



Parent Handbook

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&

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Program Statement

At Kidz World Childcare Centre, we are guided by the belief that childcare and Early Childhood Education are one and the same. All children are competent, capable, curious and rich in potential. Our fundamental objective is to provide a childcare environment that meets the needs 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 to establish a positive eating environment that is responsive to children’s individual cues of hunger and fullness. Each day, the children are provided with three meals which include breakfast, lunch, and afternoon snack. Each meal is made fresh at the Centre and follows the four food groups outlined in Canada’s Food Guide 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 identities 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 documentation boards in our classrooms which showcase each individual child participating in experiences that support four foundational conditions – belonging, expression, engagement, and well-being – that are important for children to grow and flourish.

On a daily basis, children are encouraged 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 of Infants and Toddlers, we respond to the children in a calming manner to support self-soothing behaviors while also allowing 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, we provide a safe and nurturing environment for the children to help them feel comfortable in our centre and their classroom. Childcare that is founded on these guiding principles fosters engagement of and ongoing communication with parents about the program and their children.

In our program, children of all age groups are provided with open-ended materials, such as loose parts, to foster an environment of exploration, play, and inquiry that encourages the children to explore their curiosity. When designing educational activities and programming, each child’s individual needs and abilities are taken into consideration to create an inclusive and accessible program for all. Our program is developed and supported by the guidelines set out in Ontario’s document: *“How Does Learning Happen? Ontario’s Pedagogy for the Early Years”*. This document supports the development of all guided, adult-supported, and child-initiated experiences. With the help of these guidelines, we encourage collaborative inquiry and implement a learning-through-play based program.

Children learn through play, which is the basis and medium through which the educational activities are implemented in our Centre. Learning through play provides children with the opportunity to become more independent, to become aware of the world around them, and allows them to express themselves and discover their own identity all while learning, socializing, and creating new relationships with their peers. When planning to create positive learning 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, each classroom follows a routine that suits the needs of the children, educators, and families to help the day run smoothly.

Active Play and Outdoor Play

Our playgrounds are designed and created for children to play and express themselves in a spacious, natural environment. Each child is given the opportunity to engage in active play indoors, as well as two hours of outdoor play each day. Allowing children to actively explore and investigate what they are naturally curious about, test their limits, take manageable risks that are appropriate for their age and abilities, and engage in creative problem solving is critical for children's physical and mental health and well-being. The children are in separate playgrounds according to their specific age groups. Separating the children by age during active 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 two hours each day (weather permitting). Therefore, providing appropriate outdoor clothing for 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 benefit from outdoor play and exploration as they are given the opportunity to connect with the natural world. Gross motor skills and activities are often practiced outdoors and easier to offer in an outdoor setting. Integrating physical activity into the daily routine in our Centre helps the children develop a love for movement and 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 the day that a particular child may need. Infants have a sleep room separate from their play area where it is darker but a night light is provided. If there are three or more infants in the sleep room, one staff member is required to stay inside the sleep room with or without the door closed. Nap time for Toddlers and Preschoolers is scheduled for the same time each day from 12:30pm to 2:30pm. In every classroom, visual checks are completed and recorded every 15 minutes during nap time. 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, a signed and dated note must be provided that states "My child _____ no longer requires a nap while at Kidz World Childcare Centre". This note will be kept readily available in the child's file.

Importance of Parent and Community Involvement

As childcare providers, we understand that parents are their child's first educators and are the ones who know their children 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 welcomes parents to walk-in or visit their children at any time. On occasion, Kidz World will hold a ceremony, concert or function which parents and family members will be invited to partake in. The partnership between parents and educators contributes to the child's harmonious development, making it important for families and staff to be in communication and partnership with one another.

Local community partners are also welcomed to the Centre to support children, families, and staff. Kidz World invites local partners such as firefighters or police officers to speak with children about safety in their homes, Childcare Centre, and community to build strong relationships with their others in their community.



HiMama

The Centre communicates with all families using the HiMama app. Each child will receive a daily electronic 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 this app. The menu and monthly calendars will be uploaded at the beginning of each month for parents to access.

