



All your children will be taught by the LORD, and great will be their peace. Isaiah 54:13

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Parent Handbook

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Available Programs

Kings Heritage Christian Childcare cares for children 12 months to 6 years of age.

Program Name	Age	Teacher Child Ratio	Hours of Operation
Infant	12-18	1:3	8:00 - 5:00
Toddler	18-2.5 years	1:5	8:00 - 5:00
Preschool	2.5 years – 6 years	1:8	8:00 - 5:00

Statutory Holidays

The centre is closed for the following Statutory Holidays. Fees are still charged for these days. New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day and Boxing Day. Statutory holiday that falls during weekend will be observed during business day and full payment will be required.

Kings Heritage Christian Childcare will be close for 1 week during the Christmas Break and Full Payment is required. The Dates will be announced close to December. For 2023, the daycare will close from Dec 25 to Dec 29, Jan 1, 2024, and open back Jan 2

Please Note: We also close at 12:30 pm for Christmas Eve and New Year`s Eve Day.

Snow Closure

If it is necessary to close the Daycare due to inclement weather, notification will be provided on our Facebook page, Email and on our Kindertales parent app. The decision to close will be influenced by public school closures and Staff safety to work. It is the responsibility of parents to email or call the daycare for information on closures.

If you plan on keeping your child home for the day, or to be late, please let the centre know as soon as possible. We are very concerned when children are absent for any reason.

Children will not be accepted into the daycare after 10am unless the child have an appointment. Please contact us

Payment is still required for a snow closure day.

Vacation Policy

There will be a waiver of fees for 5 vacation days for Full time and Part time days number will be based of numbers of days enrolled per week for each year. The waiver is contingent upon prior written minimum 2 weeks notice and approval from the supervisor. More vacation weeks requires full payment.

Fee Payments

Fee payments include statutory holidays and days your child may be absent due to illness, vacation days or Christmas one week closure. No deduction will be made for any of these days 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 as per our fee Monthly schedule, (Payment must be paid in advance before the start of each Month) any payment returned NSF, stop payments or late daycare fee will be subject to a \$50.00 charge (Non base fee). If you choose to change the program of your child, i.e. moving from full-time to part-time enrolment, no guarantee is made that the previous program will be available to you in the future. For example, a student that is reduced to 2 days per week for summer months is not guaranteed a full-time spot in the month of September.

A late fee of \$3.00 per minute per child will be charged to those arriving after 5:00 p.m. on the next billing period. Please note late fee is a non base fee. At 6pm, if we have not heard from you or been able to reach you or your emergency contacts, we will call the appropriate children's aid society.

All late fee will be paid to the staff on duty by the supervisor after parent pays. There will be no discount on Late fee

There is a \$50 registration fee (Non base fee) that is non-refundable to be paid upon registration. All forms, including registration package, and immunization forms must be completed at least 30 days prior to your child's start date. Failure to do so may result in loss of the start date you've requested

You will be charged Monthly once enrolment commences at the rate of the program in which your child begins the cycle in. Midweek transitions to another classroom will not be prorated for fee credits. The days of the week selected for part-time are fixed and ongoing until a change is requested and approved by the Director.

FULL TIME CARE	PART TIME CARE
Infants: \$60 per day - \$300 weekly	Infants: N/A
Toddlers: \$45 per day- \$225 weekly	Toddlers: \$50 per day
Preschoolers: \$42 per day - \$210 weekly	Preschoolers: \$47 per day

Canada-wide Early Learning and Child Care (CWELCC)

We pleased to share that Kings Heritage Christian Childcare has enrolled in the Canada-wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada.

Age group	Program	Base Rate Pre-CWELCC (March 27, 2022)	Base Rate less 25% 20 days after enrollment	Base Rate effective January 1, 2023
Infant	Full Day	\$60.00	\$45.00	\$28.35
Toddler	Full Day	\$45.00	\$33.75	\$21.26
	Full Day Part Time	\$50.00	\$37.50	\$23.63
Preschool	Full Day	\$42.00	\$31.50	\$19.85
	Full Day Part Time	\$47.00	\$35.25	\$22.21

ARRIVAL, DEPARTURE PROCEDURES AND ABSENT DAYS

When bringing your child to the centre, you are responsible to deliver your child to his/her teacher. Please ensure their belongings are in the proper 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 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 alternate pick up person. Authorized pick-ups listed on your child's registration form are given the authority to acknowledge reports provided by Kings Heritage Christian Childcare at 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 parent's 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 9:00 a.m. 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 with 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. Kings Heritage Christian Childcare will not be held responsible for soiled clothing. Please label all your child's clothing including boots, tops, underwear, mitts, hats, coats, and bags.

