

Parent Handbook



Kidsville Academy
Scarborough

Unit 6-7, 5637 Finch Avenue East, Scarborough, ON M1B 5K9

kidsville.ca



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WELCOME TO KIDSVILLE ACADEMY SCARBOROUGH

Dear Parents,

Welcome to Kidsville Academy Scarborough!

We are excited to welcome your family into our wonderful learning community. We understand for many children this will be the first time they are leaving the comfort of their own home, to discover who they are and the world around them. It is our mission at Kidsville Academy Scarborough to create an environment where your child feels secure and comfortable to explore and be curious.

In this handbook, you will find important information about our policies, daily routines, and our program. We ensure your child's transition from home to academy goes as smoothly as possible. We believe that communication and collaboration between parents and educators are essential for creating a strong foundation for your child's development. Please don't hesitate to reach out with any questions or to share your thoughts. We're here to support you and your child every step of the way.

Kidsville Academy Scarborough reviews and revises the guidelines and policies in this handbook periodically, to ensure that our childcare standards continue to meet and exceed the requirements established by our licensing bodies. Should there be any changes to our policies, you will be informed of the modifications.

Our team strives to provide our young minds with the highest quality care. For any further inquiries please feel free to contact us.

We look forward to supporting you and your child on this incredible journey.

Sincerely,

Director's Desk
Kidsville Academy Scarborough

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1. Welcome

Dear Families,

Welcome to Kidsville Academy Scarborough! We are so glad your family is here. For many children, this is the first time they will spend the day away from home, discovering who they are and the world around them and it is our job to make that discovery feel safe, joyful, and full of wonder. This handbook brings together our policies, daily routines, and program in one place, so you always know what to expect and who to call. We have organized it around the questions families ask most: what your child's day looks like, how we keep them safe and healthy, how we communicate, and how enrollment and fees work. The required policies of the Ontario Ministry of Education and the City of Toronto are woven throughout and called out clearly wherever they apply. We review and revise this handbook periodically to make sure our standards continue to meet or exceed the requirements of our licensing bodies. You will always be notified of any changes.

Please don't hesitate to reach out with questions, we mean it.

Warmly,
The Kidsville Scarborough Team

2. Our Community Agreements

Kidsville runs best as a partnership between children, educators, and families. Everyone who spends time in our Academy, big or small, agrees to a few simple commitments so that our classrooms stay safe, respectful, and fun.

Children

- Follow staff instructions to the best of their understanding.
- No bullying, hitting, pushing, kicking, teasing, scratching, name-calling, or hurtful language.
- Walk, don't run, indoors.
- Wash hands before and after meals and after using the washroom.
- Keep belongings tidy and treat the classroom with care.
- Stay with a trusted adult; never leave the classroom or playground alone.

Educators & Staff

- Treat every child, family member, and colleague with respect.
- Support each child's sense of belonging, well-being, engagement, and expression.
- Be observant, patient, nurturing, and purposeful in every interaction.



- Know and follow every Kidsville policy and procedure.

Parents & Guardians

- Treat all staff, children, and other families with respect.
- Send your child only when they are well enough to participate fully, including outdoor play.
- Arrive and depart on time, and drive carefully in the parking lot.
- Leave outside food and beverages at home; the academy is a controlled, allergy-aware environment.
- Treat Academy's property with care and respect including entry/exit access buttons, washrooms, garbage bins, safety gates, diaper-changing stations, and cubbies and help us keep the academy safe, clean and hygienic for everyone.
- Follow the policies and procedures in this handbook.

Our one rule that covers all the others: treat others the way you would like to be treated.

3. Our Program: A Montessori-Inspired Approach

What "Montessori-inspired" means at Kidsville

We are not pursuing AMI or AMS Montessori certification for our classrooms at this time. "Montessori-inspired" means we are bringing core Montessori principles into our Ministry-licensed framework, creating a thoughtfully prepared environment that fosters independence, concentration, self regulation and purposeful exploration:

- **A prepared environment:** low, open shelving with Montessori-style materials for practical life, sensorial exploration, language, and early math, arranged so children can choose their own work.
- **Longer, uninterrupted work periods:** extended blocks of independent and small-group work time in place of tightly segmented activity blocks, so children can follow their own pace and concentration.
- **Grace and courtesy:** everyday practical life activities (pouring, dressing frames, care of the environment) that build independence, fine motor control, and consideration for others.
- **Mixed, purposeful materials:** self-correcting Montessori materials used alongside sensory bins, and creative arts.

Our Program Statement continues to follow the Ministry of Education's **How Does Learning Happen?** framework across every classroom. Montessori-inspired materials and structure are the vehicle we use to deliver on Belonging, Well-Being, Engagement, and Expression in our Toddler and Preschool rooms.



4. Our Program Statement

Kidsville Academy Scarborough welcomes you to a genuine, Montessori inspired, educational experience for young children. As Owners/Operators, alongside our dedicated childcare providers and educators, we view children as competent, capable, curious, and rich in potential.

Our program is consistent with the Ministry of Education's requirements for high-quality childcare, early years programming, and pedagogy that supports children's learning and development. Our educators are guided by How Does Learning Happen? Ontario's Pedagogy for the Early Years, and reference the Ontario Early Years Framework, Think Feel Act, and ELECT: Early Learning for Every Child Today.

Our Mission

To provide an environment rich in purpose and experience that inspires, motivates, and empowers children to reach their full learning potential achieved through the four foundations of early learning:

- **Belonging:** a sense of connection, being valued, and forming relationships with others.
- **Well-being:** physical and mental health, self-care, sense of self, and self-regulation.
- **Engagement:** focus and natural curiosity that build problem-solving, creative thinking, and innovation.
- **Expression:** communication through bodies, words, and materials, in a language-rich environment that supports literacy.

Our Goals & Approach

Goal	How we deliver it?
Create positive learning environments	A designed environment that builds independence and fosters physical, intellectual, creative, social, and personal skills through diverse materials, activities, and experiences.
Support positive, responsive interactions	Educators recognize children's cues and respond consistently; respectful communication sustains positive relationships across the Kidsville community.
Promote health, safety & well-being	Policies meet or exceed Ontario's Ministry of Education, Ministry of Environment and City of Toronto requirements. All staff hold Standard First Aid/Level C CPR (renewed every 3 years) and a Vulnerable Sector Check. Toronto Public Health conducts quarterly inspections.



Goal	How we deliver it?
Encourage self-regulation & positive communication	Classroom and playground design support cooperative learning, peer teaching, and emotional development; staff model positive communication and offer choice, encouragement, and time to complete tasks.
Balance indoor/outdoor, active & quiet time	The daily schedule allots sufficient time for physiological and developmental needs, with indoor and outdoor activities covering all areas of development.
Involve community partners	Ongoing collaboration with the Ministry of Education, City of Toronto, Toronto Public Health, City of Toronto children's services, and other community-based agencies and early learning professionals.
Support professional learning	Mandatory participation in all Professional Activity (PA) Day workshops, where educators take part in professional learning, meetings, and curriculum planning plus a minimum of two additional voluntary learning sessions per year through The City of Toronto Children's Services, the College of Early Childhood Educators, and community partners; ongoing group training as needed.
Foster exploration, hands-on learning & inquiry	Educators build on children's interests through scaffolding, documentation, and reflection, supporting freedom of choice alongside age-appropriate responsibility.
Engage families in the program	Open (short) communication at drop-off/pick-up, scheduled calls and meetings, and Kindertales daily updates; concerns about a child's development are discussed collaboratively with parents.
Provide child-initiated, adult-supported experiences	Weekly program plans are built from observation and documentation of individual children and the group, offering multiple experiences throughout the day.
Review our own effectiveness	Ongoing and at least annual review through reflective practice, observation, and documented feedback from parents, educators, and the Owner/Operator.

Kidsville Academy Scarborough is:

Licensed under the Ministry of Education's Child Care and Early Years Act, 2014, and guided by How Does Learning Happen? ([ontario.ca/laws/statute/14c11](https://www.ontario.ca/laws/statute/14c11)).



5. Our Programs & Classrooms

Kidsville Academy Scarborough is licensed by the Ministry of Education to care for children from Toddler through Preschool age. We design our programs to be challenging without being overwhelming, so every child can thrive at their own pace and we welcome children of all abilities, working with specialized services to support integration.

Toddler Program — 18 months to 2.5 years

- Hours: 7:30 a.m. – 5:30 p.m.
- 3 classrooms, maximum 15 children each; ratio 1:5 (mixed-age approval allows up to 3 children aged 15–18 months per room).
- Each room led by a Registered Early Childhood Educator (RECE), supported by 2 Early Childhood Assistants.
- Curriculum: Montessori-inspired (see Section 6).

Preschool Program — 2.5 to 6 years

- Hours: 7:30 a.m. – 5:30 p.m.
- 2 classrooms: maximum 24 children each; ratio 1:8; each led by 2 RECEs supported by an Early Childhood Assistant.
- Curriculum: Montessori-inspired, room by room.

Classroom Placement

The Toddler Program runs approximately one year and the Preschool Program approximately three years, though exact length depends on enrollment date and birth date. Once placed, a child remains in that classroom for the duration of the program. Children do not switch classrooms except when transitioning from Toddler to Preschool, or at the Supervisor's/Operator's discretion, keeping in mind the best interest of the child and their peers and the smooth operation of the academy.

