



KINDER LEARNING CENTRES

Belleville - Parent Handbook

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KINDERLEARNINGCENTRES.COM

Our Program Statement For Quality Childcare

At Kinder Learning Centres, each child is respected as a unique individual, we view each child as being competent, capable, curious and rich in potential. We offer high quality designed classrooms to allow the children to reach their full potentials in areas of exploring, learning and growing!

How Does Learning Happen? Ontario's Pedagogy for the Early Years is a professional learning resource guide about learning through relationships for those working with young children and families. It is intended to support pedagogy and curriculum/program development in early year's programs. Pedagogy is "the understanding of how learning takes place and the philosophy and practices that support that learning". The pedagogical document, **How Does Learning Happen?**, helps educators focus on these interrelationships in the context of early years environments.

These are 4 important foundations for "**How does learning happen?**" listed below

- Belonging
- Well-being
- Engagement
- Expression

These foundations, or ways of being, are a vision for all children's future potential and a view of what they should experience each and every day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. They are aligned with the kindergarten program. They are conditions that children naturally seek for themselves.

The Early Learning for Every Child Today (ELECT) is a Framework for Ontario Early Childhood Settings. This early learning framework sets out six principles to guide practice in early years settings. It also provides a continuum of development for children from birth to age eight. ELECT is recognized as a foundational document in the early years sector. It provides a shared language and common understanding of children's learning and development for early years professionals as they work together in various early childhood settings.

As childcare educators, we recognize that the most effective way for children to learn is through play. When children are provided with concrete, developmentally appropriate materials and activities, they use their senses to discover and experiment with all aspects of their world.

As Registered Early Childhood Educators, our role is to guide, nurture, discipline, facilitate and encourage children as they grow and learn. We ensure that children have opportunities to explore and develop their own interests at their own pace. These practices build children's self-esteem and self worth.

Everyday is a new learning adventure at Kinder for all of us 😊

Yours in Quality Childcare,

Kinder Management team

Hours and Days of Operation

The operating hours of the centres are:

Monday thru to Friday – 6am to 6pm - 12 months a year

Children function best when they maintain a consistent and familiar routine; therefore, we suggest that parents adhere as much as possible to a regular schedule of arrival and departure to provide stability in each child's routine.

Schedule For Closures

The centre will be closed on all statutory holidays including; New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day. In addition, the centre closes at 2:30pm on Christmas Eve and New Years Eve. There may be times where due to unforeseeable circumstances or inclement weather, the centre is forced to close. Should this situation arise, we will endeavour to inform parents at the earliest opportunity. Parents will be asked to check the centre voicemail and/or Sandbox Parent App prior to coming in to drop off their child. As this situation would be out of our control, full fees would still be required for this day.

Registration

Kinder Learning Centre offers childcare for children from 0 months to 10 years old. You can start the online registration process by visiting our website at kinderlearningcentres.com and clicking the online registration button. Once we have received your enrollment request, we will contact you and advise you of your next steps.

Wait List

At Kinder we try our best to accommodate most families who require childcare. There are times when our centre is at the maximum capacity and we cannot provide care at that time. Your information on the wait list is private and confidential and will not be shared with any other parties. If you wish to be placed on our waitlist for a future enrollment, you can specify that future date on the registration process above. Parents/Guardians on the wait list may call the centre periodically to check on the process of Kinder's enrolment. No fees are collected from families until there is a confirmed start date and all paperwork is filled out.

Enrolment

When a childcare spot comes available the manager will reach out to the family on the top of the wait list and inquire if care is still needed. If the open position is full-time, we'll fill it with another full-time student. Part time parents on the top of the wait list are contacted and given the opportunity to take the full-time position. If they choose to decline, then the next name is contacted. Once a family accepts the position, we start the enrollment process.

New Enrollments must be a minimum of 4 weeks. Part-time enrollment must be a minimum of 2 recurring full days per week. Changes to existing enrollments including withdrawals must be a written request and approved by a manager 2 weeks prior to the change and all changes must occur on the 1st of the month.

