



Parent Handbook

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&

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Program Statement

We at Kidz World Childcare Centre are guided by the belief that childcare and Early Childhood Education is one and the same. All children are competent, capable, curious and rich in potential.

Our fundamental objectives are to provide a childcare environment that meets the need of the “whole child”, including their social, emotional, moral, intellectual, language and physical development.

To support and promote the health, safety, nutrition and well –being of the children our goal is to provide healthy meals and snacks and establish a positive eating environment that are responsive to children’s cues of hunger and fullness. Each day at Kidz World we provide the children with 3 meals which include breakfast, lunch and a snack. Each meal is made fresh directly at the Centre and follows the Canadian food guide 4 food groups to ensure each child is provided with the nutrition they need.

We continue to support positive and responsive interactions among the children, parents, childcare providers and staff, by finding ways to intentionally integrate the unique perspectives and gifts of parents, caregivers, and extended family throughout all elements of the program in a meaningful and authentic way. By meeting the requirements of our goal, we have created a documentation board in each classroom which shows each individual child participating and exploring in their belonging, expression, engagement, and well-being.

Children are encouraged on a daily basis to interact and communicate in a positive way and support their ability to self-regulate. This can be accomplished by recognizing and supporting children’s developing and carried self-regulation abilities in all the domains (biological, emotional, communicative, cognitive and social). As professionals and childcare providers for infants and toddlers we respond to the children in a calming manner to support self-soothing behaviors which will allow them to express their wants and needs. For Preschool children, we try to allow them to recognize stressors and develop the ability to manage their own arousal states.

As childcare providers and professionals in our field, at Kidz World Childcare Centre we provide a safe and nurturing environment for the children to make them feel comfortable. Childcare service that is founded on these guiding principles which will foster engagement of and ongoing communication with parents about the program and their children.

When fostering the children’s exploration, play and inquiry at Kidz World, we provide all age groups with open ended materials (lose parts) that encourages and engages the children to explore at their curiosity. We also believe each child is unique and their individual learning stage and pace need to be taken into consideration and individual needs will be accounted for when designing educational activities and providing care.



“How Does Learning Happen” is the document used for the purpose of all guided adult-supported and child-initiated experiences. Each child will be fostered through exploration, play and inquiry. We work to build responsive relationships, learning through exploration and collaborative inquiry.

Children learn through play, which is the basis and medium through which educational activities will be implemented. Learning through play provides children with the opportunity to become more independent, to become aware of the world around them, they can express themselves and discover their own identity all while learning, socializing, and creating new relationships with their peers.

When planning to create positive learning environments and experiences in which each child’s learning and development will be supported our goal is to design an environment that is attuned to the children’s varied sensitivities, arousal states, and need for a calm, focused, and alert state. Here at Kidz World a routine is followed in each classroom to suit the needs of the children, educators, families and help the day run much smoother.

Active Play and Outdoor Play

We try and design indoor and outdoor environments and experiences that spark curiosity, invite investigation, and provide challenges that are responsive to individual capabilities to help children extend the boundaries of their learning. Our playground is designed and created to allow children to play and express themselves in a natural environment with many natural materials such as grass, dirt, rocks, sticks, and trees. Each child will be given the opportunity to explore in active play indoors and for 2 hours of outdoor play each day. The children are always kept separate by age group during indoor and outdoor play periods. Allowing the children to actively explore and investigate what they are naturally curious about, to test their limits, take manageable risks appropriate for their age and abilities and engage in creative problem solving is critical for children’s physical and mental health and well-being. Separating the children by age throughout active physical play can help to shield them from serious injury and allow educators to create environments and experiences suitable to safely challenge the various abilities of the children.

Parents must understand that all children will go outdoors for 2 hours a day (weather permitting), therefore providing the proper clothing depending on the season is a must. If you feel your child is not well enough to go outdoors, then they are also not well enough to participate in the program that day.

