by a doctor the child can return to program with a doctor's note confirming that the rash is not communicable.

### **Medical Emergency Information**

Should an accident occur, and your child requires emergency medical assistance, the centre staff will call 911 for medical assistance.

If an ambulance is called to transport your child to a hospital, the parent or guardian of the child will be contacted by telephone.

### **Immunizations**

**Please note:** This policy applies to children 6 weeks to 3.9 years of age.

The Child Care and Early Years Act requires that each child be immunized as recommended prior to admission. For this purpose, our centre supplies parents with an immunization form providing

information on the child's immunization. This form must be completed upon admission. Any immunization occurring between annual dates should be reported to Kids' Campus Child Care Centre and the Health Department. Please ask the supervisor for your child's medical form. If a parent chooses not to have their child immunized, then we require a completed copy of the Immunization Objections or Exemption form from the Ministry of Education as follows prior to enrollment.

- 1) Statement of Medical Exemption form for medical exemption to immunizations must be completed by a doctor or nurse practitioner. If you require the form for exemption, please ask the site supervisor.
- 2) Statement of Conscience or Religious Belief form for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e. must be notarized). If you require the form for religious/ conscience objections, please ask the site supervisor.

### **Administration of Medications**

#### **Designated Qualified Staff are Able to Administer**

- a) Prescription medication - as long as the parent follows the procedures for consent e.g. - The prescription is in the child's name, dosage is noted, name of drug, date and instructions for storage of drug. Eye and ear drops must identify what eye/ear is being treated. The prescription label must be on the medication.
- b) Staff of Kids' Campus Child Care Centre will not administer any medication which is non-prescription (eg: cough syrup, aspirin etc.). If a parent/guardian feels that such non-prescription medication is essential, the parent/guardian can bring in a signed note from the doctor, indicating the name of the medication and the instructions including how much medication should be administered, how often the medication should be administered as well as the length of time the medication should be administered to the child. Please be aware these non-prescription type medications and the doctor's note are only good for a six (6) month period at which time a new note will need to be provided.

Do not leave medication in your child's bag or room. Medicine must be signed in on the proper forms and be put into the locked boxes provided in the refrigerator and cupboard in the kitchen.

Parents/Guardians must inform staff that your child has medication that day.

### **Head Lice**

Head Lice always causes concern and frustration for some parents, staff, and children. Head lice is not considered a communicable disease and head lice does not spread disease, but it can be transmitted through head-to-head contact with a person who has head lice.

To minimize the spread of head lice in our programs, Kids' Campus Child Care Centre has a nit-free policy in place. Children who are found to have head lice (nits and/or live lice) will be sent home for treatment and will not be allowed to return until they are nit free.

Parents will be encouraged to talk to:

1. Speak to trusted professional to determine the treatment that is appropriate and effective for your family.
2. Please keep us informed if you have detected and/or have been treating your children for head lice.

## **Allergies**

It is the parent's responsibility to inform the centre in writing of any allergies including anaphylactic allergies prior to attending Kids' Campus Child Care Centre.

The parent must keep the child care centre updated of any allergy change or development while the child is in attendance at Kids' Campus Child Care Centre.

**If your child develops a serious allergy that requires an epi pen during their enrollment, the parent must notify the supervisor in writing immediately and the child will not be allowed to return to Kid's Campus until an individual plan for the child has been developed and training has been provided to the staff by the parent.**

**Such dietary restrictions will be posted in the kitchen serving area, as well as all the classrooms.**

Due to the increasing number of children with serious food allergies we ask that **NO OUTSIDE FOOD** be brought into the centre by the children (unless special arrangements have been made with the supervisor of the centre).

Rules for Parent who send food from home:

- The exception applies to children in the infant room who can bring in formula, breastmilk, and food where parents are required to label the container with the child's name, food contents including ingredients and date food was brought into the centre.
- Kindergarten and School Aged children who require lunch on a PA Day or non-instructional day are permitted to bring food from home. Parents are required to label the food containers with the child's name.
- Parents/ guardians who have special arrangement to bring food from home will be notified by centre Supervisor of any food allergies within the child care centre and what food is acceptable or restricted in order to meet the needs of the child with the allergy. Staff will verbally verify with the parents/guardians that all food from outside being brought into the child care centre does not contain allergens.