The following must be completed prior to enrollment:

- * Registration process is completed online.
- * A confirmation phone call is made.
- * A position is available and the family accepts that position.
- * Medical forms and up to date immunization record are submitted online. Objection/exemption forms must be notarized (as of Aug 29, 2016)
- * Registration fee paid via eTransfer*.
- * First month's fee paid via eTransfer* or approved subsidy letter**.
- * EFT or Credit Card forms completed with payment information for all future payments.

* Cash or cheques are not accepted

**Subsidy approval letter (if applicable). If you are in the process of acquiring subsidy, you will be required to pay full fees until we receive the letter at which time, we will review reimbursement.

All children's schedules are due the Thursday prior to the following week. If schedules are not handed in on time, it is possible that your days may not be accommodated.

Notice Of Withdrawal or Downgrading Enrolment

Termination

There may be times when we are unable to meet the needs of a child. Should such a situation arise, we reserve the right to terminate any contract of care.

The following procedure will be followed:

1. Behaviour is documented over a period of time by the program staff. Staff and parents communicate daily regarding the child's behaviour. Parents provide the centre with pertinent information that may help staff support the child's development.
2. The program staff submits a written formal report to the Supervisor.
3. The Supervisor and staff meet to discuss the concerns. Strategies are discussed, documented and then implemented. A trial period for the suggested strategies is established.
4. In completion of the trial period, the staff and the supervisor meet to discuss documented observations of behaviour and strategies implemented. If additional support is required, a meeting is arranged with parents, staff and the Supervisor. The following steps will then be followed:
 - a) Identify the concerns and reasons.
 - b) Discuss implications of the child.
 - c) Discuss ways of involving community resources.

5. Contact community resource and discuss behaviour, strategy implemented and results reviewed. Results are documented in writing and signed by all parties. Refusal to sign papers will indicate a lack of cooperation and may lead to immediate termination.
6. If the centre staff determines that the child's needs cannot be met, a recommendation of withdrawal will be forwarded to the parent/guardian, as well as an invitation to attend a meeting with the Supervisor in order to put their position forward. Both the owner and Children's Services Consultant will also be notified.
7. If the parent/guardian does not attend the meeting, or if after attending, the Supervisor decides that it is in the best interest of the child that he/she be withdrawn from the program, a written two weeks notice of withdrawal will be given.
8. Any parent choosing to withdraw from the childcare centre will be required to provide a two week written notice to the centre Supervisor.

Kinder Learning Centres reserves the right to terminate a parent's contract on the following grounds:

1. Non-payment of fees (2 weeks in arrears)
2. Contravention of the Code of Conduct
3. Continuous late pick-up

Here's what our teachers are saying about their goals!

School-Age

- Provide good communication with parents and children
- Provide quality care for before/ after and school breaks
- Provide engaging activities for the children to learn and explore

Preschool

- Continue to add materials/equipment to our new classrooms
- Continue to provide new educational learning experiences for the children
- Better efficiency skills to help with program and transitions for the children
- Improve communication with parents and caregivers
- More opportunities to set out open ended messy play activities
- Reduce outdoor plastic toys inside and outside
- More wall displays to help the children with sense of belonging

Toddler

- Belonging is our focus. Strategies and displays to help the children feel more comfortable
- Better connection with our community and partners
- Working towards empathy with the children

Infant

- Continue to work on the 4 foundations
- Continue to establish a strong team within our rooms to help preform at a higher quality level
- Display more of the children's learning stories, photos for sense of belonging
- Incorporate more sensory and messy play areas

What Does Safety Mean to Us?

Safety means being properly prepared, educated and understanding your environment around you. At Kinder we ask our teachers to be on their game, know your surroundings, know the important information regarding each child, know and understand that the better you are prepared and organized to educate our children daily the safer our environment will be. Be prepared...simple right?