All children truly gain and benefit from being in the outdoors playing and exploring. They are given the opportunity to connect with the natural world and their local community. Gross motor skills and activities are practiced and easier to offer in an outdoor setting. Integrating physical activity into the daily routine in our Centre help the children develop a love for movement and it will later support the health and well-being of the children’s lives.

The Council of Ministers of Education, Canada (CMEC) so clearly states: Experts recognize that play and academic work are not distinct categories for young children: creating, doing and learning are inextricably linked. When children are aged in purposeful play, they are discovering, creating, improvising, and expanding learning. Viewing children as active participants in their own development and learning allows educators to move beyond preconceived expectations about what children should be learning, and focus on what they learning” (CMEC,2012).

Think Feel Act 2013, pg. 7 paragraph 2

Rest and Quiet Time

While every child may not need a mid-day nap, rest time is still very important and beneficial to young children. If advised by parents, nap time for **infants** is available at any time of day that particular child may need. Infants have a separate sleep room from their play area where it is darker but a night light is provided. Unless there are 3 or more infants in the sleep room, one staff member is required to stay inside the sleep room with or without the door closed. Visual checks are done and noted every 15 minutes for each classroom during nap time. Nap time for toddlers and preschoolers is scheduled for the same time each day; 12:30pm to 2:30pm. If a child does not want to sleep, they may rest or partake in a quiet activity at a table. For parents who do not want their child to nap, you must write a dated and signed note which simply states “My child _____ no longer needs to take naps while at Kidz World Childcare Centre”. This note will be kept readily available in the child’s file.

Importance of Parent and Community Involvement

Local community parents are welcome to support parents, children, families and staff. Often times, Kidz World will try to bring in a local community firefighter, or police officers to speak with children about safety in their homes, childcare Centre and community. As childcare providers, we understand that parents are the first educators of their children and are the ones who know their children the best. Therefore, cooperation between educators and parents is essential in providing a continuum in the child’s overall development.

Kidz World has an open-door policy and allows parents to walk in or visit their children at any time. Kidz World also from time to time will implement a ceremony, concert or function which will involve parents and family members to join. The partnership between parents and educators

contributes to the child’s harmonious development and therefore it is important for families and Kidz World to engage with one another.



HiMama

The Centre communicates with all families using the HiMama app. Each child will receive a daily report at the end of each day including meal times, washroom routines, sleep and any other important information you should know. Kidz World Management will also communicate any updates and messages to all families through the app. The menu and monthly calendars will be uploaded at the beginning of each month.

Educators

All classrooms are facilitated with a minimum of one teacher who holds a diploma/degree in Early Childhood Education and one Early Childhood Assistant. If a classroom requires three teachers due to ratios and age group, the class will have two Registered Early Childhood Educators and one Early Childhood Assistant. All Registered Early Childhood Educators must be in good standing with the Colleges of Early Childhood Educators.

All staff members and volunteers are required to have First-Aid & CPR Level C, a satisfactory Vulnerable Sector check, and completed health assessments which include up to date immunizations.

Educators are given opportunities to be sent out to workshops from time to time which will expand their knowledge in areas of program implementation, dealing with families and children, How Does Learning Happen and so forth. This will also give Educators the opportunity to provide your children with many methods of learning and many new, imaginative ideas which will stimulate, inspire, encourage and motivate the children's endless ability to learn and grow.

Kidz World believes that children deserve to be surrounded by knowledgeable learning experiences and qualified educators. Adults, like children, deserve to have the opportunities to further their knowledge and expand on their career aspirations. We at Kidz World promote and support each staff's professional development by offering additional training and workshops held in and out of the Centre!

Monitoring Procedures

Every employee, volunteer and student will be observed usually on a daily basis by the Supervisory staff where time permits. Formal observations will take place annually with a summary of these observations. Concerns, if any, will be documented in the staff members file. These observations will ensure the Program Statement is being followed.