Academy Supervisor manages the transition from Toddler to Preschool, weighing age and space availability. If no Preschool space is available when a child turns 2.5, the child remains in the Toddler



Program until space opens, typically in July or September. Parents will meet the new Lead Educator during or after any transition.

Enrolled children have priority to return the following academy year, beginning the day after Labour Day. Our mixed-age approval also allows us to combine children from more than one classroom during reduced-ratio periods, typically early morning and evening. To maintain ratios, educators may occasionally be reassigned across classrooms; all staff are trained to provide consistent, nurturing care across age groups.

6. Curriculum and A Day at Kidsville

Every classroom Toddler and Preschool alike builds skills across the same core areas of development. How those areas are delivered entirely based on our program: Both Toddlers and Preschool rooms use Montessori-inspired prepared environment as described in Section 3.

Curriculum Areas

- **Practical Life:** Practical Life experiences constitute the foundation of our Montessori-inspired curriculum and are designed to cultivate independence, self-confidence, concentration, coordination, order, and a profound sense of personal responsibility. Through purposeful engagement in authentic, real-world activities, children develop essential life skills while fostering executive functioning, problem-solving abilities, perseverance, and self-regulation.

These experiences encompass care of self, care of others, care of the environment, grace and courtesy, food preparation, and practical household tasks that encourage children to participate meaningfully within their classroom community. By mastering increasingly complex tasks through repetition and purposeful practice, children develop competence, resilience, intrinsic motivation, and a strong sense of agency, laying the foundation for lifelong learning and responsible citizenship.

- **Sensorial:** Sensorial education provides children with opportunities to refine, organize, and interpret information acquired through their senses. Montessori materials are intentionally designed to isolate specific qualities such as dimension, colour, texture, weight, sound, temperature, shape, and form, enabling children to discriminate, compare, classify, sequence, and analyze sensory experiences with increasing precision.

Through repeated exploration and manipulation of carefully curated materials, children strengthen cognitive processing, observational skills, logical reasoning, mathematical thinking, vocabulary acquisition, and conceptual understanding. These experiences establish an essential foundation for abstract reasoning, scientific inquiry, and higher-order thinking while nurturing curiosity, concentration, and intellectual confidence.

- **Language:** Language development is intentionally embedded throughout every aspect of the learning environment. Educators cultivate rich linguistic experiences through meaningful conversations, storytelling, literature, poetry, music, phonological awareness activities, vocabulary enrichment, and opportunities for expressive and receptive communication.



Montessori language materials further support the sequential development of oral language, phonemic awareness, reading, writing, and written expression. Learning experiences are individualized to reflect each child's developmental readiness, promoting confidence, effective communication, creativity, and a lifelong appreciation for language as a powerful tool for connection, self-expression, and learning.

- **Arithmetic:** Mathematical learning is fostered through carefully sequenced, hands-on experiences that support children's progression from concrete understanding to abstract reasoning. Montessori materials provide opportunities to explore numeration, quantity, operations, geometry, patterning, sequencing, measurement, spatial relationships, and problem-solving through purposeful investigation.

Children develop mathematical fluency by manipulating concrete materials that make complex concepts visible and meaningful. This experiential approach nurtures analytical thinking, precision, perseverance, logical reasoning, and confidence while establishing a comprehensive foundation for future mathematical understanding.

- **Culture:** Our Montessori-inspired curriculum encourages children to develop an appreciation for the interconnectedness of people, cultures, and the natural world. Cultural experiences encompass geography, science, botany, zoology, history, music, visual arts, environmental education, and celebrations of diverse traditions and perspectives.

Children are encouraged to investigate, question, observe, and discover through meaningful inquiry-based experiences that promote environmental stewardship, cultural competence, empathy, and global citizenship. These experiences cultivate respect for diversity while inspiring curiosity about the broader world and each individual's place within it.

These curriculum areas are woven into daily and weekly plans and tailored to the developmental needs of each age group and classroom. Each classroom incorporates age-appropriate opportunities that encourage children to develop practical abilities, sensory awareness, communication, early mathematical thinking, and an understanding of the world around them. Educators thoughtfully adapt experiences according to children's individual development, interests, and readiness, creating an environment that promotes independence, curiosity, confidence, and meaningful engagement.

A Day in the Toddler Program

Time	Activity
7:30– 8:15 am	Drop-off, small group activities and free play
8:15 – 8:30 am	Diaper routine and hand washing
8:30 – 9:00 am	Morning snack
9:00 – 10:30 am	Uninterrupted work cycle; Montessori-inspired practical life, sensorial, and language work
10:30 – 11:30 am	Outdoor play (indoor gross motor in inclement weather)



Time	Activity
11:30 am – 12:00 pm	Lunch
12:00 – 2:00 pm	Sleep time; diaper routine as children wake-up
2:00 – 2:30 pm	Afternoon snack
2:30 – 3:30 pm	Outdoor play (indoor gross motor in inclement weather)
3:30 – 5:00 pm	Uninterrupted work cycle; Montessori-inspired exploration and small-group activities
5:00 – 5:30 pm	Diapering, quiet activities and pick-up

A Day in the Preschool Program

Time	Activity
7:30 – 8:15 am	Drop-off, small group activities and free play
8:15 – 8:30 am	Morning snack
8:30 – 11:30 am	Uninterrupted work cycle; independent and small-group Montessori-inspired work, with a mid-cycle outdoor play break
11:30 am – 12:00 pm	Lunch
12:00 – 2:00 pm	Rest time; diaper/washroom routine as children wake
2:00 – 2:30 pm	Afternoon snack
2:30 – 4:30 pm	Afternoon work cycle and outdoor play (indoor gross motor in inclement weather)
4:30 – 5:30 pm	Outdoor play / structured activities
5:00 – 5:30 pm	Quiet activities and pick-up

Schedules are always subject to change based on the needs of the children in each room.



7. Starting at Kidsville

Every child settles in at their own pace. Some adjust within days, others take a few weeks, and some settle quickly and regress later. All of this is normal. The hardest moment for your child is usually the instant you leave, so a cheerful goodbye and a calm, confident departure convey trust in the academy to your child. Delaying your departure tends to prolong distress, not ease it.

Your child's attention will be redirected to an activity right away. You are always welcome to call for reassurance that your child has settled in; if your child is crying excessively, we will call you.

To ease the transition, we recommend child participate in a settling-in process during the first week of enrollment:

1. Visit 1: 30 minutes to 1 hour, without the parent/guardian present.
2. Visit 2: 1 hour, without the parent/guardian present.
3. Visit 3: 2-hour visit to the classroom without the parent/guardian present.

Educators will work with you to adjust the number, length, or timing of these visits based on what feels right for your child.

What to bring on or before the first day

- Diapers, wipes, and cream, if applicable.
- A blanket for rest/sleep time.
- A labelled sippy cup or water bottle.
- Labelled indoor shoes (non-marking or white-soled): these stay at the academy in your child's cubby.
- A labelled extra change of clothing (shirt, pants, underwear, socks); place items in a labelled resealable bag. If soiled items go home, send a fresh set the next academy day. Extra clothing does not need to match a uniform.
- Labelled, weather-appropriate outerwear: winter: snowsuit, hat, 2 mittens/gloves, neck warmer, boots; summer: bathing suit, hat, sunscreen; spring/fall: rubber boots, splash pants, light jacket, hat.
- Labelled sunscreen, if applicable (Consent form to be filled on Kindertales).
- Labelled medication, if applicable (Consent form to be filled on Kindertales).

Clothing & Footwear

All clothing should suit the weather and support safe, active engagement. Kidsville is not responsible for damaged or missing clothing or personal items. Please label everything clearly, as similar items are easily mixed up between cubbies. Drawstrings and other loose clothing that could catch on equipment are not permitted; we'll ask you to remove these for safety. Children engage in messy, active learning indoors and outdoors (paint, glue, sand, active games) please send clothing you won't worry about getting dirty.



- Indoor footwear: required year-round; open-toed is fine if non-slip with a closed or strap back.
- Outdoor footwear: closed-toe, non-slip sole, closed or strap back.

Personal Items

A stuffed toy (very small) or special blanket for sleep time is welcome. Toys, food, and candy from home are not permitted, to avoid conflict between children. Kidsville is not responsible for lost or damaged personal items brought from home.

Parents/guardians are responsible for keeping their child's diaper and wipes supply stocked at all times. Kidsville does not keep spares on hand; your child's educators will let you know through Kindertales as soon as supplies are running low, so please restock promptly.

Toilet training families: see Section 11 and the Toilet Learning Appendix B for details.

Labelling & Lost Items

Please label every piece of clothing and every shoe. Unlabelled items go to Lost and Found. If your child brings something home from the academy, however small, please return it the next academy day; at this age, this is never considered stealing.

8. Arrival & Departure

This section covers everyday drop-off and pick-up. The full **Safe Arrival and Dismissal Policy** including what happens if a child doesn't arrive as expected or isn't picked up on time is in **Appendix H**, and fulfills our obligations under Ontario Regulation 137/15.