WITHDRAWAL AND DISCHARGE POLICY

A month written notice must be given to KHCC Centre before withdrawing your child. The child must attend during this notice period. If a month notice is not provided fees will continue to be charged for a month 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 a month notice. You may be asked to withdraw your child from Kings Heritage Christian Childcare 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.

Should parents be asked to withdraw their child from Kings Heritage Christian Childcare, two weeks' notice will be given. In the face of imminent danger to children, staff or anyone else within the Daycare.

Kings Heritage Christian Childcare reserves the right to terminate without notice and no further fees will be due.

Care can be terminated on behavioral issue and based on Development issue due to lack of resources or support

Care can be Terminated if parent fails to follow our policy. For example sending sick kids to school on purpose .

Parent Code of Conduct

Introduction

This code has been developed for parents and those with parental responsibilities ensuring they are aware of and meet Kings Heritage Christian Childcare expectations with regard to their interactions with the school, it's educators, other parents and children.

Purpose

Adherence to this Code is important to promote positive and productive relationships within the school community.

Policy

The preschool is responsible for fostering positive relationships amongst children, staff, families and our community. It is important that parents recognize and respect this and adhere to these requirements.

Procedures

Educators make time to discuss children's development throughout the day, at pick up and drop off times. If a parent wishes to meet with an educator for an extended time they can request a more suitable time.

Parents should never contact an educator outside of preschool or on social media. Parents can also request a meeting with the Preschool Director if they have any concerns. No Staff cellphone number allowed except with Director's permission. It is important that parents show respect for all staff, preschool families and visitors and not publicly criticize them or undermine them in any way.

Kings Heritage Christian Childcare has a duty of care to protect all staff and for this reason any intimidating, aggressive or abusive behaviour will not be tolerated. Communications whether verbal or in writing should:

- Show respect, courtesy and consideration.
- Not harass or bully others
- Not use intemperate language
- Not be confrontational
- Social media should not be used to criticize or denigrate others.

If a parent fails to observe this Code of Conduct after being warned about a breach. Kings Heritage Christian Childcare may terminate the enrolment of the child.

ACTIVITIES OFF THE PREMISES

From time to time with parent consent children will leave the premises of KHCC to participate in excursions to places of interest, planned as part of the children's program. This includes walks through the neighbourhood 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 child care centre and every precaution will be taken for the safety of the children.

In the event of accident or injury, Kings Heritage Christian Childcare and all staff members are hereby released from any liability.

VISITOR POLICY

The following is the visitor policy during the hours of operation at Kings Heritage Christian Childcare Centre. Parents and guardians of children enrolled in our programs are not considered visitors, and do not need to sign the visitor log.

1. All visitors who are to be interacting with children must sign an Offence Declaration form and have identity verified via government issued identification.

2. Supervisor/designate must ensure that all persons attending a premise for longer than 10 minutes must sign in and out on the visitor log located in the Supervisor Log Book.
3. Supervisor/designate can sign visitors in and out.
4. Visitors attending for a tour of the facility do not need to sign in; however they must remain with the supervisor/designate at all times.
5. Visitors are not to be left alone when in the company of a child who is in Kings Heritage Christian Childcare
6. Inappropriate behaviour or language will NOT be tolerated.
7. 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 may rules may result in the visitor being escorted off the premises.

Supervision of Students and Volunteers Policy

Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive childcare. Students and volunteers will not be counted in staff to child ratios.

Student and Volunteer Supervision Procedures: Roles and Responsibilities

The licensee/designate must:

- Ensure that all applicable policies, procedures and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies, procedures and individualized plans to support appropriate implementation.
- Ensure that all students and/or volunteers have been trained on each child's individualized plan.
- Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures and Ontario Regulation 137/15.
- Ensure that expectations are reviewed with students and/or volunteers including, but not limited to
 - how to report their absence;
 - how to report concerns about the program;
- Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.
- Appoint supervising staff to the students and/or volunteers, and inform them of their supervisory responsibilities.
- Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child and Family Services Act.

The supervising staff must:

- Ensure that students/volunteers are never included in staff to child ratios.
- Ensure that students/volunteers are supervised at all times and never left alone with children.
- Introduce students and/or volunteers to parents/guardians.
- Provide an environment that facilitates and supports students' and/or volunteers' learning and professional development.
- Provide students and/or volunteers with clear expectations of the program in accordance with the established program statement and program statement implementation policy.
- Provide students and/or volunteers with feedback on their performance.
- Work collaboratively with the student's practicum supervising teacher.
- Monitor and notify the centre supervisor/director of any student and or volunteer misconduct or contraventions with the centre's policies, procedures, prohibited practices or individual plans (where applicable) in accordance with the child care centre's written process for monitoring compliance and contraventions.