Failure to comply with any of the above is cause for dismissal of an employee.



Services, Age Categories and Hours of Operation

Our Centre is open Monday to Friday from 7:00am to 6:00pm

Fee Reviews: Our fee reviews are conducted on an annual basis and are subject to change. Clients will be notified in advance of any changes to their fee structure.

Late Pick Up Fees: \$1.00/minute. This applies to children attending Full Day Programs and Part Day Programs. Cash is to be provided directly to the staff member from the parent who is picking up late.

NSF Cheques: a \$20.00 charge will be applied to the account for each returned bank cheque. Our Centre will only allow three NSF cheques or returned items. After that, you will be asked to pay by certified cheque.

Payment Structure: Upon registration parents will be given a statement that will show their childcare fee for the next 6 to 12 months, Parents are required to provide Kidz World Childcare Centre with post-dated cheques or e-transfer for each of the months on your statement.

Field trips:

Only pertain to Preschool children. Fees may or may not be extra.

Please remember that your monthly payment must be given on the 1st of each month. It must also be given prior to your child's official start date.

Holiday Closures

Kidz World Childcare Centre will be closed on the following holidays:

Kidz World Childcare Centre will be closed on the following holidays:
New Year's Day
Family Day
Good Friday
Victoria Day
Canada Day
Civic Holiday
Labour Day
Thanksgiving Day
Winter/Holiday Break (2 weeks prior to Christmas until New Year's)
Families are given notice through HiMama with exact dates

Off Premises Activities / Field Trips

Scheduled off the premises field trips are important contributions to the learning process. They are planned to compliment what is learned in our centre and provide an increase motivation for learning and a positive attitude towards environmental concepts. **Field trips require an extra fee depending on the outing. Parental written consent is required. Parents will receive information of the nature of the outing and the age group it is geared towards. Parents are welcome to volunteer during our trips (depending on space available)**

Special Occasions

On any celebration that a family wishes to bring outside food Kidz World will only accept pre-packaged treats with the original packaging and labeled with the ingredients. **We advise parents that any treats brought in must be labeled with the NUT FREE label.**

Modifications that are made to the menu due to special occasions will be posted.

Calendars

Monthly calendars will be sent through HiMama to inform parents of any special events and planned activities. Parents are also welcome to discuss programming with their child's educator.

Allergies/Cultural Food Differences/Food Intolerances

Please notify Supervisors in writing if your child has **any food allergies and food intolerances**. Allergies also include **sun reactions, bee stings, allergies to certain creams, medication etc.** Please also notify the staff of other food restrictions, be they religious, cultural so that alternatives can be discussed. All known allergies must be documented in your child's Health Profile Sheet, doing so, the Supervisors will then post your child's allergies or food restrictions, so that all staff members are informed.

If your child has any allergies please see a supervisor in order to fill out all necessary forms.

Anaphylaxis Prevention (Taken from Kidz World Childcare Centre Anaphylaxis Policy)

- **Kidz World Childcare Centre is a peanut free environment.**
- **Kidz World Childcare Centre** also accommodates children by modifying the menu if a child has an intolerance or allergy to any particular food item.
- **Kidz World Childcare Centre** provides **latex free** gloves for educators.
- At time of registration (included in our registration package), parents must identify any allergies and/or food intolerances their child has.
- Parents need to advise the childcare centre if their child develops an allergy or outgrows an allergy that was previously identified and no longer needs medication.
- If a child has an allergy, there is to be an individual plan and emergency procedure needs to be filled out. A copy will be placed in the child's file and given to the E.C.E. responsible for this child.