Parking & Entry

- Drive slowly and carefully in the parking lot; park only in marked spaces and never in the Accessible spot without a permit. Do not idle your vehicle.
- Your assigned security code opens the academy door between 7:30 a.m. and 5:30 p.m., Monday to Friday. Please don't share your code; outside these hours, the security alarm will sound.

Dropping off

- Support your child at their cubby if needed, then go to the classroom door, knock, and wait for a staff member to accept your child.
- Dropping off kids' belongings or essential goods after child's drop off (during the day) should be done at the office. Please don't bring in belongings into the classroom directly, it creates anxiety for kids and upsets the classroom schedule.



Picking up

- Go to the classroom door and knock; wait for a staff member to bring your child to you, and support them at their cubby if needed.
- **Staff will ask for photo ID if they don't recognize you.** This is simply an extra safety step to protect your child, please don't take it personally, and thank you for helping us keep it routine.
- If someone other than a parent/guardian is picking up, notify your child's teacher in advance and email supervisorSCA@kidsville.ca with that person's name. They will need photo ID at pick-up. Without prior notice, your child will not be released to anyone but you.
- Outdoor Playground pick-ups and drop offs, will happen at the outdoor playground entrance door only. Wait for a staff member to accept / bring in your child. Please avoid walking into the playgrounds, for yours and kids' safety.

Timing

- **Arrival cut-off:** children must arrive by 10:00 a.m. unless prior notice is given; Kidsville may refuse same-day admittance after 10:00 a.m. without notification, as late arrivals disrupt programming and ratios.
- **Doctor's Appointment:** If your child has doctor's appointment, this need to be informed minimum of 24 hours before and must arrive latest by 11:00 a.m. on the day. Post 11:00 am, we will not be able to accept the child.
- **Late pick-up:** the academy closes at 5:30 p.m. sharp. A fee of \$5.00 per minute applies after 5:30 p.m. Please call / inform by email / Kindertales message as soon as you know you'll be late.
- If pick-up runs **15+ minutes** late without word, we call the parent/guardian. At **30 minutes**, we call the emergency contact. At **45 minutes**, we call Toronto Police and Children's Aid Society.

9. Nutrition

We are committed to healthy food that supports good health, attendance, learning, and physical activity. Meals follow Eating Well with Canada's Food Guide, and children are gently encouraged to try new foods.

- Full-time care includes an a.m. snack, lunch, and p.m. snack, served with water or milk.
- Drinking water is always available.
- Snacks: approximately 15–30 minutes; lunch: approximately 30 minutes.

Our Menus

- Fresh, dietician-approved meals on a 4-week rotation; lunches change twice a year.
- Posted at the academy, with copies available on request.



- Meals are appealing and attractive, and double as opportunities to practice table manners, conversation, self-serving, and fine motor/eating skills. They are not a replacement for breakfast or dinner at home.

Dietary Restrictions & Allergies

We accommodate dietary restrictions to the best of our ability, with alternatives for children who are vegan or vegetarian, avoid specific foods (e.g., beef, pork, eggs, dairy), or eat Halal.

Food sharing between children is never permitted. While our menus contain no peanuts or nuts, children may be allergic to other foods. Please talk with your child about the importance of following our food rules. Families of children with allergies or medication needs complete Emergency Plans and/or Request and Consent forms, updated as circumstances change. If your child has been prescribed an Epinephrine Auto-Injector, we require two: one stored in the classroom, one in the office.

Health & Safety in the Kitchen

- Children wash hands before and after eating.
- Choking-hazard foods are not offered, or are modified to reduce risk.
- Kitchen and support staff maintain current Food Handling Certificates.
- All kitchenware is washed and sanitized per our Sanitation Policy.
- **Food and beverages from home are not permitted.** Children may not be dropped off while eating, or picked up and begin eating in the hallway.

10. Celebrations, Birthdays & Personal Belongings

Canada is a multicultural country, and we introduce children to a variety of celebrations. Exploring their meaning, country of origin, flags, dances, songs, and crafts.

Birthdays

Every child's birthday is celebrated! In circle time, children gather around a battery-operated candle representing the sun while the birthday child walks the circle and classmates sing.

- A nut-free cake from our approved caterer is permitted. This is entirely voluntary, never expected, and must be arranged through your child's Supervisor or Lead Educator so it fits safely alongside classmates' allergies and dietary restrictions (including egg, soy, and dairy). Delivered pizza isn't permitted.
- Optional small gifts for the classroom are welcome: stickers, balls, books, bubbles, activity books, craft supplies, crayons, egg shakers, finger puppets, fun socks, large plastic figurines, Play-Doh, puzzles, sand toys, sidewalk chalk, stamps, or stuffed animals. Small "loot bag" toys aren't permitted, as most aren't intended for children under 4.



- Parents may also donate a book in the child's honor. It's read to the class on their birthday and joins the classroom library.
- All of the above are optional. There is no obligation to send anything.

11. Health, Hygiene, Toilet Learning & Sleep

Daily Health & Hygiene

We ask that children arrive in clean, well-fitting clothes, with clean and tidy hair, a clean face and body, brushed teeth, and (if applicable) a clean diaper.

Our full **Illness Policy** (Appendix E), **Medication Policy** (Appendix F), and **Non-Medicinal Products Policy** (Appendix G) cover exclusion criteria, communicable disease guidance, and how we handle medication, sunscreen, and diaper cream.

Toilet Learning

We're glad to support your child through toilet learning as a shared effort between home and academy. We ask families to begin toilet training at home for at least two weeks before we introduce it at the academy, which helps reduce classroom accidents. If a child aged 3 or older enrolls and is not yet toilet trained, their classroom staff will focus on supporting that skill.

Children build awareness of wet and dry sensations and learn responsibility for their own bodies. We neither reward nor criticize a child who needs more time than others. Toddler and Preschool families should review the full Toilet Learning Policy and Procedures in Appendix B, which covers our cloth-underwear approach, how to prepare at home and in the car, and a sample toilet-learning schedule.

Sleep & Rest

We consult with parents about sleep arrangements at enrollment and at other appropriate times. For example, when transitioning from Toddler to Preschool, or on request. Every child has a comfortable place to rest as set out in the daily schedule, with quiet activities available for children who don't sleep or who wake early. Each child has their own labelled cot, sheet, and blanket, laundered weekly at the academy or as needed.

Children's sleep and rest needs may vary, and we recognize that not every preschool child requires a nap. In the preschool program, sleep schedules may be adjusted based on each child's individual needs. However, all children are required to have a minimum of one hour of quiet rest time each day, whether or not they sleep. During this time, children who do not fall asleep will be encouraged to rest quietly and relax. Quiet busy materials and activities may be provided during the second half of rest time for children who remain awake, allowing them to engage calmly while respecting the rest needs of other children.

Children are supervised throughout sleep time, with direct visual checks performed periodically during the nap times and logged in the Sleeping Log. Significant changes in sleep patterns or behavior are shared with parents via a note home; the Lead Educator will call if the issue warrants a conversation.



12. Field Trips & Special Events

We believe children benefit from educational, safe, and enjoyable field trips and special events. Field trips take place off-site; special events happen on academy grounds. Preschool and Toddler children are invited to participate, but attendance is never mandatory. Children who do not attend will have a regular day at the academy. Additional fees apply to field trips and special events.

Parents/guardians are welcome to accompany their child on field trips and must provide a Police Vulnerable Sector Check to do so.

We weigh educational value, enjoyment, timing, cost, travel, washroom access, food/beverage arrangements, sun exposure, and allergens when planning any trip or event.

Before departure

- Staff carry an attendance list and emergency information for each child.
- A portable First Aid Kit accompanies every trip.

While on a field trip

- A head count is taken at every transition point.
- Each Lead staff member carries a charged cell phone.
- Children are never left unsupervised, including in washrooms.
- If a child becomes ill, staff attempt to contact the parent/guardian, emergency contact, or designated Supervisor.
- Children may not join a trip after it has started and may not leave separately from the group unless other arrangements have been made.

Afterward

- We debrief the experience with the children and answer any questions about what they saw and did.

Community Walks

Beyond off-site field trips, classrooms take regular walking outings within our own neighbourhood — short, frequent, and low-key, at the same staff-to-child ratio as the classroom and following the same attendance, head-count, and supervision procedures as any field trip.

- **Neilson Community Park:** our closest and most-visited destination, a short walk from the academy, with a playground, splash pad (seasonal), and open green space for gross motor play and nature exploration.
- As with all outdoor outings, no major streets are crossed, and walks are adjusted or cancelled per our Outdoor Play Policy (Appendix C) in extreme weather.



13. Guidance & Behaviour Support

Our staff maintain consistent, reasonable expectations for behavior, teaching and encouraging orderly conduct, empathy, and age-appropriate self-regulation. Behavior and incidents are documented. Our most common strategies:

- **Environment:** arranging the physical space to encourage pro-social interaction.
- **Natural consequences:** letting a child experience the natural result of their actions.
- **Logical consequences:** a related consequence devised by staff.
- **Positive reinforcement:** encouraging children when they make good choices.
- **Reminders:** restating expected behavior, sometimes with an advance heads-up about consequences.
- **Redirection:** interesting the child in another activity in place of the current one.
- **Renewal time:** moving a child to another area to refocus and consider alternatives.

