

**KIDS ZONE**  
**CHILDCARE CENTRE**

PARENT MANUAL



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## CENTRE INFORMATION

Kids Zone Childcare Centre care for children 6 weeks to 7 years of age. Centre is open Monday to Friday 7:00AM to 6:00PM.

The Centre is a part of the CWELCC (Canada Wide Early Learning & Child Care) program between the Province of Ontario and Government of Canada.

The Centre will be closed for all statutory holidays as per below:

Family Day	Civic Holiday	Christmas Day – (Dec. 25 <sup>th</sup> )
Good Friday	Labour Day	Boxing Day – (Dec. 26 <sup>th</sup> )
Victoria Day	Thanksgiving Day	New Year’s Day – (Jan. 1 <sup>st</sup> )
Canada Day – (July 1 <sup>st</sup> )	Christmas Eve – (5pm closing)	

The centre will be closed on **December 27, 2024**.

## RATES

The fees are based on the discount applicable under the CWELCC program. There are no sibling discounts available.

Billing is done monthly, and fees are due the 1st of each month by pre-authorized payment from a bank account.

Please note that Monthly Fee being Billed may differ from month to month based on the number of working days even for Full time students, due to CWELCC Billing requirements.

<b>BASE FEES Jan - Dec 2024*</b>			
<b>Age Group</b>	<b>Age**</b>	<b>FULL TIME Monthly Fees</b>	<b>PART TIME Daily Rates</b>
Infant	1 month -18 months	\$ 753.64	\$ 44.89
Toddler	1 1/2 years - 2 1/2 years	\$ 642.60	\$ 35.44
Preschool	2 1/2 years - 4 years	\$ 607.16	\$ 33.08
Kindergarten	4 - 5 years	\$ 607.16	

\*Subject to change as per CWELCC guidelines received from RoP.  
 \*\* These are approximate ages and fees are based not specifically on age but on availability of an age group. Fees will be based on the group your child is in.



Following table highlights the items which form part of the Base fee and are being subsidized under the CWELCC program (Marked as X under Yes Column). All fees or charges for other services which are not subsidized under CWELCC are categorized as Non – Base Fee.

<b>Program / Activity</b>	<b>Yes</b>	<b>No</b>	<b>Charges</b>
Full- Time Program	X		
Part Time Program	X		
Registration fee	X		
FOB charges		X	\$ 20
Late pickup charges		X	\$2/minute
Non-sufficient fund fee/ e-transfer/Bank charges		X	\$25 NSF
Picture Day*		X	
Field trips*		X	
Special events/ Course Materials*		X	
Cake order payments**		X	\$55
JK/SK Curriculum fee		X	\$50
Specialized Therapies*		X	
Craft works / Projects*		X	

\*The Charges for these services will be communicated to the parents at least 2 weeks prior to the date of payment required

\*\* Cost of Cake is \$55.00-incl tax, cash or e-transfer to [info@kidszonechildcare.ca](mailto:info@kidszonechildcare.ca). Our provider will charge \$10 extra for an express fee if your order is requested with less than a week of the delivery date.



## FINANCIAL FEES

Fee payments include statutory holidays and days your child may be absent due to illness or vacation days. No deduction will be made for any of these days in order to guarantee your spot upon return. There is no break in your childcare fee at any time of the year. Fees are due in advance on the first of each month as per our fee schedule, any payment returned NSF or stop payments will be subject to a \$25.00 charge. Part time fees have already been adjusted to reflect statutory holidays, meaning if your child's day falls on a stat holiday you are responsible for payment of that day.

If you choose to change the program of your child, i.e., moving from full-time to part-time enrollment, no guarantee is made that the previous program will be available to you in the future and there are no guarantees on rooms. For example, a student that is reduced to 2 days per week for the summer months is not guaranteed a full-time spot in the month of September. Also 1-month notice is required when requesting a change in program as this is treated as a withdrawal from a program.

A late fee of \$2.00 per minute per child will be charged to those arriving after 6:00 pm. to be sent by-transfer as soon as possible.

There is a \$35.44 registration fee for each child that is non-refundable to be paid upon registration. There is a \$18.90 enrollment fee if you have withdrawn and wish to return to care.

Kids Zone requires a void cheque for auto-withdrawal (no exceptions); payments are on a monthly schedule the first of each month. NSF is subject to a \$25.00 fee. Failure to provide payment prior to start date does not guarantee your spot. No other forms of payment will be accepted.

You will be charged monthly once enrollment commences at the rate of the program in which your child begins the cycle. An infant must start the first of the month, other ages can start at any date based on availability.

A key fob allowing you access to Kids Zone Childcare Centre is a separate non-refundable fee of \$20.00. If families would like an additional key fob, the cost is \$20.00 per additional fob which is non-refundable. There is a \$20.00 replacement fee should you lose your fob and require a replacement.

In the case of a missed payment, the NSF fee (\$25.00), along with the missed childcare fee, will be paid immediately by e-transfer. If payment is not submitted upon request immediate termination can follow and a letter informing parents of the last day of care will be sent. If payments are continuously missed it is at the discretion of Kids Zone to determine whether or not to terminate service.

In case of an outstanding balance with Kids Zone, your tax receipt may be withheld until the accounts paid to date.

At any time, if a duplicate tax receipt or any other documentation is requested, a \$25 administration fee will be charged. Payment must be received via e-transfer BEFORE a new receipt or documentation is issued. Kids Zone will do its best to issue a new receipt or provide documentation in a timely manner.



If any payments are made via e-transfer for items noted above it is your responsibility to reference in the notes section your child's name otherwise we will not know where to apply the funds and the funds may not be applied to your account.

for information on Fee Subsidy and eligibility in Peel Region visit: <http://peelregion.ca/hsapply>.

If Kids Zone becomes aware of any information that could affect a client's ongoing eligibility for childcare fee subsidy, this information will be shared with their Child Care Representative i.e. living arrangements or employment/school status.

We do not offer part time infant care regularly, if there is availability then Kids Zone Childcare Centre, will provide 2 or 3 days per week of care for the age of 6mo-18mo at the current tuition rate, payable at the first of any month. These days are a set schedule.

If you are participating in the infant part-time program, we want the family to be aware that this space is **offered based on availability only** at that time, and if a full-time infant is requesting a spot the full-time spot will be offered to you first as a current client so you will have the first right to accept the spot or refuse. If you choose not to take the full-time position and no other part time is available, the part-time care will then end at the end of that month.

## HOW TO REGISTER AT KIDS ZONE

Once you are ready to confirm a spot for your child you will need to start the registration process. The registration form is available on our website under 'Forms'. You will need first download and save the document, complete it, save it again and email back to [info@kidszonechildcare.ca](mailto:info@kidszonechildcare.ca)

Along with the completed registration form you will be required to then e-transfer the deposit and registration fee. The Deposit is \$236.25 for full time care and \$187.50 for part-time care, and the registration fee is \$35.44. Please send the e-transfer to [info@kidszonechildcare.ca](mailto:info@kidszonechildcare.ca). Please note that we will not take a direct withdraw from your account for this deposit as your information is not yet set up in our system and we will only start the direct withdrawal process once your child has started care.

Once both the fee and the registration form are received by the office the spot/spots for your child/ren are then held for the date agreed upon by the centre management. If the children are starting in that month, the fees for the full month will be due as well, before starting care.

## INVOICING (Dokmail)/YEAR END FEDERAL TAX RECEIPTS

Our email process for monthly invoice information is supported by an application called Dokmail. When you receive your first invoice from us you will receive a welcome email from Dokmail. You will need to follow the instructions to activate your account. The welcome email will provide you with the website link, your username (which is your email address) and a password. If you would like to change your password, you can. If you forget your password, you can create a new one on the Dokmail site, we are not able to reset forgotten passwords. You can also bookmark the site in your favourites so you can easily recall the site.





**Remove Password Option** – once you activate your account you have the ability to remove the password option on the Dokmail site. Log in, then click on “settings” at the top of the page, then click “set email options”. In here you will find a list of email options you can configure. Half-way down the page you will find the option to either have files password protected or not. NOTE – if you choose to not have the files password protected – this option will only take effect on the next document emailed to you, all others received before you made the change will require your password.

Every month you will receive an email from KZ-Kids Zone Childcare Centre, be sure to check your spam folder. You can either click the file from the email or enter the Dokmail site to review your current and past invoices. Either way you choose to view your invoice, you will be prompted to enter your password if you chose to activate the password option.

This will also be the place to retrieve your annual Federal Tax Receipt.

## Drop Off Process

- 1) Enter the centre at the correct door for your child’s classroom.
- 2) Go directly to your child’s cubby, you must remove their outdoor clothing, place in the cubby, and put the indoor shoes on your child and bring your child and anything to the door that you have brought for your child. (Note: teachers cannot leave the room in the morning to get the items or undress your child as they cannot leave other children in the classroom).
- 3) Once your child is undressed bring them to the classroom door.
- 4) The teacher will welcome your child into the classroom and then check them in.
- 5) The parents should exit the centre directly after the drop off.

NOTE: **PARENTS are NOT** allowed in the classroom at any time for health and safety reasons.



## Pick Up Process

- 1) Enter the centre at the correct door for your child's classroom.
- 2) Go directly to your child's classroom door, the teacher will see you and bring your child to the door.
- 3) The teacher will pass anything to you that is needed from inside the classroom and check your child out from attendance once the child is in your care. The teacher will have limited time at pick up to discuss your child's day. Remember the teacher is still managing the other children in the classroom and all the general indicators of the day are in Hi Mama so discussions should be short. Again, for Health and Safety we want to keep the direct exposure limited. If longer discussions are needed, please contact the office and a time can be booked for a phone call.
- 4) Go to your child's cubby, dress your child and leave your child's indoor shoes in the cubby, take any dirty clothes that may have been left in the cubby for cleaning (**NOTE:** Friday, please take everything home, clean out the bag and wash all items for return on Monday).
- 5) Proceed directly out of the building.

It is possible that your child is not in the classroom, they could be outside or in the gym. If this is the case proceed to prepare the bag if you need to, then you can proceed to the office or if you see a supervisor in the hallway, they will go collect your child for you.

Please do not loiter in any hallway, having any conversations with other parents etc. We ask that you leave the building directly to continue to limit exposure indoors to other parents, staff and children.

If you would like to have a discussion with management **please call the office**, remember we are just a few, but there are many parents, who would significantly increase our exposure risk. Therefore, any general discussions should be on the phone, if there is an important concern, we certainly can book time to speak.

We appreciate your understanding as we move forward with these changes. We do need to be vigilant with our process around interactions with parents, please respect the health and safety of the teachers and management and social space of other parents as well, as you enter the centre.

Please **be on time** for pick up, the centre closes at 6.00 pm.

We continue to **strongly recommend wearing a mask** when entering the centre, and **social distancing** as much as possible.