Individual Plan must include:

- 1. Child's Name**
 - 2. Phone Number**
 - 3. Emergency Contact and Phone Number**
 - 4. A description of the Child's Allergy**
 - 5. Monitoring and Avoiding Strategies**
 - 6. Signs and Symptoms of an allergic anaphylactic reaction**
 - 7. Procedures to be followed and how to administer medication**
 - 8. Administration of Medication Consent**
- Along with the individual plan, parents must provide training on the procedures to be followed if a child has an anaphylactic reaction.
 - If a child has an EpiPen due to an allergy, parents must provide the daycare with an EpiPen. The EpiPen will be labeled, safely stored and remain on the premises until it is used or it has expired. If used or expired, parents must provide the daycare with a replacement.
 - The staff will bring with them any and all allergy medications provided by the parent if leaving the childcare premises with the child due to a field trip or community walk.
 - Prescribed medication is only administered with parental consent. Parents fill out a daily sheet which has details about how much and when the medication was administered. (Medication Consent Form)
 - **Kidz World Childcare Centre** only administers non-prescription medication that has been approved by a parent and for which we have written and signed consent for.
 - Upon registration, parents sign a consent form which allows the staff to administer sunscreen and insect repellent during summer months. Sunscreens and Insect repellents are provided and approved by parents.
 - The names of children with food intolerances or allergies along with the specific allergy the child has is posted in the kitchen and in all rooms of the daycare.
 - In the event that Kidz World does have to serve food to a child that has an allergy or intolerance and the parents have provided food from home, the food must be labelled with the child's name and list of ingredients on the Tupperware.



Menu

All meals and snacks are **pork and peanut free** and based on the Canadian Food Guide. As mentioned in the **“Allergies, Cultural Food Differences/Food Intolerances”** section of the Childcare Centre policy, accommodations can be made for children with food allergies, intolerances or restrictions. Copies of the 4-week rotational menu are posted and available on Himama. Any daily menu changes will be posted on the bulletin board and adjusted on Himama.

Transitions

We recognize that all children will adjust and adapt differently and at different paces. We usually suggest a one-week transition period where parents will be readily available for early pick up if needed. We usually start the first day with a 1-2 hour visit and gradually increase the time based on the child’s comfort level. Staff will keep parents updated along the way and an open line of communication is encouraged for a smooth transition.

Arrivals and Departures

Children are to be accompanied into the facility by a parent/guardian. Your child’s arrival must be acknowledged by a staff member before you leave the premises. Parents are asked to make their presence known. Parents are able to enter the facility through any of the 3 doors available with a key fob. If a parent/guardian does not have a key fob they may ring the doorbell for a staff member to open the door. If your child is outdoors, the same procedures are needed to be followed. Staff needs to be notified of a child’s departure from the playground.

During pick up and drop off there should be no child left unattended while on the premises. The Centre will not be responsible for any accidents or theft as a result of vehicles being left running while in the parking lot. Parents are asked to **enter and exit the parking lot at a low speed** and be cautious of parents and children entering or exiting the centre. **The Centre will not be responsible for any accidents that may occur due to negligence of the above parking lot procedures.**

Authorized Pick -Up

If someone other than those listed as emergency contacts in the Registration package is scheduled to pick up your child, you must phone the Centre or send a message of consent. The authorized person must provide staff with valid identification such as a Driver’s License as well as vehicle information of the car they are driving.

We will not release your child to any adult suspected of substance abuse.

Children will not be released to any unauthorized persons.



Late Arrival/Absences/Weather Permitting Closures

If for any reason your child should be arriving late, or will be absent on a certain day, please call the Centre and notify the Supervisor by 9:00 a.m.

Kidz World Childcare Centre is open Monday to Friday from 7:00am-6:00pm. If you are unable to pick up your child/children on time, please call the centre to let the staff know. A late charge of \$1.00 per minute is applied after 6:00pm. The payment must be paid in cash to the staff member scheduled to close.

The centre may **close earlier** from time to time due to weather conditions. Parents will be notified of any closures through the HiMama app.

Clothing

Parents are encouraged to provide extra clothing at the Centre in case of accidents or spills. Please label your child's clothes with their full name as we are not responsible for misplaced items.