How do we prepare for safety? We do the following:

- Communicate with all staff, parents, volunteers and students often
- Prepare quality program plans
- Monthly fire drills
- Daily classroom inspections
- Organization
- Complying with our Behaviour Management Policy

Our Behaviour Management Policy outlines the safety practices we have in place for our children, staff, families and volunteers. This policy is always available at the centre for all to view. An annual review is completed by management and staff.

We follow all COVID-19 Guidelines and Procedures (when applicable) from The Ministry of Health to ensure a safe and healthy environment. This is updated regularly as required. Enhanced cleaning measures are completed daily.

Sleep Policy

Each child will have his/her own crib or cot for nap time. Sleeping schedules are done respecting the parent's opinion and staff. Please note under the Joint Statement of Safe Sleep(ss.33.1) that we must place all children under 12 months of age to sleep on their backs. Children will be observed with direct visual checks every 15mins or more often during nap times. Other specific sleep arrangements must be approved by a professional therapist or Doctor. Any sleep transitions will be reviewed with parents.

Nutrition

Nutrition is very important to us here at Kinder. We offer balanced meals and snacks including whole foods which include grains, dairy, protein, healthy fats, vegetables and fruit. By encouraging healthy eating habits now, we can make a huge impact on your children's lifelong relationship with food and give them the best opportunity to grow into healthy, confident adults.

Our goal is to continue to add new foods, flavours and colours to our meals we provide everyday so the children have variety. As we continue to enhance our menu, our goal is to offer more healthy fats, leaner meats and less processed foods. Serving whole fresh foods, home baked meals and snacks are our ongoing priority.

Due to the increasing number of children suffering from Anaphylactic Allergies, we ask parents to refrain from bringing any additional food items into the centre. The only exception is for infants under 12 months.

Parents of children with Anaphylactic Allergies must complete an individual action plan upon enrollment or upon discovery of the allergy. They must also provide the centre with a doctor's note detailing the symptoms and treatments for their child's specific allergy. In addition, the child must have a valid Epi-Pen with them at all times. The Epi-Pen must be registered in the child's name and not expired. If a parent refuses to provide the centre with an Epi-Pen, or fails to replace an expired Epi-Pen, their child will not be permitted into care.

Our Educator's Commitment

As childcare educators, we recognize that the most effective way for children to learn is through play. When children are provided with developmentally appropriate materials and invitations to play, they use their senses to discover and experiment with all aspects of their world.

High quality care of children involves careful preparation of the environment, where children are safe and have a sense of belonging. The childcare environment provides children with both indoor and outdoor activities required for complete development. Children need to develop language, social, emotional, creative, cognitive, aesthetic and physical skills. Caregivers model and provide an environment based on love and respect for children. It begins with the child's interest and our teachers give them the support they need to conquer their best experiences.

As Registered Early Childhood Educators, our role is to guide, nurture, discipline, facilitate and encourage children as they grow and learn. We ensure that children have opportunities to explore and develop their own interests at their own pace. These practices in turn build children's self-esteem and self worth. Our responsibility is to be empathetic towards children and their parents, we are genuine, honest and respectful.

Parental Involvement

Parent communication and involvement are essential to providing an excellent childcare program and is a vital part of the childcare centre. Parents are encouraged to bring forth their suggestions about the program and the routines in the rooms. We provide parents with daily verbal updates indicating their child's progress at the centre. An opportunity will be provided for parents to discuss their child's development through a requested parent teacher interview. We encourage parents to feel free and confident to discuss with us concerns regarding their children.

Community Partners

We are very lucky to have some amazing community partners that support our childcare centre staff, children and their families. Hastings County Childcare, Family Space, Children's Aid Society, Quinte Health Care and Hastings County Health Unit support us in several areas. These include medical, dental, financial assistance and an overall support team to help us have the best quality program/centres available for our community. Our community helpers are available for our families and employees to discuss present and future needs/goals.