## ARRIVAL, DEPARTURE PROCEDURES AND ABSENT DAYS (Post COVID ONLY)

When bringing your child to the centre, you are responsible for delivering your child to his/her teacher, unless otherwise communicated. Please ensure their belongings are in the properly designated place. Children must also be signed in and out of their classroom. Persons not listed on your child's registration package as authorized pickup will not be able to pick up your child unless we get approval from you via email or in extreme situations, the supervisor or supervisor's designee will call you to confirm identity and then release your child upon your request. If the pickup person appears intoxicated or unable to assume responsibility for the child, the centre will offer to call a taxi or help find an alternative pick up person. Authorized pick-ups listed on your child's registration form are given the authority to acknowledge reports provided by Kids Zone at the end of day. For example, if an illness/accident/incident report is to be signed at pickup, the authorized pick up will be required to provide their acknowledgement of this report. It is the parents' responsibility to retrieve this information from the authorized pick up as they see necessary.



Any time your child will be absent or late from the Centre, we ask that you notify us by 9:00am via message on Lillio (HiMama)

Since the focus of our program is active involvement, we recommend that children be dressed comfortably in casual, durable and seasonally appropriate clothing. Children who are not appropriately dressed will not be able to participate in our routine program. We ask that parents bring indoor and outdoor shoes, especially in the rainy/winter months to avoid slips and falls in the classroom. During the summer months, we ask that NO flip flops/open backed footwear is to be worn and advise that all parents provide children with a pair of shoes with a closed backing for the children's safety.

The children will be playing in the sand, gluing or finger painting and their clothing may accidentally become soiled. We provide smocks, roll up the children's sleeves and try our best to avoid messes, but sometimes the children are so caught up in the "fun" that their clothes do become soiled. Kids Zone will not be held responsible for soiled clothing.

Please label all your child's clothing including boots, tops, underwear, mitts, hats, coats, and bags. Laundry markers on the tags work best.

## WITHDRAWAL AND DISCHARGE POLICY

One month written notice must be given to Kids Zone Childcare Centre before withdrawing your child, emailed to the office at [info@kidszonechildcare.ca](mailto:info@kidszonechildcare.ca), any notice given on HiMama will not be accepted. The child must attend during this notice period if receiving Region subsidies. If one month's notice is not provided fees will continue to be charged for the 30-day period after the day notice is received and all outstanding balances must be paid before the child leaves. Movement from full time to part time programs is considered to be a withdrawal and requires one month notice to change program status.

You may be asked to withdraw your child from Kids Zone if he/she continually shows signs of aggression, for recurring late payment of fees, for non-payment of fees, for failure to comply with the Parent Code of Conduct or if it is felt that the Centre is not meeting the needs of your child. Kids Zone Childcare Centre reserves the right to terminate its services upon 14 days written notice to parents. If a situation no longer benefits the safety or well-being of the child, other children, staff, or the centre, this may lead us to terminate our service.

Kids Zone will hold the child's belongings for 30 days, if the parent(s) fail to pick up their child's belongings within this time frame, they will be donated, and Kids Zone will not be accountable for them.



# Safe Arrival and Dismissal Policy and Procedures

## 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.

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.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

## Policy

### General

- Kids Zone Child Care Centre will ensure that any child receiving child care at the child care centre 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.
- Kids Zone Child Care Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- 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.

### Additional Policy Statements

Children will only be released to an adult (18+) with a written consent from parents via email or through Lillio App, if picked up by someone other than parents or emergency contacts. They will be asked to show one government ID as proof to verify before a child is dismissed.



## Procedures

### Accepting a child into care

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.
  - 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 registration form under the emergency contacts 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 through email, phone call or a message on Lillio (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - Inform the Supervisor or the Assistant Supervisor and they must commence contacting the child's parent/guardian no later than 10:00 am. Staff shall send a message to the parent on Lillio and wait for a response for 30 minutes.
  - If there is no response by 10.30 am, the Supervisor or the Assistant Supervisor will then call the parents/guardians at least twice each and leave a voice mail if the call is unanswered. The office staff will allow 15 minutes for the parent/guardian to respond to the school's voice message left on both their devices.
  - If the school does not receive a telephone call from any of the parents/guardian, the school will contact the Children's Aid Society (CAS) and report the child missing.
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 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:
  - The teacher or office staff will contact the parents/guardian via phone call and advise that the child is still in school and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must leave a clear message stating the child has not been picked up yet and a late fee will apply.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall within **10 minutes**, and where staff is unable to reach the parent/guardian again, the teacher or office staff must call the emergency contact person(s) listed in the registration package and let them know that the child needs to be picked up from school as we are unable to reach the parents.
  - Where the staff has not heard back from the parent/guardian, authorized individual or Emergency contact person on school's records, wait until program closes and then refer to procedures under "where a child has not been picked up and the centre 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 6.00 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff will stay with the child while the other staff shall proceed with calling the parent/guardian to advise that the child is still in care and needs to be picked up immediately.
  - 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.
  - 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 the emergency contact person listed in the registration package



- 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 6.15 pm, the staff shall proceed with contacting the local Children's Aid Society (CAS). Staff shall follow the CAS's direction with respect to next steps.

## Glossary

*Individual authorized to pick-up/authorized individual:* a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

*Licensee:* The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

*Parent/guardian:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

### Regulatory Requirements: Ontario Regulation 137/15

#### Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

- (a) provides that a child may only be released from the child care centre or home child care premises,
  - (i) to individuals indicated by a child's parent, or
  - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
- (b) sets out the steps that must be taken if,
  - (i) a child does not arrive as expected at the centre or home child care premises, or
  - (ii) a child is not picked up as expected from the centre or home child care premises.

**Disclaimer:** This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the *Child Care and Early Years Act, 2014* (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates and each premises where the licensee oversees the provision of home child care.



Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.





## STAFF INFORMATION

The staff at Kids Zone Childcare Centre is a team of professional, caring and loving individuals. Each one of our rooms will have a number of staff according to the Child Care and Early Years Act.

CLASSROOMS	STAFF TO CHILD RATIOS
INFANT 6 WKS-18 MONTHS	1 Staff for every 3 Children
TODDLER 18-30 MONTHS	1 Staff for every 5 Children
PRESCHOOL 30-44 MONTHS	1 Staff for every 8 Children
KINDERGARTEN 44 MONTHS-7YRS	1 Staff for every 13 Children

## REDUCED RATIOS

Reduced ratios apply between the hours of 7:00AM to 8:30AM, naptime (depending on the classroom) and between 5:00PM to 6:00PM. Reduced ratios NEVER apply for infant classrooms.

NAME OF AGE CATEGORY	NUMBER OF CHILDREN IN ROOM	NUMBER OF STAFF REQUIRED
	9-15	2
	1-12	1
	13-24	2
	1-20	1

## ACTIVITIES OFF THE PREMISES/VISITOR POLICY

From time to time, with parent consent, children will leave the premises of Kids Zone Childcare Centre to participate in excursions to places of interest, planned as part of the children's program. This includes walks through the neighborhood and playground. Parents will be notified of field trips in advance (i.e., zoo, farm, etc.). It is understood that supervision will be provided by members of the staff of the childcare centre and every precaution will be taken for the safety of the children. In the event of accident or injury, Kids Zone Childcare Centre and all staff members are hereby released from any liability.



Special events at the centre:

- Picture Day: once a year. Parents have the option of purchasing a variety of well-priced packages.
- Community Helpers: Police, doctors, firefighters, nurses, etc.
- Specialized Children's Programs: i.e. Reptilia, The Humane Society, Children's Entertainment, etc.

The following is the visitor policy during the hours of operation at Kids Zone Childcare Centre. Parents and guardians of children enrolled in our programs are not considered visitors.

1. All visitors who are to be interacting with children must sign an Offence Declaration form and have their identity verified via government issued identification.
2. Visitors attending a tour of the facility do not need to sign; however, they must remain with the supervisor/designate.
3. Visitors are not to be left alone when in the company of a child who is in the care of Kids Zone.
4. Inappropriate behavior or language will NOT be tolerated.
5. Visitors should try and schedule their appointments in advance with the supervisor/designate in order to avoid interruption of scheduled classroom activities.

Failure to abide by these rules may result in the visitor being escorted off the premises.

## SUPERVISION OF CHILDREN AND VOLUNTEERS AND PLACEMENT

### STUDENTS POLICY

#### Supervision of Children

It is the responsibility of each staff member to ensure the safety and well-being of each child in attendance at Kids Zone Childcare Centre. Children must be supervised during all routines such as indoors and outdoors, washroom routines, and anytime the children leave or enter the classroom. No child is to be supervised by a person under 18 years of age. Children are not to be left alone under any circumstance at any point in time.

Upon arrival and departure, each child's attendance must be recorded on the classroom attendance log within HiMama with the accurate times and head counts during all transitions. Attendance is to be done immediately upon arrival when the child is released into the care of staff, and when children are released to the parent/guardian/authorized pick-up at departure. Any absences including vacation and illness must be noted in the classroom communication log. The attendance must accompany the staff and children at all times including outdoor time.

- It is the responsibility of each member of staff to ensure that they have emergency information for each child on their attendance, and in their care. Emergency information is located on the registration form and should be reviewed with the child's parent/ guardian for accuracy.
- Upon reporting for the start of their shift, each staff must confirm with the staff-on- duty the number of children currently in attendance, and then verify it with the attendance.

Head counts must be done regularly throughout the day, especially when transitioning to/from outdoor play, washroom breaks, emergency procedures (e.g., fire drill), etc.



## Roles and Responsibilities of The Licensee and Supervising Volunteers and Placement Students

Volunteers and placement students will be supervised by the centre staff in the room in which they are volunteering or conducting their placement at all times. The centre supervisor will ensure that at no point will a student be left alone with children by monitoring the staffing and scheduling of the room and making necessary changes.

For students, the Registered Early Childhood Educator in each classroom will be responsible for overseeing and orienting the student with their role and responsibilities. Volunteers and placement students are never counted in staffing ratios in the centre. Classroom Registered Early Childhood Educators who are the students Host Teacher are to take the responsibility of grading the student fairly on the college requirements. The supervisor must be made aware of any break in these policies and procedures. Volunteers and students are subject to all Kids Zone policies.

## Roles and Responsibilities of Volunteers and Students

Placement students from a recognized college obtaining their ECE are to be completing their placement as per their college outline. All students are required to adhere to all policies and procedures and act in a professional manner while at Kids Zone Childcare Centre. Students are gaining important work experience and should participate fully in the day-to-day tasks.

Volunteers are in the classroom as a support for classroom teachers to help with transitions, interacting with children and participating throughout the day.

The relationship between Kids Zone Childcare Centre and the volunteer/placement student is governed by the same principles that govern employment of centre employees. An acknowledgment of the company's employment handbook and a Placement Offer Letter from the school is to be completed before the start of placement.

Center Staff, students and volunteers will review the Supervision Policy before the start of their employment/placement/volunteer position.

## SLEEP SUPERVISION POLICY

Part of the registration package is completed prior to the child's start as the parent consent for rest time and parent authorization/Signature for sleeping practices and advised about our sleep supervision policy at that time.

1. Children younger than 12 months must be placed for sleep in manner consistent with the recommendations set out in the document "[Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#)" published by Public Health Agency of Canada unless the child's physician recommends in writing otherwise. Kids Zone is obligated to ensure all children are placed for sleep in a manner consistent with these guidelines:
  - Parents will indicate their agreement in the Registration Package for children younger than 12 months to be placed on their backs in the crib and this must be followed.



