

## **PARENT HANDBOOK for KIDS & US CHILDCARE CENTRES**

Kids & Us Community Childcare and Family Educations Centres is a non-profit, charitable organization operating six Childcare Centres, an Ontario Early Years Program and seven school based Before and After Kids Club programs predominantly across the south east section of Grey County. We are governed by a volunteer Board of Directors. All six childcare sites and seven Kids Club School Based programs are licensed by the Ministry of Education and regulated by the provisions of the Child Care and Early Years Act – 2014 and supporting Ontario Regulations 137/15. In partnership with the Ministry of Education, the County of Grey and the County of Bruce we strive to provide the best possible program for your child, aged 13 months to 12 years. We offer flexible care and are open at most sites Monday to Friday from 7:00am - 6:00pm, check with your centre for possible earlier openings.

### **Organizational Mission Statement and Philosophies**

#### **STRONG FAMILIES AND STRONG COMMUNITES**

**Children** are entitled to a safe, warm and caring environment in which to grow and develop. It is important to provide opportunities that support each child's development by fostering active learning, independence and respect for others.

**Parents** are the first and most important teachers in a child's life. Parents have the right to pursue financial security, further education and achieve personal fulfillment.

**Childcare** is a necessary family support which should be available to all families. We operate on the premise that if a childcare is going to play a supportive role for the family it needs to be flexible, accessible and affordable to meet their everyday needs.

**Staff** are committed to continually adapting our program and approaches to meet the ever changing needs of families and the community. Kids & Us employs Registered Early Childhood Educators and staff that work together as a team with our families to provide a stimulating educational environment for your children.

### **Parental Involvement**

Parents are welcome to visit their centre at any time. We encourage you to observe the children at play, discuss your concerns and join in their activities. Parents can participate in field trips, special events, or join our volunteer Board of Directors. We believe staff and parents at Kids & Us are a special team working together with a common interest ... your child!

### **Staff**

Most staff have an Early Childhood Educator's College Diploma and are registered with the Ontario College of Early Childhood Educators or working on obtaining their ECE. They have chosen this profession for their love of children, special skills they have in working with children and adults and their strong commitment to healthy development of children. All are committed to developing and supporting a strong positive relationship between children, parents and staff to ensure your child's day is a positive and rewarding experience.

All permanent, contract and relief staff are hired only after a careful screening process that includes an interview, police record/vulnerable sector check and reference check. They will have current certification in First Aid and CPR/infant resuscitation. Once hired, all staff receive ongoing professional training and required formal training in areas such as; emergency response, program delivery and curriculum planning.

### **Students on Educational Placement and Volunteers**

Kids & Us from time to time will have ECE students, co-op students and volunteers participate in the program. Under the Child Care and Early Years Act - 2014, operators shall ensure that every child in attendance is supervised by an adult at all times. While students and volunteers provide care and guidance, at no time will students or volunteers have unsupervised access to the children.

We support Early Childhood Education programs at local colleges by offering placements for students enrolled in these programs. All students and volunteers are required to have; police vulnerable sector check, current First Aid certificate, up to date Immunizations and Health Assessments as directed by the local Medical Officer of Health. Students and

Volunteers are expected to know and follow all organizational policies and procedures prior to working with any children. Any student or volunteer in the Centre will not be included in child/staff ratios and will never be left unsupervised with children.

### **Programs Offered and Staffing Ratios**

Age appropriate programs are offered in the following groupings although not all Centres offer this full range of programs. Check our website for the list of current groupings offered at your Centre. ([www.kidsandus.ca](http://www.kidsandus.ca))

|    | <i>Name of age category</i> | <i>Age range of age category</i>                            | <i>Ratio of employees to children</i> | <i>Maximum number of children in group</i> |
|----|-----------------------------|---|---------------------------------------|--|
| 1. | Toddler                     | 13 months (and walking) or older but younger than 30 months | 1 to 5                                | 15   |
| 2. | Preschool                   | 30 months or older but younger than 5.6 years               | 1 to 8                                | 24   |
| 3. | Kindergarten                | 44 months or older but younger than 7 years                 | 1 to 13                               | 26   |
| 4. | School age – primary/junior | 5.6 years or older but younger than 13 years                | 1 to 15                               | 30   |
| 5. | School age - junior         | 9 years or older but younger than 13 years                  | 1 to 20                               | 20   |

We also offer special programs on non-instructional days, and summer programs. Our programs are offered in a variety of formats to support the needs of each community, including full day, half day, before and after school, plus Nursery school and the Great Parent Break.

### **Programming Overview**

Our goal is to promote individual development in a safe and healthy environment that allows all children to develop a positive self-image. Kids & Us programs follow the emergent curriculum. This curriculum moves the focus in our groups from staff planned to child identified activities. The age appropriate programs and activities will stimulate; social and emotional growth, independence and self-esteem, gross and fine motor skills, cognitive skills, creativity and imagination, communication skills and kindergarten readiness.

These skills will be developed through various activities implemented in the following center’s in the classroom: dramatic, library, creative, cognitive, sensory, block, floor toys and science/interest.

Our daily program provides a balance of active and quiet play, indoor and outdoor activities, individual and group play, teacher directed and child initiated experiences, as well as transition periods. Routines are a large part of our day; we encourage independence through the following routines: eating, toileting (diapering), dressing, resting, and hand washing.

Our program includes one hour of outdoor play morning and afternoon, weather permitting. If outdoor play is not available, alternative indoor activities will be planned.