Students and/or volunteers must:

- Maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan.
- Notify the supervisor or designate if they have been left alone with children or have any other concerns about the child care program (e.g. regarding staff conduct, program statement implementation, the safety and well-being of children, etc.).
- Submit all required information and documentation to the licensee, supervisor or designate prior to commencing placement or volunteering, such as a valid VSC.
- Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.
- Review allergy lists and dietary restrictions and ensure they are implemented.
- Respond and act on the feedback and recommendations of supervising staff, as appropriate.
- Report any allegations/concerns as per the "Duty to Report" under the *Child and Family Services Act*
- Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the child care centre's criminal reference check policy.
- Provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.

Parent Issues and Concerns Policy and Procedures

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staffs are available to engage parents/guardians in conversations and support a positive experience during every interaction.

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

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

An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

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

Conduct

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

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

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

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Procedures

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

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
	well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Director or the Licensee.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts: Licensee : Funmilayo Olatiregun – 647 704 6274

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

Program Statement

Kings Heritage Christian Childcare promotes Christians values. We believe strongly that values like love, peace, integrity, honesty, unity and responsibility should be reflected throughout the curriculum. Train up a child in the way he should go and when he is old, he will not depart from it (Proverb 22 verse 6). Kings Heritage Christian Childcare was born out of the passion to nurture and facilitate the development of the whole child. Our vision is to see every child realize their full potential by engaging in life activities that foster intellectual, social, emotional, physical and spiritual development.

Our goal is to support positive and responsive interactions among the children, parents and staff. A partnership between families and Kings Heritage Christian Childcare is essential for the optimal growth and development of young children. Our staffs are knowledgeable, empathetic, skilled, and caring educators with an ongoing commitment to professional growth and learning.

Kings Heritage Christian Childcare uses a play-based learning approach that reflects the Early Learning Framework (ELF) and How Does Learning Happen? (HDLH), Ontario's Pedagogy for the Early Years, and the Minister of Education's Policy Statement on programming and pedagogy made under the Child Care and Early Years Act, 2014. Play based learning allows children to learn in a way that is most appropriate for them. We believe that children are competent,

capable and curious, have great potential and each one is a unique and special person that God has made. We believe that children learn about the world around them through play. We also believe that the learning environment consists of everyone (children, teachers, families and the community) working together for the holistic development of the child. We are committed to fostering the children's health and well-being indoors and outdoors.

This program statement shall be reviewed annually to ensure conformity to the vision of Kings Heritage Christian Childcare and Ontario Minister of Education's policy statement on programming and pedagogy.

Our Goals and Approaches

1. In order to promote the health, safety, nutrition and general well-being of the children (as per CCEYA s.46(3)(a), Kings Heritage Christian Childcare will adopt the following approaches:
 - a) The Christian philosophy of love and forgiveness will be embedded throughout the child's daily activities and program plan. Through role modelling, prayer, stories and songs the staff will guide the children towards knowing the love of God, His creation and His special care for them.
 - b) Play equipment, furnishings and learning environments will be developmentally appropriate and safe for children.
 - c) Staff will provide a visual environment, created through displays, that are inclusive and are changed regularly to reflect the recent interests and artwork created by the children. This promotes well being and a sense of belonging.
 - d) We plan to comply with the Niagara Public Health procedures and practices. To ensure this, we will provide learning and care supports for staff.
 - e) In order to make food and eating time positive learning experiences that promote social interactions and self-help skills, staff will encourage children to have a healthy respect for food and eating. We will ensure there are developmentally appropriate utensils, dishes and furnishings available to enable safe and successful eating times. We will use this time to engage, talk and develop relationships with all the children.
 - f) We will serve a minimum of one fresh fruit and one fresh vegetable each day. These foods, as well as any necessary menu changes, will be posted on our menu board beside the kitchen. Our regular menu can be accessed at the daycare premises or parents / guidance can request for email or printed copy of the menu.
 - g) We will ensure cot and bedding is hygienically maintained. Sheets will be laundered weekly and blankets will be sent home for laundering weekly. Cots will be wiped and disinfected weekly.

