



PARENT INFORMATION PACKAGE

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June, 2019

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A MESSAGE FROM THE DIRECTOR

Welcome to KidZone!

This parent information package and policy guideline booklet is designed to clarify information about our services offered at KidZone and answer specific questions parents may have concerning our child care centre.

KidZone Day Care was established in June 1986 as a workplace child care for thirty-five children for CPRI employees. Since then, KidZone has extended its services to include children from; KidZone staff, Ministry of Community and Social Services, other Government Agencies, and the General Public. In May 1991, KidZone completed an expansion of its facility for fifteen additional preschool spaces, which created our junior and senior Preschool Programs for a total capacity of fifty children three months to five years. In the spring of 1999, our two preschool Rooms became "Family Grouping" for children 2 ½ to 5 years at a capacity of 15 children per room. KidZone introduced a School-Age Summer Program, "Kamp KidZone," for the summer of 2000. This program operated each summer successfully until 2009 for 24 children (6 to 12 years of age) with 3.5 qualified staff at our various locations. In January 2004, the Preschool Rooms became Junior Brite Star Room (14 children approx. 31 months to 3.5 years) and Senior Whiz Kid Room (15 children approx. 3.5 to 5 years). The licensed capacity remained at 50; however, the reduction of spaces in the Junior Preschool Room had the centre registered at 49. Finally, in July 2011, KidZone moved to 1175 Hyde Park Road where an additional Toddler Room added with all the new conveniences for child care services. Total capacity for Licencing is 62 children, but again KidZone Board of Directors prefers to reduce that number to 61. Look how we have grown!

As the Director of KidZone, my role is to ensure that the day-to-day operations of the child care centre are completed under the legal regulations of the Ministry of Education child care licensing guidelines, public health and our philosophy. I observe an 'open-door' policy with all staff and parents and encourage high levels of communications between all persons in our organization.

Our main goal at KidZone is to provide quality care for all our children in our clean, uniquely decorated and stimulating learning environment. We strive to meet the needs of each family in a caring and the responsible way of working with the children and parents to make their stay at KidZone Day Care a long and happy one.

Glad you are joining our KidZone Family!

Deborah L. Lukings, Director, RECE

KIDZONE Day Care Centre

CORPORATE STRUCTURE

KidZone is a non-profit charitable corporation (Ontario Corporation # 649363) licensed by the Ontario Ministry of Education with a membership comprised of all parents or guardians of children enrolled at the Centre as well as other qualified persons who may apply for membership from occasionally.

Our Board of Directors is comprised of 10 individuals voted in by the membership on an annual basis or as needed through the year at monthly board meetings. The Director and Associate Director act as non-voting members representing the child care centre and staff. The Director of KidZone is hired by and accountable to the Board for managing the day-to-day operations of the centre.

Although membership on the Board must include a majority of fee-paying parents, it should be noted that it is possible for a parent who has had a child previously enrolled at KidZone to be elected to the board OR a person who is interested in volunteering on the Board may apply to be a member.

The Board is currently comprised of the following officers/positions:

1. Chairperson (Chair)
2. Vice-chairperson (Vice)
3. Secretary
4. Treasurer
5. Human Resources Chairperson (Human Resource)
6. Member-at-large
7. Member-at-large
8. Member-at-large
9. Member-at-large
10. Member-at-large
11. Director
12. Associate Director

The executive committee consists of the Chair, Vice, Secretary, Treasurer, Human Resource and Director. This committee meets between Board meetings if necessary, to allow handling of small operational issues, to handle parental concerns/ staffing issues promptly, to facilitate a speedy resolution of the matters, and to ensure reasonable adjournment times for full Board meetings.

Beyond the executive committee, there are additional committees that help the Board conduct its business and to provide parents with an opportunity to become involved with the actual operation of the Centre.

The following are standing committees:

1. Finance: This committee concentrates on budgeting, analyzing, and forecasting. It also reviews fees, salaries, etc. and makes recommendations to the Board

in this regard.

2. Human Resources: This committee focuses on hiring, salary, and benefits issues. It also conducts exit interviews for staff terminating their employment and revises and administers the staff survey.

3. Health and Safety/ Quality Assurance: This committee focuses on issues such as child safety, risk management, and the parent survey. It also develops standards for the organization to follow.

4. Fundraising: This committee takes responsibility for raising funds for items or activities outside of the operating budget.

5. Repair and Maintenance: This committee takes care of minor repairs and maintenance throughout the program.

Other ad hoc committees are formed on an 'as needed' basis.

These committees are time-limited.

It is necessary that parents offer whatever support they can (i.e. time and expertise) to the board and committee structure of KidZone.

PROGRAM PHILOSOPHY

Programming at KidZone will focus on providing a wide variety of experiences aimed at facilitating and stimulating all aspects of a child's development, including; social, cognitive, motor, language, self-help, and self-esteem. We recognize that children of all ages are ready and capable of benefitting from experiences when these experiences are geared to developmental level and individual need.

To meet these programming goals within a responsive and nurturing environment, we offer:

- A structured daily program is combining prescribed activities with opportunities for free choice.
- Emphasis on both the development of specific skills necessary for eventual entry to school as well as the development of more general coping and problem-solving techniques.
- Well-defined, clear, and consistent limits to allow the children the freedom to explore and take the initiative in a secure and predictable environment.
- An active-discovery and play-oriented approach in which learning may take place through the child's interaction with the environment.
- A "Teacher-as-facilitator" model with the teacher's role being one of structuring and setting up the environment and monitoring new experiences to encourage curiosity and exploration.
- Consideration for the individual while monitoring each child's progress toward relevant developmental goals. Programming with each child's unique needs and abilities in mind.
- Parent involvement to ensure continuous communication between the Centre and home, continuity, and consideration of the parents' ideas and goals.

PROGRAM STATEMENT

KidZone is a parent-operated, not for profit, charitable child care centre established in 1986 and is located at 1175 Hyde Park Road. KidZone provides desirable child care options; such as full and part-time care which also includes aspects of programming which are unique and special, such as field trips, special visitors, annual family picnics, holiday concerts, graduation and classes on topics related to parenting.

KidZone strives to achieve the following goals to ensure that children are viewed as being competent, capable, curious and rich in potential.

ENVIRONMENT /SETTING

- To provide excellent group day care services for children ages 3 months to 5 years.

By including aspects which involve health, safety, nutrition and well-being of the children. (S.46 (3) (a))

Providing meals and snacks which adhere to the newly approved Canada's Food Guide updates; following health regulations set out by the Ministry of Education and the Middlesex-London Health Unit regarding aspects such as sanitizing procedures; fire regulations; immunization; food handling regulations; and environmental aspects of child care.

COMMUNICATION AND INVOLVEMENT

To provide parents, staff and children with the opportunity to have direct input into all aspects of the Centre's operation.

By supporting positive and responsive interactions among the children, parents and staff. Encouraging children to interact and communicate positively and supporting their ability to self-regulate. Fostering the engagement of ongoing communication with parents about the program and their children. Documenting and reviewing the impact of the strategies used in the program on children and their families.

(s.46 (3) (b, c, h, and k))

All persons in the organized will be encouraged to engage in frequently and meaningfully conversations in person with each other; these persons will include, parent/staff; staff/staff and staff/children and children/children. Other methods of open communication include, the daily communication books that are available for all ages, emails and/or telephone calls; to attend monthly and annual meetings; to vote for or be a member of the Board of Directors; and to participate actively in the committees that are established; completing an anonymous yearly survey from both staff and parents to collect feedback. Staff will also complete daily/weekly events on program plans as well as mapping the growth and development visually through photographs of the children engaging in activities and writing what they are learning in the process.