Outside of direct personal contact with the staff at your centre, general information is passed on in a number of ways. Each site maintains a Facebook page that is used to post upcoming events and important program and seasonal events and information. E-blasts may be used for more timely events and information with direct



phone contact used for emergency and weather closure information. Other important information will be posted on the bulletin boards at the entrance to each Centre as it occurs. The organization has a website at: [www.kidsandus.ca](http://www.kidsandus.ca) with general information on the agency, individual childcare sites and the EarlyON program.

Ask about the “Remind” app for instant notifications regarding specific program closures and updates. Please see your centre supervisor for specifics!

### **Adjustment Period**

Children beginning in child care may experience a period of adjustment. You may witness change in behaviour. The adjustment period will vary from child to child. Please keep in mind that when a child moves to a different room he/she may go through the same adjustment period. Talk to the staff or childcare supervisor around any concerns you might have.

### **Guiding Children’s Behaviour**

Our basic approach to guiding behaviour is one of respect for the child. Positive encouragement, redirection and reasoning will be used to help develop appropriate behaviours. Discipline will always be appropriate to the developmental level of the child. To minimize worrisome behaviours, every staff will;

- Carefully plan a variety of interesting and challenging learning opportunities that will actively engage the children.
- Keep consistency with routines.
- Set reasonable, developmentally appropriate limits.
- Provide natural consequences to behaviours.

Punitive discipline is not used, staff will help guide the child towards self-discipline and respect for others. Children are taught conflict resolution skills that will empower them to problem solve appropriate solutions and resolve conflict as well. From time to time children may have difficulty in controlling their behaviour. It is the policy of our organization to help children learn positive ways of dealing with their feelings. Our staff will use positive redirection while they assist the child in expressing his/her feelings.

**Prohibited Practices:** The following are not permitted with respect to a child receiving child care at one of our child care centres or at a premise in which we oversee the provision of child care;

1. Corporal punishment of a child
2. Physical restraint of the 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 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
3. Locking the exits of the child care 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 licensee’s emergency management policies and procedures
4. 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
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
6. Inflicting any bodily harm on children including making children eat or drink against their will.

### **Kids & Us Childcare Expectations**

While Kids & Us endeavors to protect children with allergies at all locations, we **cannot** ensure that all sites will be ‘Peanut free’. Please refrain from sending anything with nuts, as this can be life threatening to some children. Any child who has or develops anaphylactic allergies must have an “Individual Anaphylaxis Emergency Plan” in place that is reviewed by all staff, students and volunteers annually, these plans will be posted in classrooms and kitchens so that all persons entering the centre are aware of the child’s allergies. Parents of children with anaphylactic allergies will be asked to attend a staff meeting to teach staff about their child’s allergy in order to be prepared in any emergency situation that may arise. Any new children who enter a program with anaphylactic allergies will be identified in a note sent home to all families.

Kids & Us complies with the *Smoke Free Ontario Act, 2017*. There is no smoking of tobacco products, medical cannabis or electronic cigarettes allowed on the premises.

Arrival                      Your child must be escorted to a program staff by you or an authorized adult. Your child cannot be sent alone into the playrooms or playground.

- Departure Program staff must be alerted by you or by the adult authorized to pick up your child, that your child is being removed from the playground or playroom. Your child will only be released to the person(s) listed on the registration package. If someone other than the listed person(s) is to pick up your child, you must inform the supervisor or send a signed note of consent before we will release your child. **You may be required to show photo identification in the event that staff does not know you or the authorized pick up.**
- After School School age children will come to the Centre from their classroom or arrive from a transfer school bus. At some sites students will be escorted to and from the school by one of our staff. It is the parent's responsibility to inform the elementary school of the child's attendance at Kids & Us. We recommend that you tour your Centre and ensure your child understands the routines of leaving their classroom and arriving at the centre. If your child is going to be absent for any reason from the after school program, it is essential you notify the school of the change in arrangements and call the Centre to inform us of the absence of your child.
- Late Pick Up If you are unable to reach the centre before your child's booked hours' end, please notify your centre as soon as possible. You will be required to pay a late fee. Late pick up fees will be billed directly to your account. Late Fees are \$15 for every 15 minutes past your booked hours. **Please note habitual lateness may result in termination of service.**
- Centre Closure Childcare sites may close on inclement weather days or close early for the safety of children, families and staff. If the site is on a school property it will close if the school is closed by the Board of Education. On other occasions staff will determine if it is safe for children and staff to travel and make an appropriate decision to close or close early if necessary. Please listen to your local radio station for these announcements. In addition to an answering machine message at the site, you may receive a Remind message or Facebook update, on that day. If a site closure is necessary, you will be informed as quickly as possible and your cooperation in picking up your child (ren) will be necessary.
- Care Scheduling Arrangements for childcare need to be **booked and paid for** the preceding week. Care is arranged by calling or emailing the Centre or by filling out the appropriate form at the site. Booking for care must be completed by the preceding Wednesday at noon, and paying for care by Thursday at noon to ensure care for the following week. At no time shall a "drop in care" space be approved over full or part time bookings. Drop in care is available if space permits. This can be arranged on a day to day basis by contacting the Centre directly.
- Fundraising Fee Kids & Us recognizes that families are busy and have many obligations outside childcare to fundraise yet Kids & Us requires additional funds to enhance programs by way of field trips, special events, and update centre equipment and furnishings. Effective June 1, 2018 The Board of Directors implemented a "Fundraising Fee" in lieu of fundraising for families who utilize Kids & Us programs. Families accounts will be billed \$50/year and we promise, you won't be required to fundraise! Please see your centre supervisor for our flexible Fundraising Fee payment options.

