

# KIDS & US CHILDCARE CENTRES

## PARENT HANDBOOK

Kids & Us Community Childcare and Family Educations Centres is a non-profit, charitable organization operating six Childcare Centres, EarlyON Programs 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 are open at most sites Monday to Friday from 7:00am - 6:00pm, check with your centre for possible earlier openings.

### **Canada Wide Early Learning and Child Care Program (CWELCC)**

Effective October 1, 2022 Kids & Us Community Childcare and Family Education Centres has enrolled in the Canada-wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada. We believe that child care provides a strong foundation for early childhood development and well-being of children while parents work or attend school and we are committed to providing child care services that meet the needs of your children and families. Participating in the CWELCC System will help us continue to provide high quality child care that is accessible, affordable, inclusive, and sustainable. Fee reduction through the CWELCC is for children under six years old with the goal of reducing fees to an average of \$10/day by 2025-2026 for licensed childcare spaces. Kids & Us will review our participation in CWELCC annually to ensure continuity of quality licensed childcare in our communities. Notice will be provided should Kids & Us Board of Directors determine our participation will end for any reason.

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

At Kids & Us, we endeavor to ensure a safe, caring, learning environment for children, staff and families. We believe in equality and respect diversity. Kids & Us does not tolerate discrimination against another person on the basis of any characteristic set out in the Human Rights Code.

Kids & Us understands the value of:

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

Every member of the Kids & Us Community has an obligation to treat each other with respect and dignity at all times.

**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 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 and respectful educational environment for your 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**	18 months or older but younger than 30 months	1 to 5	15
2.	Preschool**	30 months or older	1 to 8	24

		but younger than 5.6 years		
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

\*\* Some licenses include Ministry of Education Directors Approval for mixed age grouping, allowing up to 20% of the licensed capacity to be underage or overage. The minimum age for enrolment is 13 months.

We also offer special programs on non-instructional days, and summer programs. Our programs include full day and before and/or after school.

### **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 centers 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 EarlyON programs. 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.

### **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.

### **Allergies/Nut Free**

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 or as needed. 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 may 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.

### **Care Scheduling – School Age Programs**

Arrangements for childcare need to be **booked and paid for** the preceding week. Care is arranged by calling 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 may be available if space permits. This can be arranged on a day to day basis by contacting the Centre directly.

### **Care Scheduling – Toddler and Preschool Programs.**

Effective September 4, 2023, Toddler and Preschool families will select from 3 available fixed schedules for care. (Schedule A - Monday to Friday, Schedule B – Monday, Wednesday and Friday or Schedule C – Tuesday and Thursday) The family is responsible to pay the preceding week for their selected schedule. Daily hours of childcare for each fixed schedule need to be booked the preceding week. Hours of care are arranged by calling or emailing the Centre or by filling out the appropriate form at the site and must be completed by the preceding Wednesday at noon, and paying for care by Thursday at noon to ensure care for the following week.

### **Centre Closures – Inclement Weather, Statutory Holidays and Holiday Closures**

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. Parent Fees for full day centre closures due to inclement weather will be waived.

Kids & Us may close for Professional Development Days for employees. PD Days funded by the provincial government may be offered twice per year. Advance notice, typically 3 months or more, will be provided to all families, and no fees will be charged for these program closure days.

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.

***Toddler and Preschool families are required to pay regular fees for statutory holidays if they fall in their set schedule with the exception of Christmas Day, Boxing Day and New Year’s Day, as they fall within our Christmas Closure. School Age families are not required to pay for statutory holidays.***

### **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.

### **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.

### **Fees**

Payment is due the week preceding childcare by Thursday at 12 noon. (For school age families – at the time of booking) **E-transfer is the preferred method of payment and etransfers must include your account number.** If your child is absent 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 is attached, including the CWELCC reduced fees, where applicable. Fees are set by the Board of Directors and any increase, for programs not eligible for CWELCC will be implemented with at least 30 days' notice to parents. Kids & Us will issue a year end receipt for income tax purposes, usually in February, for parent fees paid. Income Tax Receipts will be sent via email (please ensure you have your correct email on file) and password protected, with your child's Kids & Us account number.

### **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>

### **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 playgrounds 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, however our goal is to utilize Fundraising Fees for these special events. Advance notice will be given. Staff will conduct visual safety checks of community playgrounds to ensure there are no evident dangers prior to using the playground.

### **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.

## **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.

## **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, commencing 1 minute after booked time. **Please note habitual lateness may result in termination of service.** Effective January 1, 2024 the MEDU requires us to have a Safe Arrival and Departure Policy. The full policy is attached to this Parent Handbook as Schedule G.

## **Lunch and Snacks**

We provide a full 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.)

### **Medication**

Kids & Us 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.

### **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!

### **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.** (This fee may be eligible for reduced rate under the CWELCC, please see attached fee chart.) 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.***

### **Safe Arrival and Departure**

Effective January 1, 2024 the Ministry of Education is requiring a policy to ensure the safe arrival and departure of children in licensed childcare. This policy will provide staff, students, volunteers and parents with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care. The policy includes what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children. The complete policy is attached to the parent handbook as Schedule G.

### **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, Public Health requires 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, based on current Public Health Guidelines. The length of PH current exclusion guidelines, will be shared upon pick up. We do not refund fees if a child is absent for any reason including sick days.

### **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
- We understand that not all children have a daily sleep, however if a child falls asleep independently, they are demonstrating a need and will be allowed to sleep for an agreed upon time between family and educators.
- Every child will be offered a cot for rest time, even if they do not sleep. The period of rest will not be the entire duration of sleep time, and children may be offered quiet activities after their rest.

### **Smoke Free Space**

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.