The Annual anonymous surveys for both staff and parents are conducted annually, summarized and reviewed to collect feedback on goals of the program and ensure that strategies are being met on an ongoing basis. Changes may be made based on the feedback received from each group. Workshops are also offered periodically for staff and parents on topics of interest related to children and families such as self-regulation (January 2017).

PROGRAMMING

- To show leadership in the field of group childcare.

By working to establish child initiated and adult supported emergent programming which fosters each child's exploration, play and inquiry while planning for and creating positive learning environments and experiences which supports each child's learning and development by incorporating indoor and outdoor play, as well as active play; rest and quiet times into the day considering the individual needs of the children receiving child care. (s.46 (3) d, e, f, g)

Educators act as co-learners. Staff will observe and respond to the interests and learning levels of the children enrolled in their rooms. Staff will set out materials and equipment which engages the children in the learning through exploration, play and inquiry both indoors and outdoors during the day. Children will have the opportunity during the day to use the environment as a third teacher to further gain competence in the four foundations of learning documented in How Does Learning Happen? A professional learning resource for educators and administrators in the early years setting. Outdoor play opportunities occur for at least two hours per day weather permitting (on rainy or days too cold the courtyard will be set up and used for gross motor play and challenges). Children will be offered a rest period for no more than 2 hours per day. (Sleep schedules for Infants are individual). Field trips and special visitors are planned throughout the year. Other events such as annual family picnic, graduation and holiday concert are part of the unique programming opportunities offered at KidZone.

STAFFING AND COMMUNITY INVOLVEMENT

- To employ qualified staff who are supported with continued learning opportunities and ongoing monitoring, recording and addressing of compliance and contraventions of policies, procedures and individual plans through direct observation, checklists and annual evaluations.

By involving and allowing local community partners to support the children, their families and staff. Supporting staff, who interact with the children, to continuous professional learning.

KidZone employing Early Childhood Educators and qualified staff who have up to date (dated within the last 6 months) clear vulnerable person checks and have up to date Standard First Aid and CPR Training (dated within the past 3 years). All ECEs are members of the College of Early Childhood. KidZone staff are provided with professional development opportunities both at home and within the child care community. KidZone offers Early Childhood Education students from approved Community Colleges and Coop students from local Secondary Schools with field placement opportunities.

Engaging in field trips and interactions with special visitors within the community for special events at KidZone.

KidZone provides equal opportunities for all children to participate in care successfully. By taking into consideration each child's unique abilities, interests and backgrounds, through careful observation and evaluation through periodic reviews and team meetings for planning and creating goals. Involvement with outside support persons such as members of Ministry of Education; Middlesex London Health Unit; All Kids Belong; Thames Valley Children's Centre; Child and Parent Resource Institute (CPRI); and Tyke Talk is imperative to ensure that KidZone is meeting the needs of all the children and their families in care and helping these children reach their highest potential by taking the view of the child, the family, and the support and teaching staff, into consideration at all times.

This program statement will be reviewed with staff upon implementation (February 2017) as well as with the Board of Directors and Parents. All persons will receive a copy. All parties will work together to implement and monitor the implementation of these practices in the program. Upon commencement of employment and enrollment, KidZone will review this policy with persons who join our centre to ensure they have read and understood it as well as other policies at the centre. KidZone will provide monitoring checklist performed quarterly by the director or designate to ensure compliance to all of the policies, including the program statement. Contravention of any policy, including program statement, will result in disciplinary steps being taken. (ie. verbal warning; written warning, etc..).

PROGRAM DESCRIPTION

AGES OF CHILDREN:

KidZone Day Care Centre has a licensed Capacity of 62 spaces for children between the ages of 3 months and 5 years. Within this age range, there are four groups:

KidZone has one Infant program and supports children ranging in age from 3 months to approximately 18 months. This program is licensed to support 10 infants.

KidZone has two Toddler programs that offer care for children ranging in age from 18 months to approximately 31 months (2 ½ years). Each room is licensed to support 10 children, which is a total of 20 toddlers between the two groups.

Lastly, KidZone has two Preschool programs. The Junior Brite Star Preschool room offers care for children aged approximately 31 months (2 ½ years) to 3+ years, and the Senior Whiz Kid Preschool room provides care for children aged around 3 to 5 years old. KidZone's Board has reduced the number of children in the Junior Brite Star Preschool room to 15 to meet the needs of children in this age grouping better; however, the Senior Whiz Kid Preschool room still supports 16 children.

2018-2019 KidZone Ratio and Fee Information

(effective September 3, 2018)

Program	Staff:Child ratio	Full-Time Fee	Part-Time Fee
Infant	1:3 ratio (3:10)	\$56.00/day	\$59.00/day
Toddler	1:5 ratio (2:10)	\$51.00/day	\$51.00/day
JR. Preschool	1:8 ratio (2:15)	\$47.50/day	\$50.00/day
SR. Preschool	1:8 ratio (2:16)	\$45.50/day	\$47.25/day

STAFFING

In addition to having the required full-time registered Early Childhood Education (RECE) educators, KidZone also employs a full-time RECE director, two associate directors (included in full-time RECE numbers), a full-time cook, two to three part-time staff that help to support ratios throughout the day. KidZone also has several casual, on-call supply staff that can replace educators when needed. There are pictures of all of the staff on a wall in the courtyard of the Centre.

KidZone prides itself in carefully choosing educators and staff that are welcoming, warm, caring and qualified to meet the needs of all the children and their families in our care. All full-time educators have an Early Childhood Education Diploma and are a member in good standing with the College of ECE. All of our staff are required to have a valid standard first aid certificate, infant/child CPR, an up-to-date immunization record and a clear Vulnerable Persons Check before employment.

VOLUNTEER/STUDENT POLICY

KidZone Day Care has established a policy for the supervision of Volunteers and Students in accordance with the legislation dated September 6, 2011.

- No child is supervised at KidZone by a person under 18 years of age.
- Only employees of KidZone will have direct unsupervised access to children.

- Volunteers and Students are never counted in staff/child ratios.
- Volunteers must be 16 years and older to attend the centre.
- Volunteers and Students are always supervised, mentored and evaluated by a qualified ECE staff in the room they are placed.
- Volunteers and Students must have a clear vulnerable persons check, proof of all required immunizations and up to date First Aid and CPR training before placement.

HOURS OF OPERATION

The Centre is open Monday to Friday from 7:15 a.m. to 5:45 p.m. (effective January 1, 1995).

LATE FEE

A Late Fee of \$5.00 will be charged to families who arrive after 5:45 p.m. to pick up their child(ren). A Late pick-up will result in a fine of \$5.00 per child for the first 10 minutes, or part thereof, an additional \$5.00 for every 5 minutes, or part thereof, after that. The Director will be responsible for collecting this late fee from the families involved in the following working day on behalf of the centre and staff are given lieu time to compensate for their time. After three occurrences in two months, the Director will notify the families involved, as well as the Board of Directors, for any necessary action. (The NEW LATE POLICY is in effect as of January 1, 1995.)