- It is recommended that children younger than 12 months be placed on their backs to sleep to lower the chance of Sudden Infant Death Syndrome (SIDS), however; parents may request otherwise with a doctor's written recommendation and this MUST be documented on the Registration Package prior to the start of care and an Individual Support Plan must also be completed.
  - Parents will indicate in the Registration Package what (if anything) the child is to use during nap (i.e. light blanket, swaddle blanket, sleeping sack, soother) or if the child is to have a reduced, extended or no nap.
  - Parents will be consulted respecting their child's sleeping arrangements at the time the child is enrolled at Kids Zone, upon transition to another classroom or upon a parent's request.
  - Should a child who is to be placed to sleep on their back roll onto their side or stomach it is NOT necessary to place them on their back again. It is important to always place children to sleep in the manner in which is outlined in their registration package. Children under 12 months of age who are able to roll from their back to their side or stomach are at a lower risk for SIDS.
2. Children older than 12 months must be placed to sleep in a manner that is consistent with the Registration Package provided by parents at the start of care or any documented updates regarding a child's sleep. Kids Zone is obligated to ensure all children are placed for sleep in a manner consistent with these guidelines:
- Parents will indicate in the Registration Package or any documented updates regarding a child's sleep, how children are to be placed on their cot or crib (i.e. back, stomach, or side) whatever are to use during nap (i.e.. blanket, stuffed toy, pillow, or soother) and if nap is to be reduced or no nap required.
  - Parents will be consulted respecting their child's sleep arrangements at the time the child is enrolled at Kids Zone, reaches over 12 months, upon transition to another classroom or upon a parent's request.
3. Infants must sleep in their assigned cribs and at no point in time are infants to be left sleeping in the bouncy chairs, swings, or any other place other than the crib. Under no circumstances are pillows, heavy blankets, bottles/sippy cups, stuffed toys and/or crib bumpers to be used in an infant sleep room.
4. When three (3) or more infants are in the sleep room, a staff is physically present in the sleep room to supervise the children and conduct physical checks.
5. The HiMama system is in place to identify who is in the sleep room.
6. Direct visual and physical sleep checks (checking for breathing, increased/decreased breathing sounds, tossing and turning, etc.) for ANY child sleeping will be completed for ALL age groups and recorded in HiMama as per the following timelines:
- Infants/Toddlers – direct visual and physical sleep checks approximately every 15 minutes.
  - Preschool/Kindergarten/School age – direct visual and physical sleep checks approximately every 15 minutes.



7. All direct visual and physical sleep checks must be documented in HI Mama every 15 min with any observance of significant changes in a child's sleep pattern or behaviors while sleeping (i.e., increased breathing sounds, tossing, and turning, change of skin colour, etc.) being documented in the comment section of HiMama. Any change in a child's sleep pattern, including not sleeping, must be documented in the child's daily report to inform parent(s) of this change. Staff should monitor children with significant changes in their sleeping pattern or behaviors more frequently during sleep.
8. Lighting in the sleep room must allow for direct visual monitoring. Lights can be dimmed, but staff must be able to see children clearly.
9. Each child in care will have a crib or a cot labelled with their name on a crib/cot sheet. This label is to be applied to the actual crib in a manner that allows staff and parents to be made aware of whom each crib belongs to. No child is to be put in a crib or on a cot without a clean bed sheet.
10. Sleep time will not exceed two (2) hours in our toddler, preschool, kindergarten or school age classrooms. Children in these age groups may choose to sleep, rest or engage in quiet activities during sleep time based on their individual needs but must remain on the cot for a minimum of 1 hour.
11. Infants may sleep for longer during the day as per the parent(s) request as some children in our care are young and require more than one (1) nap throughout the day. The total naptime for infants may exceed two (2) hours.
12. Children's cots are arranged in a head to foot formation with the crib/cot 46 cm (1.5 feet) apart with an aisle of at least 92 cm (3 feet) to ensure children and staff can safely evacuate in case of an emergency.
13. Staff make sure they can always see the child's face while sleeping; blankets and sleeping toys must never cover a child's face.

Center Staff, students and volunteers will review the Sleep Supervision Policy before the start of their employment/placement/volunteer position.

## PARENT ISSUES AND CONCERNS POLICIES AND PROCEDURES

At Kids Zone, we strive to give children the best possible care and encourage parents to take an active role in their child's care. We value the feedback we get from our families and welcome any questions, comments or concerns. Our classroom teachers, supervisors and director are always available to speak with families regarding any concerns and can be reached by phone, email or in person.

Any concerns regarding your child's care or the operations of Kids Zone should be brought to the attention of their classroom teacher first. If you are unable to discuss the issue directly with your child's classroom teacher for any reason the issue may be directed to the supervisor. Every effort will be made to come to a mutually agreeable resolution of an issue or concern as soon as possible. An initial response to the issue or concern will be provided within 2 business days; however, some issues may warrant further investigation and take more time to address fully. In this case, the person who raised the concern will be informed of the resolution status throughout the process. Please note that issues and concerns will be treated confidentially to protect the privacy of all parties involved within the parameters allowed by law.

When an issue is brought to the attention of a teacher it is the responsibility of the teacher to:



Report the concern to the centre supervisor.

2. Document the concern in communication book.
3. In consultation with the supervisor develop a plan to address or resolve the issue
4. Provide a response to the parent within 2 business days
5. Document the outcome and steps taken to resolve the issue in the communication log
6. In the event the teacher cannot resolve the concern they will escalate the matter to the supervisor and inform the parent

When an issue is escalated to the centre supervisor the supervisor will:

1. Document the concern in the supervisor log
2. Construct and implement a resolution plan
3. Provide a response to the parent within 2 business days
4. Document the outcome and steps taken to resolve the issue in the supervisor log
5. In the event that the centre supervisor cannot resolve the issue it is to be brought to the attention of the director/owner

Center Staff, students and volunteers will review this policy before the start of their employment/placement/volunteer position.

## PROGRAM STATEMENT POLICY AND PROCEDURES

### Kids Zone Program Statement

Kids Zone Childcare Center combines the nurturing care children need physically and emotionally each day with an educational program that will unlock your child's potential. We believe that children are capable beings that possess competence and are rich in potential to learn each and every day through their driven curiosity with the support of adults in a safe and positive environment. Kids Zone Childcare Center is a place where children's hearts and minds thrive.

Our childcare center is licensed by the Ministry of Education, and in compliance with the Childcare and Early Years Act (CCEYA), the Public Health office, the fire department or a fire alarm test company who conducts regular evaluations and Kids Zone participates in Raising the Bar program. We are an inclusive environment, meaning we acknowledge that all children have individual needs. We attempt to accommodate these needs of any child through collaboration with many community organizations that may provide services that can enhance the function or learning capacity of a child. Our centre is also wheelchair accessible, including the washrooms. Such agencies that may be consulted include, but are not limited to the following, PIRS, Erin Oaks, Community Care Access Centers, Peel Behavioral Centre, Speech and Language Pathologists, School for the Blind, etc.

Our goal is for staff and volunteers to support any child in their quest for knowledge and independence while promoting the four foundations: belonging, well-being, engagement, and expression. These foundations are the basis for Ontario's Pedagogy for Early Years, How Does Learning Happen (HDLH) which can be read on the website, <http://ontario.ca/edu>. Our staff and volunteers will provide a positive environment that allows your child to express themselves, explore, play and inquire as well as receive responsive feedback during their play the class. Through the use of HDLH the teachers will set out a shared understanding of children, families, and educators as a working unit. The teachers will discuss concepts developmentally appropriate to the child at their eye level, the teacher will be present to support a child during social interactions so that learning and development of self-regulation skills and child-initiated play can be refined. As well, teachers will provide families with communication that enhances their understanding of the child's experience through our parent communication app, HiMama at the end of the day. Hi Mama will also provide a children's profile that builds throughout the year as educators add milestones that have been met or noted a challenge. If verbal discussions are



needed, we encourage a parent to communicate with the office directly. Developmental reports will be provided to families in December and June (for all ages).

Our centre will provide 2 healthy snacks per day as well as a well-balanced lunch suitable for the needs of the child, in accordance with Health Canada's food guide. Our lunch is catered by Princess Pea Catering, who has many years of specialized experience providing nutrition for children ages 12mo-6years. The snack menu as well as daily lunch menu is posted conveniently throughout the centre as well as in Hi Mama. We are able to provide individualized menus based on food allergies/requirements. Every child that has an allergy or restriction will be placed on a list that will be accessible to any staff in any space that children may attend. Through the daily application and documentation on a checklist for each classroom of our sanitary practices guidelines we endeavor to keep your child safe and healthy, this includes proper handwashing for both teachers and children as well as sanitizing of toys and rooms on a daily basis. Also, through the use of guidelines provided by Public Health and our internal sick policy for children, management and/or the teacher will communicate with the family where there may be any concern. This information may be documented in the daily report in Hi Mama or communicated via a telephone call to a parent when necessary.

Our daily programming with your child/children is a balanced approach. The teachers will foster exploration of their environment through the use of child centered ideas. The teachers will observe the children in a class and gather interests and questions from the children. With this information the teacher will provide developmentally appropriate games, songs and/or educational equipment as the teachers explore what the topic can mean to each child. The teachers will support and guide the environment so that the children can learn as they play in areas such as math, science, language, social skills and problem solving. The teachers will embrace creativity in their classroom as the children explore the use of equipment in different ways that may support their learning. The teachers will document the programming for each day in Hi Mama and is accessible to parents at any time. Changes may be entered based on the interests of the children. Parents are welcome to comment; give feedback or participate in any way they may request. (such as participating in the classroom as a special visitor)

We encourage exploration of their gross motor skills through use of balls, bikes, bowling, climbing and building as they play outside on a daily basis. If there is inclement weather the infants and toddlers will use their indoor space and gross motor equipment to continue to explore their skills, while the preschooler and JK/SK programs can use one of our 2 indoor gym facilities which would include the use of gross motor equipment to create and explore their bodies capabilities with balance, teamwork, and building. All ages will have the opportunity to rest or sleep during the day for 1-2 hours, thereby allowing the children the ability to recharge and re-engage in the afternoon. Rest and activities are documented daily for each child and updated in Hi Mama and sent to the family at the end of the day. If there are any concerns this will be documented daily in the communication book in each classroom. Each child will have an individual crib or cot with their name on it, depending on their age. Please see our Safe Sleep and Rest time Policy for Infants from 3mo to 18 months

Our centre care revolves around the needs of the family. We strive to meet the needs of each family. Families are welcome to visit the centre at any time. We email a monthly newsletter in Hi Mama to keep families updated on changes, announcements, or new activities in the future. Families can also refer to our parent information board outside of the main office for updates and any certifications of the centre in general. We will provide each family with a transition letter that will detail our plan to move a child from one age group to another.

All families have the ability to engage with the centre in school and community centered programming such as field trips, art show, multi-cultural week, grandparent's day, Mother's, and Father's Day activities,



a food drive at Thanksgiving, donations for Remembrance Day and donation programs (shoe box program for the under privileged) that engage the families to think about others less fortunate. In order to document and review the impact of our strategies discussed above we encourage and accept family feedback, formally through a customer centered survey each year, and informally through discussions, emails or phone calls with management as requested. After the survey management will review and follow up with recommendations as necessary and then discuss them at staff meetings. For staff related to children's programming we discuss monthly at staff meetings and formulate ideas to improve strategies as necessary.