When a parent/guardian is present at the academy, disciplining or redirecting their own child is their responsibility; staff may flag anything needing attention.

If a child is continually disruptive or hurtful toward themselves or others, and common strategies aren't helping, any of the following may occur: a meeting between the Lead Educator and/or Supervisor and the family; an action plan targeting specific behavior; an early pick-up; a referral to an outside professional; or, in ongoing cases, dismissal from Kidsville.

If a Lead Educator feels a child may need extra support, they'll raise it with the Academy Supervisor, who will then speak with the family. Consultation with a pediatrician, speech therapist, behavior therapist, or resource teacher may be suggested. Kidsville welcomes and supports the involvement of these professionals.

Early Pick-Up for Inappropriate and Unsafe Behaviour

If a child is demonstrating behaviour that poses a safety risk to themselves, other children, or staff, the Academy may require the child to be picked up early. It is the parent/guardian's responsibility to arrange for prompt pick-up (within max of 1 hour) when requested by the Academy.

This is a safety measure, not a disciplinary one. Kidsville will always contact you first and explain the reason before requesting an early pick-up.

If the Academy is unable to reach the parent/guardian, staff reserve the right to contact the authorized emergency contacts or authorized pick-up persons listed on the child's file to arrange for the child to be picked up safely.

The safety and well-being of all children and staff are our priority, and families are expected to cooperate with the Academy when an early pick-up is required for safety reasons.



Kidsville is not responsible for delays in reaching a parent/guardian or emergency contact, and the standard late pick-up timing and fee described in Section 8 apply once you have been notified.

Prohibited Practices

As required under Ontario Regulation 137/15, Kidsville will NOT permit:

- Corporal punishment of a child, including but not limited to hitting, spanking, slapping, or pinching.
- Physical restraint, such as confining a child to a highchair, car seat, or stroller for discipline or in place of supervision, except as a last resort to prevent a child from hurting themselves or someone else, and only until the risk is no longer imminent.
- Locking exits to confine a child, or confining a child without adult supervision, except during an emergency under our emergency management procedures.
- Harsh or degrading measures, threats, or derogatory language directed at or used near a child that would humiliate, shame, frighten, or undermine their self-respect, dignity, or self-worth.
- Depriving a child of basic needs, including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will.
- Sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the Child Care and Early Years Act, 2014 (CCEYA) and its regulations. This includes, but is not limited to, any inappropriate sexual behavior, sexual communication, sexual contact, sexual exploitation, exposing a child to sexually explicit material or sexual activity, taking or sharing sexual images of a child, or any other conduct of a sexual nature that violates the safety, dignity, or well-being of a child.
- This prohibited practice applies to all employees, Registered Early Childhood Educators (RECEs), placement students, volunteers, contracted service providers of Kidsville. All employees are required to maintain professional boundaries with children and must immediately report any suspected or witnessed incidents of sexual abuse, sexual misconduct, or any conduct of a sexual nature involving a child in accordance with the Child Care and Early Years Act, 2014 (CCEYA), and applicable reporting obligations.

Duty to Report to Children's Aid

Kidsville is legally required to inform Children's Aid Society (CAS) whenever we have concerns about a child's safety or well-being. It is not staff's responsibility to prove abuse or neglect, or to determine whether a child needs protection. Staff will not contact the family or any other person to investigate a suspicion. We inform CAS and follow their instructions.



14. Family Communication & Partnership

Please keep us informed of anything that may affect your child's day: illness, upcoming trips, separations, or a death in the family. These events often show up in a child's behavior, and knowing helps our staff respond with care.

Reaching the Office

- Email supervisorSCA@kidsville.ca.
- Call Academy landline, 9:30 a.m. – 4:00 p.m.
- Call to schedule a face-to-face meeting.

Reaching Classroom Staff

- Call Academy landline to speak with your child's teacher between 2:00 and 2:15 p.m. or call to schedule another time.
- Call to schedule a longer call or face-to-face meeting.
- Email supervisorSCA@kidsville.ca and your message will be relayed.

For privacy, staff do not communicate with families by text, personal email, or social media (e.g., Messenger, WhatsApp). Staff cell phones are personal devices, and classroom time is reserved for the children. All communication runs through the channels above, or through Kindertales.

Kindertales

Kindertales is the one app that ties together nearly everything in this handbook: communication, billing, forms, and reporting, so it's worth knowing well. You'll be invited to join as part of enrollment, and from that point on it becomes your main window into your child's day and your account with Kidsville.

- **Everyday communication:** daily tracking reports (meals, naps, diapering/washroom, mood), ongoing activity and curriculum updates from your child's classroom, and at least 2 photos per month, all in one running feed you can look back on.
- **Billing & payments:** your Pre-Authorized Payment method, invoices, and payment history all live in Kindertales. See Section 20 for how billing works. You'll also receive notifications for upcoming charges and any payment issues (e.g., an NSF retry) directly through the app.
- **Forms, updates & changes:** enrollment details, emergency contacts, authorized pick-up people, allergy/medical information, and consent forms (medication, sunscreen, field trips) are all submitted and kept up to date through Kindertales. Please update your information here whenever something changes at home.
- **Accident & incident reporting:** Accident/Incident Reports and Illness Reports are delivered to you through the app as soon as they're completed, the same day something happens. It is expected of the parent / guardian to sign the report at the time of pick-up on the same day.



- **Milestones & progress:** milestone tracking and reports that feed into your Parent/Guardian Meetings (see Staying Involved, below).
- **Academy news & permissions:** field trip and special event permission forms, and general news or emails from the academy, are sent through Kindertales so everything stays in one place instead of scattered across email and paper.

Staying Involved

- **Curriculum conversations:** your child's RECE is glad to walk you through the curriculum one-on-one or at a scheduled presentation.
- **Family participation:** parents and guardians are welcome to join select special events. Please speak with your child's Lead Educator before visiting. We also encourage participation in our classroom library program, such as picking up and dropping off books weekly.
- **Parent/guardian meetings:** held every December and June to discuss your child's progress; the Lead Educator or you may request additional meetings any time during the year.

15. Parent Issues & Concerns

We want every issue or concern, big or small to reach us and be resolved. This policy sets out a transparent process for parents/guardians, staff, and the Licensee, consistent with our Program Statement's commitment to responsive, ongoing communication with families. Kidsville's full Parent Issues & Concerns Policy, including the response-timeline table and step-by-step procedures required by the Ministry of Education, is set out in Appendix A. We've included it there in full so it reads as the complete, self-contained policy document our Ministry licence requires it to be.

Concerns may be raised verbally or in writing, and every issue is taken seriously by the On-Site Supervisor. Investigations are fair, impartial, and respectful to everyone involved, and responses are provided verbally or in writing on request.

How to Raise a Concern

Type of concern	Raise it with	Examples
Classroom / program	Classroom staff, or the On-Site Supervisor	Schedule, sleep arrangements, toilet training, indoor/outdoor program, menu
Academy or operations	On-Site Supervisor (supervisorSCA@kidsville.ca)	Hours of operation, waitlist, menus



Type of concern	Raise it with	Examples
Staff, Supervisor, Licensee, student, or volunteer conduct	On-Site Supervisor or Licensee directly — as soon as you become aware, if a child's health, safety, or well-being may be at risk	Any conduct concern

Our Response Timeline

- Verbal concerns: addressed at the time they're raised.
- Written concerns: addressed within 1 business day, with a meeting or call arranged within 2 business days if needed. We'll tell you directly if we can't meet these timelines.
- Every concern is documented, date and time received, who received and who raised it, details and resolution steps, referral information if further support is needed, and confirmation the investigation began within 2 business days (with reasons noted for any delay).

Confidentiality & Conduct

Every concern is handled confidentially, with every effort made to protect the privacy of everyone involved, except where disclosure is legally required. Kidsville does not tolerate harassment or discrimination from anyone. If a parent/guardian or staff member feels uncomfortable, threatened, or belittled during a conversation, they may end it immediately and report the situation to the Licensee and/or On-Site Supervisor.

Suspected Abuse or Neglect

Everyone, including members of the public and professionals working with children is required by law to report suspected child abuse or neglect. A parent/guardian with such a concern should contact the local Children's Aid Society (CAS) directly; anyone who becomes aware of such a concern is likewise responsible for reporting it to CAS, per the Duty to Report requirement under the Child and Family Services Act.

Who to Contact

For a concern about your child in the classroom, speak with the Lead Classroom (RECE) Teacher. The best time to call Academy landline is early afternoon, when classroom coverage allows. If the topic needs more discussion, we'll arrange a meeting, which may include the Academy Director or Academy Supervisor.



For a concern about academy policy or procedure, email **supervisorSCA@kidsville.ca** or speak with the Academy Supervisor; further discussion may include the Academy Director or the Lead Classroom Teacher.

16. Privacy, Photos & Release of Information

Release of Information

We collect only the minimum information needed to care for your child and protect every family's right to privacy to the greatest extent possible. Parents/guardians may access their child's records at any time. Records are also accessible to the Owner/Operator/Academy Director, staff, placement students, volunteers, service providers (e.g., our accountant), authorized Ministry of Education members, and anyone involved in an emergency (e.g., paramedics). We obtain written consent before releasing a child's information for research purposes.