DAYS OF OPERATION

The KidZone open 52 weeks of the year; however, is closed on the following statutory holidays:

New Year's Day	Canada Day	Christmas Day
Family Day (3rd Monday in February)		Civic Holiday
Good Friday	Labour Day	Boxing Day
Victoria Day	Thanksgiving Day	

PROFESSIONAL DEVELOPMENT DAYS (P.D. DAYS)

KidZone encourages its staff to commit to and participate in ongoing professional development. KidZone is closed for these days but ensure that families are notified in advance of the date and that there are no fees charged to families for P.D. days.

PROGRAMMING

A daily, scheduled program provides the structure within which the teachers and children work. It is a framework that contains flexibility and room for individuality. Within the parameters of our plan, the children soon learn to guide themselves. As programming is implemented flexibly, the needs of each child are met efficiently. We believe in maximizing learning while minimizing tension.

KidZone promotes the emergent curriculum with consideration for the needs of the families enrolled in the centre. KidZone provides many unique learning opportunities for our children. (i.e. field trips; special visitors; special events).

Each age group has its daily program plan, so it is essential that you read your child's schedule posted in their room to be familiar with your child's day. This program plan is filled out by the staff as the week progresses, and as the learning happens. The regular program contains a variety of group time and free play times, inside and outside play as well as time for toileting, eating and resting. The schedule is flexible to accommodate the weather or special days at KidZone.

The educators observe the children throughout the week so that they can plan and facilitate engaging opportunities for the children to grow and develop according to their interests and needs. Topics arise from the interests of the children and what they are interested in as a group, which means that topics can vary from "Animals", "Safety", or "Outer Space", and many more. These topics of interest can last a few days, or even months, depending on the group.

KidZone will occasionally engage in an event or special day (i.e. Pajama day, Face Painting day, Silly Hair day, etc.) that may or may not relate to all of the children's interests, but will be entertained just for fun. Please read the Weekly Plan posted in your child's room and the monthly calendar to keep up to date with special events/days happening throughout the centre, or in your child's room.

FIELD TRIPS AND VISITORS

Throughout the year, several field trips are incorporated into the overall program of KidZone Day Care Centre. These excursions provide a fun, educational and often hands-on type of learning for the children. April through to October, the preschool children (Junior and Senior) participate in a monthly off-ground field trip which requires special permission forms. Different staff plans these trips each month.

Infants (who are walking and on one nap) and Toddlers join the pre-school children for 3 field trips during the season (April – October), which makes it a whole centre field trip. The other four months of the year, special visitors are invited to the centre for the Infants and Toddlers. Parents are always encouraged and welcome to come along on these excursions and participate with the special visitors. Trips/special visitors are announced and posted several weeks in advance for your information and involvement. All parents and volunteers must have a clear vulnerable person check from the police department responsible for their home address. These checks must be dated within the last six months, and the original must be submitted to the office before participating on a trip/event. Declarations must be kept on file each year for 5 years when a new check will be required.

In the fall and winter months, when road conditions can be more dangerous for travelling by bus, we invite special visitors to come to the centre to entertain the KidZone Children. (November-March). Once again, parents are encouraged to give suggestions for visitors to staff. We are always looking for new and innovative learning opportunities for your children.

ENROLMENT AND ADMISSION

ENROLMENT POLICIES

A visit to the Centre is arranged between the Director and the parents (and children) who is interested in enrolling at KidZone Day Care Centre. At this time, the Director provides an informative tour of the building and answers any questions that parents may have concerning the Centre. Admission forms and information packages are distributed to the family before the start date. The family is expected to return the necessary information 2 weeks before care, if possible, to ensure that all the information is complete and accurately recorded. (i.e. Banking info, immunization

Records, etc.)

- The Centre provides full-time, shared part-time, and emergency care for siblings only who are of age to be enrolled (<6 years of age) if available.
- Emergency care is provided for siblings (<6 years of age) of KIDZONE children if staffing levels permit. Payment is expected at the time of use. Please notify the Centre as soon as possible if emergency care is required. (ie. Snow days; March break; Christmas or summer holidays).
- Parents are responsible for notifying the Director in writing by the 15th of the month for vacation time and/or expected days off for the following month - i.e. by 15th of July for August).
- Children are admitted to the Centre according to the waiting list and space availability.

WAITING LIST POLICY

When vacancies occur, the Director consults the following priority list and the Family Info Waitlist at www.familyinfo.ca/waitlist. Those at the top of the list receive priority. When the priority is equal, length of time on the waiting list is the factor determining admission.

KidZone's Priority List Is:

- 1) Siblings of the child(ren) enrolled
- 2) Child(ren) of KIDZONE staff.
- 3) Child(ren) of a member of the general public.

ADMISSION POLICY

The following is completed and returned to the Centre before the admission of each child:

- A) Confirmation of the space by the Director.
- B) An interview/tour between the Director, the parent/guardian and the child(ren).
- C) Completed registration form with signatures, including those consent forms.
- D) Completed medical form with a parent/guardian's signature.

WITHDRAWAL

KidZone would appreciate a month notice for withdrawing your child from the program. Minimum notice, in writing to the Director, must be given two weeks before withdrawing your child from the program.

ARRIVAL AND DEPARTURE

Regular routines are necessary and essential for a young child's sense of security; therefore, we suggest that you, as a parent, establish and maintain a consistent arrival and departure time.

In the morning, please deliver your child directly to the supervising staff responsible for him/her at that time during the day. No child should be left to come into the building alone. It is imperative to say good-bye to your child when you go. Although it may be tempting to "sneak out" while he/she is distracted with something, you can be sure that your absence will be noticed eventually. If your child is distressed when you leave, please talk to your child's teacher or the Director. We are here to help solve difficulties like this.

If you are going to pick up your child at a different time than that you have established, please telephone the Centre so that we will be able to make the necessary staffing adjustments as well as tell your child that you will be "arriving early" or "a little late".

The Centre never releases your child to any person who has not been authorized on the Registration Form. If another person other than yourself will be picking up your child, please telephone the Director or note this in your child's Communication Book. A brief description of the person and his/her vehicle helps identify such a person but note that our staff will also ask the individual for identification. Without authorization and identification, your child will not be released to anyone but you.

In conjunction with arrival procedures, please inform your child's teacher of his/her departure at the end of the day. There is a Sign In/ Sign out Binder for each room, and your initial/signature and the time must be recorded for arrival and departure.

When parking, please note that the area directly outside the Centre's door is designated for emergency and fire vehicles and deliveries only (end of the ramped cement pad). For the safety of the children, PLEASE DO NOT PARK DIRECTLY OUTSIDE OF THE KIDZONE ENTRANCE. Also, please ensure that the first space is left for wheelchair accessibility. Care and supervision are needed when escorting your child to and from the Centre. The sidewalk area is recommended, and parents are encouraged to hold their child's hand or carry them to their vehicles. The entrance and exit driveway to and from the property is adjacent to the KidZone door and therefore many vehicles are coming and going through the parking area throughout the day. Of course, drop off and pick up times are the busiest. Please be careful and always use caution.

FEE PAYMENTS

Payments are made by direct debiting from each family's bank account registered with KidZone every other Thursday for two weeks. Each family must have a signed banking form in the KidZone office two weeks before the registration date if possible.

A late payment fee will be accumulated at the rate of \$10.00 per KIDZONE working day to the maximum of \$100.00 at which time if all payments are not received in full, contract for care will be terminated.

All NSF returns have a service charge of \$15.00. Upon notification by the Director, one KIDZONE working day will be allowed to provide cash or certified cheque for the full amount owed. The late payment fee policy will come into effect immediately after this time. Following the second occurrence of an NSF cheque, the late payment fee will be charged retroactive to the day the fees were due.