Please provide indoor and outdoor attire according to the weather conditions. Sandals are discouraged in the Childcare Centre. We kindly ask families provide sandals that have backings for safety purposes.

Sleeping Visual Checks and Sleep Policy

Visual checks will be done as follows: Infants: every 15 minutes, Toddlers: every 15 minutes, and Preschool: every 15 minutes and must be documented on reports as needed (checking for movement, breathing, and signs of suffocation). All staff members must ensure each child who is here for six hours or more each day are provided with bedding during nap time.

Kidz World Childcare Centre sleep policy and supervision has been created in a manner consistent with the recommendations set out in the Joint Statement on Safe Sleep: Preventing Sudden Death in Canada.

All staff will review this policy annually and all staff working with children under the age of 12 months have a copy of this document which states the **Principles of Safe Sleep and Modifiable Risk Factors** ready and available.

The sleep room located in the Infant room is kept closed to ensure the infants sleep with no interruptions. There is a monitor located in the classroom to view all infants sleeping. There is a crib visual posted by the sleep room door to indicate where each infant is sleeping. All cribs are labelled with the infant's name on it. Sleep checks are done every 15 minutes. The staff member will physically go into the sleep room and observe every infant sleeping to ensure the safety of the child.

Other than a firm mattress and a fitted sheet, there are to be no extra items in our infant **cribs**. Soft bedding such as pillows, duvets, quilts and comforters, as well as bumper pads increase the risk of suffocation. *If a child requires a pacifier, pillow, blanket, or a soft sleep toy, the parent is required to sign a permission form stating that they are aware of the implications.*

Infants are to be placed on their backs to sleep, for every sleep. Once infants are able to roll from their backs to their stomachs or sides, it is not necessary to reposition them onto their backs.

Each child is assigned to an individual crib or cot (each crib or cot is labeled with the child's name). Each staff member is aware of which children are in the sleep room by writing their names and removing their names as they enter and leave the sleep room.

Parents whose children sleep at the Centre will be advised of the Centre's sleep policies and procedures and will be consulted respecting a child's sleep arrangements (If a child is transitioning from a crib to a cot and also, if parents as a request with written notice to shorten their child's nap).

If there a significant change in a child's sleeping pattern or behaviors during sleep parents will be notified and adjustments will be made.

Infants (under 12 months) parents are always asked to write down a sleep routine for the staff. This is so that the staff can follow the proper sleep time habits and any other preferences. Each child's sleep time is documented on their daily report. **Infants under 12 months must be placed on their back for nap time.**

There are cameras in the sleep room which are monitored from the office by the supervisors.

Illness Policy

Parents are encouraged to make alternate arrangements if children show visible symptoms of any communicable diseases. This is for the benefit of the sick child and as well as in consideration of the other children in the centre. This will also prevent your child's health from worsening throughout the day and a supervisor or teacher from having to contact you to pick up your child.

Children should be physically able to participate in all childcare activities. Keeping a sick child at home will minimize the spread of infections and viruses in the classroom.

Upon recommendation from York Region Public Health and in accordance to the CCEY Act, 2014, our Illness policy will be as following:

Children must be participating in regular programming, if a child cannot participate in regular programming they cannot be in care for the day. We kindly ask that all parents follow the following policies to keep the children as healthy as possible:



* **Fever-** children with fevers of 37.8 degrees Celsius or higher must be excluded from care for a min. of 24 hours and can return if symptom free for a min. of 24 hours.

* **Diarrhea-** children with 3 diarrheas' will be required to be excluded from care for a min. of 48 hours and can return if symptom free

* **Vomiting-** children with 3 vomit will be required to be excluded from care for a min. of 48 hours and can return if symptom free

* **Eye Discharge-** must be on medication for min. of 24 hours without discharge.

* **Rash -** return to care only with a physician's note, stating the rash is non-contagious.