### **Registration**

Prior to commencement of care, a complete registration package must be signed and returned prior to admission. The information included in the package is required by the Ministry of Education and must be kept on file for each child. **There is a non-refundable registration fee of \$40.00 per family.** All medical information must be kept up to date in order to protect your child's health. Immunization records must be kept up to date as children receive immunizations. It is the parent's responsibility to inform the supervisor of updates and any changes to this information. ***Two weeks written notice is required prior to the withdrawal of your child (ren) from the Centre. Without two weeks' notice, two weeks' fees are payable.***

### **Wait List Policy**

If a space is not available due to oversubscribing of a program, the child can be put on a wait list if the family wishes. When wait lists are required in specific programs or Centre's due to demand, the child/family will be placed on a wait list. When a space becomes available in the program, children are registered according to the following criteria;

- a. Current families waiting to add extra days or place siblings will be considered first.
- b. If a full time space is available, a child/family waiting for a full time space will be given consideration as opposed to two or more-part time families.
- c. When a space is available and families receive a call – they will have 7 days to confirm registration and 14 days to start the program. Exceptions may be made with start dates at the discretion of the supervisor on a case by case basis.
- d. If a family turns down the offered space for any reason – their request will be moved to the bottom of the list with the date of “turn down” as their new placement date.

Families can contact the Centre during the normal workweek for an update on the status of their application for service. Families are required to periodically confirm their continued interest in the service or advise if they find alternative care. There is no fee for placement on the Wait List.

### **Serious Occurrences**

The safety of children while in licensed child care is the highest priority. We work diligently to provide a safe, creative and nurturing environment for each child. In spite of the best precautions, serious occurrences can sometimes take place. Effective November 1, 2011 the Provincial Government requires licensed providers to post information about Serious Occurrences in the Centre. To support increased transparency and access to information, a Serious Occurrence Notification Form will be posted within 24hrs of its submission to the Ministry, when a serious occurrence happens in the Centre. It will be posted next to our current license for 10 days. The posting will include; information about the incident, follow up actions taken and outcomes, all while respecting the privacy of the individuals involved. A Serious Occurrence might reflect; a life threatening injury or illness of a child receiving service, allegation of abuse or neglect that occurs to a child while attending a program, an incident where a child goes missing or is temporarily unsupervised or an unplanned disruption in the normal operations of a Centre that possess a risk of health or safety to a child while in the program. Providers are required to report Serious Occurrences to the Ministry of Education. Many factors may lead to a Serious Occurrence Report, and a serious occurrence report does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the program. If you have any questions or concerns, please contact the supervisor.

### **Sick Children**

When your child has a temperature, vomiting, diarrhea, any contagious illness or infection, we require that you keep him/her at home. Please call the Centre if your child is going to be away for the day. If your child develops an illness during the day, you will be contacted and asked to make arrangements to pick your child up. The Public Health Department requires all children with communicable diseases be excluded from the Centre. Any child with a fever, vomiting, diarrhea, any contagious illness or infection should be excluded until they are **24 hours’ symptom free**. We do not refund fees if a child is absent for any reason including sick days. For policies specific to COVID-19, you will be provided with copies of our Safe Work Plan, Outbreak Management, and our Health and Safety Guidance. Updates will be available on our website ([www.kidsandus.ca](http://www.kidsandus.ca)) If you have any questions related to COVID-19, please speak to the childcare supervisor.

### **Sleep Policy**

Written Sleep Policies and Procedures are available to parents in the Centre, please talk to staff about your child’s sleep patterns and preferences at registration or any time. Our policy indicates that;

- Every child who regularly sleeps in the Centre we operate will be monitored at minimum every 30 minutes by an employee who will perform and record a direct visual check of each sleeping child by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviours;
- There will be sufficient light in the sleeping area to conduct direct visual checks.
- Electronic monitoring devices will not be used in any Kids & Us Childcare Centre

### **Medication Policy**

Kids & Us Childcare can only administer prescribed medication in the original container labeled with your child’s name. A medication form must be completed by the parent in order for the medication to be administered. Please ensure that

your child's medication is stored properly and that you notify the Centre's staff of the medication. Some non-prescription drugs can be administered when accompanied by a doctor's note, see centre Supervisor for complete details.

Effective March 8, 2021 Kids & Us is permitted to administer some "over-the-counter" products, except where the product is a drug defined under the *Drug and Pharmacies Regulation Act*. In order to administer the following; sunscreen, moisturizing or skin lotion, lip balm, insect repellent, hand sanitizer or diaper cream, parents must complete the Blanket Authorization Form to give permission and instructions. See your centre Supervisor for more information and a copy of the authorization form.

### **Emergency Management**

Fire drills are practiced monthly within the Centre and Tornado drills in the months April through September. Each Centre has written procedures that are posted in each program room. In case of emergency, the children and staff will be evacuated to a designated alternative site specific to each Centre. Parents would be notified and asked to make arrangements to pick up their child(ren).

Kids and Us has developed Emergency Management Policies and Procedures for each centre/site, and all staff have reviewed these policies and procedures. In the event of any unforeseen emergency situations, including significant community events, affecting any of our childcare's, Kids and Us will communicate important relevant information to the parents by phone or email. Due to the possible sensitivity of the details, information should not be shared on centre Facebook pages. Information will include instructions to arrive safely to pick up your child(ren). In the event of a centre evacuation, children may be transported on a bus – the decision will be made in the best interest of all the children and with the severity of the emergency requiring evacuation in mind. If the emergency is likely to last an extended period of time, a parent meeting may be held to address re-opening of the centre timeframe and interim plans to accommodate childcare needs, if possible.