Staff Qualifications

As Registered Early Childhood Educators RECE, our role is to guide, nurture, educate, facilitate and encourage children as they grow and learn. We ensure that children have opportunities to explore and develop their own interests at their own pace. All our staff have an up-to-date CPR, first aid certification and immunizations. At Kinder we understand the importance in learning, not just with the children but also for our staff and parents. We connect with our community partners and offer continuing education for new strategies for learning and parenting. Together we will continue to educate and grow as individuals. Professional development courses are offered throughout the year as they are available.

Parent Issues and Concerns

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with our program. Our staff are available to engage parents/guardians in conversations and support a positive experience.

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

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

An initial response to an issue or concern will be provided to parents/guardians within 3 business days. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

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

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work with children, are required by law to report suspected cases of child abuse or neglect to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

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

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

Contacts:

Director, Renae Babcock email. renae@kinderlearningcentres.com

Supervisor, Darlene Vallire email. kindernorth@kinderlearningcentres.com

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Director in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or director. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 1-3 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or director. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff-, Duty parent-, Supervisor-, and/or Director-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or director. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1-2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or director. <p>-</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

Daycare Fee Structure

Age Group	Regular rates	Premium rates * 6-730am 5:30-6pm	Rates beyond 9 hours
Infant	70.00 per day**	75.00 per day	5.00 per hour
Toddler	50.00 per day**	55.00 per day	5.00 per hour
Preschool	45.00 per day**	50.00 per day	5.00 per hour
School Age Both before AND after	610.00 per month**	N/A	N/A
School Ages / Summer / Breaks	40.00 per day**		5.00 per hour
Late Pick Up Fee	\$1 per min.		

*Premium rates are charged when a child arrives before 7:30am or stays after 5:30pm.

**We will be participating in the [Canada-wide early learning and childhood agreement](#) which will provide all parents subsidy for our posted rates.

Registration Fee

A registration fee of \$100 is due upon acceptance of enrollment

Invoicing

All childcare is prepaid for the following month. Invoices are sent through email and will also be available in the sandbox parent portal on the 25th of each month. All pre-payments are to be made on the first of each month.

Payment options

Upon enrollment, you will be required to provide the centre with a completed EFT form with payment information. Additional payment options will be available through the sandbox parent portal soon. Fees will vary depending on the age group your child is enrolled in and the hours you require. Any fee changes will be notified to parents in writing.

Our centres accept subsidized and non-subsidized children. Should your child receive daycare subsidy, then it is up to you to contact your caseworker if there are any concerns with the daily fee that you have been given. Subsidized daily fees are determined by your caseworker, NOT the centre.

Any payments that may return from the bank as NSF are subject to a \$50.00 charge or if on going for more than 3 months a \$100.00 fee will be charged each return after the 3 months.

Daily Checking in/out children

You will be required to digitally check in and out of our center every day your child attends. We have a conveniently located iPad at the entrance of our center for this purpose. If you have any difficulty checking in our out, please speak to your child's teacher for assistance.

Vacation

Vacation requests must be made in writing to kindernorth@kinderlearningcentres.com and be approved by management 2 weeks prior to the requested dates. We will reduce your daily rate by 50% up to a maximum of 4 weeks per calendar year.

Late Pick Up

If your child is not picked up from the centre by 6pm, you will be charged a late fee of \$1.00 per minute for every minute after 6pm. For example, a child picked up at 6:13pm will be subject to a late charge of \$13.00. This late fee goes directly to the teachers having to stay behind to care for your child. Payments are to be made no later than by the next day. All payments must be made in cash.

Releasing Children / Pick Up

It is important that you understand our policy for releasing children for the safety of your child.

- * We release children only to parents who have authorization to pick up their child. If there is a custody agreement in favour of one parent/guardian, the centre requires a copy of the agreement for our files. Without a copy of this agreement, staff cannot deny a parent/guardian access to a child.
- * We will only release children to a person authorized by parents to pick up, as per the emergency information completed at the time of registration.
- * If a person is unfamiliar to staff, the staff will check the emergency information provided and ask to see identification before releasing the child
- * The name on an official ID should correspond to the name on the emergency information provided. The picture should correspond to the person.
- * We will NOT release a child to anyone under the age of 18 years.