In order for our educators to continue to provide the best care to your children they will attend a minimum of 8 hours of continuing education each year to support their ongoing learning needs. Also, at monthly staff meetings the centre will provide ongoing feedback and in servicing for the staff to re-enforce and enhance their skills in the class as well as provide a supportive team environment through the offering of staff only 'field trips' so that they feel cohesive as a group and can work together in varied environments. During many staff meetings engagement continues in how the program statement continues to be exemplified on a daily basis and we discuss further ideas from staff how we can continue to do this in the future. We also support learning through engagement with many colleges in the area as students spend time learning and practicing in our rooms. As well if we have volunteers or students, we ask that they review our program statement and management will engage in a conversation regarding how all of these areas as identified above are supported in the classroom. We encourage them to ask questions, observe, and follow their mentor to understand how they are using many different avenues to bring our program statement to life.

We care for children of ages 3mo to 7 years, our programs include care for;

Infants	3-18 months
Toddlers	18-30 months
Preschoolers	31-44 months
Junior and Senior Kindergarten	44 -7 years

Please also be aware that our centre has extensive emergency management policies and procedures. If there were to be an emergency situation that the children were evacuated from our building, our emergency shelter is across the street at Olive Grove School. In the event of such a situation a banner will be placed on our website and parents will be called for immediate pick up once we have settled at the emergency shelter.

### Implementation Policy

Ensuring that Kids Zone's Program Statement is adhered to is paramount in the success of quality that Kids Zone strives for. All supervisors, center staff, students and volunteers will read Kids Zone's Program Statement prior to the first day of work and when the program statement is modified.

The classroom is seen as a third teacher at Kids Zone and staff will ensure that classrooms are set up in a way that is visually appealing to children as well as providing materials that are open-ended, interesting and promote choice. Children are competent and curious individuals who are rich in potential and capable of complex thinking and will choose materials within the classroom that are thought provoking and interesting to them. These materials will be available at all times for children and will not be limited in nature.

Pedagogical documentation will be gathered to showcase to others the interests and projects that children participate in on a day-to-day basis. This documentation will be available for parents, staff,





supervisors, students, volunteers, outside agencies and anyone who tours Kids Zone to view on boards outside of the classroom. Additionally, documentation will be placed around the classroom to allow the children to feel a sense of pride of the work that they have participated in or completed. This documentation will be placed at the child's eye level or placed in photo albums that children can manipulate when they see fit to show others the work they have done and to feel a sense of pride and belonging. At the end of a child's day, parents receive an electronic daily report detailing their child's day such as meals, sleep time, and activities participated in.

Staff may also use this documentation to review and reflect on the work and interests that the children have participated in. Open communication between all co-workers is important in implementing Four Foundations as well as ensuring that all children feel a sense of engagement within the classroom.

Kids Zone believes that children deserve to be surrounded by knowledgeable and qualified educators. Adults, like children, deserve to have the opportunities to further their knowledge, understanding and expand their career aspirations. Kids Zone promotes and supports each staff's professional development by encouraging staff to attend workshops, seminars or take courses through a recognized training agency such as a college or university.

Kids Zone also will provide regular educational seminars in house during staff meetings that will add to the staff's continuing education. Another way Kids Zone supports Educational Assistants is encouraging our staff to enroll in the ECE apprenticeship program to achieve their ECE diploma. Throughout the year, there are many training workshops offered by Kids Zone that staff are encouraged to attend.

Ensuring that all children, parents and staff feel a sense of belonging within the center is important for overall well-being and ensuring that all members of Kids Zone are engaged within the program is done by expressing Kids Zone's Program Statement fully.

### Positive Child Guidance Practices

Throughout the day, there will be times when children have difficulty coping with a situation. Discipline should be:

- a. Related to the nature of the troublesome behavior;
- b. Appropriate to the developmental level of the child;
- c. Used in a positive and consistent manner and;
- d. Designed to assist the child to learn an appropriate behavior.

The following is a list of positive child guidance practices permitted at Kids Zone Childcare Centre:

1. Direct the child's attention to the activity or area that is appropriate at that time through clear communication. Staff must foster communication and see children as capable communicators. Under no circumstances should physical measure be used to direct the child.
2. Speak with the child at eye level. Give the child a chance to try again now or later. Be clear, specific, and follow through with consequences set down. Staff will speak with the child in a calm voice giving the child the opportunity to explain his/her motives
3. The staff will be clear to the child in regard to specific natural and logical consequences that
4. are developmentally appropriate
5. Separate the child from the situation by redirecting them and refocusing his/her energy on a quiet activity. The child remains in the classroom as a part of the group at all times
6. When the child has been removed from the activity, give them the opportunity to re-enter the play they were involved in
7. Inform the Centre supervisor/designate if all other techniques have been unsuccessful. The Centre supervisor will assist with the situation in the room. If necessary, a meeting with parents will take place to discuss alternate behavior modification.



8. With parental consent, external resources may be contacted (i.e. Region of Peel support, SNAP, CMH etc.)
9. Staff is expected to handle all situations in a consistent and professional manner. Providing children with warm, nurturing and supportive care towards children creates a less anxious child who is more motivated to learn and elicit desired behaviors.
10. Staff must interact completely throughout the day with children including meal time, arts and crafts, circle time and outdoor time. Interaction is a key responsibility in a teacher's job
11. Children should be encouraged to try all the food on their plate. A small portion should be served to start so it isn't overwhelming for them, they can always have more. Staff members will not force a child to eat at any time nor will they refuse children food.
12. Children will be allowed to practice self-care skills such as feeding themselves and helping with food preparation and distribution.
13. Staff must be good role models for children (i.e. staff shouldn't sit on furniture such as tables, shelves, etc.)

Note: if all these alternative measures do not succeed, Kids Zone supervisor will write up a letter asking the child's parents to withdraw him/her from the program.

### Prohibited Child Guidance Practices

The following is a list of child guidance practices prohibited by Kids Zone Childcare Centre:

1. The 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 exit of the child care centre 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; or
6. Inflicting any bodily harm on children including making children eat or drink against their will.

Contravention of Kids Zone Program Statement or Implementation Policy Will End Up In:

1. Discussion with the supervisor
2. A verbal warning by the supervisor or director
3. A written warning that will be retained in the employee file.
4. Suspension without pay pending on investigation; and/or
5. Termination of Employment.

In 2015, changes to the Early Childhood Educators Act, 2007 (ECEA) came into effect. Included in these changes are new requirements for employers to submit mandatory reports to the College of Early Childhood Educators.



## Duty to Report

In accordance with Kids Zone's Positive Child Guidance Practices, it is the responsibility of every person working or volunteering, including person who performs professional or official duties with respect to children, to immediately report to the centre supervisor any infractions or noncompliance to this policy. It is the responsibility of every person working or volunteering, including a person who performs professional or official duties with respect to children, to immediately report to the local Children Aid Society Authority any knowledge for suspicion of abuse or neglect of children.

Failure to report to your supervisor may result in immediate termination of your employment or volunteer placement within the center. Child's safety must take precedence over all other concerns.

In the event that a staff, student, or volunteer suspects infraction on this policy, a write up will be completed as soon as possible in the individual's handwriting, using pen only. Document only the facts - do not include how you are feeling about the incident, or personal thought about what might have happened.

- Include the name(s) of the individuals, and centre supervisor.
- Do not make a rough copy and then rewrite in good - the original recording of the facts is your documentation. If you make a mistake, do not use white out - cross out and initial any errors, and then, continue on.
- Sign and date the form and get the person you reported to also sign and date they have received it.
- This is to be done every time a staff/student/volunteer has reason to suspect that policy infractions or non-compliance has occurred.
- All documentation is to be forwarded to the supervisor to be kept in a secure and fireproof cabinet, separate from the child's general file.

## EMERGENCY MANAGEMENT POLICIES AND PROCEDURES

An emergency is any unforeseen and urgent situation in which an immediate response and action is required to ensure the safety of all individuals in the child care centre. Kids Zone Childcare Centre will take steps needed to ensure the safety of all children, employees and any other person present during an emergency by following this policy as well as procedures outlined in other relevant documents (i.e. fire plan). In an emergency situation staff must make every effort to ensure that all children are accounted for and supervised at all times.

Each room has access to intercoms to communicate with the office. The office has the ability to communicate with parents and in case of an emergency, emergency services will be contacted. In the case of an emergency, staff are permitted to have their cell phones on them to aid in communication with parents and ensure that all parents of children onsite have been contacted. An up-to-date emergency contact list is available with the numbers to all emergency personnel including police, fire and ambulance as well as the nearest poison control centre, and a taxi service.

## Emergency Evacuation

For emergencies that require evacuation of the child care center such as fire, detection of carbon monoxide, gas leak, etc., staff and children will proceed to the designated safe meeting place outside of the building as performed during regular fire drills. The staff member who becomes aware of the need to evacuate must inform the supervisor and all other staff of the event as quickly and safely as possible. In the case of fire, the staff will pull the fire alarm.



## Staff Responsibilities During an Evacuation

- Assemble children in a line along the wall and leave the building through the nearest emergency exit and proceed to the meeting place.
- Check the entire classroom including bathrooms and sleeping area to ensure no one is left behind and close doors when leaving
- The staff in each classroom must take the room backpack, which includes;
  - Emergency medications and IAP/IMP lists
  - iPad and registration forms binder
  - Medication box and key
  - First aid kit
- Designated staff must help individuals with medical and/or special needs who require special assistance (*see further details below*).
- Once at the meeting place, staff will take attendance to ensure all children are present and inform the supervisor of any staff or children missing.
- Remain calm and follow instructions provided by supervisor and/or emergency personnel.

## Supervisor Responsibilities During an Evacuation

- Alert staff of the evacuation and guide individuals to the emergency exits when it is safe to do so
- Take first aid kits and key to emergency lock box when possible.
- Call 911 for medical aid/assistance as needed, or other appropriate local emergency response agencies.
- Inform emergency personnel of any individuals whose whereabouts are unknown.
- At the meeting place, perform a head count and compare with attendance.
- Confirm driveways are clear for emergency personnel to access the building and wait for their arrival.
- Ensure no one re-enters the building until it is safe to do so.
- If permitted by emergency personnel, conduct a walk-through of the child care centre to verify that everyone has left the building.
- Call Director/Owner if not already present.

If it is deemed unsafe to return to the centre and resume normal operations by emergency personnel, a health authority, or the supervisor, all staff and children will proceed to the off-site evacuation site. The location for the evacuation site is known by the supervisor and posted on the information board near the main entrance of the building. The Supervisor would inform all staff to proceed to Olive Grove School. Upon arriving at the evacuation site, staff must take attendance to ensure all children are accounted for. Staff should encourage children to keep calm and engage them in activities where possible. On an ongoing basis, staff will conduct visual checks and head counts to ensure constant supervision. Staff must also keep attendance as children are picked-up by parents and remain present until all children have been picked-up.