### **Lunch and Snacks**

We provide a hot meal and two snacks daily for all children in attendance and our menus are posted in the Centre. Unfortunately, meals and snacks are not available for school age children on non-instructional days, these children will need to bring their own, keeping in mind any anaphylactic allergies in the program. Our meals are prepared on site by our trained cooks and follow Canada's Food Guidelines. Our cooks screen all purchased ingredients for possible "nuts" however we cannot guarantee our sites will be absolutely "nut free". Please advise the Centre of any allergies or food restrictions for your child. We do not normally allow food from home to be brought on site, however exceptions may be made for parents who are providing safe alternatives for their children with allergies.

#### **Strategies to Reduce Risk of Exposure to Anaphylactic Allergens.**

- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, the child's parent will be asked to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented. (Written instructions not always necessary for school age children)
- Parents must label food brought to the child care centre with the child's full name and the date the food arrived at the child care centre, and parents shall advise of all ingredients, not listed on packages.
- Where food is provided from home for children, appropriate supervision of children must be maintained so that food is not shared or exchanged.
- Parents who serve foods containing allergens at home must ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)

### **Clothing**

Please keep in mind that children will be actively participating in numerous activities throughout the day. Some of these activities can get messy. Although we do provide smocks for the children, keep in mind that your child may get dirty. We ask that your child have a change of clothes in his/her basket each day in case of accidents. We also have outdoor play daily. Please ensure that your child has weather appropriate clothing for the season and that it is labeled.

## **Field Trips**

Field Trips and outdoor excursions have many facets including but not limited to neighborhood walks, visits to buildings and sites of interest, swimming programs, visits to museums, galleries, factories, local parks, and farms. Field trips will be planned to enhance the program and will coordinate with the children's interests. You will be asked to complete a permission form to allow your child to participate in such events. There may be a nominal fee to cover some transportation or admission, advance notice will be given.

## **Fees**

Payment is due upon booking children by Thursday at 12 noon for the following week. **E-transfer is the preferred method of payment.** If your child is absent for any reason fees will not be refunded. When there is a cheque returned due to insufficient funds, there is a \$50 service charge and no care will be given until the money is received for the NSF cheque and the service charge. At each centre there is 'Fee Deposit Box'. Please fill out the envelopes provided with your name, days of care that you require and whether you are putting cash or cheque in the box, seal it and place in the deposit box. This should be done when signing your child's daycare hours on the clipboard at the centre.

A current schedule of fees for the programs the Centres offer is attached. Fees are set by the Board of Directors and any increase if required will be implemented with at least 30 days' notice to parents. Kids & Us will issue a year end receipt for income tax purposes. These will be available for pick up at your child's Childcare Centre usually in February.

## **Fee Subsidy**

Kids & Us Community Childcare has a purchase of service agreement with the County of Grey and the County of Bruce to enable eligible parents/families to receive fee subsidy. Child Care Subsidy is a program that helps families pay for child care costs in licensed child care programs in the community. Families may be eligible for either a full or partial subsidy (where families pay a portion of the cost) based on their Notice of Assessment. The subsidy rates vary according to income. Every family can and should apply for Child Care Subsidy. To apply for Child Care Subsidy please contact your home municipality. Childcare Supervisors at all Kids & Us Childcare programs can provide additional information on this program.

County of Bruce Social Services

Phone: 519-881-0431

Toll Free: 1-800-265-3005

Website: <https://brucecounty.on.ca/childrens-services>

Grey County Children's Services

Phone: 519-376-7324 ex 1363

Toll free: 1-800-265-3119

Website: <https://www.grey.ca/childrens-services>

## **Centre Statutory Holidays and Christmas Closings**

Kids & Us is open year round and observes the following statutory holidays: Labour Day, Thanksgiving Day, Christmas Day, Boxing Day, New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day and Civic Holiday. The agency is normally closed for a week over the Christmas holidays and this varies each year according to where the three statutory holidays fall in that particular year.

***Parents are not required to pay regular fees for statutory holidays, the Christmas Centre Closure or any full day when the Centre is closed by the agency.***

## **Parent Concern Policy**

### **PURPOSE**

The purpose of this Policy is to provide a transparent process for parents/guardians, Kids & Us and staff to use when parents/guardians bring forward any issues or concerns.

### **POLICY**

Kids and Us Child Care and Family Education Centres will be consistent with expectations in Section 45.1 of the Child Care and Early Years Act, 2014 and Ontario Regulation 137/15.

Kids and Us Child Care and Family Education Centres is dedicated to ensuring that we stand behind our mission statement, philosophies and Program Statement.

Kids and Us Child Care and Family Education Centre staff are committed to serving our families with professionalism and integrity. Feedback is an important step in our endeavor to continually improve our service delivery to you. We encourage feedback from parents/guardians as they are their child's first teacher and know their child the best. We

support positive and responsive interactions among children, their families, childcare providers and staff and encourage ongoing communication with families about their children and our program.

**PROCEDURE**

1. If at any time a parent/guardian has an issue or concern, they are encouraged to speak to the centre Supervisor directly he/she will address the concern and/or develop a plan of action. If a verbal concern is made involving a serious or complex matter, the parent/guardian may be asked to put the complaint in writing.
2. If a parent/guardian feels that their concern was not adequately addressed, they should outline the concern in writing and submit to the centre supervisor. Written concerns will be directed to the Programs Manager and Executive Director. The Executive Director will inform the Board of Directors of any formal complaint. All written concerns will be responded to in writing. Responses are available in alternate formats upon request.
3. Concerns are reviewed promptly and every effort is made to resolve them as quickly as possible and to the satisfaction of all parties.
4. Parent/guardian’s will be kept informed throughout the resolution process and when a decision is made and provided with an explanation for the decision verbally or in writing upon request.
5. Concerns involving staff conduct will be investigated and parent/guardian will be informed when it is resolved, however no disciplinary information can be shared.