The centre provides two nutritious snacks and a large lunch every day. All our meals are in conjunction with Canada's Food Guide and provide a variety of foods for the children to choose from.

We recognize that some children who attend school bring snacks in their bags for school and this is understandable. All that we ask is that the backpacks are stored in designated areas located within the child's room, and they may not be consumed on the premises.

For school satellites please see brown bag policy.

### **Nutrition Policies**

**Kids' Campus Child Care Centre West Lynde, Kids' Campus Child Care Centre Winchester and Kids' Campus Child Care Centre Viola Desmond Full Day Program** provides nutritious mid-day meals that is served each day, a snack between 9:00 – 9:30 a.m. and 3:00 – 3:30 p.m. Drinking water and a bowl of fresh fruit for your child to choose from is available in the classroom all day. Menus are posted in advance in the front hall. If you have concerns regarding your child's eating, please address them either to the supervisor or to your child's teacher.

**Kids' Campus Child Care Centre School Sites** provide nutritious morning and afternoon snacks that are served each day. Drinking water and a bowl of fresh fruit for your child to choose from is available in the classroom. Menus are posted in advance in each classroom. It is the responsibility of the parents to provide the mid-day meal for non-instructional days. Please see brown bag lunch policy.

### **Outdoor Play**

The Child Care and Early Years Act regulations require two hours of outdoor play (weather permitting) for each child that is in program for six hour or more. Child attending before and after school programs are required to have 30 minutes of outdoor play (weather permitting).

### **Extreme Weather**

During extreme weather alerts, including heat, smog, wind chill advisories children will not participate in the outdoor program. Alternate indoor active activities will be implemented.

### **Summer Safety**

Kids' Campus Child Care Centre has implemented a sun safety policy to ensure that all children and staff are protected from skin damage caused by the harmful ultraviolet rays of the sun. Sun exposure will be limited between 11 a.m. and 4 p.m. Children will be encouraged to seek or create shade (play under trees or use umbrellas).



Parents will be required to provide a wide-brimmed hat for their child that will remain at the centre at all times. This hat will protect the face, neck, and ears of the child, whenever they are outside. Baseball caps are not recommended.

Parents will be encouraged to provide unbreakable sunglasses for their child that offer UVA and UVB protection.

Parents will provide sunscreen with an SPF 15 or higher for the child to use at the child care facility. Sunscreen should offer protection from UVA and UVB rays, as well as being water-resistant. Sunscreen is to be applied 15-20 minutes prior to outdoor activities. Children coming into the centre after 8:00 a.m. are asked to have their sunscreen applied at home prior to attending the child care centre. Sunscreen will be reapplied every 2 hours and after water activities/swimming or exercising while the child is outdoors.

A pair of running shoes needs to be provided for outdoor play. We have found that when the children wear sandals for outdoor play, the risk of injury increases. Climbing and running in sandals often results in slips from the equipment, twisted ankles, etc. If you would prefer to send your child in sandals and leave a pair of running shoes in the centre the staff would be happy to have your child change shoes for outdoor play time.

During times when there is extreme heat and/or humidity and/or when heat advisories are issued, the staff at Kids' Campus Child Care Centre will adjust the children's outdoor play time as necessary. While ensuring that children have the ongoing opportunity for outdoor activities, the staff may deem it necessary to remain indoors and/or play outdoors earlier and/or later in the day. The staff will also ensure that children are well hydrated during outdoor play activities.

### **Bug Spray**

It is a policy of Kids' Campus Child Care Centre that we do not apply bug spray to children.

### **Animal Bites**

Animals are prohibited in all Kids' Campus Child Care Centre programs, with the exception of service dogs. Kids' Campus Child Care Centre is required to report all animal bites/scratches to the Durham Region Health Department.