PART TIME CARE/SPACE SHARING

Part-time involves space-sharing arrangements between one or more families with children of similar age to create 5 days per week attendance.

Part-time care is offered subject to availability.

A part-time user may use a full-time child care space on a part-time basis without a space sharing partner if a full-time user is not available. When interest in the full-time space is expressed, the part-time family have to choose between paying for full time or withdrawing from the centre.

Throughout the part-time contract, every effort will be made by the part-time family and KidZone to find a part-time partner, but the primary responsibility lies with the family.

If a sharing arrangement cannot be made and KidZone has the opportunity to fill the space on a full-time basis, the part-time family will have 48 hours in which to decide whether to assume the cost of the full-time space, find a partner, or withdraw from the program as full-time takes priority over part-time. If you choose to withdraw from the program a 2-week notice, from the initial notification, will apply.

Statutory Holidays are included in the fee rates for part-time users who do not come 5 days per week. All other policies in the KidZone parent Handbook apply to part-time care.

TRANSITION GUIDELINES

As each child reaches the following ages; 18 months, 31 months and 4 years, it may be time to make the "transition" to the next (older) age group, space being available.

Transitions from Infants to Toddlers and Toddlers to Junior Preschool are 1 week in length if possible. Children moving from Junior to Senior Preschool do not typically transition. From time to time, children cannot move up as space is not available. When this happens, children often move age groups together, and no transition is given in these cases. Of course, the individual needs of each child are considered for transition times. Visits are often scheduled before a move up when older age groups have absent children. Staff always try to get to know a child who will be moving up to their age group before the transition or moves happening. The goal is to make the change for each child and family as smooth and easy as possible.

If a child is delayed in transitioning to the older age group due to capacity numbers in those groups, the following will occur.

1. Families will be notified of the estimated delay.
2. Fees will reflect the room the child is registered in.

3. The child will be invited to visit the older age group when possible.
4. The child's current teachers will provide age appropriate and challenging activities similar to the activities offered in the older age group.
5. Your child's independence and responsibilities will be increased to reflect the older age group.

THE FIRST DAY

Starting your child in a child care centre can be a very stressful and difficult experience for both parent(s) and child(ren). This is often true, regardless of whether your child has been in childcare before. Adjusting to the new environment, people and routines usually take time, patience and a great deal of understanding. Therefore, it is important to gradually ease your child into this new situation so that they will develop a sense of security and confidence.

The following hints will help your child gain trust in the centre:

- 1) Talk about child care with your child at home. Good topics for discussion include: new friends they will meet; new activities they will do.
- 2) Bring your child to the centre for a visit before the first full session. (This can be done at the time of the enrolment visit with the Director).
- 3) On the first day, arrive a few minutes early. This way, you can plan to spend some time with your child to help "ease" them into the day.
- 4) Never "sneak off" without saying good-bye to your child(ren). Remain calm and positive; reassure him/her that you will be back.
- 5) After you have said good-bye, please follow through with this. Many children have been upset by too many good-byes in one day. Crying and anger are usually short-lived. Generally, a few minutes later, your child will be playing happily with the other children.
- 6) If you are feeling unsure as to how long your child remains upset after you leave, we encourage you to stand outside of their room (out of view, of course.) for a few minutes. This will reassure you, as a parent, that your child is in good, capable hands and is not spending long periods of the day crying. Please call the centre at any time during the day or discreetly drop in at any time to check up on your child. Our office phone is always answered by a live voice and can be taken to the staff member in charge of your child. The Director is also available to relay any messages or help answer questions. Everyone at the centre is here to help your child, and we believe that parents are never bothersome by calling during the day to check in.

ITEMS TO BRING FOR THE FIRST DAY

The following is a list of articles that your child will require for his/her program:

INFANTS: (3 - 18 MONTHS)

- 1) Weekly supply of diapers, wipes and aids such as creams/powders.
- 2) 3 or 4 complete changes of clothing each day
- 3) Blanket and sleep time toy for naps.
- 4) Formula if required (please keep a spare can of formula at the Centre).
- 5) Cereal / junior food if needed
- 6) Soother (if necessary)
- 7) Picture for the birthday board
- 8) 2 empty plastic bottles (refill liners, if required).
- 9) Outdoor clothing appropriate for the season.

Warm weather: light jacket, splash pants and a sun hat with a strap. Cold weather: winter coat, snow pants, thick hat with straps, several pairs of waterproof mittens and please no scarves. Scarves are a choking hazard.

10) Two pairs of a closed toe, hard-soled shoes with velcro closure. One pair for indoor and one pair for outdoor play. Please, no crocs or sandals. Boots in the rainy/winter weather.

- 11) A completed food checklist and Daily Sheet. (see Infant Package)

Please do not bring sippy cups, bibs, teething rings or toys. We have lots for everyone to use and they are all sanitized between users.

PLEASE, NO GLASS BOTTLES OR CLOTH DIAPERS allowed in the centre.

TODDLERS: (18 - 31 MONTHS)

- 1) Weekly supply of diapers, and aids such as creams/powders.
- 2) 2 or 3 complete changes of clothing each day. (Please keep one change of clothing at the Centre at all times!)
- 3) Blanket and sleep toy for nap time.
- 4) Picture for the birthday board.

5) Training pants are required for toilet training (4-6 pairs each day). * The appropriate time to begin the training can be discussed with your child's teacher. A toilet training package is available upon request.

6) Outdoor clothing appropriate for the season.

Warm weather: light jacket, splash pants and a sun hat with straps

Cold weather: winter coat, snow pants, thick hat with straps, several pairs of waterproof mittens and please no scarves. Scarves are a choking hazard.

PRESCHOOLERS (31 MONTHS to 5 YEARS)

1) 1 or 2 complete changes of clothing to be kept at school

2) Picture for the Birthday Board

3) Blanket for sleep time and stuffed toy if desired.

4) Outdoor clothing appropriate to the season.

Warm weather: light jacket, splash pants and a sun hat with straps

Cold weather: winter coat, snow pants, thick hat with straps, several pairs of waterproof mittens and please no scarves. Scarves are a choking hazard.

NOTE: Please label All articles of clothing/personal items with the child's name.

DISCIPLINE

KidZone Day Care Centre provides care for your child(ren) in a sympathetic, affectionate and positive manner, which respects and encourages each child's individuality. The children are encouraged to develop a sense of their rights while still respecting the rights of their peers and teachers.

When it is necessary to discipline, the techniques used are consistent, logical, immediate, and of short duration. They consider the age, development level and temperament of the child, and depend on the circumstances of the incident. The children are given choices of other acceptable types of behaviours, thus helping them develop positive methods of dealing with anger, frustration and conflict.

It is a teacher's role to observe and redirect play that could become a conflict situation. If the child does not respond to redirection, then the consequences of continuing with the inappropriate behaviour are discussed. The child is then given a choice of more appropriate behaviour.

The consequences for unacceptable behaviour depend on the situation and most often result in removal from an activity or replacement of a toy. Time away is used as well, as a last resort. Time away is when redirection and choices have failed to gain socially acceptable behaviour. During time away, the child is removed from the situation for a short time to gain control and "cool down". The time away is of short duration (under 5 minutes) and is followed by a child-teacher dialogue regarding the behaviour.

It is our goal to promote friendly and constructive relationships among the children and between the staff and the children. Please take some time to explain your discipline methods to the staff.