**CONFIDENTIALITY**

Every issue of concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students on educational placement, volunteers except when information must be disclosed for legal reasons (E.g. Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society.)

**CONSIDERATIONS**

When staff are approached about an issue/concern, they should always listen to the issue/concern, and not comment on the issue/concern until the supervisor has been notified and provides direction. It may be necessary to find an area away from the children to have the conversation, however keeping in mind that children can never be left unattended. If possible, staff should direct the parent/guardian to the Supervisor. Staff/Supervisor should document the conversation as a reference for any future investigation.

While there are certain steps that need to be taken to ensure fairness for all involved, there can be unavoidable delays, however we will treat each concern in a prompt and thorough manner. Our goal is to provide an initial response to the concern within 3 business days.

Kids & Us maintains a high standard for positive interactions, communications and role modeling for our children. Harassment and discrimination will not be tolerated from any party. If at any point a parent/guardian, childcare provider or staff feel uncomfortable, threatened, abused or belittled they may immediately end the conversation and report the situation to the supervisor and/or Programs Manager.

**CONCERNS ABOUT SUSPECTED ABUSE OF 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 **Bruce Grey Child and Family Services at 1-855-322-4453** directly. Anyone who becomes aware of such concerns are also responsible for reporting this information to Bruce Grey Child and Family Services as per the “Duty to Report” requirement under the *Child and Family Services Act*. More information can be found in Section 5 of the Childcare Manual.

**PROCEDURES**

| <b>Nature of Issue or Concern</b>  | <b>Steps for Parent/Guardian to Report Issue or Concern</b>   | <b>Steps for Staff and or Kids &amp; Us in responding to issue/concern</b>  |
|--|---|---|
| <b>Program Room-Related</b><br>E.g. schedule, sleep arrangements, toilet training, program activities, feeding arrangements etc. | Raise the issue or concern to<br>1. Classroom staff directly or,<br>2. Supervisor or Programs Manager | <ul style="list-style-type: none"> <li>• Address the issue/concern at the time it was raised or,</li> <li>• Arrange for a meeting with the parent/guardian within 3 business days</li> </ul> Document the issues or concerns in detail, documentation should include; <ul style="list-style-type: none"> <li>• Date/time the issue/concern was received</li> <li>• Name of person who received the initial issue/concern</li> </ul> |
| <b>General, Centre or Operations Related</b><br>E.g. Childcare fees, hours of operation, staffing, wait lists, menus etc.        | Raise the issue or concern to<br>1. Supervisor  |   |
| <b>Staff-Duty parent-Supervisor and or Organization Related</b>  | Raise the issue or concern to<br>1. The individual directly or,<br>2. Supervisor or Programs Manager  |   |

|                                  |  |   |
|----------------------------------|--|---|
|                                  | All issues or concerns about the conduct of staff, duty parents etc. that puts a child’s health, safety and well-being as risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.  | <ul style="list-style-type: none"> <li>Name of the person reporting the issue/concern</li> <li>Details of the issue/concern</li> <li>Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding the next steps for referral</li> </ul>  |
| <b>Student-Volunteer Related</b> | <p>Raise the issue or concern to</p> <ol style="list-style-type: none"> <li>The staff responsible for supervising the student or volunteer or,</li> <li>The supervisor</li> </ol> <p>All issues or concerns about the conduct of students or volunteers that puts a child’s health, safety and well-being as 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 appropriated party within 3 business days or as soon as reasonably possible thereafter – documenting reasons for delays</p> <p>Provide a resolution or outcome to the parent/guardian who raised the issue/concern</p> |

When parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern by contacting the Executive Director at 519 986 3692 ext 23.

Issues or concerns related to compliance with CCEYA, 2014 and Ont. Reg. 137/15 should be reported to the MEDU CCQA Licensing Branch at 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

As well issues or concerns may be reported to other regulatory bodies as necessary;

Public Health - 1-800-263-3456 or [publichealth@publichealthgreybruce.on.ca](mailto:publichealth@publichealthgreybruce.on.ca)

MOE - 1-800-565-4923

MOL - 1-800-531-5551

CECE - 1 888 961-8558 or General complaints and discipline inquiries – [discipline@college-ece.ca](mailto:discipline@college-ece.ca)

### **Program Statement - O. Reg. 137/15 46(3)** - Updated March 2021

#### **Background**

The Ministry of Education (MEDU) has developed *How Does Learning Happen?* Resource, to support program and curriculum development/enrichment throughout the early years. In addition, the Minister issued a Policy Statement on Programming and Pedagogy under the Child Care and Early Years Act, 2014 (CCEYA). Together, these guide and support child care operators in developing and implementing a Program Statement unique to their program and services. The policy statement and regulations are “intended to strengthen the quality of programs and ensure high quality experiences that lead to positive outcomes in relation to children’s learning, development, health and well-being” *Minister’s Policy Statement on Programming and Pedagogy made under the Child Care and Early Years Act, 2014.*