### **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 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.

### **Vacation Time**

As we transition towards an average of \$10/day childcare through CWELCC, effective September 4<sup>th</sup>, 2023 the Board of Directors has implemented vacation weeks to align with the fixed schedule registration for Toddlers and Preschool children. Children registered in the toddler or preschool program will have 2 weeks' vacation to use per year where fixed weekly fees will be waived. (This is in addition to the Christmas Closure) Please note that the weeks must be taken in

weeks, according to fixed schedule, and notice must be given to the Supervisor in advance of the vacation. No credit or refunds will be issued for unused vacation weeks and any vacation over the 2 weeks plus Christmas Closure will be charged regular fees. Vacation weeks will refresh annually in September.

### **Wait List Procedures**

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. Please contact your preferred centre supervisor for information and the Wait List Request Form.

When a space becomes available in the program, children are registered according to the following criteria;

- a. Current families waiting to change their fixed schedule, transfer from another Kids & Us Program or place siblings will be considered first.
- b. If a Schedule A space is available, a child/family waiting for a Schedule A space will be given consideration as opposed to a Schedule B and Schedule C child/family waiting.
- 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 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. Placement on the wait list does not guarantee you will get a childcare space.

### **Termination of Service**

Kids & Us reserves the right to terminate services at any time for breach of the Parent Handbook and Kids & Us Policies. The following is a list that includes, but is not limited to areas of non-compliance that could result in termination of service.

- Situations that require specialized services that Kids & Us is unable to provide.
- Any provisions of Kids & Us Policies are breached including but not limited to Code of Conduct and Social Media Policy.
- 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.
- All forms of bullying or harassment of staff, students or volunteers by child, parents or guardians. Kids & Us reserves the right, at it's sole discretion, to suspend or terminate services for inappropriate behavior.
- 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.***

### **Schedules**

The following are the attached schedules to this Parent Handbook.

Schedule A – Childcare Fee Schedule

Schedule B – Code of Conduct Policy

Schedule C – Parent Concern Policy

Schedule D – Social Media Policy

Schedule E – Workplace Respect Policy

Schedule F – Program Statement

Schedule G – Safe Arrival and Departure Policy



**Kids & Us Policy Acknowledgement form**

I have read and acknowledge the Kids & Us Parent Handbook, including attached schedules, I have been given. I am aware that I can always access a current copy of this handbook by visiting [www.kidsandus.ca](http://www.kidsandus.ca)

Please initial below to confirm you have read and understand the following attached schedules;

- \_\_\_\_\_ Schedule A – Childcare Fee Schedule
- \_\_\_\_\_ Schedule B – Code of Conduct Policy
- \_\_\_\_\_ Schedule C – Parent Concern Policy
- \_\_\_\_\_ Schedule D – Social Media Policy
- \_\_\_\_\_ Schedule E – Workplace Respect Policy
- \_\_\_\_\_ Schedule F – Program Statement
- \_\_\_\_\_ Schedule G – Safe Arrival and Departure Policy

By signing below, I fully understand and will comply with all the policies contained in this handbook, as a condition of enrolling in Kids & Us programs.

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

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

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

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

*Revised January 17, 2023*

## SCHEDULE A – Fee Schedule

### ***Childcare Fee Schedule – effective January 1, 2023***

Board Approved November 28, 2022

Board Approved Age Clarification January 30, 2023

*Base rates listed under the CWELCC rates will remain the same while Kids & Us is enrolled in the CWELCC program. Should Kids & Us withdraw from CWELCC for any reason, daily parent fees will increase to reflect the current operating costs. As much notice as possible will be provided.*

<b>Registration fee:</b> TBD To a max of \$40 per family	<b>Full Day:</b> Up to 10 hours in one day.	<b>Full Day Plus:</b> Over 10 hours per day.	<b>Before School</b>	<b>After School</b>	<b>Before &amp; After School</b>
<b>Toddler</b> 13->30 months	\$20.79 (\$44.00)	\$25.52 (\$54.00)	N/A	N/A	N/A
<b>Preschool</b> 30 months - K	\$19.85 (\$42.00)	\$24.57 (\$52.00)	\$12.00 (\$12.00)	\$12.00 (\$12.00)	\$12.00 (\$21.00)
<b>Kindergarten</b>	\$18.43 (\$39.00)	\$23.15 (\$49.00)	\$12.00 (\$12.00)	\$12.00 (\$12.00)	\$12.00 (\$21.00)
<b>School Age</b>	\$41.00	\$51.00	\$12.00	\$13.00	\$23.00

*\*Reduced Registration fee is for children eligible under the CWELCC guidelines. If registering a family only the portion of the eligible child's registration will be reduced.*

*\*\*Children turning 6 between January-June will remain eligible for reduced fees until the end of June. Children who turn 6 after June will be eligible until the end of the month in which they turn 6.*

**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***

## **SCHEDULE B – Code of Conduct**

### **Kids & Us Community Childcare Code of Conduct Policy**

#### **Policy**

At Kids & Us, we are committed to providing a safe, caring, learning environment for children families and workspace for staff. We believe in equality and respect diversity. Kids & Us does not tolerate discrimination against another person on the basis of any characteristic set out in the Human Rights Code. It is a shared responsibility of all employees to conduct themselves in an ethical and professional manner at all times.

The following persons are expected to comply with this Code of Conduct;

- Management, Board of Directors
- Children
- Parents/Guardians and those with parental responsibilities of children enrolled
- Other guests involved at our centres. (e.g. visitors, professionals, students and volunteers)

#### **Guiding Principals**

**Be Respectful** – We are respectful of ourselves and others, their thoughts and feelings and of our environment, equipment and materials.

**Be Safe** – Work and play safely to avoid injuries to ourselves and others.

**Be Cooperative** – Problem solving by working with others respectfully to find a solution, and ask for help when we can't solve a problem ourselves.