- h) We will attempt to ensure all materials; play equipment, furnishings and fixed fixtures are in good working order and safe for the children and staff.
 - i) Toys and play equipment will be cleaned and disinfected weekly.
 - j) Staff will be aware, always, of the number and names of the children in their care. All arrival and departure times will be accurately documented on the 'Main' attendance for each classroom. Please be sure that your child's teacher is aware when you drop your child off and when you pick them up so that staff ALWAYS knows which children are in their care.
 - k) Staff, as a team, will ensure the supervision of the whole environment and safety of all.
 - l) During outdoor time, staff will position themselves around the playground to ensure all areas are supervised for safety. The teachers must be aware and diligent during outdoor time. If you have an important issue to discuss with your child's teacher, please talk to them at a different time or make an appointment for a lengthier discussion.
2. We will support positive and responsive interactions among the children, parents and child care staff (CCEYA (s.46(3)(b): All children have a right to be treated with equal respect and dignity regardless of race, ancestry, ethnic origin, creed, sex, religion or ability. Children have the right to positive guidance by supportive adults who provide opportunities that optimize growth and development within a safe and healthy environment. Staff will use preventative measures and intervention strategies, with the children, which are appropriate to the developmental level of the child. We will:
- a) Attempt to ensure the staff will role model appropriate social skills throughout the day to support the learning and growth of the children's skills.
 - b) Promote and model interaction with children in a way that fosters self-esteem. This will support children as they learn to self-regulate their emotions and to have empathy. Children will be encouraged to express their feelings, recognize other's feelings and help others.
 - c) Encourage staff to use a combination of verbal and non-verbal interactions with the children. We will also support our staff to provide extended learning opportunities with the children and help them play and role model positive social interactions with the children. All of this will support the development of communication skills.
 - d) Establish a trusting relationship with the children as a foundation for positive guidance.
 - e) Give a choice when possible.

- f) Use a normal voice tone.
 - g) Get down to the child's level.
 - h) Speak in sentences to a child using simple language with only the number of words that are necessary to get the point across.
 - i) Phrase instructions positively; eg: "you may join this activity when you have put away your toys" instead of "You cannot do this activity until you have cleaned up your mess".
 - j) Encourage self confidence by noticing and reinforcing positive behaviour. Be sensitive to even small improvements in a child's behaviour and will not expect perfection before rewarding. Be specific about praising; eg. "I like the way you tidied up the puzzle" instead of "Good job".
3. The staff at Kings Heritage Christian Childcare will encourage the children to interact and communicate in a positive way and support their ability to self regulate (CCEYA s.46(3)(c))
- a) Pretend play is used to enhance children's social skills, emotional development and language. 'They learn to get along with others; to negotiate, collaborate, and communicate; and to care for others.' We will provide an environment and accessories, in good condition, which promote imaginative play
 - b) Transitions (play time to tidy up time, outdoor time to indoor time) are a challenge and an opportunity for children. Staff will have awareness of the individual children's cues and will provide positive interactions to support children's learning during transitions. Children will be developing their self-regulation and self-help skills.
 - c) Promote use of developmentally appropriate and individually tailored strategies to support the behaviour management of all children. This will support children's language, social skills, empathy awareness and ability to pay attention.
 - d) Anticipate problems and intervene prior to a conflict occurring, e.g.: an over stimulated child is redirected to a quieter activity, provide duplicate toys and equipment to prevent fighting. Remain alert to the total situation in an area. Attempt to foresee trouble and redirect a child or possibly redirect an entire activity into a more wholesome direction if necessary.
 - e) Provide choices whenever possible. If a choice is not possible statements are clearly made; e.g: "It's time to go outside now."
 - f) Model appropriate behaviour. For example, if children are required to sit while eating, then adults do not eat or drink while standing. Use a positive, cheerful, calm approach when dealing with the children, other staff members, parents and visitors to the Centre.

- g) Always follow through on your instructions and be consistent.
 - h) Allow and support children to deal with their own problems as much as possible. Encourage the quiet, submissive child to assert their rights. Encourage the aggressive child to express their feelings verbally. Suggest words they may use.
 - i) Ignore inappropriate behaviour that is annoying rather than harmful. Reinforce appropriate behaviour. Give attention to one child who is performing as expected so that others can hear you.
4. Our goal is to foster children's exploration, play and inquiry (CCEYA s.46 (3(d)). We will plan for and create positive learning environments and experiences.
 - a) Staff will ensure that sensory, science and nature materials will be accessible throughout the day.
 - b) Materials reflecting sensory, science, and nature encourage children to explore through cause and effect, experimentation and observation.
 - c) Continual exposure to these materials and experiences allow children to learn more about their environments.
 - d) Creative art promotes self- expression and individuality. Staff will provide independent experiences using different mediums (i.e paint, gluing; play dough; cutting; etc.)
 5. Our goal is to ensure that the learning environment is rich for children to initiate learning experiences which can be supported by adults as the case requires. (CCEYA s.46 (3(e)).
 - a) Staff will use weekly written observations, cues of the children and their own acquired knowledge to extend learning and support the child's individual learning path.
 - b) The children will be encouraged to ask questions, problem solve and experiment in order to help them develop lifelong learning skills.
 - c) Children's interaction within the learning environment is continually monitored to ensure that they consistently have opportunities to explore
 6. We will continually evolve our learning environment to maximise each child's learning and development. (CCEYA s.46(3)(f))
 - a) Staff will use their observations, knowledge of child development and the children's cues to promote continuous learning opportunities.
 - b) Staff will share with and encourage families to be active participants in their child's environment.
 - c) We will deliver varied learning experiences that can be adapted to meet any child's individual needs.