By following this policy, together we can ensure a safe environment for your children.

Volunteers and students

All staff are required to review the centre policies, procedures and practices regarding the supervision of volunteers, participating parents, and students at our centres. Staff will review their roles and responsibilities when directly supervising and working with volunteers, participating parents and/or placement students in their classrooms annually. The Supervisor of the centre is responsible for ensuring that volunteers, participating parents, and students are provided an orientation to the organization and appropriately trained for their roles within our centres. Supervised volunteers, participating parents, and students have a responsibility to contribute to their orientation by seeking information, asking questions and assistance as required.

All volunteers, participating parents, and placement students must agree read to follow all policies and procedures of the centre. They must also agree to follow the directions and guidelines provided by staff and management of the centre. At no time will they be left alone with the children! Centre Policy binder will be made available when needed.

All students and volunteers, including participating parents having direct contact with children in the centre must have a satisfactory vulnerable sector reference check.

Health Policy

Prevention of illness is the basis of our health policy. To ensure the best possible environment for each child's development, we must insist that all parents strictly adhere to our centre's health policies. Childcare Early Years Act stipulates that prior to admission, each child must be immunized as recommended by the local Medical Officer of Health. A copy of your child's immunization records must be submitted to the centre prior to enrolment and be kept up date.

Children who are ill must not be brought to the centre, as the day is too demanding for a sick child. Parents must find alternative care for a child who is ill or who has a contagious disease. Young children are still building their immunities. A child who is not well is especially prone to infection and communicable disease. Parents must keep a child at home for 24 hours if the child has a fever. If the child is vomiting or has diarrhea the child must be kept home 48 hours.

Contagious Diseases

Any child who shows signs of the following contagious illnesses must be withdrawn as soon as possible and may not return without a doctor's written consent. A report will also be made to a Medical Officer of Health from the Public Health Department.

These diseases include Pink eye, Rubella, Mumps, Impetigo and Chicken pox etc

The child may be re-admitted to the program as soon as child is well enough to participate in all activities. A doctor's note will be required.

The above is only a sample of the many contagious diseases. For a full list, please refer to the Public Health list of reputable diseases that is posted for your information. Exclusion of your child from the childcare program may be necessary, as deemed by Public Health. It is our policy to abide by and adhere to all Public Health recommendations.

Administration Of Medication

Our staff will administer prescription drugs to children in their care in accordance with provincial legislation. This will require all parents to provide the following:

- * Written authorization, including dosage and times, for any medication that is to be given.
- * Medication in the original container clearly labelled with the child's name, name of drug, the dosage, the date, and the instructions for storage and directions for administration of the drug.
- * No expired medication will be administered to the child.
- * The child's parent must fill out a form and the parent must hand the medication to a staff member directly, which will be stored in a locked box.
- * The staff cannot administer cough medicines, decongestants, aspirin or any other non-prescription medication. In special circumstances exceptions to this policy may be made, but only on the written instructions of a doctor. Doctors' notes are valid for six months, a new one must be obtained after this time to continue administering ongoing medications.

All educators are responsible for the safety of the children in the Centre and must ensure that the box always remains locked. Medication is **NOT** to be left in the child's backpack or classroom. We are aware that parents are often in a hurry in the mornings, but since the staff are bound by these regulations, medicine will only be given if all of the above instructions are followed. A form can be obtained ahead of time and filled out at home if this is more convenient.

Emergencies/Serious Occurrences

In the case of an emergency at Kinder, all parents/caregivers will be contacted via personal phone numbers we have on file.