**Be Supportive of Learning** – understand that we are all lifelong learners, and support others learnings.

We understand that it is normal for children to display inappropriate behavior at times for a variety of reasons. Consideration will be given to the developmental age and abilities of each child when examining expectations and consequences of the behavior. Rules and expectations are positively reinforced consistently, while keeping in mind the various levels of children's development.

Staff and Parents should notify the Childcare Supervisor of any conflict of interest relating to direct or indirect relationships with any parent/child/staff of Kids & Us.

Behaviours that are not in compliance with the Code of Conduct, act against Kids & Us or act against other staff interests will result in disciplinary action.

#### **Unacceptable Behaviours**

The following behaviours by children, staff, parents/guardians and others involved in our centre are unacceptable at all times and any infractions are sufficient reason for disciplinary action resulting in reprimand, suspension and/or discharge.

- All forms of bullying (physical, verbal, emotional, social or cyber bullying) including comments, actions or visual displays that are intentional, hurtful and repetitive.
- Harassment, including behavior that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome.

- All forms of abuse (sexual, physical or psychological), including verbally, in writing or otherwise or malicious damage to Kids & Us property or employee property
- Discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability.
- Actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone.
- Reporting to work or dropping off/picking up a child while intoxicated or suffering from effects of alcohol or other intoxicants or drugs.
- Unauthorized use of Kids & Us property, equipment or supplies
- Dishonest, illegal or improper business activities
- Misuse or unauthorized release of confidential information
- Violation of health and safety practices, policies and procedures, failure to securely store personal medications or substances that may be harmful or failure to report accidents or injuries in prescribed manner
- Insubordination
- Failure to meet requirements and duties of job description, carelessly performing assigned duties, chronic absenteeism or tardiness.

\*These violations do not include all offenses for which an employee may be subject to disciplinary action. Conflict resolution is a problem solving tool that will be used to address issues and concerns.

### **Consequences for Unacceptable Behaviours**

We will respond to inappropriate behavior of children, parents/guardians, staff and others involved in our centre by;

- Providing reminders of the expectations and limits
- Maintaining a respectful approach to explain inappropriate behaviours and provide behavioural expectations.
- Discussing only the behavior, not the individual.
- Acknowledge feelings
- Using natural, logical consequences.
- Ongoing monitoring and observations to help understand if there are commonalities.

Depending on the severity and frequency of the behaviours, the following will be considered;

- Formal or informal meeting to discuss behaviours and create an action plan to encourage more appropriate behaviours
- Access outside resources to assist, such as;
  - Community Living
  - Keystone Youth Mental Health
  - Bruce Grey Child and Family Services
  - Grey/Bruce Counties resource programs
  - Mediation Services – for conflicts between adults
  - Human Rights Commission for information or advice to resolve an issue informally or make a formal complaint if the behavior involves discrimination or harassment

- Police to assist with threatening behavior

Depending on the severity of the behavior, additional steps may be taken, such as;

- Suspending or dismissing a staff member
- Suspending or withdrawing childcare services because of the inappropriate behavior
- Not allowing visitors back into the centre, if the inappropriate behavior was from them
- Contacting the police and or Bruce Grey Child and Family Services if the behavior is illegal such as abuse, assault, threats.

### **Electronic Devices and the Internet**

This policy is meant to ensure that people's privacy and the confidentiality of information about the centre, children, parents and guardians, and staff is upheld. Anyone using Kids & Us devices to access the internet must use them according to our policies. Failure to do so will result in disciplinary action. Kids & Us devices should never be used to access personal web pages. (E.g. social media)

While using Kids & Us childcare services, it is expected that all staff, parents/guardians and caregivers are supportive and promote the centre in a positive light on all personal web spaces.

### **Conflict Resolution**

Conflict Resolution is to be addressed in the following order. Each step should be followed until a resolution is found. It is a process that reflects the philosophy values of Kids & Us: tolerance, and mutual respect.

If the conflict is with one of the identified positions, then that step should be skipped in the process. E.g. if the conflict is with the Immediate Supervisor, the first step is to plan an in person meeting with the Immediate Supervisor, and then if a resolution is not achieved, then proceed to the next step. The following outlines the progressive steps in the process.

1. Staff or Parent to staff, in person meeting should be planned outside the classroom, in a private setting.
2. Staff or Parent to Immediate Supervisor, time should be set aside for a meeting to ensure supervisor can give undivided attention.
3. Staff or Parent to Programs Manager, a meeting would need to be arranged at a mutually agreeable time and location.
4. Staff or Parent to Executive Director, again planning the meeting for a mutually agreeable time and location. The Executive Director will be responsible to notify the board of directors of the situation.
5. Staff or Parent to Board of Directors, using the Board Contact Form, via email. Staff/Parents shall not approach a board member in person on site or in the community, or via any electronic means with Kids & Us affairs other than the Board Contact Form via email. ([boardofdirectors@kidsandus.ca](mailto:boardofdirectors@kidsandus.ca))

In the event that there is a conflict with contravention of policies and procedures, every effort will be made by Immediate Supervisors, Programs Manager and Executive Director to address the conflict. However, the Board of Directors role is to ensure policies and procedures are followed according to organizational by-laws. If deemed necessary, the Board can appoint no less than 2 members to meet with the individual regarding policy contravention.