If a child is sent home due to any of the above symptoms an illness report will be signed upon pick up stating when your child may return.

Administering fever reducing medication before attending the Centre is prohibited.
Fever reducers do not cure the illness/virus. It is only giving your child temporary relief and therefore your child is still contagious and spreading their sickness.

If someone else picks up your child, a supervisor must be notified. **Once again, we will contact you if your child's symptoms worsen throughout the day. Any minor illnesses will be communicated with parents upon pick up, unless parents advise us to contact them regardless of the seriousness of the illness.**

Medication

If your child requires antibiotics, you will be asked to keep your child at home for the first 24 hours after their first dose of antibiotics. Only the parent of the child will be able to administer the anti-biotics. If the child requires a dose to be administered during daycare hours, the parent will need to come and administer the dose to their child themselves.

We will still be able to administer these medications on an emergency basis: EPI-PENS, Puffers & Tylenol for Febrile Seizure's.

Kidz World Childcare Centre only administers puffers and epi-pens and must be in its original container provided by the pharmacy. Our staff will only administer prescription medication in the original container provided by the pharmacy with the correct labelling. Each time a parent brings medication to the Centre; they must fill out and sign a request to administer the medication each time it is necessary. At the end of each day the parent needs to sign the medication sheet

Non-prescription medication (such as fever reducers) will only be kept at Kidz world if the child is required to have it in the event of a medical condition/emergency such as if they are prone to febrile seizures. Parents must sign the consent form provided.



Immunizations

Every family must provide their child's immunization record prior to their child starting childcare. If your child is not immunized, then you must provide the childcare with an Affidavit that is signed and stamped. If your child has received partial of the vaccines required due to parental discretion, an Affidavit still must be provided.

Withdrawals (temporary & permanent), Short Term Care, Vacations

Permanent Withdrawal

A **one month** written notice of withdrawal is required to withdraw your child from our Centre. All fees must be paid in full before a child can be withdrawn. No receipts will be issued until all outstanding fees and any other extra charges are paid in full.

Vacations/Extra Days:

- If a parent chooses to withdraw their child for vacation time, they must provide the office with **one-month notice** in writing. **EACH FAMILY WILL ONLY BE ALLOTTED TWO WEEKS VACATION TIME PER YEAR WHERE YOUR INVOICE WILL BE ADJUSTED TO REFLECT THE VACATION. THE VACATION TIME MUST BE TAKEN IN A CONSECUTIVE WEEK AND MAY NOT BE SPLIT INTO DAYS AT A TIME. If you choose to take a vacation longer then the 2 weeks you must still pay the remaining monthly invoice to secure your child's spot at the centre.**
- **Appointment days:** YOUR INVOICE WILL NOT BE ADJUSTED EVEN IF ONE MONTHS NOTICE IS GIVEN FOR A ONE OR TWO-DAY ABSENCE.
- **Make up days:** Kidz World does not offer make-up days for a child's absence. If you wish for your child to come for an extra day because they were absent previously in the week **you will be invoiced for an extra day.**

Temporary withdrawal:

In the event of a future Pandemic outbreak OR families who wish to withdraw their child for an extended period of time are still required to pay their monthly fee to secure their child's spot at the Centre even if they choose not to have their child physically in attendance. If families do not pay their monthly fee, their child's spot will not be secured and they will be placed on the waitlist.

If you choose to withdrawal your child/children for the months of July and August only and would like to hold your child's spot for September, you must provide half of September's invoice upon receipt.

Parents who wish to withdraw their children for an extended amount of time must give the office **one-month notice** in writing.

Start Date change:

In the event that you need to change the start date you have provided, we will require you to pay half of the months invoice for the anticipated start date. We require 14 days' notice to change any start dates.