#### **Program Statement**

Kids & Us is committed to supporting children, families and staff by keeping abreast of ever changing practices in Early Learning. We strive to provide a high quality program, with a priority being relationships between the children, their family, early learning staff and the environment. Our educators believe that all children are competent, capable, curious, and rich in potential and together with families and educator’s rich experiences, provide opportunities for child development in all areas. We are dedicated to the following four foundations; Belonging, Well-Being, Engagement and Expression as they are the basis of *How Does Learning Happen?*

| <b>Goals</b>  | <b>Approaches</b>  | <b>Examples</b>  |
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| (a) Kids & Us will promote the <b>health, safety and nutrition and well-being of the children</b> | We put the upmost importance on ensuring that the children have a healthy sense of well-being. Beginning with supportive holistic growth and ensuring their basic needs and overall health are met, e.g. nutrition, physical activity and sleep* or rest, we can then strive | <ul style="list-style-type: none"> <li>Children are provided with a balanced day, including nutrient rich meals and snacks reflective of Canada’s Food Guide “Eat Well. Live Well”, with access to Safe drinking water available all day.</li> <li>Seasonal menus are planned to provide choices, paying close attention to serving sizes and number of servings.</li> <li>Educators will work towards open snacks and family style dining for all ages to reinforce a child’s competence and capability. (e.g. pouring water, serving fruits)</li> <li>Educators will sit and role model at meal/snack times, and at all times</li> </ul> |

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|   | <p>to focus on their cognitive, social and emotional and language development.</p> <p>*Developmental age will be considered for sleep/rest. E.g. Infants in the toddler program may need a morning rest in addition to the afternoon sleep.</p>  | <p>during the day model healthy nutrition choices</p> <ul style="list-style-type: none"> <li>• When allergies or sensitivities are present we work with families to ensure the child’s needs are met. Where cooks cannot prepare safe alternatives, parent supplies foods. This is the only exception to outside food and drinks in the childcare classrooms.</li> <li>• Where School aged children provide their own bagged lunch for programs, guidance may be given to families to support healthy nutrition choices.</li> <li>• Development of Individual Medical Plans for children with identified medical concerns.</li> <li>• Routine Facility inspections and safety drills. (E.g. daily, monthly and annual playground inspections, fire drills.) Emergency Management Policies and Procedures for each site.</li> <li>• Educators greet parents/children daily and conduct a quick health scan checking for illness and injury. Ongoing monitoring through each day, if a change presents itself affecting the well-being of a child we contact parents or emergency contact.</li> <li>• Children will be allowed reasonable risk in their play, fostering their independence and competence.</li> <li>• Equipment and materials are monitored to ensure they are kept in a good state of repair.</li> <li>• Daily cleaning of our facilities creates a sanitary and inviting space.</li> <li>• All staff are trained in First Aid and CPR</li> </ul>  |
| <p>(b) Kids &amp; Us will <b>support positive and responsive interactions among the children, parents, childcare providers and staff.</b></p> | <p>We place a strong emphasis in instilling a sense of belonging. When a child feels a connection to the environment and the individuals within the environment, they will thrive, grow and feel open to contribute their ideas positively. When teachers are responsive to the needs and curiosity of children, relationships develop based on trust. A strong authentic connection between the child, family and educator will enable the child to engage naturally within the program. Our goal is to make our program an extension of home that all families and children feel welcome in.</p> | <ul style="list-style-type: none"> <li>• Educators display an authentic interest in the children and pose open ended questions to extend their learning</li> <li>• Educator/child relationship is ever evolving, and our educators use moments throughout the day to reinforce those connections by having individual conversations, sitting on the floor engaging in play or snuggling to read a book.</li> <li>• Children are encouraged to problem solve on their own, with an educator close by to support the process</li> <li>• Educators role model appropriate interactions and conversations throughout the day, in all aspects of the program</li> <li>• Educators share perspective and welcome feedback from families and community professionals.</li> <li>• Transparent and accountable to our clients, supervisors provide pre-enrolment tours for families and ongoing communication through E-blasts, Facebook pages and Remind Ap.</li> <li>• Parents provide information in the enrolment package about their child to aid in the transition to care. (E.g. sleep/rest, diet, medical concerns etc.)</li> <li>• Value collaboration with families – it contributes to an appreciation of the process of early learning of children. Parent Events are held throughout the year e.g. Graduation, Story Times, Christmas Events, Annual Family Feedback Surveys.</li> <li>• Use feedback from parents to develop our programs to reach each child whom we recognize is rich in potential.</li> </ul> |
| <p>(c) Kids &amp; Us will <b>encourage children to interact and communicate in a positive way and support their ability to self-</b></p>      | <p>By giving children choices, we support a sense of competence and autonomy allowing children to set the pace and flow of their day. When children view themselves as competent they are able to manage their emotional responses and adapt to frustrations and changes quickly.</p>  | <ul style="list-style-type: none"> <li>• Educators make time and opportunities for children to display positive self-expression, encouraging children to communicate with peers and educators.</li> <li>• Program is designed to be comfortable and an extension of the home while fostering a sense of belonging. E.g. lighting, furniture and materials.</li> <li>• Focus on teaching the children language to express their emotions, children need to understand their emotions before they can communicate how they feel and self-regulate</li> </ul>  |