## Kids & Us Board of Directors Contact Form.

<b>Name of person reporting the concern and contact information:</b> <i>Contact forms submitted anonymously will not result in a response from the board. Not all contact forms will generate a response, the board will determine based on nature of contact and applicable policies, procedures and by-laws.</i>	
<b>Program Name and Location:</b>	
<b>Type of Concern:</b>	<input type="checkbox"/> Program/Classroom related <input type="checkbox"/> General/Operations related <input type="checkbox"/> Staff/Supervisor and /or Organization related <input type="checkbox"/> Student/Volunteer related
<b>Date/Time of concern:</b>	
<b>Is this the initial report? If no, who received the initial report and how?</b>	
<b>Details of the concern. (continue on next page if required)</b>	
<b>What are the actions you suggest in relation to this concern:</b>	
<b>Date:</b>	
<b>Signature:</b>	

*\*All information will remain confidential, and only given to required individuals\**

### SCHEDULE C – Parent Concern Policy

## **Kids & Us Community Childcare 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, using the Parent Concern Form.
2. If a parent/guardian feels that their concern was not adequately addressed, they should outline the concern in writing, using the Parent Concern Form 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.
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 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 **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

Nature of Issue or Concern	Steps for Parent/Guardian to Report Issue or Concern	Steps for Staff and or Kids & Us in responding to issue/concern
<b>Program Room-Related</b> E.g. schedule, sleep arrangements, toilet training, program activities, feeding arrangements etc.	Raise the issue or concern to 1. Classroom staff directly or, 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> <p>Document the issues or concerns in detail, documentation should include;</p> <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> <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>General, Centre or Operations Related</b> E.g. Childcare fees, hours of operation, staffing, wait lists, menus etc.	Raise the issue or concern to 1. Supervisor	Provide contact information for the appropriate person if the person being notified is unable to address the matter.
<b>Staff-Duty parent-Supervisor and or Organization Related</b>	Raise the issue or concern to 1. The individual directly or, 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.	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
<b>Student-Volunteer Related</b>	Raise the issue or concern to 1. The staff responsible for supervising the student or volunteer or, 2. The supervisor  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.	Provide a resolution or outcome to the parent/guardian who raised the issue/concern

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 or the Board of Directors at [boardofdirectors@kidsandus.ca](mailto:boardofdirectors@kidsandus.ca)

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)



## Kids & Us Parent Concern Form

Name of person reporting the concern and contact information:	
Program Name:	
Type of Concern:	<input type="checkbox"/> Program/Classroom related <input type="checkbox"/> General/Operations related <input type="checkbox"/> Staff/Supervisor ad or Organization related <input type="checkbox"/> Student/Volunteer related
Date/Time of concern	
Is this the initial report? If no, who received the initial report and how?	
Details of the concern. ( <i>continue on next page if required</i> )	
Date:	
Signature:	

*\*All information will remain confidential, and only given to required individuals\**

## **SCHEDULE D – Social Media Policy**

### **Kids & Us Community Childcare Social Media Policy**

#### **Policy**

Kids & Us recognizes both the benefits and challenges of using social media, and Facebook in the early childhood setting. This policy has been developed to provide standards of use for employees, families, Board of Directors, volunteers and students as they engage in conversations or interactions using social media platforms for professional and personal use. Families and staff of Kids & Us have a responsibility to keep social media posts and online activity respectful of Kids & Us services, employees and families, and ensure that posted content does not reflect negatively on the childcare centre in any way or create a conflict of interest. While using Kids & Us Services, it's expected that staff and parents/guardians are supportive and promote the organization in a positive way.

#### **Purpose**

Being part of our service entails a position of trust and responsibility. We aim to ensure that our service, children, educators, board of directors and families are not compromised in any form on Facebook or any other social media platform and that all social media usage complies with our relevant policies and code of conduct. This policy is meant to ensure that people's privacy and the confidentiality of information about the centre, children, families and staff is upheld. Information about staff, children and parents/guardians and the centre must not be posted on a staff, parent or guardian personal web space, social networking site, public networking of any other type of internet website.

#### **Procedures**

Social Media is defined as “forms of electronic communication (Such as websites for social networking and microblogging) through which users create online communities to share information, ideas, personal messages and other content. (Such as videos) [www.merriam-webster.com](http://www.merriam-webster.com)

We recognize that there are many advantages to using social media to network within service operations. It is important to approach usage with caution. Kids & Us has implemented the following guidelines to ensure that our service remains open and welcoming for children, families and staff. This policy applies to all forms of social media and web spaces.

Kids & Us has Facebook accounts for all our current programs. Facebook accounts are maintained by the program supervisor.

#### **All staff;**

- Must be aware that they represent and could be identified as an employee of Kids & Us through online activity
- Will be held responsible for online behaviour or content that connects them to Kids & Us or implicates Kids & Us in that behaviour
- Must maintain appropriate privacy of families, employees, students, children, board of directors and volunteers when accessing their private web spaces.
- Must ensure that personal information about families, employees, children, board of directors and volunteers is not posted online.
- Must adhere to our Respect in the Workplace – Harassment and Violence Policy (4.6.3) and procedures to investigate any occurrences where a Kids & Us employee is found to have not followed the social media policy.

- Must be aware of and abide by photograph consent permissions of all children in their care, and that they abide by the permissions that were provided upon registration at Kids & Us.
- Must use their discretion when adding a family of Kids & Us as a “friend” on their personal social media platforms. Families are asked to respect that staff may have a personal policy on adding families to personal social media accounts due to their professional philosophy. If staff add families to their personal social media accounts, they will adhere to all relevant policies including the code of conduct.
- Who have been found to post incorrect information or have violated guidelines, should apologize and correct their statements on the platform that was initially used.
- Should be aware that if they are found guilty of Social Media misconduct it may result in termination

**All staff shall not;**

- Access personal social media accounts on any workplace device
- Assess personal social media accounts while educating and caring for children
- Post photos or videos of children enrolled in programs on personal social media accounts.
- Vilify, harass or bully any other employee, family or community member connected to Kids & Us.
- Post offensive or derogatory comments or information that could bring their professional standing or Kids & Us services into disrepute.