Photos & Video

Parents/guardians may photograph or video their own child at special events such as Graduation Day, Christmas Treat, Field Trips. We understand wanting to capture these memories. Out of respect for other families' privacy, please do not post images or video that include other people's children on the internet or social media without their consent, and please refrain from photographing/filming during regular class time.

Kidsville may photograph and post classroom activities to Facebook, Instagram, and our website, blurring children's faces to protect privacy; we only share identifiable images or information for children whose parent/guardian has given explicit written consent. During each academy year, a professional photographer holds "Picture Day" for individual portraits. Purchase is optional, never required.

The Smoke-Free Ontario Act

Kidsville is regulated by the Smoke-Free Ontario Act, 2017, which applies to every employee, volunteer, placement student, parent, guardian, and visitor. Smoking tobacco, vaping any substance, and smoking cannabis (medical or recreational) are prohibited inside our building (Units 6-7, 5637 Finch Avenue East, Scarborough M1B 5K9 ON), on the playground, on surrounding walkways/sidewalks, in the parking lot, and within 20 metres of the academy in any direction. Violations are addressed under the Smoke-Free Ontario Act, the Occupational Health and Safety Act, and/or the Ontario Human Rights Code, as applicable.



17. Placement Students & Volunteers

We welcome placement students and volunteers (minimum age 14) who strengthen our program, support children's safety and well-being, and grow their own skills under the mentorship of our staff.

- Never alone with a child; always supervised by a staff member.
- The needs of the children always come first.
- Numbers are limited so as not to hinder the academy's essential work.
- Do not count toward staffing ratios.
- Must read, understand, and follow all Kidsville policies and procedures.

The designated Supervisor manages orientation; the classroom's Lead Educator manages day-to-day supervision and training. Minor classroom issues are handled by the Lead Educator; any policy contravention is addressed by the designated Supervisor.

Their Responsibilities

- Work cohesively with staff and the Owner/Operator, with respect and enthusiasm.
- Carry out duties assigned by the Lead Educator and support classroom culture.
- Put children's safety and well-being first in every decision.
- Assist with mealtimes, toileting routines, and a sanitary, organized environment.
- Engage children warmly, patiently, and with understanding, encouraging independence, self-help, and language skills.

Our Responsibilities to Them

- Support their goals and objectives.
- Create opportunities to learn and participate.
- Mentor, encourage, and guide their growth.
- Share feedback on successes and challenges.

18. Safety & Emergency Preparedness

Accidents & Incidents

All accidents and incidents are reported to the designated Supervisor, and children receive immediate attention. First aid supplies are kept in every classroom and carried off-site on any trip; all staff hold First Aid/CPR training, minimum Level C.

- **Minor occurrences** (scrapes, bruises, strains, bumps) are documented on an Accident/Incident Report shared with the parent/guardian.



- **Serious occurrences** are reported to parents immediately and to the Ministry of Education, with the Serious Occurrence Report posted at the academy's front door for 10 days.

Fire Drills & Emergency Management

We hold fire and other emergency drills monthly, and maintain emergency management procedures for Lockdown, Hold and Secure, Bomb Threat, Evacuation (fire, flood, power outage), Internal Environment Threats (loss of potable water, sewage backup), and Natural Disaster, including major earthquake. Evacuation procedures are posted in every room.

Our gathering point for planned and unplanned evacuations is the north-west side of the parking lot, on the grassed area. If it becomes unsafe to return to the building, we relocate to our designated evacuation site:

Evacuation Site

Tom Longboat Jr Public School, 37 Crow Trail, Scarborough, ON M1B 1X6

Exit on the playground side on Tapscott road → Turn left on Lefthall Crescent → Turn left on Tunmead Square → Across the street is Tom Longboat School (9-11 mins walk)
416 396 6610

We evacuate or relocate only if the building or surrounding area is unsafe. If the academy must close during an emergency, we post updates via Kindertales (email notification to families) and / or also on Facebook and Instagram and update our voicemail system (Academy landline, available 24 hours) as soon as possible. If the academy closes while children are present, we contact every parent/guardian and emergency contact individually by phone and confirm whether pick-up is at the academy or at Tom Longboat Jr Public School.

19. Enrolment & Waiting List

Kidsville offers enrollment based on spot availability in the Toddler and Preschool programs. Families on the waitlist are contacted based on requested start date and the date the child was added to the list; enrollment spots are ultimately offered at the parents' decision and discretion, provided space is available. Parents/guardians must read, understand, and agree to this policy before a child may enroll or continue enrollment; one signature is sufficient on the Enrollment Form. Throughout this section, "tuition" refers to Full-Time Tuition.

Purpose of the Waiting List Policy

This policy fulfills our obligations under Ontario Regulation 137/15 for a transparent Waiting List: it explains how children are placed on the list, how enrollment is offered, and how families can learn their position while protecting every child's privacy.



How the Waiting List Works

- Enrollment is offered as space becomes available; when a program is full, a child may be placed on the Waiting List.
- There is no fee or deposit to join the list, and Kidsville never accepts payment to improve a child's position.
- The list is maintained so that a family can learn their own child's position, while other families' information stays private.
- Enrollment decisions ultimately rest with the Academy Director/Owner-Operator.
- **To join the list:** complete the online form at kidsville.ca/register-your-interest. You'll receive an email confirming it was received.

Order of Enrollment Offers

Within each program's availability, offers go out in this order:

1. Children of staff members.
2. Siblings of currently enrolled children.
3. Siblings of formerly enrolled children.
4. Children in the order their Waiting List form was received, by program.

A child's birth date and school-year age also matter. For example, a child turning 2.5 in October would age out of the Toddler Program timeline. A spot is held vacant for only 1 month if a child isn't yet old enough to enroll, and a child with a sibling on the list won't be offered a spot unless a space is available for both.

Offering & Confirming a Spot

- Families are notified by email when a space opens and have 48 hours to respond before the next child on the list is offered the space.
- Kidsville typically operates at capacity; mid-year offers depend on openings, while most offers go out in spring for the following September.
- An offer is never guaranteed. Waitlist submissions far exceed available spots, and it's uncommon for a spot to open for a child over 2.5, since Preschool openings are usually filled by Toddlers aging out.

Checking Your Position

The Supervisor/Designate is your contact for waitlist status questions and can share your child's position and an estimated likelihood of a spot opening.



Keeping the List Current

- A child moves to the Preschool Waiting List if they turn 2.5 before January 1st without having been offered a Toddler spot.
- A child is removed from the list at 4.5 years old.
- We contact everyone on the list annually by email; families who don't respond by the deadline are removed.
- Families who decline an offer are removed unless they tell us otherwise.
- Kidsville may temporarily close the Waiting List if it grows too long. This will be posted on the Register Your Interest page.

Access & Inclusion

Kidsville supports low-income families with flexible payment plans and care options and works with the Children's Aid Society without listing CAS-supported families under separate waitlist criteria. Our priority is responding to each child and family's unique circumstances, so that every child has the opportunity to thrive here, regardless of background.

20. Fees, Payment & Withdrawal

This section brings every fee, payment, and withdrawal policy together in one place. The short version: tuition is billed monthly and is non-refundable except in the specific situations described under General Refund Policy below. That rule applies throughout this section and is not repeated at every turn.

Canada-Wide Early Learning Child Care (CWELCC)

Kidsville has opted into [CWELCC](https://ontario.ca/page/canada-ontario-early-years-and-child-care-agreement) (ontario.ca/page/canada-ontario-early-years-and-child-care-agreement) and works with federal, provincial, and regional partners to bring this benefit to our families.

- Families with eligible children under 6 automatically receive reduced fees, no action required, and the reduction applies directly to your invoice.
- Fee reductions follow the provincial funding framework and are expected to continue progressively toward a \$10/day average.
- Kidsville has entered a CWELCC funding agreement with the City of Toronto; eligible families are charged the approved \$22/day rate for as long as the agreement and the child's enrollment remain active, and never above that rate while the agreement is in force.
- Kidsville may withdraw from CWELCC and reinstate full tuition rates, if necessary, with a minimum of 60 days' written notice to all affected families.



Tuition Rates, 2026-2027

Rates below apply September 01, 2026, through August 31, 2027, unless otherwise advised, and are provided as a current example see your enrollment agreement for the rates in effect at signing.

Program	Hours	Kidsville Daily Base Rate	CWELCC Daily Rate
Toddler, Full-Time	7:30 am – 5:30 pm	\$74.90	\$22.00
Preschool, Full-Time	7:30 am – 5:30 pm	\$69.84	\$22.00
Toddler, Part-Time	7:30 am – 5:30 pm	\$700 (2 days) / \$1,040 (3 days)	Not offered under CWELCC
Preschool, Part-Time	7:30 am – 5:30 pm	\$700 (2 days) / \$1,040 (3 days)	Not offered under CWELCC

CWELCC monthly estimate

(Toddler & Preschool Full-Time), September 2026 through August 2027: billed for actual weekdays each month, inclusive of statutory holidays, PD days, and winter break.