- d) We will structure the environment to meet the developmental and safety needs of the children. For example toys and equipment appropriate to children's abilities and interests; materials and furniture arranged in a manner that encourages appropriate behaviour; quiet and active space readily available.
 - e) We will try to ensure that daily routines are consistent to provide children with the security of knowing 'what comes next'. Children will be forewarned of transitions and changes to routines.
7. Kings Heritage Christian Childcare will incorporate indoor and outdoor play as well as active play, rest and quiet time, into the day, and consider the individual needs of the children receiving child care. (CCEYA s.46(3)(g). Physical play contributes to children's well being while teaching them turn-taking, communication, sharing, good sportsmanship as well as gross motor skills.
- a) All children will engage in outdoor play daily.
 - b) We will make various play equipment accessible and keep equipment in good condition.
 - c) Children will go outdoors every day (weather permitting) for a total of 2 hours minimum. If the weather is inclement (-20 degrees for preschoolers, -15 degrees for toddlers or plus 30 degrees) teachers will plan appropriate physical activities for the children indoor.
 - d) All children in attendance will have a sleep/rest period after lunch.
8. Kings Heritage Christian Childcare will consistently seek creative ways to ensure parents are not only aware but also engaged in the progress of their child's program. (CCEYA s.46(3)(h)
- a) Periodic memos and suggestions of learning activities that can foster this goal will be communicated to parents
 - b) Short daily interaction is welcome and encouraged between teachers and parents/caregivers.
 - c) In the interest of safety, if you have a long or involved question/issue for your child's teacher, please arrange a telephone conversation or special meeting. Teachers need to be attentive to the children at all times and would not be able to answer important issues while they are on duty with their classes.
9. We will maintain an ongoing relationship with local partners and authorities to ensure all available avenues are leveraged by staff and parents to ensure the best child care possible. (CCEYA s.46(3)(i)
- a) A list of local partners and resources are made available to all staff and parents.
 - b) Teachers will make recommendations to parents/caregivers regarding external resources available as the need arises.

- c) We will attempt to keep abreast of local developments within the municipal authorities and ensure an ongoing communication to ensure any concerns are addressed promptly
10. To continue to offer high quality child care, we will support our staff in pursuing continuous professional learning. (CCEYA s.46(3)(j)).
- a) All employees will ensure that mandatory training like First Aid & CPR are completed and up to date.
 - b) All staff is encouraged to engage in continuous professional learning in order to provide children with a high-quality program that reflects the latest research, theory and practice.
 - c) As per training and development policy, all employees are expected to participate in a minimum of 12 hours of professional development annually.

Documentation and Review of Impact

Kings Heritage Christian Childcare will document and review the impact of the strategies set out above on the children and their families through class room journals, parent communications, suggestion boxes and parent surveys.

Prohibited Practices

Kings Heritage Christian Childcare follows best practices in child care. The following are strictly prohibited practices.

- Corporal punishment of the child;
- 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;
- Locking the exits of the child care centre for the purpose of 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.
- 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 a undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

Emergency Management Policy and Procedures

Purpose

The purpose of this policy is to provide clear direction for staff of Kings Heritage Christian Childcare to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions

All-Clear: A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Meeting Place: This is a designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

Staff: Individual employed by the licensee (e.g. program staff, supervisor).

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at the designated safety place for emergency response

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: any safe designated evacuation site at the time of occurrence.

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the supervisor on duty at the time of the occurrence will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the supervisor on duty at the time of the occurrence in the daily written record.

Procedures

Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
<p>Lockdown When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location. 3) Staff inside the child care centre must: <ul style="list-style-type: none"> • remain calm; • gather all children and move them away from doors and windows; • take children’s attendance to confirm all children are accounted for; • take shelter in closets and/or under furniture with the children, if appropriate; • keep children calm; • ensure children remain in the sheltered space; • turn off/mute all cellular phones; and • wait for further instructions. 4) If possible, staff inside the program room(s) should also: <ul style="list-style-type: none"> • close all window coverings and doors; • barricade the room door; • gather emergency medication; and • join the rest of the group for shelter. 5) Program staff will immediately: <ul style="list-style-type: none"> • close and lock all child care centre entrance/exit doors, if possible; and • take shelter. <p>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown</p>

<p>Hold & Secure When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all window coverings and windows in the program room; • continue normal operations of the program; and • wait for further instructions. 4) The supervisor on duty at the time of the occurrence or the Janitor must immediately: <ul style="list-style-type: none"> • close and lock all entrances/exits of the child care centre; • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the child care centre. <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p>
<p>Bomb Threat A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat or The supervisor on duty at the time of the occurrence must: <ul style="list-style-type: none"> • remain calm; • call 911 if emergency services is not yet aware of the situation; • follow the directions of emergency services personnel; and • take children’s attendance to confirm all children are accounted for. A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel. B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.