**Families of Kids & Us have a responsibility to;**

- Ensure that personal information about families, employees, children, board of directors and volunteers is not posted online.
- Be accountable for any online behaviour or content that implicates Kids & Us, employees or board members in a negative way.
- Apologize and/or correct their post/statement, if their post has been found to be incorrect information or in violation of guidelines.
- Respect that staff may have a personal policy on adding families as “friends” to personal social media accounts due to their professional philosophy.
- Understand that if they vilify, harass or bully any employee, family or community member connected to Kids & Us, childcare can be terminated immediately at the sole discretion of Kids & Us.
- Follow Social Media guidelines and understand that if they are found guilty of Social Media misconduct it may result in termination of childcare.

**Consequences**

If a connection is made between the behaviour/post content and the relationship with Kids & Us that;

- Is likely to cause serious damage to the relationship between the employee or family and Kids & Us, or
- Damages or harms the service’s or employee’s interest or reputation, or
- is not aligned with the employees professional duties and expectations, or
- Is in contravention of this policy

Discipline will be determined based on an investigation, and may result in termination of employment or childcare.

## SCHEDULE E – Workplace Respect Policy

### Kids & Us Community Childcare Workplace Respect – Harassment and Violence

#### Policy Statement:

Kids and Us is responsible for providing a workplace environment that is free from harassment. We are committed to fostering a harassment-free workplace where all employees are treated with respect and dignity.

#### Scope:

This policy applies to all employees, students, volunteers and board members of Kids and Us.

This policy applies to all behaviour that is in some way connected to work, including during off-site meetings, training, field and business trips.

This policy also applies to situations in which you are harassed or subjected to violence in the workplace from individuals who are not employees of the organization, such as parents or business partners.

#### Definitions:

**Discrimination** includes any distinction, exclusion or preference based on the protected grounds in the Ontario Human Rights Code, which nullifies or impairs equality of opportunity in employment, or equality in the terms and conditions of employment. The protected grounds of discrimination under the Ontario Human Rights Code are:

- Age
- Ancestry, colour, race
- Citizenship
- Ethnic origin
- Place of origin
- Creed
- Disability
- Family status
- Marital status (including single status)
- Gender identity, gender expression
- Sex (including pregnancy and breastfeeding)
- Sexual orientation.

**Discriminatory Harassment** - includes comments or conduct based on the protected grounds in the Ontario Human Rights Code (see complete list under “Discrimination”), which the recipient does not welcome or that offends him or her.

**Poisoned Working Environment** - is a working environment that exists when harassing comments or conduct have made it a hostile or uncomfortable place to work, even if the person is not being directly targeted. This environment is said to exist when a person is uncomfortable with behaviour and the behaviour continues even after the person expresses discomfort; or when the others knew or should have known that the comment(s) or conduct were unwelcome. Some examples of actions that can create a poisoned working environment are:

- Displaying or distributing offensive emails or pictures.
- Practical jokes that embarrass or insult someone and/or that are offensive, racist, or discriminatory in nature.

**Workplace Harassment** - or bullying is defined as engaging in a course of vexatious comment(s) or conduct in a workplace that is known or ought reasonably to be known to be unwelcome. Workplace Harassment may have some or all of the following components:

- It is generally repetitive, although a single serious incident may constitute workplace harassment if it undermines the recipient’s psychological or physical integrity and has a lasting harmful effect.
- It is hostile, abusive or inappropriate
- It affects the person’s dignity or psychological integrity, and

- It results in a poisoned work environment.

In addition, behaviour that intimidates, isolates, or discriminates against the recipient may also be included. Some examples of workplace harassment are:

- Verbally abusive behaviour such as yelling, insults, ridicule, and name calling including remarks, jokes or innuendos that demean, ridicule, intimidate, or offend
- Workplace pranks, vandalism, bullying and hazing
- Gossiping and spreading malicious rumours
- Excluding or ignoring someone, including persistent exclusion of a particular person from workplace related social gatherings
- Undermining someone else's efforts by setting impossible goals, with short deadlines and deliberately withholding information that would enable a person to do their job
- Providing only demeaning or trivial tasks in place of normal job duties
- Humiliating someone
- Sabotaging someone else's work
- Displaying or circulating offensive pictures or materials
- Offensive or intimidating emails, phone calls or social media posts
- Impeding an individual's efforts at promotions or transfers for reasons that are not legitimate; and
- Making false allegations about someone in memos, emails or social media posts.

### **What Is Not Workplace Harassment**

Workplace harassment should not be confused with legitimate, reasonable management actions that are part of the normal work function, including:

- Measures to correct performance deficiencies, such as placing someone on a performance improvement plan.
  - Imposing discipline for workplace infractions.
  - Implementation of a dress code.
  - Workplace inspections.
  - Changes in work assignments, scheduling, job assessments, and evaluations
  - Requesting medical documents in support of an absence from work.
- It also does not include normal workplace conflict that may occur between individuals or differences of opinion.

**Workplace Sexual Harassment** - includes engaging in a course of vexatious comment or conduct against a worker, in a workplace because of sex, sexual orientation, gender identity or gender expression where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or making a sexual solicitation or advances where the person making it is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know the solicitation or advance is unwelcome.

### **Workplace Violence means**

- the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
  - an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
  - a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker."
- It is defined broadly enough to include acts that may be considered criminal.

### **Workplace violence includes but is not limited to:**

- Physically threatening behaviour such as shaking a fist at someone or finger pointing.
- Any threats, behaviour or action which is intended to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property
- Disruptive behaviour that is not appropriate to the work environment (i.e. Aggressive behaviour – teasing, bullying, yelling, swearing)
- Verbal or written threats or notes (this includes emails and social media posts)

Violence that occurs outside the normal workplace but which has an impact on the working environment, including working relationships, may also be considered violence in the workplace.

**Domestic Violence** - is a pattern of behaviour used by one person to gain power or control over another with whom he/she has an intimate relationship. This pattern of behaviour may include physical violence, sexual, emotional and psychological intimidation, verbal abuse, stalking and using electronic devices to harass and control. Domestic violence is considered to be workplace violence if a person who has a personal relationship with a worker, such as a spouse or former spouse, current or former intimate partner or family member physically harms or attempts or threatens to physically harm a worker at work.