### **Hand Sanitizer**

It is a policy of Kids' Campus Child Care Centre that hand sanitizer is for adult use only, unless under the supervision of parents/ guardians they are providing their child hand sanitizer to use at the main entrance.

### **Helmets**

In keeping with the recommendations of the local Health Department, children riding tricycles, bicycles or scooters are required to wear helmets while using this equipment. Since helmets

must be fitted to the child's individual head, parents are required to bring in their own child's helmets if the child is going to use the riding equipment. Helmets should be clearly labeled with the child's name and can either be left at the centre or taken home on a daily basis. Parents must make sure that the helmet is safety approved by CSA (Canadian Standards Association), CPSC (Consumers product Safety Commission), SNELL (Snell Memorial Foundation) or ASTM (American Society for Testing and Materials). Helmets should be replaced as the child grows out of it, after one impact and every five years. Nothing should be worn under the helmet but the hair (no hats or hair ornaments).

### **Clothing and Possessions**

Your child should always come to the centre dressed appropriately for the weather. A second (spare) set of clothing should be at the centre at all times as well as a pair of slippers or shoes they can wear inside. Labeling clothing and possessions are a great help to the staff in preventing loss or misplacement of articles.

### **Smoking**

Smoking or handling a cigarette is prohibited at all times at Kids' Campus Child Care Centre including the playground at the child care location whether or not children are present.

### **Positive Practices for Adult-Child and Child-Child Interactions**

The guidelines for the teaching staff are outlined in the Early Years and Child Care Act under the direction of the Ministry of Education. Each year the staff, students and volunteers review the Kids' Campus Child Care Positive Practices for Adult-Child and Child-Child Interactions policy that is in accordance with the Ministry of Education Guidelines.

It is the philosophy of Kids' Campus Child Care Centre to focus on the individual needs of each child within the centre. This is done by providing a positive, nurturing environment where the expression of feeling is encouraged. The positive practice strategies will focus on developing the child's positive self-image, fostering independence, encouraging self-discipline, and developing social skills. Kids' Campus Child Care Centre Positive Practices for Adult-Child and Child-Child Interactions policy prohibits the following practices

Use Snacks, desserts as a reward or punishment

- To compare children
- Corporal punishment of a child
- Deliberate use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- Depriving the child of basic needs including food, shelter, sleep, toilet use, clothing or bedding
- Inflicting any bodily harm on children including making children eat or drink against their will.

- 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 policy and procedure.
- Using a locked or lockable room or structure to confine the child if he or she has been separated from other children
- Physical restraint of the child, such as confining the children to a highchair, care seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the 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

All staff, students or volunteers must read, understand, and sign an agreement to abide by this Positive Practices for Adult-Child and Child-Child Interactions policy and procedure. This agreement is signed upon hiring and reviewed/signed annually thereafter.

## **Harassment**

Kids' Campus Child Care Centre will implement all necessary measures to ensure that children, families, and employees are protected from discrimination and harassment within the child care centre.

- Kids' Campus Child Care Centre will apply the definitions of and protocols on harassment and discrimination as described in the Human Rights Code of the Province of Ontario.
- Harassment includes, but is not limited to, engaging in a course of action, either comment or conduct that is known or reasonably ought to be known to be unwelcome. Sexual harassment can include the threat of reprisal for the rejection of a sexual solicitation or advance.
- There are sixteen grounds of discrimination under the Code: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy) sexual orientation, handicap, age, marital status, family status same-sex partnership status, receipt of public assistance with regard to accommodation, and record of offences with regard to employment.

If an individual's behavior is perceived by others to be harassing, that individual will be advised immediately that his/her behavior is unacceptable. In the case of a Kids' Campus Child Care Centre employee, appropriate disciplinary measures will be taken to address the situation. In the case of a parent/guardian or visitor to the centre, the individual may be asked to leave or withdraw from the centre if the harassing behavior continues.