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 attend professional workshops to continue their learning in areas of program implementation, dealing with families and children, *How Does Learning Happen* and so forth. These workshops provide Educators with the opportunity to introduce new, imaginative ideas in their classroom 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 the opportunity to further their knowledge and expand on their career aspirations. At Kidz World, we 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 is observed 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 member's 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.



Fee Structure for 2023

Kidz World Childcare Centre Fee Structure for 2023 with CWELCC REDUCTION					
FULL DAY: 7am-6pm	Monthly Payment				Daily Fee
	5 Days	4 Days	3 Days	2 Days	
Infant – 6 months up to 18 months	\$806.08	\$679.45	\$541.48	\$391.70	\$46.30
Toddler – up to 30 months	\$639.29	\$529.67	\$426.20	\$310.91	\$37.80
Preschool – up to 5 years	\$575.98	\$489.98	\$391.70	\$288.23	\$34.39
HALF DAY: 9am-3pm	Monthly Payment				Daily Fee
	5 Days	4 Days	3 Days	2 Days	
Infant – 6 months up to 18 months	\$639.29	\$509.83	\$394.54	N/A	\$43.47
Toddler – up to 30 months	\$575.98	\$466.83	\$363.36	N/A	\$34.49
Preschool – up to 5 years	\$547.63	\$449.35	\$345.40	N/A	\$32.13

CWELCC

Kidz World Childcare Centre has **Opted-IN to the CWELCC program for 2022 & 2023**. Once we have received further information for the 2024 agreement we will communicate with all families. **If at any point Kidz World Childcare Centre feels that the CWELCC program is not suitable for our Centre, we will opt-out of the program and families will be responsible for paying original full base monthly fees.**



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: Families are sent an invoice 1-2 weeks prior to the 1st of each month. **Please remember that your monthly payment must be given by the 1st of each month. It must also be given prior to your child's official start date.**

Registration Deposit: We require a one-time, non-refundable deposit in order to enrol your child and secure their spot in our program.

Field Trips: Only pertain to Preschool children. **Fees may or may not be extra.**

Holiday Closures: 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: beginning at the end of the year into the new year)
- Families are given notice through HiMama with exact dates for Winter Break each year.**

Winter / Holiday Break

Each year, Kidz World Childcare Centre closes for two consecutive weeks at the end of December into January for Winter Break. Invoices for the months of December and January are adjusted to reflect this two-week closure and families do not pay for childcare during this break. Families are given notice through HiMama with the exact dates of this closure each year.

Off-Premises Activities / Field Trips

Scheduled off-premises field trips are important contributions to the learning process. They are planned to compliment what is learned in our Centre and provide an increased motivation for learning and a positive attitude towards environmental concepts. **Field trips may require an extra fee depending on the outing. Parental written consent is required.**

Special Occasions

On any celebration that a family wishes to provide food for their child's class, only pre-packaged treats with the original packaging, labeled with the ingredients are accepted. **Any treats brought in must have 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 throughout the Centre. Parents are also welcome to discuss programming with their child's educator.

Allergies / Cultural Food Differences / Food Intolerances

Please notify Supervisor(s) in writing if your child has **any food allergies and/or food intolerances**. Allergies also include **sun reactions, bee stings, allergies to certain creams, medications, etc.** Please also notify the staff of other food restrictions, be they religious or cultural so that alternatives can be discussed. All known allergies must be documented in your child's Health Profile Sheet upon registration. Doing so, the Supervisor(s) 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 nut 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.
- At time of registration (included in our registration package), parents must identify any allergies and/or food intolerances their child has.
- Parents must advise the Childcare Centre if their child develops an allergy or outgrows an allergy that was previously identified and no longer needs medication.
- **Kidz World Childcare Centre** provides **latex-free** gloves for educators.
- If a child has an allergy, 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 two EpiPens. The EpiPens 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.
 - 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. Each time the medication is administered, the parent needs to sign the medication sheet at the end of the day.
 - Kidz World Childcare Centre only administers Puffers and Epi-Pens. Our staff will only administer the prescription medication in the original container provided by the pharmacy with the correct labelling.