### **Confidentiality of Complaints and Investigations**

We recognize the sensitive nature of harassment, sexual harassment and violence complaints will remain confidential and will not be disclosed unless disclosure is necessary for investigation, taking corrective action or when required by law.

### **Employee Rights**

- a. In the event of workplace harassment, workplace sexual harassment or violence Kids and Us encourages its employees to report the incident in accordance with this policy;
- b. Employees have the right to report incidents to their immediate supervisor or the Executive Director;
- c. Employees have the rights to report incidents of workplace harassment to the Board of Directors if the supervisor and/or Executive Director is the alleged harasser;

### **Preventing Harassment, Sexual Harassment and Violence**

It is our mutual responsibility to ensure that we create and maintain a harassment, sexual harassment and violence-free workplace and address violence and/or the threat of violence from all possible sources (including parents, employers, supervisors, workers, strangers, and domestic/intimate partners).

Kids and Us will do its part by not tolerating or condoning discrimination, harassment, sexual harassment or violence in the workplace. This includes making everyone in our organization aware of what behaviour is and is not appropriate, assessing the risk of workplace violence, investigating complaints and imposing suitable corrective measures.

#### **A. Duties of Supervisors**

Supervisors are expected to assist in creating a harassment-free workplace and to immediately contact the Executive Director, to receive a complaint(s) of workplace harassment, workplace sexual harassment or violence, or witness or become aware of harassing, sexual or violent behaviour.

Supervisors must also take every reasonable precaution to protect employees from workplace violence, including evaluating an employee's history of violent behaviour to determine whether and to whom this employee poses a risk. In making this evaluation supervisors should consider:

- Whether the personal history of violence was associated with the workplace or work
- Whether the history of violence was directed at a particular employee or employees in general
- How long ago the incidence of violence occurred

In certain circumstances, supervisors may have a duty to provide information about a risk of workplace violence from a person with a history of violent behaviour if an employee can be expected to encounter that person during the course of his or her work, and the risk of workplace violence is likely to expose the employee to physical injury. Supervisors will only release as much personal information about the person with a history of violent behaviour as is reasonably necessary to protect the employee from physical injury.

#### **B. Duties of all Employees**

Employees must do their part to ensure their behaviour does not violate this policy, and that they encourage a work environment that is based on respect and that is free from harassment.

All employees are also required to report to their supervisor, Executive Director or in certain circumstances the Board of Directors, of any workplace harassment, violence, or threat of workplace violence.

## **Procedures for Resolving and investigating Harassment and/or Violence**

### **A. Emergency Action Plan Procedures**

Employees who experience physical threats or physical assault in a face to face environment are to remove themselves from harm's way as soon as it is safe to do so, and should not attempt to do anything that would further provoke the threatening individual. Once safe, the employee(s) should notify their supervisor, and/or the police or ambulance at 911 as necessary.

### **B. Informal Procedure**

If you believe that you are being harassed or sexual harassed, the first thing to do is tell the person to stop. Do so as soon as you receive any unwelcome comments or conduct. Although this may be difficult to do, telling the person you don't like their actions is often enough to stop the behaviour. Some of the things you can say that might stop the behaviour include:

- I don't want you to do that
- Please stop doing or saying that
- It makes me uncomfortable when you...
- I don't find it funny when you...

It helps to keep a record of any incident(s) that you experience. This includes when the harassment started, what happened, whether there were any witnesses and your response.

### **C. Formal Procedure**

If the complaint cannot be resolved informally or if it is too serious to handle on an informal basis, you may bring a formal complaint to the Executive Director. The complaint shall be recorded in writing using the Workplace Violence or Harassment Incident Report.

The Executive Director will act as the workplace coordinator(s) with respect to harassment, sexual harassment and violence in the workplace. If the Executive Director is being harassed or the alleged harasser is the employer or supervisor, the employee can contact a member of the Board of Directors.

If you bring a formal complaint you will need as much written information as possible, including the name of the person you believe is harassing you, the place, date and time of the incident(s), and the names of any possible witnesses. You must use the Workplace Violence or Harassment Incident Report. (*Attached*)

It is important that we receive your complaint as soon as possible so that the problem does not escalate or happen again. Once we receive your complaint, we will determine if an investigation will be conducted, and you will be notified of the decision to investigate. An investigation will then be initiated if it is necessary and appropriate to do so.

Discrimination and harassment are serious matters. Therefore, if you decide not to make a formal complaint, an investigation may still be required, and steps taken to prevent further harassment. For example, an investigation may need to continue if the allegations are serious or if there have been previous complaints or incidents involving the respondent.

Please note that it is our policy not to investigate anonymous complaints unless there are extenuating circumstances.

### **D. Investigation Procedure**

The Executive Director will take the lead role on the investigation and keep the Board of Directors informed. The investigation will begin as quickly as possible. The Executive Director may choose to use a Human Resources

Consultant, depending on the nature of the complaint. If the Executive Director is being harassed or is the alleged harasser, the investigation will be coordinated by the Board of Directors.

The investigation will include:

- Notification of the decision to investigate will be completed to the complainant and the alleged harasser.
- Interview the complainant and respondent to ascertain all of the facts and circumstances relevant to the complaint, including dates and locations. This information will be recorded using an Investigation Form.
- Interview witnesses, if any. This information will be recorded using an Investigation Form.
- Review any related documentation; and
- Make detailed notes of the investigation using an Investigation Form and additional documents if necessary and maintain them in a confidential file.

Once the investigation is complete the investigator(s) will prepare a detailed report of the findings, a summary of which will be provided to the complainant and the respondent using a Summary of Investigation. None of the information regarding the investigation will be disclosed unless the disclosure is necessary for investigating, taking corrective action or by law.