PROHIBITIVE PRACTISES

The following prohibitive practices will not be allowed at KidZone:

- a) Corporal punishment of any child.
- b) Physical restraint of any child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for 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 child care centre to confine the child, or confine the child in an area or room without adult supervision, unless such confinements occur during an emergency and are required as part of the licensee's emergency management policies and procedures.
- d) Use of harsh or degrading measures or threats of use of derogatory language directed at or use in the presence of a child that would humiliate, shame or frighten the children 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.
- f) Inflicting any bodily harm on children, including making children eat or drink against their will.

KidZone uses:

- 1) A positive approach
- 2) Discipline is appropriate to the age of the child and the severity of the act (i.e. redirection and discussion of the action)
- 3) Praise, encouragement and smiles are used as rewards.

4) Words are spoken in a positive, matter-of-fact way rather than in harsh, negative tones.

SUMMARY

The term discipline implies positive action. It deals with guiding, training and teaching your child about desired behaviour, not just the controlling of the undesired behaviour. Appropriate discipline helps a child learn self-control, self-confidence and self-regulation.

NUTRITION

Meals and snacks are essential for refuelling and maintaining children's bodies. KidZone Day Care Centre employs a part-time cook who prepares nutritious and well-balanced meals and snacks for your child. Every food, including dessert, is calculated to make a sensible contribution to each child's essential daily nutritional needs.

Two snacks (morning and afternoon) and a hot meal are prepared on the premises by our cook. A great variety of nutritious and attractively prepared foods are served to the children each week with special care taken to promote dental health. Canada's Food Guide is consulted as well as ministry guidelines during menu planning.

The children are encouraged to "try a little" of each food at meal-time. Often a child who says, "I don't like that" has never tried the food before and likes it after it has been tasted. Snack time for the Junior and Senior Preschool Children is optional as they learn to make choices.

Menus are prepared in advance by the Cook. The menu for the current week will always be posted to assist you with meal planning at home. The full month menu is included in the monthly newsletter that is sent home at the beginning of each month. KidZone has a five-week rotating menu.

Several fresh fruits are served to the children daily throughout the seasons. The Cook will list in red the fresh fruit served each day on the menu listed on the Parent Bulletin Board in the Courtyard of the centre. Items with limited sugar content and foods which are prepared from scratch or used whenever possible.

Parents are encouraged to discuss menus with the Centre's cook and to make suggestions regarding meals and snacks.

INFANT FEEDING

Until your infant is ready to eat a full diet of table foods, we request that you provide all the food needed by your infant. In this way, you, the guardians, still have maximum control over the diet of your baby. Guardians may also introduce new foods in a sequence and at a rate, which meets their child's requirements.

Please bring all food in plastic containers that have been clearly labelled with your child's name. Formula must also be provided for as long as your infant requires it. When your child is ready to graduate to whole milk or 1%, the Centre will provide it. We will also provide water and between meal foods (i.e. teething biscuits, crackers, fruit etc.).

We also request that you provide all the bottles, clearly marked with your child's name, that your child will need each day plus one that is either empty or with formula.

For infants under one year of age, written feeding instructions must be provided. Forms for these instructions may be obtained in the Infant Room.

WELL BEING

Following the Ontario Child Care and Early Years Act (CCEYA), signed and fully documented Medical Report and Authorization for Medical Treatment forms must be presented on or before the first day of care. Children cannot be admitted without a completed medical form. This information must be updated whenever immunization is given during the year, or a physician note changes to the child's medical health. Parents are required to provide updated immunization information for their child(ren) to the Middlesex-London Health Unit regularly as well.

Our Centre can maintain good health by thoughtful parents keeping sick children at home and educators promptly reporting symptoms. It's not fair for your child to be at childcare when they are sick — the only place anyone wants to be when ill is at home - adults and children alike.

The following list outlines when a child is too sick to be at our Centre and should remain at home:

- a) any contagious disease (i.e. measles)
- b) diarrhea
- c) been vomiting
- d) an unidentified or undiagnosed rash
- e) conjunctivitis (i.e. pink eye)
- f) bronchitis
- g) a severe head cold with fever
- h) an axilla temperature of 38.5 C (101°F)

If a child has contracted a contagious disease, they cannot return to the Centre until they are free from symptoms for 24 hours and has a doctor's note. Also, parents must keep their child at home at least 24 hours when they have been suffering from a high temperature, eye infections, diarrhea or nausea. A doctor's note will also be required upon return to the Centre if your child has had any skin eruptions, rashes or parasites.

If your child becomes ill or injured during the day, you will be notified and asked to take your child home as soon as possible. Meanwhile, your child will be cared for in our isolation room (i.e. the office) if necessary.

The Ontario Child Care and Early Years Act also requires that the children play outside every day. If your child is too ill to participate in the outdoor part of our program, your child is too ill to be at child care.

Finally, please telephone the Centre by 9 a.m. if your child will be absent due to illness. A brief description of the symptoms will help the staff to be aware of other children who may be coming down with the same illness. It is essential that you notify the Director if your child is diagnosed as having a communicable disease.

Any contagious disease or medical disorder known to be 'active' within the Centre will be posted in a prominent place (front door) along with its' signs and symptoms, incubation period, and action to be taken.

The Director references the Health and Safety Manual for Child Care Providers, which was created and provided by the Middlesex London Health Unit.

CLOTHING

1) Clothing should be simple, comfortable and washable. Children do get dirty while at child care.

2) Clothing that is easy for your child to handle is a must, particularly for toilet training and learning how to dress and undress themselves for outdoor activity.

3) All clothing should be suitable for the weather (i.e. snowsuit, boots, hats, mitts, etc. for winter and cooler clothes for summer) and hat to block the sun.

4) Children should have footwear to be worn only inside the Centre. Running shoes are best for all activities that the children engage in. They also need outdoor footwear appropriate for the weather. We do not allow crocs or sandals for outside playtimes. Inside, this type of footwear may be worn during the summer months only.

5) Please label all articles of clothing with the child's name. The Centre is not responsible for lost clothing. KidZone has a lost and found bin on the shelf in the courtyard of the centre. Please regularly check if your child is missing an item.

6) Ensure that at least one change of season - appropriate clothes remain at the Centre all the time.

7) Borrowed clothing must be laundered and returned promptly.

PERSONAL ARTICLES

KidZone Day Care Centre does not encourage the children to bring personal articles (i.e. toys, food/candy) to the Centre unless the child requires the item for their wellness throughout the day (i.e. comfort stuffed animal). Bringing personal articles often creates problems for both the child with the item and the other children. There is an abundance of toys to play with at the Centre and snacks are provided. KidZone cannot be responsible for loss or damage to personal articles.

MEDICATION POLICY

KidZone Day Care Centre will administer only prescription drugs to the children. Following the provincial legislation, the following policies exist:

1) All medication administered within the Centre must be prescribed by the child's doctor, and the first dose is given at home so that potential side effects can be documented.

2) Parents must complete a Medication Form to authorize the Director (or appointed staff member in the Director's absence) to administer each separate medicine. Instructions and signatures of both the parent and the Director must be complete on each form.

3) All medication must be in its original container from the pharmacist and have the child's name clearly marked on it as well as the frequency of the medication and dosage.

4) Parents must take all medicine to the Director on the first day. Staff will lock it in a medicine box in the refrigerator for medications that need to be kept cold and in the locked box on top of the fridge in the Infant Room. Keys are kept in the medication dispensing bin on top of the refrigerator.