Month	Weekdays billed	CWELCC (\$22.00/day) estimate
September 2026	22	\$484.00
October 2026	22	\$484.00
November 2026	21	\$462.00
December 2026	23	\$506.00
January 2027	21	\$462.00
February 2027	20	\$440.00
March 2027	23	\$506.00
April 2027	22	\$484.00
May 2027	21	\$462.00
June 2027	22	\$484.00
July 2027	22	\$484.00
August 2027	22	\$484.00



Month	Weekdays billed	CWELCC (\$22.00/day)	estimate
Full academy year total	261	\$5,742.00	

This table is an estimate based on the standard weekday count for each month; your actual invoice may vary slightly to reflect statutory holidays, closures, or a child's specific start/end date.

What's Included in the Base Rate

Included in tuition (base Fee)	Billed separately (Non-Base Fee)
Play materials, equipment & furnishings	Late pick-up (\$5/minute after 5:30 pm)
Supervision during operating hours	Non-Sufficient Funds fee (\$50/occurrence)
Food (a.m. snack, lunch, p.m. snack)	Late payment fee (\$50/day)
Individualized plans (medical, special needs, anaphylaxis)	Billing charges (bank \$5/transaction; credit card 2.95%/transaction)
Security deposit (non-refundable)	Field trips & special events
Before/After School Program, if applicable (\$22/occurrence)	Specialized therapies (third-party providers)
Non-Instructional Day Care Program: PA days, emergency backup (\$22/day)	

How Payment Works

Tuition is processed as a Pre-Authorized Payment (PAP) through Kindertales, from either a bank account or credit card. PAP form is completed on paper or in the app. Processing fees (2.95%/transaction for credit card; \$5 flat for bank account) are the parent's responsibility and are not part of the base rate; both are subject to change.

Tuition is due on the 1st of each month, regardless of weekends or holidays, and is owed for every day your child is enrolled including absences (illness, vacation, etc.), statutory and civil holidays, staff PD days, weather closures, and Winter Break. The only exception: if the Province of Ontario declares an emergency under the Emergency Management and Civil Protection Act, tuition is waived for that period, and any unused portion already paid is refunded or credited.



Security Deposit

At registration, Kidsville collects a one-time, non-refundable, non-transferable security deposit equal to one month's tuition per child. This deposit is applied to your child's final month of enrollment and confirms your commitment to the spot.

This deposit is not refunded under any circumstance once paid including if a family changes their plans and the child never starts enrollment. It secures your child's spot from the moment it is received.

Late, Missed & Outstanding Payments

- **NSF:** a \$50 fee applies per instance; Kindertales retries a failed payment at least twice.
- **Late payment:** if payment is still outstanding after two NSF retries, a \$50/day late fee is added to the balance.
- **Suspension & withdrawal:** your child may not attend while a balance remains unpaid. Outstanding tuition, additional fees, NSF fees, or late fees must be paid within 5 business days, or your child will not be permitted to attend; if payment is not received by month-end, your child will be withdrawn, and the deposit will be applied to the outstanding balance rather than refunded.
- **Your responsibility:** keep sufficient funds available before each withdrawal date (typically the 1st) and keep your payment method on Kindertales current.

Fee Subsidy

Kidsville accepts the City of Toronto's Child Care Fee Subsidy. Where a parent portion is owed, it is due on the 1st of each month, September through August, and every policy in this handbook applies equally to subsidized families. Kidsville will extend an enrollment offer as space becomes available.

For more information, please visit: toronto.ca/community-people/employment-social-support/child-family-support/child-care-support/, or call 311

General Refund Policy (applies throughout this section)

Tuition, the security deposit, and any deposit-equivalent payment are non-refundable. No refund, credit, or discount is given for absence (illness, vacation, or otherwise), a partially attended day, week, or month, or for withdrawal except the Emergency Management Act exception above.

Withdrawal & Notice to Opt-Out

Withdrawing during the academy year requires written notice by email to the Academy Supervisor. The notice in practice, should be provided on or before the last day of the previous month plus one day (generally 32 days). Notice is only accepted at month-end; mid-month withdrawals are not accepted. Your last month's tuition/security deposit covers the final month of attendance; if notice is given on or after the 1st, that full month's tuition is still owed.



- **Written notice only:** Notice must be submitted in writing by email to supervisorSCA@kidsville.ca. A verbal conversation at drop-off or pick-up, a phone call, a voicemail, or a message left with a classroom educator does not constitute notice and will not be honored, regardless of who received it or what was discussed. Submitting notice by the deadline is solely the parent/guardian's responsibility; Kidsville is not required to send reminders, and the absence of a reminder is never grounds for late notice.
- **Applies no matter the reason:** This notice requirement and the tuition obligations apply regardless of why a family is leaving including relocation or moving out of the area, a change in family or financial circumstances, a change of mind, or dissatisfaction with the program. The reason for withdrawal never shortens the notice period, reduces tuition owing, or creates an exception.
- **In writing, signed, on file:** This policy is part of the Enrollment Agreement every family sign at initial registration and re-confirms at each September re-enrollment. By signing, a family acknowledges they have read, understood, and agreed to this Withdrawal & Notice Policy in full, including the tuition consequences of late or missing notice. Forgetting the notice date, not having re-read the policy, or misunderstanding how it works does not waive, reduce, or excuse a family's notice or tuition obligations. This Handbook (Section 20) and the signed Enrollment Agreement are the governing documents; a copy of your signed agreement is kept on file and is available to you on request at any time.
- **Summer withdrawals (June–August):** Written notice is due by May 30th under the 93-day summer notice requirement, given high summer waitlist and planning demand. If notice is not received by May 30th, your child is deemed enrolled for June, July, and August in full, and full tuition is owed for each of those months regardless of attendance, whether your family has moved, or whether your child ever returns.
- **If notice is not received by the applicable deadline:** Full tuition is owed and will be charged for every month through August 31st of the current academy year, at the full applicable rate, regardless of attendance, whether your child has stopped coming, whether your family has moved, or whether you believe notice was given verbally. This amount is deducted first from the security deposit on file; the Emergency Management Act exception described under How Payment Works is the only recognized exception to this rule. Any balance owing beyond the deposit is due immediately upon invoice. Unpaid balances are referred to a collections agency, and the family remains responsible for the outstanding tuition plus any collection costs, interest, and legal fees incurred in recovering it.
- **Withdrawing before the next academy year (starting in September):** Written notice is due by May 30th; the same final-month tuition rule applies.

This Withdrawal & Notice Policy is fixed and is not subject to negotiation, waiver, or case-by-case exception by any staff member, Supervisor, or Academy Director. The only recognized exceptions are the Emergency Management Act provision above and Kidsville-initiated withdrawal, described at the end of this section.

Refer to the exact notice date for your child's last day below:



Last day of enrolment	Notice due	"Last month's tuition" applies to
September 30	On or before August 30 (<i>not 31st</i>)	September
October 31	On or before September 29 (<i>not 30th</i>)	October
November 30	On or before October 30 (<i>not 31st</i>)	November
December 31	On or before November 29 (<i>not 30th</i>)	December
January 31	On or before December 30 (<i>not 31st</i>)	January
February 28/29	On or before January 30 (<i>not 31st</i>)	February
March 31	On or before February 27 (<i>not 28th</i>)	March
April 30	On or before March 30 (<i>not 31st</i>)	April
May 31	On or before April 29 (<i>not 30th</i>)	May
June 30	On or before May 30 (<i>not 31st</i>)	June
July 31	On or before May 30 (<i>not 31st</i>)	July
August 31	On or before May 30 (<i>not 31st</i>)	August

If Kidsville and a family agree together that the academy cannot meet a child's needs, or Kidsville must otherwise end a child's enrollment, the final day is determined case-by-case, at the academy's discretion.

21. Academy Closures & Calendar

Severe Weather

General rule: if Toronto District School Board (HDSB) bus service is cancelled but public schools remain open, Kidsville is open. If TDSB bus service is cancelled and public schools are closed, Kidsville is closed. We post closures with an email notification via Kindertales to the families by 06:35 a.m.; followed by Facebook and Instagram updates and also strive to update our voicemail system Academy landline, available 24 hours) as soon as possible.

Emergency Closures

The same notification channels apply for an emergency closure: Email via Kindertales, Facebook, Instagram, and Voicemail, as soon as possible after the decision is made. See Section 18 for what happens if the academy must close while children are present.



Tuition remains payable during weather and emergency closures under the payment terms in Section 20.

Planned Closures, 2026–2027

Closure	Date
New Year's Day	January 1
Family Day	3rd Monday in February
Staff Professional Activity Day	TBD in March — advance notice provided
Good Friday	Friday before Easter Sunday
Easter Monday	Monday after Easter
Victoria Day	Monday preceding May 25
Canada Day	July 1
Civic (Provincial) Holiday	1st Monday in August
Staff Professional Activity Day	TBD in August — advance notice provided
Labour Day	1st Monday in September
Thanksgiving Day	2nd Monday in October
Staff Professional Activity Day	TBD in November — advance notice provided
Christmas Eve	December 24 (early closure, 2:00 pm)
Christmas Day	December 25
Boxing Day	December 26
Winter Break	Dec 27-Dec 31

There is no Summer Break at Kidsville. Winter Break runs December 27–Dec 31 as a scheduled closure; tuition remains payable during this week.