Emergency Evacuation Site – Olive Grove School – 2300 Speakman Dr., Mississauga, L5K 1B4

## Procedures for Persons Requiring Assistance

During an emergency evacuation the staff member will assist the person with special needs to exit the building in a timely manner. Whenever possible special needs person should be moved to the exit with their assistant devices for example, wheelchairs, or crutches as they will require these devices once outside the building.



## Lock Down and Related Events

All staff in our centre on a regular basis need to know how to protect themselves and how to protect children in the event of a major incident or threat of school violence. In the event of a serious situation local police will notify Kids Zone via telephone of the situation. In the event of a lockdown no parents, staff or children will be allowed in or out of the building and all key cards and key fobs will be disabled by the office immediately.

“Lockdown” should only be used when there is a major incident threat of violence within the Centre or in relation to the child care centre. In the case of a lockdown all doors that are able to be locked should be and all blinds should be lowered. Plans should emphasize the importance of locking down as quickly as possible.

At the first indication of a major incident of school violence, notification must go to the office and the lockdown commenced immediately. Staff and children outdoors will be instructed to return to their classrooms. Parents will be made aware of the lockdown via email or phone.

“Hold and Secure” should be used when it is necessary to secure the child care centre due to an ongoing situation outside and not related to the child care centre (i.e. a bank robbery occurs near the center but not on property). In this situation, the child care continues to function normally with the exterior doors being monitored closely and all children will remain inside the centre until such a time as the situation is resolved.

“Shelter in Place” should be used for an environmental or weather-related situation where it is necessary to keep all occupants within the school to protect them from an external situation. Examples may include chemical spills, blackouts, explosions, or extreme weather conditions.

## Effective Practices

All staff (especially those working in the main office) should be aware that when information is received in the office of a situation requiring a lockdown, whoever receives that information, will immediately notify all classrooms announcing the lockdown. There should be no hesitation in announcing the lockdown and the decision to call the lockdown should be made immediately by whoever receives the call to the office and should not be delayed for the purpose of checking with administration before announcing a lockdown.

## Classroom/Other Secure Area-Procedures During Lockdown

In the case of a lockdown, all doors should be immediately locked, and staff should gather everyone in the immediate vicinity into their classroom or other secure area, but only if it is safe to do so. Once inside a secure area, staff and students should:

- stay away from doors and windows.
- turn off lights.
- close blinds.
- beware of sight lines
- if there is a window in the classroom door, consider covering window
- take cover if available (get behind something solid)
- remain absolutely quiet
- staff to take attendance
- No cell phone use unless necessary to communicate regarding the incident. Cell phones should be shut off or put on vibrate.



## Procedures to end a lockdown

Plans to conclude a lockdown may vary depending on the situation. It may be a room to room visit from police/school administration with some sort of an identification process, so that the occupants of a locked room know in fact that whoever is giving them the all-clear, is in fact authentic. Local plan should include procedures for ending lockdowns at off-site evacuation locations. In all cases where police have responded, plans should clearly indicate that the decision to end a lockdown shall only be made after approval of the on-scene police.

There is a need to include the same level of authenticity to ending a lockdown as to initiating one.

### Communication with Parents/Guardians

As soon as reasonably possible during an emergency the supervisor will send a group email to all parents in Hi Mama informing them of the situation, any applicable instructions, and the known next steps. In the event the center has been evacuated to the off-site location, staff will also contact parents by phone to alert them of the need to pick-up their child(ren) and provide the address of the evacuation site.

If normal operations do not resume on the same day an emergency situation has taken place, the supervisor must send all parents and guardians an email with details on when and how normal operations will resume as soon as this is determined.

On an ongoing basis parents will be encouraged to ensure contact information is kept up to date so they can be reached easily by staff in the event of an emergency.

### Procedures After an Emergency

The Director and supervisor will work with applicable authorities, i.e., health, building, education, to rectify an emergency situation and resume normal operations as soon as possible. The supervisor is responsible for reporting unplanned disruptions in the normal operations of the child care centre to the ministry of education via a Serious Occurrence report within 24 hours. All requests for information from the media should be directed to the Director/Owner. Staff should not respond to media inquiries directly.

Families and staff will be debriefed on the details of an emergency event by email correspondence within 7 days. In some cases, signage may be posted throughout the center. In an effort to support staff and families who have experienced distress from an emergency situation a psychiatrist, social worker or counselor may visit the child care centre to meet with individuals after regular operations commence.

Children will continue to be monitored for signs and symptoms of distress in the weeks after the emergency and the appropriate intervention sought when needed.

### Contingency Plan

In the event of power outage, fire, flood, watermain break or sewage leak, Kids Zone Childcare Centre will likely close the center for the day. Depending on the circumstances, the supervisor will contact the Director about the situation.

The supervisor will call the local regional health line to inform them of the current situation. Depending on the recommendations from the region, Kids Zone will either stay open or will close.

In the event of a flood where the amount of water is not too much, classes will be cleaned up and children will be allowed to stay and return to school. If the school is completely flooded and there are structural issues that require attention, the school will be closed and will remain closed until the building is pronounced safe. Staff and children will be taken to the evacuation site and picked up by their parents/guardian.



In the event of water shortage at the center, where water is no longer available, water jugs and water bottles will be purchased by Kids Zone for the children to consume and for children and staff to wash their hands.

In the event of a power shortage where the building remains open due to natural light, fridges and freezers are NOT to be opened. Tape will be placed over the fridge and freezer doors to ensure no one opens either the fridge or freezer to reduce the risk of food spoilage.

Additionally, in the event a power outage happens before lunch is served, alternative measures will be taken to provide children lunches. Lunch will be provided by an outside company, ensuring food restrictions and allergies are met.

If the problem is not corrected by the start of the next school day, parents will be contacted and will need to make other arrangements for their children for the day. Kids Zone will remain closed until the school building is dry and/or safe to resume normal operations.

It is the supervisor's responsibility to notify their ministry of education program advisor to seek guidance and report the Serious Occurrence within 24 hours. All center staff, students and volunteers will review the Emergency Management Policy & Contingency Plan before beginning employment/placement.

## WAIT LIST POLICY

Upon completing a walk-through tour of Kids Zone Childcare Centre, the supervisor or tour designate will inform you of the next available date of care or whether the start date you have requested is available. Should the start date you requested not be available due to full registrations and you are looking for full-time care, you may choose to be placed on a wait list, with no deposit required. Kids Zone's wait list does NOT secure a spot for your child(ren). There is ONLY a waitlist if there are no spots noted as available. If you agree to being added to the waitlist, Kids Zone will contact you in the order in which your request was submitted to the office and present to you the first date of care that becomes available. In the case an in-house family or staff is in need of a spot they may receive priority over new families. Humanitarian and compassionate grounds apply to people with exceptional cases based on supervisor discretion.

When an opening becomes available, parents will be contacted in the order in which their wait list form was submitted, and the first available date of care will be offered. Should Kids Zone not be able to reach you within 24 hours, your spot will be forfeited, and you will be placed at the end of the wait list. A completed registration form will secure the childcare spot offered to you. The registration form, the registration fee and deposit are required within 24 hours of contact to secure the available spot. Failure to bring registration form and registration fee within this timeframe will result in the forfeit of the available childcare spot and you will be placed at the end of the wait list.

Should you decide that you do not want the next available date of care that is offered to you, Kids Zone will contact the next family on the wait list, thereby forfeiting your spot on the wait list.

A record of the wait list will be kept in the office. Parents who wish to know their position on the wait list are to call the office where the supervisor or designate will inform the family verbally of their number in line. Additionally, families who wish to visit the center to know their current position on the wait list will be informed verbally by the supervisor or designate what their current position is.

All Center Staff, students and volunteers will review the wait list policy before the start of their employment/placement/volunteer position.



## PARENT CODE OF CONDUCT

We all have the right to be safe and feel safe in our school community. Kids Zone's Code of Conduct sets clear standards of behavior that apply to all individuals involved in our center community including parents or guardians, volunteers, or teachers.

These standards apply whether they are on Kids Zone property or at centre-sponsored events and activities.

All members of the Kids Zone community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability, or any other ground protected by Ontario's Human Rights Code.

All adult members have the responsibility to act as models of good behavior. Foul language (swearing, name-calling, shouting, etc.) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Behavior that interferes with or is disruptive of the daily operations of the centre or harassing, intimidating or of an abusive nature of any kind towards a child, student, parent, staff, or teacher will result in immediate intervention up to and including the family's expulsion from the center and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written notes, email, words, gestures and/or body language.

No weapons are allowed on center property or at center functions. Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.

The privacy and confidentiality of our parents, guardians, teachers, volunteers, and students is important to us. All concerns and comments should be addressed to the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via electronic mediums such as Facebook, Instagram, personal blog sites or other forms of electronic information sharing.

School cubbies are to be used solely for the purpose of communicating between parents and center staff. They are not to be used for business promotion.

At the time of enrolment, Kids Zone will collect personal information such telephone numbers and emails with the intention of communicating with parents about upcoming events, center's news or important reminders. Additionally, telephone numbers will be used for emergency contact use. Under the Personal Information Protection and Electronic Documents Act (PIPEDA), by signing the Child Registration Package you consent the collection, use, or disclosure of personal information. Kids Zone will never distribute any personal information to outside agencies and will only send communication via email for centre updates.

### Birthdays

Every child's birthday is special and is celebrated at the center. Due to many food allergies and restrictions, we cannot allow food to be brought from home. Any food brought into the centre will be discarded immediately. We do offer the option of ordering a nut free, dairy free, cake at an added cost. Consult the Supervisor for up to date costing. For safety concerns and hazards any toys or loot bags that are brought into the centre need to be approved by the supervisor prior to entering the center.





## SMOKE FREE POLICY

Kids Zone Childcare Centre is a smoke free building, including the playgrounds whether the children are present or not, according to the Smoke Free Ontario Act. Smoking will not be permitted ANYWHERE on Kids Zone Childcare Centre property.

## PARKING

Kids Zone has designated parking. Please ensure that children are closely monitored at all times while in the parking lot to ensure their safety. From time to time, we may share the building with other tenants, do not park in spots marked with another tenant's name. Please adhere to our no idling signs in the parking lot while in front of the playgrounds while they are in use.

## PHOTOS

As part of our daily programming children are involved in several adventures throughout the day. We love to share these moments without parents, as they are essential building blocks for our children's growth. For us to share these moments with you, by signing this form you are consenting Kids Zone teachers to take pictures of your child with other children in the picture and giving permission to send it home.

Giving permission that your child may be in a picture that goes home with another child and giving consent for your child's photos to appear on our displays, classroom blogs, website, social media, classroom documentation or learning portfolios, etc.

## CONFIDENTIALITY POLICY

All information about your child and family members provided to Kids Zone staff is kept confidential. Information collected is the minimum needed to serve the purpose of the service provided and the right of every child and family's privacy is recognized to the greatest extent possible. Parents have access to their child's records and will be informed of who may have access to the records on an internal basis (i.e. staff, bookkeeper, etc..). At that time, an appropriate written consent of a parent will be required prior to the release of personally identifiable information to third parties.