All our staff are required to have CPR and first aid training. If a serious accident or illness occurs to a child enrolled in our centre, the Supervisor on duty will promptly:

- Obtain and / or administer emergency medical assistance.
- Call 911 if applicable.
- Notify the parent/ guardian of the child.
- Record the occurrence in the daily logbook.
- Report to the Ministry a serious occurrence.

An emergency medical treatment authorization form is required to be completed prior to enrollment. You must promptly update online any changes affecting emergency contacts. If you change your home or work telephone number, please update your profile online as soon as possible so that we have the most up to date information.

To maintain confidentiality and respect each individual's privacy, information pertaining to the child's name, staff name, age or birth date of the child, age group/room, etc. will not be included on the Serious Occurrence Notification Form.

Accessibility

In accordance with the Ontario Regulation 429.07 *Accessibility Standards for Customer Services*, we are dedicated to ensuring our programs and services are accessible to all of our clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects their dignity, independence, integration and equal opportunity.

Behaviour Management Policy

It is our belief that if children are offered well-defined guidance, they can choose their own actions in regard to their interactions with others and their environment. If a child chooses a behaviour that is unacceptable, many positive and corrective strategies can be used. The proximity of a teacher or a gentle touch can bring the behaviour to a halt. Also, redirecting the child's before or at the beginning of a conflict can help the child to find an area or activity better able to suit his or her needs. By acknowledging a child's feelings, a teacher can help the child to recognize his or her own feelings and offer problem solving skills. A child possessing such skills will feel confident in his or her choices.

A caregiver will use positive methods and approaches to disciplining children in accordance with section 27 in the Child Care Regulation. The use of physical, verbal, emotional, or psychological punishment is not permitted.

The aim at this childcare centre is to be consistent in setting and maintaining clear limits, yet to also be flexible enough to allow for individual differences in children. The staff's goal is to help your child work through any difficulties so that he or she may progress towards self-discipline. The children are taught to play without interfering with or hurting others. A staff member will always be close at hand to give guidance, set limits, comfort and assist. The children are encouraged to cooperate with each other. The staff is willing to discuss any further questions or concerns you may have regarding this discipline statement.

Kinder Learning Centre recognizes that each child has unique skills and abilities and will work in equal partnership with parents to serve and adapt to each child's needs and growth. Our goal is to provide quality care for all children and we continually endeavour to involve family as an integral part of this process.

Prior to beginning working with children, each staff member, student, and volunteer is required to sign a Behaviour Management Policy, which includes the following:

- * No form of corporal punishment will be allowed at any time, including hitting, spanking, pushing, shaking, pinching, biting, grabbing, or slapping.
- * A child must not be humiliated either physically or verbally, through sarcasm, taunting, teasing or degradation.
- * A child must not be confined or locked in any room alone or with another child.
- * A child must not be deprived of basic needs for clothing, shelter or bedding.
- * Food must not be used as a punishment or threat at lunch or snack.
- * A child must not be punished or reprimanded in any way for failing to use the toilet.
- * A child must not be punished in any way for failing to fall asleep at rest time.
- * Any adult who observes mistreatment of any child must contact the Supervisor of the centre immediately. This is a legal responsibility.

Prohibited Practices

Ontario Regulation 137/15 48 - No director shall permit, with respect to a child receiving childcare at a childcare centre it operates or at a premises where it oversees the provision of childcare,

(a) corporal punishment of the child;

(b) physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other device for the purposes 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;

(c) locking the exits of the childcare centre or home child care premises 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 director's emergency management policies and procedures;

(d) 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;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) inflicting any bodily harm on children including making children eat or drink against their will

The behaviour of every staff is monitored on a frequent basis by the Centre Supervisor. Should a violation occur the Centre Supervisor would review the infraction with the person involved and outline acceptable methods to be used. If further incidents occur, or if intentional harm is caused to any child it will result in immediate dismissal from the Childcare Centre.

Any teacher who corporally punishes a child will be dismissed immediately!

Code Of Conduct

The following expectations are intended as a guide to maintaining the atmosphere at our centre as a happy, comfortable, and safe place to be.