It is our goal to complete any investigation and communicate the results to the complainant and respondent within thirty days after we receive a complaint, where possible.

#### **E. Corrective Action**

The Executive Director and/or the Board of Directors and/or a Human Resources Consultant will determine what action should be taken as a result of the investigation.

The Executive Director and/or the Board of Directors will inform the complainant and respondent of the results of the investigation and whether (but not necessarily what) corrective measures were taken, if any were necessary.

If a finding of workplace harassment is made, the organization will take appropriate corrective measures, regardless of the respondent's seniority or position.

Corrective measures may include one or more of the following:

- Discipline, such as a verbal warning, written warning, or suspension with or without pay;
- Termination with or without cause;
- Referral for counselling (sensitivity training), anger management training, supervisory skills training, or attendance at educational programs on workplace respect;
- A demotion or denial of a promotion;
- Reassignment or transfer;
- Financial penalties such as the denial of a bonus or performance related salary increase; and
- Any other disciplinary action deemed appropriate under the circumstances.

If there is not enough evidence to substantiate the complaint, corrective measures will not be taken.

If you make a complaint in good faith and without malice, regardless of the outcome of the investigation, you will not be subject to any form of discipline. Kids and Us will however, discipline or terminate anyone who brings a false and malicious complaint.



## SCHEDULE A – WORKPLACE HARASSMENT / VIOLENCE INCIDENT REPORT

<b>Part 1 – Employee’s Report</b>		
Perpetrator Identifier ( <i>Initials do not use full name</i> )		Date:
<b>Incident Type</b>		
<input type="checkbox"/> Threat	<input type="checkbox"/> Physical assault	<input type="checkbox"/> Verbal abuse
<input type="checkbox"/> Discrimination/Harassment	<input type="checkbox"/> Robbery, arson, vandalism	<input type="checkbox"/> Carrying a weapon
<input type="checkbox"/> <b>Type I</b> – (Criminal Intent)	Perpetrator has no relationship to the workplace	
<input type="checkbox"/> <b>Type II</b> – (Client or Family)	Perpetrator is a client or family member of a client at the workplace who demonstrates violence or harassment toward a worker or another client; or employee demonstrates violence or harassment towards a client or family member	
<input type="checkbox"/> <b>Type III</b> – (Worker-to- worker)	Perpetrator is an employee of past employee of the workplace.	
<input type="checkbox"/> <b>Type IV</b> – (Personal Relationship)	Perpetrator usually has a relationship with an employee. (i.e. domestic violence in the workplace)	
Does the person involved have a history of previous incidents?    Yes <input type="checkbox"/> No <input type="checkbox"/> Don’t <input type="checkbox"/> know		
<b>Response to Incident</b> ( <i>please attach a separate page if necessary</i> )		
<b>Actions taken at time of incident:</b> (E.g. de-escalation techniques, contacted supervisor, police emergency personnel etc.)		
<b>Witness Statements</b> ( <i>please attach a separate page if necessary</i> )		
Name & Contact	Description of incident	
1.		
2.		
3.		
<i>I hereby certify that the above information is complete and true to the best of my knowledge. In addition, I authorize Kids &amp; Us to utilize the information received, now or in the future, for the purposes of investigation and/or management of this Workplace Violence/Harassment Incident Report. A photocopy or facsimile of this authorization shall be valid as the original.</i>		
Signature of Employee:		Signature of Supervisor:

## Page 2 – WORKPLACE HARASSMENT / VIOLENCE INCIDENT REPORT

### Part 2 – Risk Assessment *(To be completed by Management and/or Health and Safety Rep)*

What is the likelihood that the perpetrator of the violence or harassment will return to the location in question and committing further acts of violence or harassment?

<input type="checkbox"/> <b>Rare</b> Conceivable, but only in extreme circumstances	<input type="checkbox"/> <b>Possible</b> Perpetrator will need to attend location again; possibility for confrontation exists	<input type="checkbox"/> <b>Likely</b> Perpetrator is required to be in location/interact with staff, likely to be under negative circumstances.	<input type="checkbox"/> <b>Almost Certain</b> Perpetrator has threatened to return to at specific time/place; has committed similar violent acts consistently in the past.
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What are the possible consequences of the perpetrator of the violence or harassment returning to the location in question and committing further acts of violence?

<input type="checkbox"/> <b>Minor</b> Perpetrator is unlikely to act on threats or has limited physical ability to act on threats	<input type="checkbox"/> <b>Moderate</b> Perpetrator is capable of inflicting bodily harm requiring first aid treatment	<input type="checkbox"/> <b>Major</b> Perpetrator has demonstrated ability to inflict harm causing hospitalization	<input type="checkbox"/> <b>Catastrophic</b> Perpetrator is known to carry weapons; very likely to inflict harm with long-term or permanent consequences.
Almost Certain & Minor	Almost Certain & Moderate	Almost Certain & Major	Almost Certain & Catastrophic
Likely & Minor	Likely & Moderate	Likely & Major	Likely & Catastrophic
Possible & Minor	Possible & Moderate	Possible & Major	Possible & Catastrophic
Rare & Minor	Rare & Moderate	Rare & Major	Rare & Catastrophic

**Preventative Measures** *(may choose from other colours if appropriate)*

<b>RED</b>	<input type="checkbox"/> No trespass order	<input type="checkbox"/> Immediate 911 call	<input type="checkbox"/> Press Charges	<input type="checkbox"/> Staff Safety Plan
<b>ORANGE</b>	<input type="checkbox"/> No trespass order	<input type="checkbox"/> Staff Safety Plan	<input type="checkbox"/> No 1-on-1 interaction	<input type="checkbox"/> Flag in system
<b>YELLOW</b>	<input type="checkbox"/> No 1-on-1 interaction	<input type="checkbox"/> Flag in system	<input type="checkbox"/> Warning letter or communication	
<b>GREEN</b>	<input type="checkbox"/> No 1-on-1 interaction	<input type="checkbox"/> Flag in system	<input type="checkbox"/> Warning letter or communication	

Description of Preventative Measures (attach documentation – e.g. affidavit of service of trespass notice, police report #, if applicable)

Persons participating in Risk Assessment.