22. Immunization

Kidsville is required to keep accurate, up-to-date immunization records, and requires proof of immunization at enrollment and with every update. If proof isn't immediately available, we ask for it as soon as reasonably possible, along with a written explanation for the delay.

Immunization records should follow the Health Canada Immunization Schedule and the Medical Officer of Health's recommendations and must include your child's name and date of birth.

Families who choose not to immunize may file one of two exemptions:

- A medical exemption, completed by a health care provider.
- A non-medical exemption for conscience or religious belief, completed by the parent/guardian and signed by a commissioner of oaths or notary public.

Even with a valid exemption, a child cannot attend the academy during a disease outbreak. A single case of certain diseases can constitute an outbreak, and there is no fixed time limit on how long an outbreak lasts.

Records are kept on file and available for inspection and provided to the City of Toronto and/or Ministry of Education upon request.



Appendices

The appendices below give full procedural detail behind several policies referenced earlier in this handbook. They carry the same weight as the main body. They are simply detailed enough to warrant their own reference section.

Appendix A — Parent Issues & Concerns Policy

This is Kidsville's complete Parent Issues & Concerns Policy. The Ministry of Education requires this policy to stand as a full, self-contained document, so the complete text, previously summarized in Section 15, is set out here in full.

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the Licensee, and staff to use when parents/guardians bring forward issues and/or concerns.

Policy

Parents/Guardians are encouraged to take an active role in our academy and regularly discuss what their child(ren) are experiencing with our staff. As supported by our Program Statement, Kidsville Academy Scarborough supports positive and responsive interactions among the children, parents/guardians, childcare providers, and staff, and fosters the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by the On-Site Supervisor and will be addressed. Every effort will be made to address and resolve issues and concerns as quickly as possible. Issues and concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally or in writing upon request. Investigations of issues and concerns will be fair, impartial, and respectful to the 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.

Conduct

Kidsville Academy Scarborough maintains very high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will not be tolerated from anyone. If at any point a parent/guardian or staff member feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Licensee and/or On-Site Supervisor.



Procedures — Steps in Responding to an Issue or Concern

- Issues/concerns brought forward verbally will be addressed at the time they are raised. This is the initial response time.
- Issues/concerns brought forward in writing will be addressed within 1 business day. If necessary, meetings/phone calls will be arranged within 2 business days (working days only). The parent/guardian will be advised if it is not possible to keep within these response times.
- The details of the issue/concern will be recorded: date, time, parties involved, and steps taken to resolve the issue/concern. Referral to another organization will be provided if the parent/guardian needs additional support, and details of the communication will be kept on file at the academy.

Who to Contact, by Type of Issue

Nature of issue or concern	How to raise it
Program room related (schedule, sleep arrangements, toilet training, indoor/outdoor program, feeding arrangements/menu)	Raise it with the classroom staff directly, or with the On-Site Supervisor/Designate.
General academy or operation related (hours of operation, waitlists, menus, etc.)	Raise it with the classroom staff directly, or with the On-Site Supervisor/Designate.
Staff, On-Site Supervisor, Licensee, student, and/or volunteer conduct that puts a child's health, safety, or well-being at risk	Report to the Licensee and/or On-Site Supervisor as soon as you become aware of the situation.

How Kidsville Responds

- Address a verbally raised issue/concern at the time it is raised. This is the initial response time.
- Address a written concern within 1 business day.
- Arrange a meeting with the parent/guardian within 2 business days, if applicable.
- Document the issue/concern in detail, including: the date and time it was received; the name of the person who received it; the name of the person reporting it; the details of the issue/concern and any steps taken to resolve it; any information given to the parent/guardian regarding next steps; contact information for the appropriate person if the person notified is unable to address the matter; and confirmation the investigation was initiated within 2 business days or as soon as possible (with reasons for any delay documented in writing).
- Provide a resolution or outcome to the parent/guardian who raised the issue/concern.

Concerns About Suspected Abuse or Neglect of a Child

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



concern that a child is being abused or neglected, they 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, per the "Duty to Report" requirement under the Child and Family Services Act.

Who to Contact

Kidsville Academy Scarborough welcomes open, clear, and calm communication. If you have an issue and/or concern regarding your child as it relates to the classroom, please communicate with the Lead Classroom (RECE) Teacher. There is little time to communicate at drop-off or pick-up; the best time to call Academy landline is early in the afternoon, to ensure proper classroom coverage. If the topic requires further communication, you may arrange a meeting with the Lead Classroom (RECE) Teacher depending on the topic, the Academy Director or the Academy Supervisor may join.

If you have an issue and/or concern regarding the academy's policies and/or procedures, please communicate with the Academy Supervisor by email at supervisorSCA@kidsville.ca. If the topic requires further communication, you may arrange a meeting with the Academy Supervisor depending on the topic, the Academy Director or the Lead Classroom (RECE) Teacher may join.

Appendix B — Toilet Learning Policy & Procedures

We call this the Toilet Learning Program because it is a learning process: your child is discovering their body, its sensations, and what to do about them. Toileting deserves the same care and preparation as any other area of our environment.

During toilet learning, a child develops both physically and psychologically. Physically, as neurological development supports control of the sphincter muscles; psychologically, as the brain forms new connections around recognizing wet and dry, learned through trial and error.

Toilet learning will follow each child's needs and readiness. Educators will offer regular bathroom breaks and work with families. Pull-ups or diapers may be used during sleep or transition times, initial days when needed.

Children may show different toilet-training readiness at home and at the academy. Classroom readiness will be determined based on the educator's observations and professional discretion.

Why cloth underwear?

Cloth underwear lets a child feel the sensation of wet or dry. Disposable diapers and pull-ups wick moisture away from the skin, which removes that feedback.

How families and educators can help

1. Trust the process, you and your child can do this.
2. Create a plan and schedule, broken into small, manageable steps.
3. Gather the items you'll need (see below).
4. Prepare the environment, both at home and at the academy.
5. Choose machine-washable clothing in thin layers.
6. Be patient and consistent. Consistency from adults builds consistency, and speed, in children.



7. Use calm, neutral, positive language.
8. Acknowledge every attempt rather than offering rewards.
9. Avoid entertaining a child while they're on the toilet.
10. Clean the potty/toilet seat after every use.
11. Don't revert to disposable diapers or pull-ups once training has started.

A simple chart noting the time, whether your child was dry, and any accidents, in 20-minute intervals helps you spot patterns and know when to offer the toilet.

Good times to offer the toilet

At home	At the academy
As soon as they wake up	As soon as they arrive
As soon as they're dressed	Before going outside
After breakfast	As soon as they return from outside
Every 20–30 minutes in the morning	Before a.m. snack
Before going outside	After p.m. snack
As soon as they return indoors	Every time a work cycle ends
Before and after lunch	Before and after lunch
Before nap, and if they wake during it	Before nap, and if they wake during it
Every 20–30 minutes in the afternoon	Every 20–30 minutes in the afternoon
Before/after dinner, and before bed	Before going home

What to prepare

- **Bathroom:** a potty or toilet seat, toilet steps, a small laundry basket for wet/soiled clothes, a step stool for the sink, a small chair for changing, and a basket with 2 spare pairs of pants/underwear within your child's reach.
- **Home:** cleaning supplies for accidents, protection or removal of non-washable carpeting/bedding, and a waterproof mattress cover.
- **Vehicle:** a travel potty, a car-seat protector (a folded towel works), disposable wipes, extra clothing, a bag for soiled clothing, disposable bags, and cleaning supplies.
- **Academy:** 2 labelled, waterproof, sealable wet bags (ideally two pockets: one soiled, one clean); 2 pairs of washable, closed-toe indoor shoes; 8 full sets of clothing (undershirt, underwear or



training pants, socks, top, and pants; training pants are fine in place of underwear, as they're more absorbent); disposable and flushable wipes. When soiled clothing goes home, please return a matching number of clean sets the next day.

Appendix C — Outdoor Play Policy

Children have access to a safe outdoor environment and a wide variety of materials for creative, constructive play in all types of weather. Outdoor time supports the well-being that comes from exercise, in accordance with the Ministry of Education's Child Care and Early Years Act and City of Toronto Public Health requirements.

As required under CCEYA, every child in care for 6 or more hours must have up to 2 hours of outdoor time daily. Please dress your child for the weather because ratios must be maintained, we cannot keep an individual child indoors while their class is outside. Our general rule for illness applies here too: if a child is too unwell to fully participate in the program, including outdoor play, they may be too unwell to be at the academy. While outdoors, programming continues, active movement, sensory and creative exploration, and more. Indoor active play is offered whenever inclement weather keeps children inside.

When outdoor play is adjusted

- Icy or unsafe playground conditions: a Neighborhood Walk replaces outdoor play if sidewalks are clear and safe (ratios stay the same as in the classroom; no major streets are crossed).
- -15°C or colder, or a wind chill of -20°C or colder, outdoor play may be shortened, modified, or moved indoors depending on conditions.
- Rain, thunder, lightning, snow, hail, extreme wind, or a smog alert: indoor gross motor play.
- During heat warnings or periods of extreme heat (with humidity): indoor gross motor play instead or shortened outdoor play.
- An Environment Canada weather alert for extreme temperatures: indoor gross motor play.