## CHANGE OF INFORMATION

If you have a change of address or telephone number, it is essential that we have that information in your child's file. All emergency information must be kept up to date, including your work or school number, numbers of emergency contact people and who may or may not pick up your child from the centre. Please remember to keep us informed of any changes to any of this information so that you can be easily reached if necessary. If your child is involved in a custody dispute you need to inform the centre in writing and provide any documents requested.

## IMMUNIZATION POLICY

Parents must provide updated immunization records before starting with Kids Zone and once enrolled records must be updated within a reasonable timeframe. All records must be from a medical officer of health.

If parents object to immunize their child, they must fill out the "Statement of Conscience or Religious Beliefs" or "Statement of Medical Exemption" form and sign and date the Immunizations Records section in the Child Registration Package.



## NUTRITION AND FOOD POLICY

We are a peanut free/nut free facility, no pork products are served, and all meat products are certified Halal and Kids Zone will be strictly adhering to this policy at all times.

Our menus are planned to meet children's nutritional needs based on Canada's Food Guide, the Child Care and Early Years Act and Canada's guidelines for healthy foods. We respect and try our best to accommodate special diets and food restrictions. The four-week menus are posted in HI Mama, posted in the centre and available on our website.

The center provides a healthy morning breakfast, a healthy meal at noon and healthy afternoon snack served after naptime for children in our infant, toddler, preschool and full time Kindergarten programs. Children do not need to bring food from home and any diet restrictions are to be discussed with the Centre Supervisor. There is ONE EXCEPTION to this food policy. Children that are 44mo to 7 years and are attending care in our 'summer program' for July and August and in specific rooms as identified by the centre will be asked to bring their own morning and afternoon snack from home that is peanut free, if they choose too. This is not required as it is a personal choice for the family. This food will be left in the bags of the children until snack time and will only be eaten in the classroom that they are attending and nowhere else in the centre. The centre will provide a hot lunch in this summer program and will discuss any food restrictions with parents as needed.

For Infants, parents are to provide formula and/or breast milk and any specialty items, that will be provided in an original container from the store which includes a list of ingredients for our verification. Once a child begins to eat solid food, the Centre will provide blended, pureed, chopped or solid foods, and milk.

Many children suffer from allergies and parents are asked to inform us if your child has any allergies upon discovery.

No food is allowed to be brought into the centre at any time unless arrangements have been made with the Centre Supervisor. All ingredients must accompany the product in writing. The Supervisor will approve the item once determining the food source and ensuring the product is peanut/nut free. Parents must be cautious of allergens when bringing food to the center.

Children who bring food from home in the morning or who keep food in their bags must remove these items before entering the center unless approved by supervisor. The centre does daily checks of all the children's bags and discards all items regardless if the product is opened or closed. This strict policy will prevent any children from accidentally consuming any food products that they may be allergic to. Safety is the utmost importance at all times. We ask that all families adhere to this policy.

Each child under one year old is fed in accordance with written instructions from the parent of the child. Bottles will not be given to infants while they are lying down. Children under one year should be held at a 45- degree angle or greater when feeding and an adult should always hold the bottle until the child is able to do so independently, and bottles should never be propped against something or left in a child's mouth when they are falling asleep or asleep.

All Center Staff, students and volunteers will review the food and nutrition policy before the start of their employment/placement/volunteer position.



## Meal Times

Breakfast:

Infant – 7-8:45am

Toddler/Preschool/Kindergarten – 7-8:30am

Lunch:

Infant/Toddler – 11am

Preschool – 11:30am

Kindergarten – Noon

Afternoon Snack: Approximately 3pm for all age groups, however for greater certainty please review your respective class schedule.

### Breast Milk Policy

Safe handling, storage and administration of breast milk are important in order to minimize the risk of contamination and infection to children and staff. As breast milk is a body fluid, childcare staff should:

1. Receive stored human milk in individual sealed containers from the parent/guardian. The breast milk will be provided to the staff in the classroom either fresh in a serving size per bottle as desired by the parents or frozen.
2. Ensure each container of human milk is labelled with the date of expression, and the infant's name.
3. Staff should double check the name on the breast milk bottle with another colleague to ensure the correct child is receiving the correct human milk.
4. Wash hands before and after handling breast milk.
5. Parents will provide direction to the staff as to the specific requested time of feeding and how it should be given.
6. Breast milk will be placed in a bowl of lukewarm water to bring it up to room temperature before providing to the infant.
7. Breast milk can be left at room temperature up to 4 hours.
8. Breast milk can be left in a fridge up to 4 days.
9. Breast milk can be frozen up 12 months.

## WHAT TO BRING CHECKLIST

Ensure EVERYTHING is labelled with your child's first AND last initial.

Toddler, Preschool & Kindergarten

- 2 pairs of indoor running shoes that can remain at Kids Zone (No crocs, slippers or open toe shoes are allowed, and the shoe must wrap around the heel)
- 1-2 complete change of clothes (extra if potty training)
- A blanket for sleep time
- Water bottle – labelled with your child's name
- Diapers/pull-ups and wipes as required
- All appropriate outdoor clothing for the weather we are experiencing at the time



## Infant

- Provide 3 bottles or 2 sippy cups (1 for milk and 1 for water) Bottle or sippy cup is dependent on age or need of infant)
- Several pieces of extra clothing
- Diapers, wipes, and diaper cream (if needed)
- Daily supply of formula if your child is not drinking cow's milk or specific baby cereal needed. All must be in the original container from the store with the ingredients clearly listed.
- Clothing for outdoors appropriate for the weather we are experiencing at the time

## WEATHER AND TEMPERATURE POLICY

### Indoor Temperature

Kids Zone will ensure that the indoor temperature will be maintained at a level of at least 22 degrees Celsius (72 degrees Fahrenheit). All thermostats are adjustable as needed throughout the year.

### Outdoor Temperature

Winter Cut-Off (temperatures include windchill)

#### **Infants**

Colder than  $-5^{\circ}\text{C}$ . and the supervisor will use their discretion to assess the playground condition. Wind gusts should not exceed 40 km/hour.

#### **Toddlers**

Colder than  $-10^{\circ}\text{C}$ . and the supervisor will use their discretion regarding the length of time outside, wind gusts, sunshine and how the children are coping.

#### **Preschool and Kindergarten**

Colder than  $-20^{\circ}\text{C}$ . and the supervisor will use their discretion regarding the length of time outside, wind gusts, sunshine and how the children are coping.

Summer Cut-Off (including humidex)

#### **Infants**

Hotter than  $+30^{\circ}\text{C}$ . However, if the temperature readings are between  $+25^{\circ}\text{C}$  and  $+30^{\circ}\text{C}$  the supervisor will use their discretion when using the playground (seek shade, offer water, waterplay and limit time outdoors). All children are to wear sunscreen unless parents have permitted otherwise with written consent.

#### **Toddlers, Preschool and Kindergarten**

Hotter than  $+32^{\circ}\text{C}$ . During the hotter months teachers are to ensure their child has water ready to go outside with them. However, if the temperature readings are between  $+32^{\circ}\text{C}$  and  $+35^{\circ}\text{C}$  the supervisor will use their discretion (limit time outdoors, seek shade, offer water and water play, squirt bottles, etc.). All children are to wear sunscreen unless parents have permitted otherwise with written consent.

We also exercise caution when the air quality is poor. All children will remain indoors when the air quality index is 50. The use of sunscreen is encouraged throughout the year as the weather dictates. Parents are asked to apply sunscreen to their child in the morning and the teachers will reapply it in



the afternoon (as long as the parent has signed the registration form indicating the use of the sunblock). A bottle of sunscreen is labeled and kept at the centre. Please check the expiry dates on the sunscreen. Kids Zone does not accept sunblock with Arachidoyl alcohol (peanut oil). Aveeno sunscreens other than Aveeno BABY brand have been known to include this ingredient therefore we are unable to accept them.

### Inclement Weather

Childcare centers across Ontario implement an Inclement Weather Policy to ensure safety measures are followed when weather conditions become dangerous. Kids Zone's foremost concern is to ensure the safety of our students, families, and staff and to ensure that every possible measure has been taken to prevent injury and to maintain a safe environment, inside and outside our centres.

In the event of serious inclement weather, every effort will be made to keep the center operational during regular hours, however, we may be forced to cancel some of our services.

On severe weather days we ask all our families check our website as we would place a notice on the banner. In addition, an email will be sent through HiMama which will provide parents of any updates throughout the day.

The responsibility lies with parents to check our website, review your email, or call the centre for updates as the voice mail will be updated as well.

#### Closure of the centre during normal operating hours

If the centre is open and weather conditions quickly deteriorate, the staff and management will ask parents to wait at the center until we can ensure that proper ratios are in effect prior to the parents leaving.

Management will continue to monitor and assess the conditions and take into account the safety of staff and families in returning home. In the event that management determines that the center must close during normal hours of operation, parents will be called and required to pick up their children as soon as possible.

Parents/guardians need to be aware that families will not be reimbursed for days missed due to severe weather conditions.

All Center Staff, students and volunteers will review the weather and temperature policy before the start of their employment/placement/volunteer position.

## ILLNESS POLICY

Kids Zone Childcare Centre completes a health check on a daily basis of all children upon arrival to the centre to identify any possible contagious symptoms and a documented record is kept in our Health Tracking Form. In the case of a failed health check due to a bruise, cut or scrape, etc. staff must ask parents what happened and document this on the Health Check Form. Additionally, staff should encourage parents to share any information regarding their child's restless night, lack of appetite, or other atypical behavior. This information is also recorded in the classroom communication log. Staff members will not admit children showing signs of illness upon arrival at the center and when children are not able to participate in daily activities. The staff member will inform the Centre supervisor immediately of any children who are asked not to be admitted.

If a child develops an illness while at the centre, the teacher must document the symptoms, temperatures and times taken as well as parent follow up documentation. The child is then to be separated from other children to avoid the spread of illness. The teacher will then inform the office and



management will call a parent to come immediately for pick up.

If a child develops a serious illness and appears to require immediate medical attention or the child's parent cannot take the child immediately the Supervisor will make the decision of whether or not to call 911.

All Center Staff, students and volunteers will review the Illness policy before the start of their employment/placement/volunteer position.

## SYMPTOMS TO LOOK FOR AND CHANGE IN BEHAVIOUR

- Vomiting or diarrhea two (2) or more episodes of diarrhea/vomiting)
- Elevated temperatures of 38°C (100.4) or more
- Unusual irritability, fussiness and restlessness and unable to participate in the daily program
- Flushing, pallor or listlessness
- Difficult or rapid breathing - this is especially important in infants under six months old
- Severe coughing
- An acute cold, nasal discharge or coughing
- Undiagnosed skin rashes or infections
- Sore throat trouble swallowing
- Grey or white stools
- Headache and stiff neck
- Redeyes or ears with noticeable yellow or green discharge

Please refer to guidelines for common communicable disease chart or refer to reportable diseases chart for further information from your applicable regional health authority.

Kids Zone will obtain and post information on the symptoms, incubation periods and isolation periods of various diseases in the main hallway of the center.