- **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 outlined in their Individualized Plan. Parents must provide a sealed bottle in its original package, labelled with the child's full name. **Fever reducers will only be administered if the child has a fever and is waiting to be picked up by a parent.**
- **Kidz World Childcare Centre** only administers non-prescription medication that has been approved by a parent and outlined in the child's Individualized Plan 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 classrooms of the daycare.
- In the event that Kidz World has to serve food that parents have provided from home, the food must be labelled with the child's name and a "Food from Home" form must be filled out with the ingredients used and storage instructions.

Menu

All meals and snacks are **pork and peanut-free** and are based on Canada's 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 Information 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 each day 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.

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 conducted as follows:

Infant: every 15 minutes, Toddler: every 15 minutes, and Preschool: every 15 minutes

Visual checks are 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 child'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 all children.

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.

Parents of infants (under 12 months) 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 and staff in the Centre. This will also prevent your child's health from worsening throughout the day and a supervisor or teacher 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 is as follows:

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 38.0 degrees Celsius or higher must be excluded from care for a minimum of 24 hours and can return after 24 hours symptom-free.**
- **Diarrhea- children with 3 diarrheas will be required to be excluded from care for a minimum of 48 hours and can return after 48-hours symptom-free.**
- **Vomiting- children with 2 vomits will be required to be excluded from care for a minimum of 48 hours and can return after 48-hours symptom free.**
- **Eye Discharge- must be on medication for minimum 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.

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.

Kidz World Childcare Centre only administers Puffers and Epi-Pens. Our staff will only administer the prescription medication in the original container provided by the pharmacy with the correct labelling. Each time a parent brings a puffer to the centre; they must fill out and sign a request to administer the medication each time it is necessary. Each time the puffer is administered, the parent must 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 as outlined in their Individual Medical Plan. Parents must sign the consent form provided. **Children's Medicine will only be administered if the child has fever and is waiting to be picked up by a parent.** Parents need to sign and return it with a sealed bottle in its original package, labelled with the child's full name. **It must be accompanied with a doctor's note.**



Our policy does not enable us to dispense over the counter drugs or medication through phone calls only. Hence, all medication (prescription and non-prescription) must be provided by the parents and all proper written consent forms and doctors notes must be provided.

Kidz World staff are permitted to administer the following over the counter products to children:

1. Sunscreen
2. Moisturizing skin lotion (non-medical)
3. Lip balm
4. Insect repellent
5. Hand sanitizer
6. Diaper cream (non-prescribed)

Application of the products listed above do not require a medical administration form to be completed. These items must be labelled with the individual child's name and will be stored according to storage instructions on original package. Expired products will not be accepted.

A special Emergency Long Term Non – prescription or Prescription Medication Form is available for your child while enrolled at our Centre for such cases as Asthma, allergies... (This form is to updated every 6 months) The supervisor will provide this form if necessary. **We cannot administer medication that varies from the instructions on the original package and parents' instructions unless it is followed by a doctor's note/label.**

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.

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.

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. Outstanding fees of one month or more will be sent to collections.

Vacation/Extra Days

- **Vacation Days:** If families wish to take vacation time throughout the year, invoices will not be adjusted.
- **Appointment days:** Your invoice will not be adjusted.
- **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 wish to withdraw their child for an extended period of time, families 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 withdraw your child/children for the months of **July & August only** and would like to hold your child's spot for September, you must provide half of September's invoice upon receipt.

Start Date Change

Once you have confirmed your child's spot, we are unable to change the start date to a later date. If you choose to change the start date and would like to keep your spot secure, we require a full month's invoice for each month that you have delayed.

Weather Permitting Closures

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.