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| <b>regulate.</b>  | Responsive interactions between educators and children teaches the children how to self-regulate. By understanding where our children are developmentally, we have knowledge of their strengths and can give appropriate direction and time to build success.  | <ul style="list-style-type: none"> <li>• Educators get down to the child’s level and use calm voices to communicate with the children.</li> </ul>   |
| (d) Kids & Us will <b>foster the children’s exploration, play and inquiry.</b>  | We support scaffolding children’s skills to present them with opportunities to manage and take calculated risk that will establish growth. For children to feel a sense of belonging and well-being, teachers will use the children’s demonstrated interests in planning provocations and inquiries. Children will explore the environment using their mind, body and senses in a meaningful way.  | <ul style="list-style-type: none"> <li>• If a child needs to climb a positive, safe and appropriate way will be found for the child to satisfy the need allowing for reasonable risk, supporting the theory that children are competent and capable.</li> <li>• Children are free to express themselves and be openly engaged in their program, children are reflected throughout the program.</li> <li>• Collaborating with children contributes to our documentation and provides insight and reflections that increase our program potential.</li> <li>• Educators are lifelong learners and thus continually search for ways to make experiences better able to expand and reinforce skills.</li> <li>• By observing and documenting the educator will create experiences for the children that will promote exploration and purposeful play.</li> <li>• Educators challenge the children, presenting opportunities to further investigate inquiries. E.g. open ended questions and experiments</li> <li>• Documenting interactions (2-3/wk./staff is recommended) enables educators to be reflective in the invitations and provocations presented for children to provoke inquiry.</li> </ul> |
| (e) Kids & Us will <b>provide child-initiated and adult supported experiences.</b>  | We feel it is important for our children to direct their learning through play that is guided by the teacher. By allowing children to have input in the program their development is supported and the participants are able to evolve their emerging skills. We understand that each child is an individual and has complex thoughts. At Kids & Us we understand that children learn best when their interests and development are supported. | <ul style="list-style-type: none"> <li>• Educators support and encourage children to communicate in ways that express and honour who they are.</li> <li>• Intentional planning to build an inclusive foundation to reinforce self-expression. Children may freely choose materials to support their play/learning. E.g. loose parts, familiar items</li> <li>• Educators view the environment and play invitations from the child’s point of view, so they can recognize small moments that can be used to stretch learning and curiosities.</li> <li>• Educators guide the children’s complex thinking and expression by using a variety of mediums within the environment. E.g. clay, dough, blocks, sensory, messy play and dramatic play.</li> <li>• Use indoor and outdoor environments as the 3<sup>rd</sup> teacher, encouraging exploration through posing open ended questions.</li> <li>• Educators provide a safe and nurturing environment, allowing for reasonable risks.</li> </ul>   |
| (f) Kids & Us will <b>plan for and create positive learning environments and experiences in which each child’s learning and development will be supported</b> | The four foundations of learning; Belonging, Expression, Engagement and Well-Being are used as the supporting principles of our programs. We believe children are competent, capable and rich in potential. Educators collaborate with families to build a foundation that supports learning and development through open communication, from the time parents inquire about care.   | <ul style="list-style-type: none"> <li>• Educators develop Individual Service Plans for all children with special needs in collaboration with parents and involved outside agencies</li> <li>• Planning intentionally considers each child’s ISP to promote inclusion and diversity</li> <li>• Openly communicate with parents about the program and upon request their child’s progress within the program.</li> <li>• We document learning experiences that are reflective of How Does Learning Happen? and Elect that are posted for viewing</li> <li>• Educators pose open ended questions to the children to provoke thought and inquiry, supporting each child’s learning</li> </ul>  |
| (g) Kids & Us will  | We monitor the children each day so we can consider the  | <ul style="list-style-type: none"> <li>• Our programs have few transitions, providing the children opportunities to engage in play without interruption.</li> </ul>   |

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| <p><b>incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day and give individual consideration to the individual needs of the children receiving child care.</b></p> | <p>individual needs of children. We evaluate our programs, paying close attention to areas that lead to undue stress. E.g. transitions, hunger, sleep</p>  | <ul style="list-style-type: none"> <li>• Children can choose to play individually or in a group.</li> <li>• We use indoor and outdoor environments, and during nice weather programs are encouraged to use the outdoor environment longer.</li> <li>• Children are offered a period of rest consisting of no longer than 2 hours of sleep or 1 hour of quiet rest, then quiet play. Consideration will be given for those children who may require more. E.g. infants attending the toddler programs.</li> <li>• At the time of enrolment, families provide details on their child’s sleep habits. This information is used by educators to support each child’s well-being.</li> <li>• Children are provided with a balanced day, including nutrient rich meals and snacks reflective of Canada’s Food Guide.</li> <li>• Educators will work towards open snacks for all ages so that children can learn to self-regulate and eat when they are hungry, not when it is provided.</li> </ul>   |
| <p><b>(h) Kids &amp; Us will foster parent engagement and ongoing communication about the program and their child.</b></p>  | <p>We will leave families with a feeling of trust, confidence, and mutual respect. We give the families, educators and children opportunities to get to know each other so a secure relationship can develop. Having ongoing open communication between families, children and educators leads to children viewing themselves as capable and competent beings that can contribute and engage within the environment.</p>   | <ul style="list-style-type: none"> <li>• Educators understand that enrolling children into care for the first time can be a sensitive time for families, thus patiently answering questions, providing centre tours and giving details of the facilities practices they are able to support the family into care.</li> <li>• Invite the family to call on the first day to check and see how the day is going, or set up visits for family and child to come to participate in the program for a morning. (Cultivating relationships &amp; Parent Engagement)</li> <li>• Educators view families respectfully and as competent partners but also with empathy, without judgement.</li> <li>• Educators and staff are approachable, caring and responsive.</li> <li>• We welcome feedback and want to work together to come to a solution.</li> <li>• Ensure that all families are aware of fee subsidy that can aid in assisting with their financial obligation to the program.</li> <li>• Daily conversations with parents about their child’s day is a foundation of our program, and educators are encouraged to question the child’s evening prior to support the child in the program.</li> <li>• E-blasts may be sent to families, and individual Facebook Pages and the Remind Ap are used to share information about our programs.</li> </ul> |
| <p><b>(i) Kids &amp; Us will involve community partners and allow those partners to support the children, their families and their staff.</b></p>   | <p>We welcome community partners in our facilities. If a child is struggling in an area of development our educators will work with other professionals to ensure that each child has a continuum of service. Partnering with community professionals ensures that our programs foster holistic well-being and resiliency for children. We strive to maintain strong relationships with the BWDSB and BGCDSB and their professionals, as we provide programs in many of their schools. Kids &amp; Us is active in our communities, it is important to be seen as part of the areas we serve.</p> | <ul style="list-style-type: none"> <li>• If we recognize or suspect that a child is struggling in a particular area e.g. speech and language, we gently discuss with the family options to support the child and perhaps make a referral to the appropriate agency.</li> <li>• Occupational Therapists, Speech and Language, Special Needs Resource Consultants, Building Resiliency and Keystone Mental Health among others are welcome in our programs.</li> <li>• Ministry of Education, Public Health, Ministry of Environment, Fire Safety and Building Inspectors are allowed into our facilities to ensure compliance with regulations to safely manage our facilities.</li> <li>• We mentor students from local high schools, colleges and apprenticeship programs and are dedicated to assisting students and volunteers with their studies and PD.</li> <li>• Our programs will participate in events such as parades, fall fair sponsorship and community events.</li> <li>• Kids &amp; Us works together with our local schools to provide seamless transitions to school for the children in our care.</li> </ul>   |
| <p><b>(j) Kids &amp; Us will support staff in relation</b></p>  | <p>Our educators will participate in ongoing professional development. When our</p>  | <ul style="list-style-type: none"> <li>• Kids and Us promotes professional learning amongst all staff.</li> <li>• Staff meetings often support the continued learning of our educators and</li> </ul>  |