## ACTIONS TO BE TAKEN WITH AN ILL CHILD/STAFF

1. The child's parent or guardian will be notified immediately and asked to pick the child up from the centre as soon as possible. Supervisor or designee will make the decision to notify the parent or guardian. The supervisor will document the illness in the office communication log and the teacher will document in the classroom.
2. If the parent or guardian notifies the office that he/she will be a certain length time before coming to pick up the child, staff are required to make the child feel comfortable in a quiet separate place within the classroom by offering food, water, a cot to sleep/rest, a teddy bear etc. Staff will do their best to separate children due to illness; however, at no point in time does a teacher segregate or restrain a child for being ill.
3. The child will be asked to stay home for the period of communicability until they have been symptoms free for 24 hours for respiratory illnesses & fever and 48 hours for gastro-intestinal symptoms (nausea/vomiting and/or diarrhea). This is the time frame when a person with an infectious disease is contagious or capable of spreading the disease to others.
4. Supervisor or designee may at any time require a doctor's note for a child to return to the centre
5. If a staff is ill, they must contact their supervisor and they will arrange for someone to come cover their class as per regional Public Health guidelines.
6. Should the supervisor suspect something contagious, a doctor's note or an increased symptoms free time period may be implemented.
7. In case of lice Kids Zone requires the staff or children to either;
  - a. Provide a proof of treatment note from a lice clinic



- b. Stay home for a period of 72 hours and get treatment and pass an office check once the child arrives

**\*\*Note:** At the supervisor or supervisor designates discretion, we may seek medical attention, in which case the parent misarranged meet us at local hospital immediately.

## WHAT TO DO DURING AN OUTBREAK

### What Is an Outbreak?

- Refer to regional public health guidelines.

### Typical Symptoms to Look for In an Outbreak of Enteric Illness Are:

- Diarrhea (more than two (2) episodes of diarrhea/vomiting)
- Bloody diarrhea
- Vomiting
- Nausea
- Stomach cramps
- Undiagnosed skin rashes or infections
- Elevated temperatures of 101°F or 38.5°C or more
- General irritability, fussiness and restlessness
- Malaise
- Headache

**\*\*Note:** Symptoms such as cough, runny nose, sneezing, nasal congestion, sore throat, and hoarseness are not usually associated with enteric illness and maybe due to respiratory illness. Kids Zone Childcare Centre will keep a daily record of children and staff illness and their symptoms on the health check section.

Centre supervisor is responsible to review all illness tracking forms and if there is an outbreak to follow these steps:

- a. Notify Public Health and Create Line list outbreak. Follow their recommendations and requirements to manage the outbreak.
- b. Provide public health with the necessary information regarding children and staff.
- c. Report changes associated with the outbreak and provide updated daily information about the outbreak to Public Health as necessary.
- d. Communicate the necessary information to families of children attending the centre.

### Establish Control Measures During Outbreak

1. Exclusion: If a child is ill, contact the parent to take the child home and advise them to see a physician. Exclude ill children and staff from the childcare centre until they have been symptoms free for 48 hours (for most situations).
2. Encourage good personal hygiene practices for parents, staff, and children. Practice proper and frequent handwashing.
3. Follow regional disinfecting guidelines.
4. Increase the frequency of cleaning and disinfecting of common areas and high touch surfaces (door handles, handrails, sink and toilets).
5. Clean and disinfect toys on daily basis. Toys that are mouthed should be immediately removed from use, cleaned and disinfected prior to reuse.



6. Stop group sensory play activities such as water play, playdough, etc.
7. During an outbreak all sleeping equipment (cots and mattresses) must be cleaned and disinfected minimum of twice a week or when visibly soiled. Once an outbreak is declared, all cots must be cleaned and disinfected immediately.
8. Staff should be assigned to their dedicated room and not move between rooms.
9. Stop any internal children transitions between classrooms.
10. Personal protective equipment is worn when there is a potential for exposure to pathogens (i.e. diapering, toileting, cleaning up vomit etc.)
11. Soiled clothing must not be rinsed or washed at the centre. Place them in securely tied bag and send it home.

### Declaring an Outbreak

The outbreak will be declared over by the outbreak investigator of public health.

## MEDICATION POLICY

**Intake of Medication:** parents who intend for their child to have any medication must first bring it to the classroom teacher. Medication must come in its original container/package. Upon intake, the parent will be asked to fill out a Medication Authorization Form in full and sign it. This form will then be signed by the classroom staff. This form will explain the details of the medication including the name of the medication, the dosage to be given, the time(s) to be administered and/or a description of when it is to be given (i.e. “when temperature reaches 38°C”). If medication is used on an “as needed basis” the instructions on the Medication Authorization Form must clearly indicate which symptoms must be present in order to administer medication. This form **MUST** be filled out prior to the administration of ANY medication.

Failure to provide the teacher with the required form will result in the medication not being administered. No staff can administer medication without the Medication Form being filled out and signed. Once the Medication Authorization Form is complete, the medication will be placed in a Ziplock Bag and a Kids Zone Medication Label detailing all information will be attached. After administering medication, it will be documented on the Medication Form, by whom the medication was administered, the date, dosage and the time. Unused portions are to be returned in the original container to the parent of the child or discarded safely with parental permission. Active Medication Forms will be kept and filed in the child’s file in the office.

**Over the Counter Medication:** Will only be permitted to stay on Kids Zone Child care premises for (3) three days upon which it will be sent home, unless otherwise approved by supervisor discretion. A medication authorization form is required to be completed as well.

**Prescription Medication:** Will be permitted to stay on Kids Zone Childcare premises for the duration of the prescriptions outlined on the pharmacist label.

**Mild and moderate allergy medication:** (such as Benadryl being needed for a child with mild, moderate allergy) Will be permitted to stay on Kids Zone Childcare premises as long as needed.

**Emergency Medication:** Children who require emergency medication due to a severe allergy will be posted in our list of children with an Individual Allergy Plan (IAP) or Individual Medical Plan (IMP). Medication for severe (anaphylactic) allergies, puffers for asthma and Tylenol and Advil for febrile seizures are considered emergency medication and are permitted to remain on site as long as needed.

**Storage of Medication:** will be in accordance to the medication label.

- Emergency Medication is to be kept with children at all times. During small groupings, if the child is





on the playground, emergency medication must be kept in the emergency backpack out of reach of the children. If the child is inside, the emergency medication must be kept out of reach of the children.

- Non-Emergency Medication is to be kept in accordance to the medication label. Medications must be kept out of reach of children and placed in the Medication Lockbox in the cupboard or in the fridge.

Medication Type	Number of days to keep on premises	Where to store
Over the counter	3 days	Medication lockbox in cupboard or fridge
prescription	Duration of prescription	Medication lockbox in cupboard or fridge
Mild/moderate allergy medication	As long as needed	Medication lockbox in cupboard or fridge
Emergency medication (Anaphylactic allergy medication, puffers for asthma and Tylenol or Advil for febrile seizures)	As long as needed	Emergency fanny pack or out of reach of the children.

## ADMINISTRATION OF DRUGS AND MEDICATION

1. Proper hand washing practices should take place prior to administering medication.
2. Ensure that the medication being administered is for the correct child by checking the name and dosage and ensuring it matches the Medication Authorization form and pharmacist label.
3. Read the instructions provided by parents and ensure that all information matches the pharmacist label and check the expiry date
4. The lead teacher in each classroom will administer the medication.
5. Medication should be dispensed in a well-lit area and, where possible, it is preferable to remove a child from the activity area to administer medication in a quiet environment with the least possible interruption.
6. After administering medication, document on the Medical Authorization Form, by whom the medication was administered, the date, dosage amount and sign off by teacher.
7. Unused portions are to be returned in the original container to the parents of the child or discarded safely with parental permission.
8. Active Medication Authorization Forms will be given to the office when complete and these forms will be filed in the child's file.

## MANAGEMENT OF MEDICAL DEVICES

For inventory purposes any medical device provided from home should be labelled with the child's name and sanitized when dropped off.

1. Cleaning and disinfecting reusable medical devices will reduce the risk of transmitting infectious diseases. Devices that are reused must be cleaned and disinfected after every use following the steps below: Hands to be washed with soap and water before and after touching the medical device.
2. Discard all single use accessories from the device.
3. Clean and disinfect the device following manufacturer instructions.



4. Store the device following instructions if given.

## CHILDREN WITH INDIVIDUAL ALLERGY PLAN, MEDICAL PLAN AND PROGRAM PLAN AND INCLUSION POLICY

Based on the requirements stated in the CCEYA should a child require additional support or accommodation to participate in the daily activities at the Centre, parents must provide staff with training specific to the medical needs or accommodations needed and work with the Supervisor and Community Partners in this regard. In most cases this will result in the creation of an individualized plan i.e., IAP, IMP or IPP for the child which will be shared with all center staff and posted in various parts of the centre. Parents are responsible for notifying the Supervisor about, consenting to, and sharing information regarding any allergy or medical condition their child has as well as any information that is necessary for the child to safely attend the childcare program. Parents must bring to the center any special equipment such as hearing aids, glasses, prescribed medication, braces, walkers, etc. Which are necessary to permit the child to participate in activities. An Individualized Program Plan (IPP) will accompany any and all children who require additional support or accommodations. This IPP will meet the needs of the child in care and outline any support that they may need while at Kids Zone. The IPP will be kept in the office and is completed and updated by the educational resource staff from Community Living Mississauga and can be referenced as needed.

Individualized Program Plans will be developed in consultation with a parent of the child, the child (if appropriate for the child's age) and any regulated health professional or any other person who works with the child (CLM) in a capacity that would allow the person to help implement the plan. These individuals include speech and language pathologists, early interventionists, physiotherapists, physicians, etc. Overall, Kids Zone prides itself on helping children reach their full potential and strives to achieve this by supporting the four foundations; belonging, engagement, expression, and well-being, to ensure children can grow and flourish in their environment. We celebrate uniqueness, abilities and diversity for every child, and we believe that all children deserve to attend a child care center that is inclusive to all individuals and that they participate in a program that is individualized to their specific learning requirement.

At Kids Zone we view children as competent and curious individuals who are rich in potential and capable of complex thinking. Kids Zone teachers and management team provide a variety of classroom materials and learning opportunities with the children's interests in mind to help guide the children reach their full potential and make educated choices. We believe that all children have the right to quality care and education in a safe and healthy environment and we support all children to reach their full potential.

We welcome local community partners and allow these partners to support the children, their families, and staff. These community partners are to support the children in their environment giving teachers strategies to improve a child's skills; whether it be speech, physical, social or cognitive skills as well as providing positive feedback regarding the classroom as a third teacher. Educators attend professional learning opportunities related to inclusion when possible and will benefit from the support of our internal quality team.

Kids Zone will make every effort required to assist any child and family who may have additional support needs to participate fully in our program and participate in a meaningful and purposeful manner by working with the families and outside agencies as necessary and continued placement with these agencies and the support of our internal quality team. Every effort is made to support new and existing placements without side support agencies. If all capacity building efforts within the process have been implemented and the needs of a child are not being met should the safety of any child or staff be in jeopardy because of the medical needs of a child not being met, parents may be asked to withdraw their child from care.



The inclusion policy is reviewed annually to ensure it remains relevant, effective, and appropriate and it will be reviewed by all staff upon hire and annually.