Safe Arrivals to the Centre

We encourage families to call the Centre or message on Hi Mama App if your child will be away. We will do a courtesy follow up if your child is absent. The center is not responsible or liable if your child does not arrive to the center on any given day. If for any reason your child should be arriving late, or will be absent on a certain day, please call the Centre or send a message via HiMama by 9:00 a.m. 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. (Never leave your child in the hallway and let them walk in on their own.) 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 and exiting the Centre. **The Centre will not be responsible for any accidents that may occur due to negligence of the above parking lot procedures.**

Centre Security

The security system is installed for the protection of the children and staff. **To maintain the safety of the Centre we ask that all families do not to open the door for others.** Each parent must swipe their key fob when entering the building. 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. Please inform the staff if you lose your key fob. A \$20.00 replacement card will be issued.

Release of the child

Normal procedure is to release the child only to their parent/guardian. If someone other than the parent/guardian is to pick-up the child, please notify the staff ahead of time via HiMama or Email. The staff will always ask for photo ID upon pick up. We do not mean to offend them. This is simply a measure taken for your child's protection. Your child will not leave without a parent's permission even if that person is listed as one of your designated pickup people. If there is a custody dispute that involves the child currently attending the program, please inform the Director immediately. With the knowledge of this information, we will be better prepared to protect and release the child to the proper person. In a custody situation the center does not have the right to hold the child back from his/her parent. **We will not release your child to any adult suspected of substance abuse. Children will not be released to any unauthorized persons.**

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.

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.



Late Arrival

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.** If your child attends the Part time program (9am-3pm) and you are late, a dollar per minute will also be applied. **The payment must be paid in cash to the staff member scheduled to close. Children will be unable to return the following day until all outstanding charges have been paid.**

If your child remains at the center for longer than (1) hour after closing time, for whom we cannot reach an emergency contact the following will occur:

1. York Regional Police will be called and asked to go to the family home to see if anyone is there
2. If the police cannot locate the parent or emergency contact, the Children's Aid Society will be called on behalf of the child

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 child/children's 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.

Dismissal from Program

At Kidz World Childcare Centre, we pride ourselves on creating positive and trusting relationships with each family in our Centre. In the event that a family does not comply with Kidz Worlds Policies & Procedures, the family will be given a maximum of two written warnings prior to dismissal. If the two warnings are given, the family will receive notice that their child/children are dismissed from the program effective immediately.

Lost/Missing items

Kidz World Childcare Centre is not responsible for any lost or missing items that are brought into the Centre. All families are strongly encouraged to label their child's belongings.

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 the 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

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 is documented by the date they called or emailed about the program.
- A child 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.
- If on the waitlist, 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.



FAQ'S

Q. Do you offer a transition period for my child?

A: Yes! 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.

Q. How much time do children have outdoors daily?

A: Each classroom is allotted at least 2 hours of outdoor play per day. We have oversized outdoor playgrounds which are separated into sections by age group. Each playground is equipped with a different variety of interactive equipment to promote gross motor development and exploration. We have summer and winter temperature thresholds set out by the Ministry of Education in which we follow to ensure the health and safety of all children and staff. Please refer to our weather policy in the Parent Handbook for further guidance.

Q. What qualifications must teachers meet?

A: All classrooms are facilitated with a minimum of one teacher who holds a 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.

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!

Q. Is there a registration fee? How do I make payments for my child?

A: Upon your registration there is a registration fee per child. The registration fee is a onetime non-refundable fee to reserve your child's spot within a classroom. Registration fees are non-refundable. We accept Cash, Cheque, or E-transfer to info@kidz-world.ca. Regular monthly payments are due on the first of each month. Invoices are e-mailed one week prior to the 1st of each month.

Q. What is included in the daily menu?

A: Our Centre has two programs. Our Full-Time program (7am-6pm) which includes breakfast, lunch and afternoon snack. The Part Time program (9am-3pm) includes lunch and afternoon snack. Our menu is on a 4-week rotation which changes seasonally. Groceries are purchased fresh weekly. All meals are prepared and cooked on location by our in-house chef. We alter the menu and offer substitutions for children who have allergies, intolerances and restrictions.