## **Conflict Resolution**

Positive relationships between staff, parents and guardians are an essential part of building partnerships. In all partnerships there will be times when there are issues of concern that will need to be resolved. Kids' Campus Child Care Centre will address all issues and concerns that are brought forward by parents in a prompt manner.

It is the desire of Kids' Campus Child Care Centre that a complaint from a parent/guardian shall be resolved as promptly as possible. It is understood that the Supervisor at your program will always be the first point of contact, if the parent has a complaint about the Supervisor, the matter remains unresolved, or the action taken by the Supervisor is unsatisfactory please contact the Program Manager. The Program Manager will consult with the Executive Director if the action taken is not satisfactory the parent / guardian may initiate an appeal process by submitting a written appeal to the Executive Director within 5 working days. Parents may appeal to the President of the Board of Directors in writing if the Executive Director decision is unfavourable within 5 working days. If the Board President's decision is unfavourable the parents may request a hearing with the Board of Directors within 5 working days.

Within five (5) working days after the circumstances giving rise to an appeal has occurred or originated, the parent/guardian shall submit a written appeal to the Executive Director, who shall within ten (10) days convene a meeting of all parties concerned to review the appeal. A decision in writing shall be rendered within five (5) working days from the date on which the appeal meeting was convened.

### **Filing Settlement next steps**

Within five (5) working days following the decision under Step 1.0, the parent/guardian shall submit the written appeal to the President of the Board of Directors of the organization. The President shall convene a meeting of all parties to review the concern or issue. A decision shall be rendered within five (5) working days for the date on which the meeting was convened.

### **Filing Settlement next steps**

The parent/guardian shall request a hearing of his/her appeal before the Board of Directors. This hearing shall be held not later than the next scheduled Board of Directors meeting. Due to the nature of this matter, this hearing will be held in camera. The decision, which will be final and binding, shall be rendered within ten (10) days of the completion of the hearing.

## **Code of Conduct**

Kids' Campus Child Care Centre will maintain a code of behaviour for both children and parents that respects the integrity and the rights of the individual.

### **Expectations**

Children are expected to:

- Be courteous, respectful and inclusive of other children and staff
- Use proper language inside and outside the child care setting

- Respect child care property and the property of all individuals
- Use proper and acceptable methods to resolve conflicts
- Respect the rights of others to create a harassment free environment
- Not bring weapons or items that could be considered or used as a weapon to the child care setting
- Not inflict or encourage others to inflict verbal abuse or bodily harm on another child or staff member.

The following are examples of corrective measures that may be initiated when dealing with Occurrences:

- Discussion with parents/guardians will take place to describe that behaviour or event that occurred
- Events and behaviors will be formally documented.
- A Letter describing the child's behaviors and or situation will be provided to the parents or guardian of the child
- If the behaviour/situation or events occur repeatedly, the parent/guardian of the child will be contacted and asked to participate in a discussion meeting.
- A list of outside support agencies may be provided to the parents.
- The parents may be asked to initiate contact and make referrals with outside agencies in the event they are needed. (The parent must give written permission to the centre in order for the centre to have contact with or make a referral to an outside agency)
- If the child's behaviour or situation is inhibiting their ability to participate in program and the parent does not allow outside service involvement to support the child and child care staff, the child's placement at Kids' Campus Child Care Centre may be withdrawn.
- A behavioural plan can be developed with outside agencies, parent, staff and Supervisor of the centre
- Permanent notice of withdrawal may be given to a child where it is apparent that Kids' Campus Child Care Centre cannot meet the child's specific needs.

*The order in how these corrective measures are implemented may change based on the severity of the situation.*

### **Code of Conduct Parents/Guardians**

Kids' Campus Child Care Centre will implement all necessary measures to ensure that employees are protected against harassment.

### **Expectations**

It is a policy at Kids' Campus Child Care Centre that inappropriate or offensive language will not be used on the premises, and no parent shall use any degree of corporal punishment.

Parents found involved or engaging in the harassment of staff, corporal punishment or inappropriate or offensive language will be reported to any of the following: Executive Director, Assistant Director or President of the Board of Directors and appropriate action will be taken.