## SERIOUS OCCURRENCE POLICY

### Identification of a Serious Occurrence:

1. The death of a child
2. Allegation of abuse or neglect
3. Life-threatening injury /illness
  - a. Injury
  - b. Illness
4. Missing or unsupervised child (ren)
  - a. Child was found
  - b. Child is still missing
5. Unplanned Disruption of Normal Operations
  - a. Fire
  - b. Flood
  - c. Gas leak
  - d. Detection of Carbon Monoxide
  - e. Out break
  - f. Lock down
  - g. Other Emergency Relocation or Temporary Closure

### Closures Ordered by the Local Public Health Unit

Where public health orders a closure with **NO** confirmed COVID-19 case, submit a serious occurrence in CCLS under 'Unplanned Disruption of Service' with the subcategory of 'Public Health Ordered Closure'

OR if the centre closes voluntarily a serious occurrence is required.

A Centre must report an 'unplanned disruption of service' which represents closure of the entire childcare centre.

## SERIOUS OCCURRENCE PROCEDURES

### Immediate Action

- a. Health and safety of children and staff are addressed immediately.
- b. If needed, obtain help by dialing 9-1-1
- c. Parents are contacted immediately after.
- d. Ensure that staff members with knowledge of incident are interviewed and Incident Report is completed.
- e. Ensure notification of any death to police, CAS (as applicable) and family or others as appropriate.
- f. Inform centre Director.
- g. Serious occurrence is reported on [CCLS Website for reporting serious occurrence with in 24 hrs.](#)
- h. Print and post the Serious Occurrence Notification Form for 10 business days from CCLS.



## Steps in Reporting a Serious Occurrence

- a. File a Serious Occurrence Report using the Child Care Licensing System (CCLS).
- b. Serious Occurrence Reporting Submission: Supervisor or designee will report the serious occurrence on the CCLS website under (Serious Occurrence tab. Report A Serious Occurrence) using their unique user name and password, website <https://www.earlyyears.edu.gov.on.ca/ChildCareWeb/public/login.xhtml>. Complete all required fields on CCLS, and when uploading supporting documentation to ensure its accuracy and completion, do not block out or white out any information.
- c. Generate and complete the Serious Occurrence Notification form in CCLS. To help support the protection of privacy and personal information, no full child or staff name(s) should be used, instead use initials and age or birthdate of child, and no age group identifier to be used (i.e., Infant, toddler, preschool etc.) are to be used on the serious occurrence notification form.
- d. Print and post the Serious Occurrence Notification form in a visible location to parents for 10 business days from the date of the final update.

**\*\*NOTE:** Supervisors may wish to save a copy of the Serious Occurrence Notification form as an MS Word document should any updates be required at a later date.

- e. If necessary, update the Serious Occurrence Report online (i.e. When new information is available, or Program Advisor requests an update) and post the updated notification form. Within seven business days of submitting the Initial Serious Occurrence Report, go to Serious Occurrence and click on Update A Serious Occurrence Report(s), this must be completed and using the CCLS website.
- f. Complete and submit Update Serious Occurrence on CCLS. Submitted Serious Occurrence update report even if information and/or actions have yet to be completed. Include an explanation that a further follow-up report will be provided.
- g. Retain Serious Occurrence Notification form on file for at least three years.
- h. If for any reason supervisors cannot access CCLS they **MUST** still notify their program advisor via telephone email within 24 hours of becoming aware of the occurrence and complete a Serious Occurrence report in the CCLS as soon as the system becomes available.
- i. A report is to be provided to a program advisor of any serious occurrence in any child care centre operated by the licensee within 24 hours of the supervisor becoming aware of the occurrence.

## Record Retention

Reports are kept for three years.

### Duty to Report

Some serious occurrences, most notably an allegation of abuse or neglect, will give rise to a duty of report that a child may be in need of protection. If a licensee or staff member has reasonable grounds to suspect that a child is, or may be, in need of protection, they must report this to the local children's aid society in accordance with section 72 of the Child and Family Services Act.

The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection must make the report directly to a children's aid society. The person must not rely on anyone else to report on his or her behalf.



In 2015 changes to the Early Childhood Educators Act, 2007 (ECEA) came into effect. Included in these changes are new requirements for employers to submit mandatory reports to the College of Early Childhood Educators.

There are seven categories applicable to childcare that should be reflected in supervisor policies.

All Center Staff, students and volunteers will review the Serious Occurrence policy before the start of their employment/placement/volunteer position.

## CRIMINAL REFERENCE CHECK/ VULNERABLE SECTOR CHECK POLICY

### Who and when a Vulnerable Sector Check or offence declaration is required

1. Each employee, volunteer and student will be required to undergo a Vulnerable Sector criminal reference check (VSC) carried out by the police department of their home jurisdiction.
2. Persons who regularly visit the centre such as parent volunteers are also subject to a VSC.
3. The VSC must be current to the position the candidate is applying for at [Kids Zone Childcare Centre](#) no earlier than six (6) months before the date of hire.
4. If a person has previously obtained a VSC and has been terminated for more than six (6) months and then employment subsequently resumes, a new VSC is required prior to resuming employment.
5. If a person has previously obtained a VSC and has been terminated for less than six (6) months and then employment subsequently resumes, an "Offence Declaration" form must be signed prior to resuming employment.
6. Leaves and absences (e.g., sick leave, parent AI leave, summer closures, etc.) are not considered breaks in employment. Staff who are on parental leave or approved medical leave are not always required to submit a new VSC. The supervisors will use their discretion and review the current VSC to advise if a new VSC is required. However, in case the annual time for submitting a new Offence declaration has arrived these staff are also required to submit a new offence declaration.
7. Where an individual previously completed an education placement with the licensee and is then hired by the licensee as a staff within 6 months, no VSC is required.

A staff, student or volunteer may begin employment, educational placement or volunteer position who has not provided a VSC if:

1. A VSC is applied for as soon as reasonably possible, whereby Kids Zone will accept a receipt.
2. The length of time required to obtain a VSC justifies it;
3. A declaration form is completed; and
4. In both (1) and (2) Kids Zone will put additional measures in place to protect children who interact with the person until the VSC is obtained such as not being left alone and always being supervised.

Failure to provide the VSC within 3 months of employment will result in immediate dismissal. A new VSC is required to be submitted to the supervisor on or before every fifth (5<sup>th</sup>) anniversary after the date of the most recent VSC.

Each employee is required to sign a new "Offence Declaration" every calendar year except in a year in which a VSC is obtained. Each offence declaration shall address the period since the most recent offence declaration or VSC and must be obtained by a supervisor no later than fifteen (15) days after the anniversary date of the most recent offence declaration or VSC. Any staff, student or volunteer is to provide Kids Zone with an offence declaration as soon as reasonably possible any time he or she is convicted of an offence under the Criminal Code of Canada.



## Other Individuals at Kids Zone

Any person who provides child care or any other service to a child who receives care at Kids Zone will be asked for:

- An offence declaration from the person; or
- An attestation from the person's employer or from the person or entity who retained the person's services that,
  1. The employer, person or entity has obtained and reviewed a VSC from that person,
  2. The VSC was performed within the last 5 years, and
  3. The VSC did not list any conviction for any offences under the Criminal Code of Canada.

An offence declaration or attestation is done no later than 15 days after the anniversary date of the most recent offence declaration or attestation if the person continues to provide such child care or other services.

## Vulnerable Sector Check Retention and Accessibility

Kids Zone will only accept an original copy of the VSC. The director or supervisor may take a photocopy from the original and record on the front of the VSC "true copy of the original" including the current date along with the signature of the supervisor, BUT ORIGINAL MUST BE PRESENTED TO KIDS ZONE.

VSC's will be kept confidential and original copy of the VSC will be kept in the individual's staff file for the duration of the applicant's employment and only accessible by the administration staff and Program Advisor. Information from this check will only be used in the process of determining if an applicant is suitable for a specific position and to meet requirements of the Child Care and Early Year Act.

## What to Do with a Positive Vulnerable Sector Check

Kids Zone understands its obligation to Section 5, paragraph (1) of the Ontario Human Rights Code, which prohibits discrimination against an individual for purposes of employment by reason of a pardoned Criminal Code conviction or a standing conviction for a provincial offence. Kids Zone will not discriminate against an individual in this situation unless there is a bona fide reason relating explicitly to the position being applied for and with due consideration given to the need to accommodate applicants where possible.

Individuals with outstanding Criminal Code convictions for certain offences will not be accepted by Kids Zone for a direct service position with vulnerable sector. These offenses include, but are not necessarily limited to, the following:

1. Section 151 (sexual interference)
2. Section 163.1 (child pornography)
3. Section 215 (duty of persons to provide necessities)
4. Section 229 (murder)
5. Section 233 (infanticide)
6. Physical assault
7. Current probations or probation orders forbidding the individual from having contact with children under the age of fourteen (14)
8. Offences under the Child and Family Services Act relating to abuse of children
9. Outstanding convictions or charges pending for any offense deemed violent, whether or not it involved weapons.

Individuals may be excluded from positions within Kids Zone as a result of other information gained during the police records check and/or through the screening process as a whole, or as a consequence of other.



factors identified through the screening process. The applicant has the right to know why he or she is being refused.

Positive VSC with offences other than what is listed above shall not automatically disqualify a potentially successful candidate; however, Kids Zone will require these candidates to obtain a new VSC yearly within fifteen (15) days of the anniversary date.

The following are examples of circumstances which may affect our decision to hire:

- The nature & number of convictions
- The length of time since the conviction(s)
- Any efforts for rehabilitation
- References and work record
- Relevance of the conviction to the position
- The risk posed by the candidate to the children

## PARENT COMMUNICATION

### Lillio (Hi Mama)

At Kids Zone Childcare Centre, your child's classroom educators will be communicating with you through an application (app) called Lillio (previously known as Hi Mama). This app is available on your mobile phone and accessible through the web. Your family will be furnished with the form to complete so that your information can be entered into the system to communicate with your family. This is the main mode of communication between the classroom and your family, you **MUST** complete the registration. You will also receive Centre wide communications through this app. Note – if you need to communicate directly with the main office you must email the office at [info@kidszonechildcare.ca](mailto:info@kidszonechildcare.ca) you are not able to do this through the app. You are only able to communicate with your classroom.

This application will be used to track attendance for your child, communicate daily programming, communicate schedules and to share important details such as development skills achieved, diapering, meals and special events through pictures and notes.

If you, as a parent/guardian, have changes to your child's attendance, health status, pick-up or care issues, this information **MUST** be communicated directly to the main office. It's imperative that this communication flow through the main office so we are aware, and **WE** will communicate with the classroom as required.

### Video Surveillance

Kids Zone does have video cameras in each classroom and throughout the Centre. The purpose of these cameras are for Management purposes only. It is so we can be aware of who is in the Centre at any given time (safety), as well as for real time program monitoring and teaching purposes.

Due to privacy laws Kids Zone will **NOT** provide access to our cameras to parents for any reason. Data is **NOT** recorded and stored.



## DISCLAIMER

Parent Manual last updated – January 4, 2024

Kids Zone Childcare Centre reserves the right to update the Parent Manual without notice.

Many policies in this manual will only be used outside of the pandemic. Many policies will be superseded by our overarching Pandemic Plan and Policies and Pandemic Enhanced Health and Safety Protocols as required by the Region of Peel.