Adults and children at all times shall:

- a) Be courteous to others
- b) Use acceptable language
- c) Conduct themselves in a manner which allows each child and staff member to feel safe from verbal and physical abuse
- d) Resolve conflict in a peaceful manner
- e) Respect the building and equipment as well as the personal property of all staff and others
- f) Show respect for all individuals through his/her behaviour and words

Please note that staff are to be always treated on a professional level. Staff are providing quality programming for your children and will not accept treatment that is not respectful. Please deal with discrepancies in private (away from the children and other adults) as it creates a negative atmosphere in the classroom. Any questions, concerns or grievances should be addressed to the Supervisor. Any matter that cannot be resolved at this level will be directed to management. At no time should there be a confrontation in front of any children. Failure to adhere to our Code of Conduct could result in termination of the enrollment agreement (upon the discretion of the centre).

Parental Involvement

Parent communication and involvement are essential to providing an excellent childcare program and is a vital part of the success and co-operative spirit of the childcare centre. Parents are encouraged to communicate with their child's teacher. Sandbox parent portal has a direct messaging feature you can use or you can talk with them when you pick up your child.

We provide parents with daily verbal updates indicating their child's progress at the centre. An opportunity will be provided for parents to discuss their child's development through parent teacher interviews. We encourage parents to feel free and confident to discuss with us concerns regarding their children.

Smoke/Vape Free

As per the Smoke Free Ontario Act, parents, staff, students and volunteers are prohibited from smoking in the childcare centre, the playground area and any area of the surrounding property whether the children are present or not. Smoking/Vaping must be 9 metres from any entrance or play area.

Photographs

The childcare centre will take photographs from time to time. These photos are the property of the centre and will not be used in any promotional advertising without prior parental consent. They may however be displayed throughout the centre in various classrooms. These photos are also used on our Facebook group and our parent portals for only our parents to view.

If you wish that your child photo or video not be included in our social media and private parent portals, please indicate that on your registration form. We will make every effort to exclude that child during the photo/video or obscure their image after it is taken.

Activities off Premises

Outdoor play is a component of our daily programs. As a part of this program children will participate in community walks on a regular basis. This may include walks to the parks, library or simply just a nature walk. While off premise ratios will still meet the regulations according to the CCEYA. Consent for participation in any of the above activities is given in the registration pkg.

On occasion field trips are planned to enhance the classroom programs. These trips include experiences such as going to the Apple Orchard, farmers market, grocery store etc. An additional consent form is required from parents to give permission for these trips as a onetime event. These trips usually include transportation in the form of city bus or a rental school bus from a local company.

Field trips may be subject to additional costs from the parents.

Things To Bring to Daycare - Checklist

Your child will need the following items at the centre:

- Two complete changes of clothes clearly marked with your child's name. Accidents do happen and pretending to swim through the water table isn't all that unusual for an active preschooler!
- Running shoes for indoor wear.
- Seasonally appropriate attire for outdoor play.
- Diapers and wipes if applicable.
- Reusable water container
- Infant/Toddlers/Pre-schooler. 2 blankets and 2 crib sheets for sleep time. One blanket and sheet set will be sent home on Friday to be washed and brought back on Monday morning.
- Infants – baby bottle, pacifier, pureed baby food, unopened formula
- All of the above needs to fit in a backpack

Unacceptable Items at Daycare

Please do not bring any of the following items to daycare:

- * Toys from home, as they may get lost or broken (except on show and tell day).
- * Clothes and jewellery that are expensive or restrictive, which do not allow children to explore their surroundings freely.
- * Snacks containing nuts or peanut butter. Snacks are provided at the centre and outside food is not necessary.
- * Bottles for any child over the age of 18 months.
- * Vitamins or other medications without a prescription label.
- * Crocs, flip flops and other sandals
- * Any bag other than a backpack. Example: plastic, reusable grocery, ect.