<p>Disaster Requiring Evacuation A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children's emergency contact information any emergency medication; • exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions; • escort children to the meeting place; and • take children's attendance to confirm all children are accounted for; • keep children calm; and • wait for further instructions. <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. <p>4) Designated staff will:</p> <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to do so and ensure their required medication is accessible, if applicable; and • wait for further instructions. <p>5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p>
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<p>Disaster – External Environmental Threat An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p>If remaining on site:</p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. <p>3) The supervisor on duty at the time of the occurrence or/and the Janitor must:</p> <ul style="list-style-type: none"> • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
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Natural Disaster: Tornado / Tornado Warning	<ol style="list-style-type: none">1) <i>The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</i>2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.3) <i>Staff must immediately:</i><ul style="list-style-type: none">• remain calm;• <i>gather all children;</i>• <i>go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;</i>• take children's attendance to confirm all children are accounted for;• <i>remain and keep children away from windows, doors and exterior walls;</i>• keep children calm;• conduct ongoing visual checks of the children; and• wait for further instructions.
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<p>Natural Disaster: Major Earthquake</p>	<ol style="list-style-type: none"> 1) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • instruct children to find shelter under a sturdy desk or table and away from unstable structures; • ensure that everyone is away from windows and outer walls; • help children who require assistance to find shelter; • for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; • find safe shelter for themselves; • visually assess the safety of all children.; and • wait for the shaking to stop. 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 3) Once the shaking stops, staff must: <ul style="list-style-type: none"> • gather the children, their emergency cards and emergency medication; and • exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building. 4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Designated staff will: <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to do so and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
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Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, the supervisor on duty at the time of the occurrence or any designated staff must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons:

Local Police Department: 911

Ambulance: 911

Local Fire Services: 911

Site Supervisor:

Licensee Contact(s): Funmi : 6477046274

Child Care Centre Site Designate:

- 4) Where any staff, students and/or volunteers are not on site, the supervisor on duty at the time of the occurrence or any designated staff must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) The supervisor on duty at the time of the occurrence or any designated staff must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.

- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8a) Procedures to Follow When “All-Clear” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre. 2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre. 3) Staff must: <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. 4) The Director of Kings Heritage Christian Childcare will determine if operations will resume and communicate this decision to staff.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) As soon as possible, The supervisor on duty at the time of the occurrence or any designated staff must notify parents/guardians of the emergency situation and that the all-clear has been given. 2) Where disasters have occurred that did not require evacuation of the child care centre, the supervisor on duty at the time of the occurrence or any designated staff must provide a notice of the incident to parents/guardians by either calling them immediately, email them, or doing both, depending on the extent of the disaster. 3) If normal operations do not resume the same day that an emergency situation has taken place, the supervisor on duty at the time of the occurrence or any designated staff must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

8b) Procedures to Follow When “Unsafe to Return” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4) The supervisor on duty or any designated staff will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so. 5) Upon arrival at the evacuation site, staff must: <ul style="list-style-type: none"> • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible; • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • Remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) Upon arrival at the emergency evacuation site, the supervisor on duty or any designated staff will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, the supervisor on duty or any designated staff will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

Phase 3: Recovery (After an Emergency Situation has Ended)

Procedures for Resuming Normal Operations	The Director will advise the Ministry of Education Program Advisor, the insurance company and the caterer when the daycare is reopened.
Procedures for Providing Support to Children and Staff who Experience Distress	The Director will talk to the children and staff to provide the opportunity to express their feelings and debrief about the incident. Where appropriate, professional consultants deemed will be contracted to work with the staff and children.
Procedures for Debriefing Staff, Children and Parents/Guardians	The Director or any designated staff must debrief staff, children and parents/guardians after the emergency. Where deemed appropriate the Area Manager will request professional consultants to be contracted to debrief children and staff.

Waiting List Policy and Procedures**Purpose**

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

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

Policy**General**

- Kings Heritage Christian Childcare will strive to accommodate all requests for the registration of a child at the child care centre.

- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.
- The supervisor or any delegated staff on duty will handle the waiting list except otherwise stated by the Director

Procedures

Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via email, phone call, coming in person, or online application via our Kings Heritage Christian Childcare website.

Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, and children of staff members.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via email, phone call, or their identified preferred method of contact that a space has become available in their requested program.
2. Parents will be provided a timeframe of 24hours in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The supervisor or any designated individual of the daycare will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The supervisor or any designated staff will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Confidentiality

- Staff/Board Members: No addresses or telephone numbers of any Staff or Board Member will be published or given out without prior consent by the individual.
- Families: All family dealings with Kings Heritage Christian Childcare will be of a confidential nature. No information will be given to persons or agencies without prior written consent.
- Children: All records regarding children, including parent-teacher conversations, will be kept strictly confidential. Only first names and last initials of children will be used when posted in the classroom for any reason. The children shall not be discussed over the telephone or in a casual manner with anyone except the parents or persons representing an agency that has prior written parental permission. No photograph or videotape will be taken of a child without signed parental consent.

HEALTH, SAFETY AND NUTRITION INFORMATION

Immunizations

All children are required to be up to date with immunizations prior to starting at Kings Heritage Christian Childcare . A Public Health Immunization History form is provided to parents at the time of enrollment and must be completed and returned to the office prior to the child's start date.

Administration of Medication

As a parent, we ask for your cooperation in keeping your child at home when signs of illness

requiring medication are present. No staff member is permitted to administer medication.

If your child has an illness or condition that requires emergency medication (i.e. Inhalers and Epi-Pens) to be administered, please see the office to fill out the appropriate authorization forms that the teachers and child's parents will sign off on allowing the teachers to administer these emergency medications. **These medications must be in their original containers. The pharmacy prescription label must state the child's name, dosage and administration instructions, name of prescribing doctor and current date.** All medications will be kept in the child's classroom, out of reach of the children. The teachers will make sure the emergency medication accompanies the class on special outings (special field trips, etc.). Medication of any type must not be left in a child's locker and/or bag. **Please note Kings Heritage Childcare Centre will not accept or administer any medication only Emergency Medication like Inhaler and EpiPens will be accepted and must have the information above.**

Routine Illness

Kings Heritage Christian Childcare follows Public Health and Child Care and Early Years Act guidelines on illness and exclusion policies. A child who has experienced any of the following symptoms in the preceding 24 or 48 hours will not be admitted into the Daycare. If a child experiences any of these symptoms while in attendance at the daycare, the parent, or authorized contact person, will be required to pick up the child as soon as possible. These conditions include but are not limited to:

- Fever and body rash
- Diarrhea (two or more bouts, or change from the normal)
- Fever and combination of other symptoms (nausea, vomiting, etc.)
- Vomiting
- Eye discharge (yellow/green)
- Severe cough
- Yellowish skin or eyes
- Weeping lesions
- Unusual rashes
- Irritability, continuous crying
- Inability to participate in regular daily activities

Child can only return when the child can participate in all parts of the program.

C°	F°	Recommended Action/Diagnosis
37.0	98.6	Normal
37.22	99.0	Normal
37.50	99.5	Take note of the fever. Monitor behaviour & watch for an increase.

37.77	100.0	Take note of the fever. Monitor behaviour & watch for an increase.
38.33	101.0	Parents should be called. The child needs to be picked up.
38.88	102.0	Parents need to be called. The child needs to be picked up.
39.44	103.0	Parents need to be called & the child needs to be picked up.
40.0	104.0	Parents need to be called. Medical attention is required.

Frequent hand washing, toy disinfecting, and other precautions will be done regularly to prevent illness.

If your child has been excluded from the Daycare, they are able to return to the Daycare as follows:

- Chicken Pox — Approximately 7 days after spots appear (*once spots have scabbed over*)
- Diarrhea — 48 hours after diarrhea has stopped
- Vomiting — 48 hours after vomiting has stopped
- Head Lice — 24 hours after first treatment has been applied by a professional with proof
- Impetigo — 24 hours after receiving antibiotic treatment
- Measles — 4 days after rash has appeared
- Pinkeye — Once child has received 1 full day of antibiotic treatment (*if there is discharge*)
- Pinworms — 24 hours after treatment is started
- Pneumonia — Once physician has permitted to return
- Rubella — 7 days after onset of rash
- Scabies — 24 hours after treatment is started
- Strep Throat — 48 hours after antibiotics have begun

Parents will be informed of certain communicable diseases (i.e. chicken pox) if there is a child who attends the Daycare that is ill with that disease. All illnesses will be recorded and the supervisor or licensee will contact Public Health if it appears that a large number of children are affected by an illness. Appropriate cautions and procedures will be put in place.