It is the hope that the Board and the Staff of Kids' Campus Child Care Centre that the occasion to enforce the Code of Conduct Policy does not present itself. However, in the instance that it does, we feel that it is essential to follow through in order to continue to provide a safe, high-quality environment at Kids' Campus Child Care Centre.

### **Social Media Policy for Parents/ Guardians**

At Kids' Campus Child Care Centre, we take the safety and privacy of our children and families very seriously. Therefore, we have a strict policy regarding the use of social media by parents / guardians.

At Kids' Campus Child Care Centre, we understand the importance of social media in today's world. However, it is important to remember that anything posted on social media has the potential to be viewed by a wide audience. With this in mind, we ask parents to please be consider the following guidelines prior to posting on social media.

1. Please do not share any personal information about other children or families at the centre on social media. This includes photos, videos, or any other information that could potentially identify another child or family.
2. Please do not share negative or offensive comments, concerns or complaints about the child care centre or staff of the child care centre on social media. Parents/ guardians should follow the conflict resolution policy ( see section #4) when addressing concerns or complaints.
3. To respect the personal boundaries of Kids' Campus Child Care Centre educators we ask parents not to contact staff through social media messaging or request them to friend or follow you on social media.
4. Please do not post anything that could damage the centre's reputation or the reputation of our staff. This includes negative comments about the centre, our policies, other children and their families, and our staff.

By following these guidelines, we can ensure that social media is used in a positive and constructive way that benefits everyone.

## **Photography**

Parents/ guardians may be permitted to take photos of their child at the centre or during events. However, photos of other children, staff, and volunteers are not permitted unless prior written consent has been given.

## **The Right for Staff Members to Disconnect**

Kids' Campus Child Care Centre believes in the right to disconnect from work, which supports the psychological health and well-being of all employees by creating a workplace that provides a work/life balance. It is important for the physical and mental health of employees to have uninterrupted time away from work.

- The "Right to Disconnect" under the Employment Standards Act (ESA) refers to "*an employee's right to be able to disengage from work and refrain from engaging in work-related electronic communications, such as emails, telephone calls or other messages, outside normal working hours*".

To stay within the legislative requirements of this policy it is important for parents to know that electronic communications, such as emails, telephone calls or other messages that are received outside the normal working hours of the child care centre or outside the working hours of an individual staff person you are contacting, will not be responded to until the next business day.

## **Emergency Management / Disaster Evacuating Site**

Kids' Campus Child Care Centre has an emergency management policy. The purpose of this policy is to provide clear direction for staff, students and volunteers to follow to deal with emergency situations and how to make contact with parents and guardians. The procedures set out steps for staff, students, and volunteers 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.

In the event of an emergency or disaster which requires the centre to be evacuated (fire, flood, etc), the children will be taken to:

West Lynde Full Site Centre - Henry Street High School

Winchester Full Site Centre- St. Thomas Child Care Centre (Edu Kids)

Viola Desmond Full Site Centre - daVinci Public School

School Sites:

da Vinci -	PRYDE Learning Centre St. Josephine Bakhita
Cartwright -	Blackstock Community Centre
Forest View -	Harmony Road Edu Kids
Jack Miner -	School House Playcare Ormiston

West Lynde-	Henry Street High School
Winchester -	St. Thomas Child Care Centre (Edu Kids)
Sherwood-	Kedron Public School
St Marguerite d'Youville-	Kids' Campus West Lynde
Viola Desmond	Michaelle Jean Public School

## **Communication with Parents / Guardians**

### **For All Clear**

- a) As soon as possible the Supervisor must notify parents / guardians of the emergency situations and that all – clear has been given.
- b) Where disasters have occurred that did not require evacuation of the children care centre, the Supervisor must provide notice of the incident to parents/ guardians by email, phone call or letter.
- c) If normal operations do not resume the same day that an emergency situation has taken place the supervisor must provide parents / guardian with information as to when and how normal operations will resume as soon as this is determined.