Late Arrival/Absences/Weather Permitting Closures

If for any reason your child should be arriving late, or will be absent on a certain day, please call the Centre and notify the Supervisor by **9:00 a.m.**

Kidz World Childcare Centre is open Monday to Friday from 7:00am-6:00pm. If you are unable to pick up your child/children on time, please call the centre to let the staff know. **A late charge of \$1.00 per minute is applied after 6:00pm. The payment must be paid in cash to the staff member scheduled to close.**

The centre may close earlier from time to time due to weather conditions. A sign will always be posted on the front door and a direct call to the parent will be made or communicated through the HiMama app, giving parents as much notice as possible. Individual phone calls will always be made to each parent if the centre will be closing down before regular closure at 6:00pm.

Municipally Subsidized Childcare Spaces

Kidz World Childcare Centre has a Purchase of Service Agreement with York Region Community and Social Services Department. To find out more information about this program and how it could benefit you please feel free to ask the director of the centre.

Students and Volunteers in the Centre

Intent of Policy:

- 1) Help support the safety and well-being of children in licensed day nurseries and private-home day care homes monitored by a licensed agency.
- 2) Require child care operators to develop and implement a policy for the supervision of volunteers and students in child care settings.

Child Care Centres:

- In child care centres, only employees will have direct unsupervised access to children, except in co-operative nursery schools where, by policy, two participating parents may take the place of an unqualified staff when Ministry Director approval has been given. **Students and Volunteers will be supervised by an employee at ALL TIMES.**
- Volunteers and students may not be counted in the staffing ratios in child care centres.
- The volunteers and students must never be left alone with the children.

Prohibited Practices

Kidz World Childcare Centre does not permit any form of corporal punishment of a child. The child is to be respected and positively redirected to another activity if need be.

There shall be no restraint of the child, such as confining the child to chair, unless the restraint is for the purpose of preventing a child from hurting themselves and is used as a last resort until the risk of injury is no longer pending.

There is to be no locking of exits for the purpose of confining a child in an area or room without adult supervision, unless confinement occurs during an emergency.

There is to be no form of deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine their respect.

There is to be no deprivation of any form of basic need such as; food, shelter, clothing or bedding.

There is to be no inflicting of any bodily harm on children including making them eat or drink against their own will.

FOR ALL STAFF, STUDENTS AND VOLUNTEERS:

Not complying with the prohibited practices policy, ex: permitting corporal punishment, humiliating, undermining and depriving of basic needs, will result in immediate termination without warning.

Door Safety

The centre has 3 doors which allow entrance into the centre.

-The front door (West Side)

-The side ramp door (North Side)

-The Back door (East Side)

All 3 doors are always kept locked from the inside, only those with a key fob, such as staff and parents are allowed entry. All others must ring the doorbell and will be ID'd upon entry.

These doors are kept locked on the outside only and never from the inside to maintain the safety of the children at all times.

There is also no permission given at any time to use a locked or lockable room or structure to confine a child if he or she has been separated from other children.

Parent Conflict Resolution Policy

An issue/concern may arise by parents/guardians. The parents/guardians are requested to raise any concern/ issue that they may have regarding their child's care in Kidz World Childcare Centre. They are also encouraged to take an active role in our centre and regularly discuss with staff their children development.

All issues and concerns raised by parents/guardians are taken seriously by all the staff and management and will be addressed. We will put every effort to resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

The issues/ concerns will be brought verbally or in writing by parents/guardians and the responses will be provided verbally or in writing upon request.

An initial response to the issue or concern will be provided to the parents/guardians within 2 business days. The parent/guardian or any other person who raised the issue/concern will be kept informed throughout the resolution process. Investigation of issue/concern will be fair and respectful to both sides involved.