5) Be sure that your child's teacher is aware that you have brought in medication.

6) Medicine dispensing spoons are available at the centre if liquids are to be given.

7) Medication left in the boxes after the administration period will be discarded.

8) A master chart will be kept in the Infant room on top of the fridge in the medication dispensing bin.

The Director will not administer any medication except as outlined above. At the time of enrolment, parents can be given copies of the Medication Form if they wish to keep at home to use when needed.

Non-prescription drugs (e.g., Tylenol, Cold medications, Teething medications) are not administered by KidZone staff unless a Doctor's note accompanies these medications. This policy is followed for several reasons, including:

1. It ensures the well-being of all the children at KidZone.
2. It prevents the masking of a more severe illness.
3. It ensures that the medication is appropriate for the illness.
4. It limits the number of medications dispensed at KidZone and thus reduces the chance of error.

Please be aware that the staff at KidZone are not registered nurses and do not have intensive medication training. Although we do our best to ensure the proper administration of medication, errors may occur. If at all possible, please give medication at home--speak to your physician, he or she may be able to accommodate your schedule and your child's needs through dosage regulation.

TOILET TRAINING

When either you or the staff feels that your child is ready to begin toilet training, we will discuss possible methods with you so that we can support each other's efforts. It is essential during this period that your child has lots of extra clothes at the Centre for use when the inevitable "accidents" will occur. Please provide an adequate supply of training pants, plastic pants and complete changes of clothing each day. If your child's clothing becomes wet or soiled during the day, we will wash, dry and return all articles to your child's clothing container if you wish. It is the parent's choice whether or not these articles go home to be laundered and returned the following day.

SLEEP POLICY

Children will be assigned to individual cots or cribs. Only children who share space will use the same crib or bed for sleeping. This space must be disinfected, and bedding changed between different children using it. Children twelve months of age or younger will be placed on their backs to sleep following the Joint Statement on Safe Sleep. Infant sleep position may only be waived if a medical doctor/physician recommends differently in writing. If a child rolls to change positions from back to the side or front sleeping, the child will not be moved back into the back sleeping position.

Parents are consulted concerning a child's sleeping arrangements at the time the child enrolls or any other time during enrollment, such as the transition between rooms. Parents will be notified of the licensee's sleep policies and the obligation to ensure that a child who is younger than 12 months is placed for sleep in a manner consistent with Joint Statement on Safe Sleep through the parent handbook. Staff will notify parents of any changes to a child's sleep patterns or behaviours during sleep. All children will be supervised during sleep. Infants (5 or less sleeping) will be visually checked every 15 minutes and this information charted. Six or more children sleeping in the sleep room will be checked and monitored by a staff who are working directly in the sleep room at the time of rest.

Toddler and Preschoolers will also be visually checked every 15 minutes. All Sleep check must be visible to families, indicate the number of children sleeping/not sleeping and initialled by the staff conducting the check. All records will be kept on file for two years. Ample lighting must be available in each sleep room area to ensure that staff can check children easily.

SAFETY

SECURITY SYSTEM

KidZone has a security system, which provides alarms to be set on all windows and both the front and back door. Only staff have access to set and release these alarms upon opening and closing the centre.

CAMERAS

Security cameras are installed inside the KidZone building. These cameras record 24/7 and can be reviewed at any time.

FRONT DOOR ACCESS

KidZone will only be accessible to those who have been granted an access tag (key fob). All parents are required to have an access tag (key fob) to gain entrance into KidZone. Access tags are personal to each member of KidZone and may not be shared with other persons under any circumstances. Parents are required to pay \$20.00 deposit for two key fobs. A maximum of 4 key fobs can be issued to a family if extended family members are frequently dropping off or picking up children. \$10.00 is charged to families for each additional key fob obtained. When these key fobs are returned to the centre when families are done using the services at KidZone, the \$20.00 deposit is refunded (and \$10.00 for each additional key fob) when the key fobs are returned. If a family loses a key fob, families can obtain another key fob for \$10.00. Deposit money is returned when key fobs are returned with the exception of replacement fobs. The system and records log access tags and the times of use can be accessed at any time for any reason.

All visitors to KidZone will be required to buzz and wait for a KidZone staff to attend to them. This includes, but is not limited to, caregivers without a tag and delivery persons. Parents are reminded not to let persons into the centre who do not show a key fob.

FIRE

Under the regulations of the Ontario Child Care and Early Years Act, every child care centre is required to have a well-defined procedure for fire drills. Each staff member has specific duties to perform in such an event. Fire drills are practised at least once every month throughout the year with the children. With frequent practice, children and staff learn to follow the procedures with confidence in an emergency. You will find written guidelines for our fire drill procedure at both ends of the Centre and in each room.

Yearly visits by a trained Fire Company are scheduled. At this time, fire extinguishers and other fire-related equipment are inspected monthly by the designated person at the centre as well as during the annual fire alarm system inspection.

SMOKING

Smoking is prohibited in and around the child care centre, including the playground area. No smoking is permitted on the grounds. Smoking is permitted in vehicles in the parking area when children are not present.

SANITATION

The area Health Inspector frequently visits the Centre to ensure compliance with health regulations. The kitchen and washroom areas are of prime importance when this inspection occurs; however, all areas within the Centre are also examined with a keen eye. Areas of improvement and suggestions for change are discussed between the Health Inspector and the Director after the entire inspection is complete.

SANITARY PROCEDURES

- 1) Hands are always washed after using the toilet (staff and children).
- 2) Hands and faces are washed before and after lunchtime with own washcloth.
- 3) One tissue is used to wipe one child's nose. Hands are washed under running water each time a child's nose is wiped. In the case where running water is not available (i.e. courtyard/outside play yards), staff/parents can use hand sanitizer which is available throughout the centre and outside.
- 4) Toys and equipment are regularly disinfected.
- 5) Cot and crib sheets are washed every week; cots and cribs are disinfected every week.

6) Change tables are disinfected after each use.

7) Staff use latex-free disposable gloves when changing children or assisting with toileting routines (i.e. wiping). Staff and children wash hands after diapering/toileting routines.

8) Gloves are also used when providing first aid or helping with children who are ill (i.e. vomiting/diarrhea).

INJURY PROCEDURES

Accidents do happen, and KidZone ensures that children will be treated with first-aid if needed. Please note that for minor scrapes and cuts, when providing first aid, KidZone staff will disinfect the injured area using Peroxide and cotton swabs to remove any contaminants from the skin. When they do, the particulars are recorded on an Accident Report. Accident Report Forms are completed by the staff involved with the details of the incident on the same day, and the parents must sign a copy of the incident report. Parents receive a photocopy of the report to take home.

Occasionally an emergency may occur, thus making immediate medical care necessary. As the parent or guardian, you will be notified immediately if your child requires emergency medical care. However, if it is impossible to reach you, we at KidZone Day Care Centre require your written consent, to ensure that your child receives proper medical attention.

For severe injuries, the ambulance will be called, and your child will be transported immediately from KidZone Day Care Centre to a local medical centre or hospital where qualified professionals will tend to your child. In such an event, the Director or designate will accompany your child. If by this time, we are still unable to reach you, one of the two emergency contact people you have identified will be notified to meet us at the medical centre or hospital. In the meantime, a staff member of KidZone will continue to try to contact you.

SERIOUS OCCURRENCE

For more severe injuries or occurrences, a Serious Occurrence Report is completed and forwarded to the Ministry within 24 hours of the situation. A sign is posted at the child care centre notifying parents of this severe occurrence within the same time frame. This notification will remain posted for 10 business days. Information related to the occurrence is also noted on the Ministry Website for Licensed Child Care.