Please note: We cannot keep your child indoors if they are feeling under the weather due to child / teacher ratios.

Nutrition and Menu

Kings Heritage Christian Childcare provide food and snack for children 12 months to 6 years of age, offer a variety of nutritious morning snacks, lunches and afternoon snacks prepared by our on-site cook. To ensure your child receives a well-balanced meal, our menus follow Canada's

Food Guide. The current and following week's menus are posted for your information. Infants are fed according to their individual needs. Due to children with allergies and food restrictions Kings Heritage Christian Childcare discourages sending any food from home.

Allergies and Food Restrictions

Kings Heritage Christian Childcare is a PEANUT FREE Centre. Regular reminders are sent home to parents, asking that no outside food be brought in. If your child has an allergy to any food, please indicate on the "Allergy and Food Restriction" portion of the "Child Information" enrollment form. The Daycare will not provide substitutions for allergies. If your child has an allergy to milk and/ or milk products parents will be asked to provide substitutions for their child. All food substitutions brought into the Daycare must be peanut-free and in store bought packages labeled with you children first and last name and can be dropped off at the kitchen.

Move Ups

Children move from one age group to the next based on the following criteria:

- Availability of space in the older age group
- Chronological age
- Developmental readiness

The decision to move a child up to the next age group is made by the Program Director, in consultation with the classroom teachers.

When a child is scheduled to move to the next classroom, the parent will be contacted about the move date and any fee changes. During the month prior to the move date, the child will visit his/her new room for short portions of the day, to ensure a smooth transition.

CLOTHING/FOOTWEAR & OTHER BELONGINGS

Children should be dressed in casual, comfortable clothing that allows them to explore and play without fear of getting dirty. The cubby area is a very busy place, and it's very easy for a child to accidentally place his or her clothing in another cubby by mistake. Labeling your clothes is an easy way for staff and other parents/guardians to identify and return any lost items. Please take special care and caution to ensure that any inappropriate items are removed from your child's diaper bag or backpack for the safety of all of our children.

Transition

To help ease your transition to Kings Heritage Christian Childcare, we have compiled the following list to assist you in preparing for your child's day:

Infant

- Closed-toe shoes
- 2-3 changes of indoor clothes

- Appropriate seasonal outerwear (see chart below)
- A full bag of disposable diapers
- Baby wipes
- Any special creams or lotions
- Enough pre-made formula or baby food for the day
- A blanket and/or cuddly toy

Toddler

- Closed toe shoes
- 1-2 changes of indoor clothes
- Appropriate seasonal outerwear (see chart below)
- A full bag of disposable diapers
- Baby wipes
- Any special creams or lotions
- A blanket and/or cuddly toy

Preschool

- Closed toe shoes
- A change of indoor clothes
- A blanket and/or cuddly toy

Appropriate Seasonal Outerwear:

Fall	Winter	Spring	Summer
Lined Jacket with hood (or a hat without strings) Splash Pants Rubber Boots Closed-toe shoes	Snow Suit Winter Boots 2 pairs of mittens Hat (without strings)	Lined Jacket with hood (or a hat without strings) Splash Pants Rubber Boots Closed-toe shoes	Sun Hat Closed-toe running shoe/closed-toe sandal with heel strap

TOILET TRAINING

We are willing to co-operate with your toilet training program but we must insist on full parental cooperation before beginning such a program with your child. We request that you provide sufficient changes of clothes for your child’s daily needs if using “Big Boy/Girl underwear” while training.

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 center 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

Kings Heritage Christian Childcare 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.

- Kings Heritage Christian Childcare 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.

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 Child registration Package 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 childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the other staff and they must commence contacting the child's parent/guardian no later than 10:30 am. Staff shall call Parent or guardian at least twice.
 - Staff should inform the Supervisor should they not be able to reach parents to confirm the Childs absence, and the Supervisor should make sure to Call and leave a message and send email messages to Parent or emergency contacts via the Kindertales App.
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 childcare 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 by 5:00pm, The staff shall contact the Parent/guardian via phone call and advise that child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, supervisor must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the supervisor shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - Where the supervisor has not heard back from the parent/guardian or authorized individual who was to pick up the child the supervisor shall contact the emergency contact on child's file.

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 5:05pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while the Supervisor proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the Supervisor shall contact the parent/guardian first and then proceed to contact the authorised individual responsible for pickup if unable to reach the parent /guardian.
3. If the supervisor is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the supervisor shall contact the emergency contacts listed on the Childs file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 5:30 pm, the supervisor shall proceed with contacting the local Children's Aid Society (CAS) i.e. Family and Childrens Services Niagara (FACS). Phone no:8889377731
5. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