Procedures

1. If the issue/ concern is related to a program room.

Parents/guardian will follow:

- address the issue/concern directly to the program staff
- issue/concern might be address verbally or writing

Program staff:

- address the issue/concern at the time it is raised
or arrange a meeting with parent/guardian within 2 business days.
- Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern

2. If the issue/concern is related to a program staff:

Parent/guardian will follow:

- address the issue/concern directly to the program supervisor
- issue/concern might be address verbally or writing

Supervisor will follow:

- address the issue/concern at the time it is raised
or arrange a meeting with parent/guardian and program staff within 2 business days.
- Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

3. If the issue/concern is related to the program supervisor:

Parent/guardian will follow:

- Address the issue/concern directly to the program director.
- issue/concern will be address verbally or writing

Program Director

- address the issue/concern at the time it is raised or arrange a meeting with parent/guardian and program supervisor within 2 business days.
- Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

4. 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 Children's Aid Society (CAS) directly.
- The Person 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*.

Supervisor/Staff member/Director will also do:

Document the issues/concerns in detail:

- 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.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, other persons at Kidz World Childcare Centre, except when information must be disclosed for legal reasons such as to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society.

Emergency Management Policy

Resource: York Region "Grow with Us Manual"

This Policy ensures that appropriate procedures are followed in case of emergencies. In case of an emergency all parents will be contacted via our Himama app and be notified of the next steps we are taking to ensure safety of all children. This policy identifies specific types of emergencies and procedures to follow. The information below is adapted from York Region Health Department Grow with Us Manual.

Emergency: No Water/No Electricity

Water for Drinking

- Use only bottled water or water from a water cooler.
- Have water supplied from an approved water hauler.

Food Preparation

For food preparation in the absence of electrical power and/or water, pre-packaged foods that do not require refrigeration should be used and made available.

- Commercially bottled water must be used to wash, rinse or soak food products (i.e., fruits and vegetables).
- Food may be catered in from another commercially approved source (i.e., pizza).
- Pre-packaged food products may be provided.
- Single-use, disposable dishware and utensils must be used.

Handwashing

- Alcohol-based hand gel sanitizers, containing more than 60% alcohol, must be available. Ensure children are supervised when using hand gel sanitizers.
- Alternatively, disposable moistened towelettes may be used.

Disinfectant

- Have a premixed solution (i.e. no mixing with water required) available on-site at all times **or** have a supply of commercially bottled water available to mix disinfectants.

Diapering

- **Use disposable gloves** when diapering children.
- Staff and children's hands must be cleaned with hand gel sanitizer after diapering.
- Disinfect diaper areas with a premixed solution after each child has been changed.

Toileting

- Ensure a supply of water is available for flushing toilets manually (i.e. manual fill method).

If your childcare centre is without water or electricity for more than 24 hours, consider alternate operating sites until water is available at your centre. Water usage should not resume until the lines are flushed and the chlorine residual is acceptable (0.05 mg/L Free Available Chlorine or 0.25 mg/L Combined Chlorine). In the event of an outbreak, contact your Public Health Inspector for further direction. **For further information, contact York Region Health Services Health Connection**
1-800- 361-5653



Emergency: Flooding

- If flooding has occurred within the facility and all areas of the centre has been affected children will be accompanied to our alternate emergency off site location: **King City Arena**

Waitlist Policy

Policy

A waitlist will be applied when the maximum number of children have been reached in the Centre and or in a specific age group.

Procedure

- Children are accepted in the daycare on a first come basis. This documented by the date they called or emailed about the program.
- A family who has a sibling already enrolled at the Centre will receive seniority
- A returning family of a graduated child will also receive seniority if they would like to enroll another child at the Centre.
- Parents will be informed as soon as a spot becomes available. Once Kidz World has contacted a family regarding a spot, the family has 48 hours to accept or decline the offer. If the family does not respond within the time frame, the child will be removed from the waitlist. If the family responds after the 48 hours they will be placed at the bottom of the waitlist.
- Children will be removed from the waitlist if the parent requests it
- Parents can inquire about their child's place on the waitlist without any personal information given about the other children on the waitlist. Families can email or call for their spot on the waitlist.

Charge Fee

Kidz World Childcare Centre will not apply a charge fee on waitlist procedure.