DEFINITIONS

A severe occurrence is defined under the CCEYA as:

a. The death of a child who receives child care at a licensed home premises or child care centre;

- b. Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home premises or child care centre;
- c. A life-threatening injury to or life-threatening illness of a child who receives child care at a home premises or child care centre;
- d. An incident where a child who is receiving child care at a home premise or child care centre goes missing or is temporarily unsupervised, or
- e. An unplanned disruption of the normal operations of a home childcare premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a home childcare premises or child care centre. Emergency

Emergency Management Policy and Procedures

Name of Child Care Centre: KidZone Day Care Centre

Date Policy and Procedures Established February 24, 2018

Policy

KidZone Day Care Centre's intent is to have policies and procedures in place that will protect the health and safety of the children and staff in the event of an emergency.

The following is our off-site meeting place in case of evacuation:

Initially in the grassy area south of the Infant and Toddler Playground a distance away from Sarnia Road. Once evacuation is cleared with attendance, the group may be moved to the

Oakridge Animal Clinic, 1109 Sarnia Rd, London, ON N6H 5J9

(This facility is located directly east of KidZone adjacent to the infant and toddler playground. Access is via the grass area south of the day care infant and toddler playground along Sarnia Road) if the evacuation is deemed to be a longer period than the outside weather would allow the group to remain in this grassy area.

Oakridge Animal Clinic is used as the pick up location for families of children if the group is not allowed re-entry into the day care.

Procedures

<p>Roles and Responsibilities of Staff During an Emergency</p>	<p style="text-align: center;"><u>If the emergency is a: Fire, Flood, Internal Disaster such as gas leak in the day care or the building:</u></p> <p>DIRECTOR/ Designate or person who discovers the emergency which requires evacuation</p> <ul style="list-style-type: none"> • blows whistle, Shout out "Fire or Evacuation" (this may also be the responsibility of the
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person who discovers the emergency which requires evacuation)

- Alert 911 of the Emergency as soon as safe to do so.
- ensure office window and door are closed.
- assist with evacuation of children, if necessary.
- makes final check throughout the Day Care for children and staff.
- takes children's information file to evacuation location.
- takes master attendance book to evacuation location.
- Takes portable phone to the evacuation location.

All STAFF: (Or person who detects the emergency first alerts the Director and all staff via shouting "Fire or Evacuation" or use of the whistles provided to each program staff. Additional whistle is located with the shed key in the office in/out trays just inside the door. Staff immediately returns to group.

- Evacuate children. Do a head count of the children prior to leaving room.
- Check attendance records to ensure that that number of children accounted for matches the number counted by heads.
- Walk with the children to the nearest exit. (front or back door of the centre).
- Count children during this walk and at the exit.
- Ensure that number of children matches number originally counted.
- Exit program with children in an orderly manner.
- Check count of children as the group moves to evacuation location.
- Grassy area south of the Infant and Toddler Playgrounds a distance away from Sarnia Road.
- Master attendance numbers are checked here.
- Groups will remain here and wait for further instructions from the Director or Designate.
- Further evacuation location is Oakridge Animal Clinic.

If the emergency is natural Disaster in the area such as Tornado or High Winds, External Community disaster or earthquake:

The Director or Designate will direct the groups to the safe evacuation locations: See list below:

Staff room; Little Learners and Twinkle Tot Toddler Children

Servery (Kitchen): Senior Whiz Kid Preschool Children

Laundry room: Junior Brite Star Preschool Children

Staff washroom: Wee Wonders Infant Children

A sign will be placed on the exterior door, with a map, directing parents to their children in the secured areas

All toys and loose objects outdoors will be placed securely in the locked sheds

Loose objects in the confined areas will be secured where possible (i.e. knives and utensils in the kitchen)

First Aid and Emergency Kits will be brought into the confined areas

Wait for further instruction from the Director or Designate.

If the emergency is a Lock Down due to an unsafe person or intruder in the centre or a Hold and Secure due to a shooter in the community:

Staff are expected to use the same evacuation locations for the groups if possible. Otherwise, groups are asked to stay in their rooms, away from windows and doors (preferably in washroom areas), Lock the doors and keep as quiet as possible.

If the unsafe person is related to a specific child, one staff will remove the child to the Staff Room, lock the door and remain there until the Director or Designate communicates that it is safe.

	Director or Designate is expected to deal with the intruder if possible and to contact 911 for assistance.
Providing Additional Support for any Child or Adult who Needs it in Case of an Emergency (including the consideration of special medical needs)	<p>Ensure that all medication that any child may require during the evacuation with the group. This will include but not be limited to the medication kept in the infant room fridge as well as on top of the fridge for room temperature meds. Medication dispenser container must also accompany these boxes. Staff in the infant room will be responsible to bring these items in the medication carrying case when evacuating.</p> <p>Any staff who exits first must take the emergency kit located on the cubbies by the front door as well as at least one first aid kit from the front door area with the group evacuating.</p> <p>Any other items that may be required by specific children such as, but not limited to, wheel chairs; walkers or other devices which the child may need while in evacuation are also taken with the group. Shoes, toys, food items and other clothing items for the children are not taken during the evacuation unless deemed necessary for a specific child to function away from the program.</p>
Ensuring Children's Safety and Maintaining Appropriate Levels of Supervision During an Emergency	Staff to child ratios are met at all times. Staff will never leave the group unattended during the evacuation. Staff will head count the children and check that attendance numbers match the number evacuating from each group. Constant head counting will be done to ensure that all children and staff are accounted for at the time of departure from the program as well as at the evacuation sites. Staff will be expected to engage in activities with the children, if possible, such as singing, dancing or playing games, as a means of entertaining the children while in evacuation.
Communication with Parents	<p>In the event of the program being closed due to a weather related issue, Local radio station will be contacted to add KidZone to the cancellation and closures list</p> <ul style="list-style-type: none"> • A sign may be posted, weather pending, on the doors at the day care stating that it is closed.

	<p>If the program has to close during the day, families will be notified by telephone using the emergency phone numbers provided by the families at time of registration and updated as needed. These numbers are available on the emergency card files for each child located in the office. The Director or Designate will be required to bring this card file box to the location of evacuation as well as the office portable phone. A phone at the evacuation location will also be used to conduct these calls.</p> <p>A sign may be posted on the door, if possible, to alert anyone who comes to the program or to pick up a child. The evacuation location will also be noted on this sign.</p>
<p>Contacting Appropriate Emergency Response Agencies</p>	<p>In the event of an emergency, the person who discovers the event will call 911 or request assistant from the Director or Designate to contact EMS using the office portable phone.</p> <p>In the event that the evacuation becomes a serious occurrence, the Director or Designate will notify MEDU as soon as possible.</p>
<p>Addressing Recovery from an Emergency</p>	<p>When groups are allowed by authorities to re-enter the program, the staff will open the areas in the same manner as if opening for the day. If any clean-up is required that can be managed by staff, staff will be expected to follow through to ensure the space is safe and appropriate for children to reoccupy. Staff will assist children by answering any questions the children may have regarding the evacuation and provide physical comfort and reassurance.</p>
<p>Debriefing Staff, Children and Parents After an Emergency</p>	<p>Director or Designate will inform staff of pertinent information as necessary following the emergency.</p> <p>Staff will assist children by answering any questions the children may have regarding the evacuation. Books or other props such as puppets or dolls may be used to explain the evacuation to the group. Staff will of course provide physical comfort and reassurance to children who may be upset.</p> <p>Families will be notified by an email of the event giving enough description to explain the procedures taken. The printed email will be posted at the key log in pad</p>