### Part 3 – Next Steps

Referral to Employee Assistance Program (EAP) or community resources? Yes ☐ No ☐

List community resources here:

Critical Incident Stress Debriefing where required? Yes ☐ No ☐

Contact EAP, Victim Services Bruce Grey, CMHA.

Advised to consult a physician for treatment or referral? Yes ☐ No ☐

Follow-Up (write details below) Yes ☐ No ☐

## SCHEDULE F – Program Statement

### Kids & Us Community Childcare Program Statement

#### Program Statement

##### 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, and affordability by participating in the CWELCC program, established 2022. 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?*

Goals	Approaches	Examples
(a) Kids & Us will promote the <b>health, safety and nutrition and well-being of the children</b>	<p>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, sanitary environment and sleep* or rest, we can then strive 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. Children who fall asleep on their own, demonstrate a basic need for sleep and will be allowed to sleep. Kids &amp; Us will not deny children sleep if they show this basic need. However, at a parent request the sleep may be limited</p> <p>*Current PH exclusion guidelines will be followed for children with any contagious illness to reduce the spread in our environments.</p>	<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 during the day model healthy nutrition choices</li> <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</li> </ul>

		<p>good state of repair.</p> <ul style="list-style-type: none"> <li>Public Health approved Daily cleaning and sanitizing 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, with the utmost respect.</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, involved community agencies 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, and 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-regulate.</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. 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.</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> <li>Educators get down to the child's level and use calm voices to communicate with the children.</li> </ul>
<p>(d) Kids &amp; Us will <b>foster the children's exploration, play and inquiry.</b></p>	<p>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,</p>	<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> </ul>

	body and senses in a meaningful way.	<ul style="list-style-type: none"> <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 3rd 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 <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>	We monitor the children each day so we can consider the individual needs of children. We evaluate our programs, paying close attention to areas that lead to undue stress. E.g. transitions, hunger, sleep	<ul style="list-style-type: none"> <li>• Our programs have few transitions, providing the children opportunities to engage in play without interruption.</li> <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>
(h) Kids & Us will <b>foster parent engagement and ongoing</b>	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	<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> </ul>

<b>communication about the program and their child.</b>	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.	<ul style="list-style-type: none"> <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 and CWELCC Participation 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 App are used to share information about our programs.</li> </ul>
<b>(i) Kids &amp; Us will involve community partners and allow those partners to support the children, their families and their staff.</b>	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 BGCSB and their professionals, as we provide programs in many of their schools. Kids & Us is active in our communities, it is important to be seen as part of the areas we serve.	<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 and Fire Safety 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, PD and careers.</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>
<b>(j) Kids &amp; Us will support staff in relation to continuous professional learning</b>	Our educators will participate in ongoing professional development. When our 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.	<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 staff, while Supervisor meetings support our centre leaders.</li> <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, virtual and in person 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> <li>• Kids &amp; Us may close programs to allow staff to participate in full day childcare PD provided through the Provincial Workforce Strategy established in 2022. Advance notice will be provided to families of any closures.</li> </ul>

Through careful 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.

*Reviewed and Updated March 2023*

## **SCHEDULE G – Safe Arrival and Departure Policy**

### **Kids & Us Community Childcare Safe Arrival and Departure Policy**

#### **PURPOSE**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

#### **POLICY**

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

#### **PROCEDURES**

- Kids & Us Community Childcare will ensure that any child receiving child care at its child care centres is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- A parent/guardian may request that a child who is 10 (ten) years old or older be released from child care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that Kids & Us Community Childcare is no longer responsible for that child upon their dismissal.
- Children will only be released to an adult, and the adult/parent/guardian may be required to show identification to prove their identity, if not known to Kids & Us employees.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

#### **Arrival**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - Greet the parent/guardian and child. The expectation is that the parent/guardian will escort the child into the program and connect with a program staff.
  - Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the Family Invoice Sheet or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
  - Document the change in pick-up procedure in the daily written record.
  - Sign the child in on the classroom attendance record.

#### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - Inform the Supervisor or designate the child has not arrived as expected. The Supervisor or designate must commence contacting the child's parent/guardian no later than 60 minutes after the booked drop off time. Staff shall contact parents/guardians via phone call, text message and/or use the Remind App – staff must leave a message and request a return call if they do not get an answer. If no response is received in 30 minutes, staff shall contact Emergency Contact. Staff must make contact with an adult to confirm absence. If staff cannot contact an adult to confirm absence, they must contact police.



2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

#### **Releasing a child from care**

1. The expectation is that parents/guardians will alert program staff they have arrived to pick up their child.
2. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

#### **Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up and the centre not notified, after 60 minutes the Supervisor or designate shall contact the parent/guardian via phone call, text message or Remind App and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

#### **Where a child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by the closing time communicated to parents/guardians, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Staff shall stay with the child, while calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall; contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact additional authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 30 minutes after closing the centre, the staff shall proceed with contacting Bruce Grey Child and Family Services at 519-371-4453 or toll free at 1-855-322-4453. Staff shall follow the BGCAFS direction with respect to next steps.

#### **Dismissing a child from care without supervision procedures**

1. Where a parent/guardian has provided written authorization for their child, aged 10 or older, to be released from care without supervision, one staff in the program must be responsible for dismissing the child from care. Prior to dismissing the child from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The staff shall document the time of departure from care and as well as their initial