### **For Unsafe Return**

- a) Upon arrival at the emergency evacuation site, the Supervisor or Designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.

In the event that the entire neighborhood is evacuated, Kids' Campus Child Care Centre will follow the directions from Durham Region Social Services. Please see your supervisor for further information.

In the event of emergency cancellation of services Kids' Campus Child Care Centre will follow the direction of the Executive Director. Parents will be notified of program cancellations through email or by phone.

As with statutory holidays, regular fees will apply for such days. (Evacuating sites will be determined prior to enrollment at school satellite sites).

## **Lock Down**

After a lock down or disaster has commenced on the direction of emergency services or local schools, the doors at Kids' Campus Child Care Centre will be locked. No children, parents or staff will be admitted to Kids' Campus Child Care Centre or released from Kids' Campus Child Care Centre until the lock down has been lifted by the local authorities. Parents of children in



attendance will be contacted to be made aware of the lock down. School age children will remain at school until the lock down has been lifted. If the lock down has not been lifted by school dismissal time the children at satellite sites will remain in the care of the school until the lock down is over.

### **Daily Activities**

Each program at Kids' Campus Child Care Centre you will find a general schedule posted of daily activities. Also posted are program plans that are more detailed about the events in which your child will have the opportunity to be involved in daily.

### **Parent Involvement**

At Kids' Campus Child Care Centre, we value the involvement of parents and encourage it whenever possible. The centre has adopted an open-door policy so that parent's feel comfortable about visiting their child(ren). Any parent interested in volunteering should speak to the centre supervisor.

### **Fundraising**

Kids' Campus is a non-profit organization and maybe required to fundraise in order to maintain the current operational status.

### **Special Activities**

When special events (i.e., field trips, filming) are going to take place parents will be informed and asked to sign a permission form, allowing their child to participate. Any child(ren) that do not have permission to participate will be accommodated.

### **Outings and Special Events**

At times throughout the year, we may plan special events for the children at Kids' Campus Child Care. These events may include visitors coming into the centre or children going on field trips. Transport Canada recommends that "children under 4.5 years and weighing less than 18 kg. require appropriate child restraint system in a school bus". For this reason, only school age children will go on bus trips. Our younger children may go on field trips that they can walk to. We also enhance the younger children's programs by bringing in special guests.

### **Supervision of Children**

Under the Early Years and Child Care Act it is required that every operator shall ensure that every child who is attendance in a child care centre is supervised by an adult at all times. No child will be supervised by a person under the age of 18 years of age. Only employees of Kids' Campus Child Care Centre will have direct unsupervised access to children in attendance at Kids' Campus.

Volunteers or students will not be counted as staff ratio or left to supervise children under any circumstance.

### **Duty to Report**

The staff at Kids' Campus Child Care Centre has a legal obligation to report any suspicions of child abuse to the Children's Aid Society.

### **Serious Occurrence**

#### **Requirement to Post Serious Occurrences in Licensed Child Care Programs**

The safety and well-being of each child is priority at Kids' Campus Child Care Centre. The staff work diligently to provide an environment that is safe, nurturing, and responsive to meet the needs of the children; however, occurrences can sometimes take place that are considered serious.

All serious occurrences that happen within the Kids' Campus Child Care Centre will be posted on a Serious Occurrence Notification Form beside the child care license located at the front entrance of the centre. The serious occurrence notification form will stay posted for ten days from the last update made on the form.

Licensed child care has always been required to file serious occurrences with the Ministry of Education, which is responsible for child care licensing. The serious occurrence posting requirement is new and is intended to support transparency and keep parents informed.

The information on the serious occurrence posting will provide parents with information about the incident; indicate any follow-up information and the outcome of the incident. The privacy of the individuals involved will be respected. Any long-term actions put into place to prevent a similar occurrence will be noted on the form as well.

**It is important to note** that a serious occurrence does not necessarily mean that the child care centre is out of compliance with licensing requirements or that any child is at risk. This process is in place to ensure that all parents have increased access to information about serious occurrences in licensed child care.