	<p>located at the entrance to the centre to make it available at pick up times. Parents will also be notified by staff verbally at the end of the day where necessary.</p> <p>If the emergency affects the operations of the program beyond the day of the event, the families will be notified of the action plan once the Board of Directors has met to decide the details.</p> <p>Further communication with families will occur by phone or emails.</p>
<p>Resuming Normal Operations of the Child Care Centre</p>	<p>Once the authorities in charge of the emergency give the approval to the Director or Designate that it is safe to return to the program, the Director or Designate will inform staff.</p> <p>Staff will then re-enter the program in the same manner as the evacuation, head counting and in an orderly fashion, with the children to their appropriate rooms.</p> <p>If the no re-entry is allowed on the day of the event, or subsequent days thereafter, parents will be notified of the pick up location for their children that day and the plans for resuming normal operations once the Board of Directors has met to decide the action plan.</p>
<p>Supporting Children and Staff Who May Have Experienced Distress During an Emergency</p>	<p>After the evacuation, and re-entry to the program is allowed, the staff and children will resume normal daily activities. Staff will assist children by answering any questions the children may have regarding the evacuation. Books or other props such as puppets or dolls may be used to explain the evacuation to the group.</p> <p>Staff will of course provide physical comfort and reassurance to children who may be upset.</p> <p>If staff or children seem to be distressed further than comfort from the other staff, Director or Designate can provide, families of children, or emergency persons for staff, would be called to pick up children/staff and/or counselling arranged for the individuals who are in need of further support not necessarily on the same day as the event.</p>

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: **KidZone Day Care Centre**

Date Policy and Procedures Established: **February 24, 2018**

Policy

KidZone Day Care Centre's intent is to provide a clear and transparent procedure to follow when a parent or guardian brings forward an issue or concern they wish to have addressed by the day care.

Concerns about the Suspected Abuse or Neglect of a Child Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

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

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

Procedures:

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
Any issue or concern regarding a staff member including behaviours; actions; or verbal communications	<p>Parents or Guardians are encouraged to speak directly to the staff member with whom the parent or guardian has an issue or a concern.</p> <p>If the parent or guardian does not feel comfortable to approach the staff member, the parent or guardians are encouraged to speak directly with the Director or Designate for the centre to communicate the issue or concern.</p> <p>If the parent or guardian has an issue or concern with the Director or Designate, or does not feel that the Director or Designate acted appropriately on the issues or concerns</p>	<p>All issues and concerns brought to the attention of any staff, the Director or Designate will be investigated in a timely manner. The same day if possible with further investigation steps such as interviews with person involved as soon as able.</p> <p>Staff, Director or Designate will follow up verbally with the parent or guardian who has expressed their issue or concern as quickly as possible. Preferably the same day or follow day at the latest unless further investigation is necessary.</p> <p>Board Member who is made aware of the issue or concern will follow up with investigation of the situation as soon as possible and then follow up with the parent or</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
<p>Any issue or concern with the physical aspect of the centre.</p> <p>Any issue or concern, addressed to the Director or</p>	<p>involving a staff member, the parent or guardian is encouraged to contact either the President of the Board of Directors; Human Resources Chairperson for the Board of Directors.</p> <p>Titles and contact phone numbers and email addresses for each of the Board Members is located on the form directly outside the KidZone office. This information is updated regularly.</p> <p>If the parent or guardian has an issue or concern with a physical aspect of the centre, the parent or guardians are directed to speak with the Director or Designate for the program.</p> <p>If after speaking with the Director Designate, the parent or guardian's issues or concerns have not been resolved in their opinion, the parent or guardian is encouraged to contact the President of the Board of Directors, or the Quality Assurance Chairperson for the Board of Directors.</p> <p>If a parent or guardian has addressed an issue or concern with the Director or Designate or a member of the</p>	<p>guardian. This process may take longer than one or two days depending on the nature of the issue or concern. The Board member may also wish to consult with other Board Members if the issue or concern is greater than their scope of responsibilities or of a time sensitive nature.</p> <p>This communication is typically done in written form via email or verbal by way of a phone call. A Meeting may be arranged if possible for all parties to be involved.</p> <p>All issues will be investigated in a timely manner, such as the same day or day after, depending on the nature of the situation.</p> <p>Director or Designate, or the Member of the Board of Directors who is involved, will respond to the parent or guardian preferably the same day or day after the expression of issue or concern pending investigation of the information. This communication can be in the form of verbal in person, by phone or email.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
Designate or the Board of Directors which the parent or guardian still feels is outstanding.	Board of Directors and still feels that the issue or concern needs to be address, the parent or guardian is encouraged to contact the MEDU, for further direction or guidance.	Licensing office will be expected to follow up with the Licensee or Board of Directors with respect to this issue or concern brought to the attention of MEDU. Documentation of all issues and concerns brought to the attention of the staff, Director or Designate or Board of Directors will be made in the file for Parent Issues and Concerns commencing in March 1 st , 2018.
	Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca	
	KidZone's licensing information including license number is located on the form at the outside door directly beside the KidZone office door.	

PARENTAL INVOLVEMENT

Parental participation in the Centre is essential. Please become an active member of the Board of Directors or committees.

Parents are welcome and are encouraged to visit the Centre at any time. Try to spend a few minutes with us each day - either when you arrive or before you go home. Get to know the staff, your child's friends and become familiar with the children's activities. This gives you lots to talk about at home and helps to create a real bond between KidZone and your family.

Daily parent and staff contact will be supplemented by more formal meetings at which topics of interest such as child guidance and child development are explored. Individual staff-parent interviews and parent observations of their children will also serve as opportunities to strengthen the parent-staff liaisons and the parent-child relationship.

From time-to-time, there will be a posted list of articles/items needed for use within the Centre. Your donations will be greatly appreciated. Often, the items that you may regard as "junk" are of great value to us.

Please remember that there is a Sign In/Sign Out clipboard located in each room. Initials upon arrivals and departures must be recorded on this clipboard each day that your child is in attendance as well as the time of drop off/pick up. Also, if you will be

picking up or dropping off your child earlier or later than usual, please inform the staff and Director.

During the time that your child is at the Centre, parents are welcome to visit. However, we request that you wait until your child is settled into the routine, when separation is not as upsetting to your child.

Should you have any concerns regarding the care of your child at KidZone, please follow the policy and procedures for Parent Issues and Concerns Policy and Procedures listed above. We encourage you to first speak with your child's educator. If further clarification is required, follow-up with the Director. If you remain dissatisfied with how your concern is being handled, the Board of Directors is the third option. Contact details are attached in the Parent Issues and Concerns Policy and Procedures listed above.

Person- to- person communication is always encouraged at KidZone; however, there are various other means of Parent-Centre communication including:

1. Daily communication app (i.e. HiMama)
2. Monthly newsletter
3. Bulletin board
4. Board of Director Meetings
5. Annual Parent Survey

CONCLUSION

Your child's security, well-being and happiness at KidZone are our major concerns.

If you have any questions or concerns about the material contained within this document or any other information regarding the centre, please contact the Director.

Welcome to our KidZone Family!

Director: Deborah Lukings, Registered Early Childhood Educator (RECE)

Updated: June, 2019