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| <b>to continuous professional learning</b> | educators are knowledgeable, they are quickly able to respond and support an area of interest or skill a child may be demonstrating. CPL gives educators the tools needed to understand child development and the pedagogy related to early learning. | <p>staff, while Supervisor meetings support our centre leaders.</p> <ul style="list-style-type: none"> <li>• RECE’s are responsible to remain in good standing with the College of Early Childhood Educators, and to comply with the CPL requirements.</li> <li>• Educators are familiar with the Code of Ethics and Standards of Practice (CECE)</li> <li>• Educators are made aware of professional development opportunities that are local, and are encouraged to seek their own PD to support their goals for practice.</li> <li>• PD may consist of, but is not limited to; case studies, webinars, conferences, workshops, readings and reflective self-assessments.</li> <li>• We actively support and mentor Apprenticeship Students and encourage the Apprenticeship Program for interested and committed staff.</li> </ul> |
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Through careful documentation and reflection of the above strategies and their effects on the children, families and staff, Kids & Us is committed to reviewing this document and outlined strategies to ensure that we continue to meet the needs of all children, families and staff. This review will be completed annually at minimum. Kids & Us will ensure that all staff and those who provide care and guidance have read and understand this program statement prior to providing care and guidance, annually or as the statement is modified. It is expected that all staff and those who provide care and guidance will implement the approaches as identified in the program statement.

**Termination of Service**

If at any time the agreement made between Kids & Us and the parent or guardian is breached, Kids & Us reserves the right to terminate services. The following is a list that includes, but is not limited to areas of non compliance that could result in termination of service.

- Child chronically “acts out” (ex. Swears, bullies, throws daily tantrums, or fails to comply with child care rules) and an outside service provider is unable to assist.
- Bullying or harassment of staff, students or volunteers by parents or guardians.
- Genuinely unhappy, unable to adjust to being in child care setting
- Parent routinely abuses drop off and/or pick up times.
- Child Care fees are not paid on time or at all
- Failure to comply with all items outlined in Kids & Us Parent Handbook.

Termination of Service is normally a last resort and in most cases the Centre will work with the parents and children around issues identified and a planned response to address these. A short suspension period may be required to develop and put this plan in place. If the plan does not work, notice of Termination will be given.

*In the case of flagrant misconduct on the part of a parent or child, Kids & Us reserves the right to terminate service immediately without notice*

***Childcare Fee Schedule - effective September 4, 2021***

***Board Approved July 27, 2021***

| <b>Registration fee:</b><br>\$40 per family | <b>Full Day:</b><br>(any continuous period 6 to 10 hours in one day) | <b>Half Day:</b><br>(any period between opening and 1130am OR between 1230pm and closing, without lunch) | <b>Full Day Plus:</b><br>(over 10 hours per day) |
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| <b>13- &gt;30 Months</b>                    | \$44.00  | \$34.00  | \$54.00  |
| <b>30 Months – 68 Months</b>                | \$42.00  | \$34.00  | \$52.00  |
| <b>5.6 – 12 Years</b>                       | \$39.00  | \$34.00  | \$49.00  |

**Before School or After School \$12.00 per session Before AND After School \$21.00 per day**

**Great Parent Break & Nursery School:** \$17.00 per session (based on space availability)

**Late Fees:** \$15.00 for each 15 minutes over booked time

**Fundraising Fee:** \$50 annually per family

*Please note that on Non-Instructional Days lunch is not provided in School Age Programs*

**Kids & Us Policy Acknowledgement form**

I have read and acknowledge the Kids & Us Parent Handbook I have been given.

I fully understand and will comply with all the policies contained in this handbook.

**Date** \_\_\_\_\_

**Child's Name** \_\_\_\_\_

**Parent Signature** \_\_\_\_\_

**Supervisor's Signature** \_\_\_\_\_

Revised January 2022

| Please help us, and tell us how you heard about Kids & Us? |                               |
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|  | Website                       |
|  | Recommendation, if so by who? |
|  | Publication, if so which one? |
|  | One HSN                       |
|  | Other, please tell us!        |