Medical exceptions

- A parent/guardian note for medical reasons keeps a child indoors for gross motor play: written consent is required daily, using the consent form provided.
- Children may remain indoors up to 2 days per week on parent note; a doctor's note is required beyond 2 days.
- It remains a parent's/guardian's responsibility to send weather-appropriate clothing.
- Staff may bring a child inside at their discretion if remaining outside is no longer healthy or safe (e.g., overheating).
- Children can only stay inside if staffing allows; ratios must always be maintained.



Appendix D — Biting Policy

Is my child going to get bitten? The honest answer is: maybe and keep in mind, your child may also become the child who bites.

About toddlers and biting

Children under three, learning to navigate a group setting, commonly hit, take things, push, and bite. Biting can appear in older children too, but up to age four it's usually a developmental stage. Past age four, biting more often points to something specific: a child on the autism spectrum, a one-time frustration or feeling trapped, or a communication/speech delay. It's one of the hardest behaviors for a supervisor, educator, or parent to sit with.

If your child was bitten

A bite mark is upsetting, and your feelings: frustration, a sense your child is being targeted, doubt about whether we're doing enough, are all valid. Please remember: no one wants any child hurt, our educators are actively working to protect every child including yours, and the family of the child who bit is also feeling desperate for it to stop. Bite marks can look worse than they feel. Many children don't cry or register pain when bitten, so an unwitnessed bite may not be caught immediately. We cannot share the identity of a child who bites, but can tell you generally how the behavior is being managed. Studies show children who are bitten in care don't show lasting effects, and most don't remember it months later.

What we do

Biting can start suddenly with any child, regardless of temperament, and typically resolves within a few weeks to months as suddenly as it began. We treat it as seriously as any other behavior concern and escalate our response as needed, including:

- Observation notes and close monitoring of the child who is biting.
- Protecting other children from being bitten.
- Escalating interventions as needed and keeping all affected families informed.
- Working with both families and implementing group strategies where helpful.

Why we don't expel a child for biting

Because this is genuinely developmental behavior in toddlers, we intervene the same way we would for any other behavior concern. As part of our commitment to inclusion, we dedicate additional resources working with our teaching team, the family, and outside support educators as needed to build a behavior support plan around the child.

Appendix E — Illness Policy

Our Illness and Sanitary Practices Policies follow current recommendations from Toronto Public Health and the Canadian Pediatric Society.



General principle

Your child is not well enough to attend if any of the following apply:

they cannot take part in all indoor and outdoor activities;

they would need medication (e.g., Tylenol®, Advil®, Gravol®) just to feel well;

or they haven't yet completed the required exclusion period below (e.g., a child sent home ill at 10:00 a.m. on December 1st may return no earlier than December 3rd symptom free).

- **Fever** of 38°C / 100.4°F or higher: return only once fever-free for 24 hours and able to tolerate regular food without vomiting.
- **Undiagnosed rash or sores:** a medical practitioner's note confirming it's safe to return is required.
- **Viral symptoms** (cough, sneezing, runny nose, sore throat, fever): return once well enough to fully participate without medication.

Communicable disease exclusion guide

Condition	Return to academy when...
Chickenpox (Varicella)	Feeling well and 5 days since rash onset, or lesions crusted over — whichever comes first.
COVID-19	Fever-free and symptoms improving for 24 hours (48 hours for nausea/vomiting/diarrhea).
Fifth's Disease (Parvovirus)	No exclusion — may attend if feeling well and fever-free.
Gastroenteritis (vomiting/diarrhea)	Symptom-free for at least 48 hours if no specific pathogen identified.
Hand, Foot & Mouth Disease	No exclusion if feeling well and fever-free; stay home if drooling excessively or with open mouth/body sores.
Impetigo	24 hours of prescribed antibiotic and feeling well enough to participate.
Influenza / common cold	Feeling well enough to participate in regular activities.
Measles (Rubeola)	At least 4 days after rash begins.
Mumps	At least 5 days after glands first swell.
Pink Eye (Conjunctivitis)	Bacterial: 24 hours of prescribed antibiotic. Viral: until discharge resolves or physician clears.
Ringworm	Once treatment has started.
Rubella (German Measles)	At least 7 days after rash first appears.



Condition	Return to academy when...
Scabies	After first treatment.
Scarlet Fever	24 hours of prescribed antibiotic and feeling well enough to participate.
Strep Throat	24 hours of prescribed antibiotic and feeling well enough to participate.
Whooping Cough (Pertussis)	5 days of appropriate antibiotics, or 3 weeks from onset if untreated.
Head Lice	After the first medication treatment, with a doctor's note.

Please tell us about any illness your child has. Toronto Public Health is notified whenever an illness appears on their Reportable Diseases List, or in the event of an outbreak, and we follow their instructions (our Outbreak Policy is available on request).

If your child becomes ill during the day, we'll contact you for prompt pick-up and keep them comfortable and separated from other children in the meantime; an Illness Report Form is completed and shared with you. We may administer prescribed medication for fever/pain relief once a signed Request and Consent form is on file (see Appendix F).

In a health emergency, we call 911 first and you immediately after. We follow the 911 operator's instructions (staff hold current First Aid/CPR Level C training); if paramedics recommend hospital transport, a member of our Owner/Operator or Supervisor team accompanies your child and stays until you arrive, providing medical personnel with any information requested.

Appendix F — Medication Policy

Our educators administer only emergency, life-saving medication on site: epinephrine, asthma inhalers, and medication identified as part of an emergency plan (e.g., Tylenol/Advil for febrile seizures, Benadryl for anaphylaxis). In Addition, Emergency medication for conditions such as seizures or diabetes may be given when an Individual Medical Plan is on file. For non-life-saving medication (e.g., antibiotics, prescription creams) needed during the day, please ask your doctor about a modified dosing schedule so it can be given at home, or you're welcome to come to the academy to administer it yourself. We do not administer non-life-saving medication.

This Individual Medical Plan is completed together with your child's Emergency Plan on file (see Section 9, Dietary Restrictions & Allergies), so all of your child's emergency information stays in one place.

For emergency conditions — severe allergies, febrile seizures, or asthma or diabetes, parents complete a medication form and emergency plan together with the Supervisor. Over-the-counter medication is accepted only as part of an emergency plan, with a doctor's note specifying signs, symptoms, and dosage, and only in its original container. As-needed medication (e.g., puffers) requires a doctor's note outlining the observable symptoms that call for administration, matched by the Authorization for



Medication Administration form. Medicated diaper cream is not permitted. Medication must never be left in a child's backpack or cubby. Please speak with your Supervisor with any questions.

- **Non-prescribed medication is never administered.**
- Medication must be in its original, pharmacist-labelled container, showing the child's name, medication name/dosage, purchase and expiry dates, and storage/administration instructions. Two containers (e.g., for antibiotics) let one stay at the academy.
- The designated Supervisor is responsible for medication on site, with a Lead Educator delegated in their absence.

Storage

Medication is stored per its label instructions in a locked container inaccessible to children (refrigerated medication, in a locked container in the fridge). Inhalers requiring a chamber, and Epinephrine Auto-Injectors, are kept in the child's classroom: easily accessible to staff, inaccessible to children and travel with the child (e.g., in the classroom's Emergency Bag during outdoor play, walks, trips, and evacuations). Children with life-threatening allergies must have two unexpired EpiPens before their first day. Under Ontario's Child Care and Early Years Act (CCEYA) and Toronto Public Health guidelines, having two auto-injectors (one in the classroom for rapid access and one in the central office/emergency kit) is standard emergency practice. If a child experiences an anaphylactic reaction, a second dose is often required if emergency services do not arrive within 5-15 minutes.

When medication is given

The Lead Educator in the room administers medication at the scheduled time, contacting a parent/guardian only in exceptional circumstances (e.g., a child refuses). Whoever administers medication will confirm written permission is on file, check the Administration of Medication Log to avoid a double dose, confirm the correct child and medication, review instructions and expiry, administer as instructed, log the administration, and return the container to secure storage.

Appendix G — Non-Medicinal Products Policy

Non-medicinal products (including homeopathic products with no medicinal ingredients) are administered only with written permission on the Request and Consent for the Administration of Oral/Topical Non-Medicinal Products Form: a doctor's prescription is not required. Every non-medicinal product must be labelled with the child's name, checked for an expiry date, stored in the child's classroom inaccessible to children, brought in its original packaging, and administered exactly per the consent form.

Diaper Cream

Parents/guardians choose and provide any diaper cream, with or without medicinal ingredients; no prescription is required. Diaper cream is administered with written consent on file, labelled with the child's name, checked for expiry, stored in the child's washroom cubby inaccessible to children, kept in its original packaging, and applied per the consent form.



Sunscreen

Parents/guardians may provide sunscreen for application before outdoor play, typically May 1 through September 30 (and at other times if needed). Sunscreen is applied hand-over-hand. Staff use the child's own hand to rub sunscreen into exposed skin. If sunscreen isn't provided, your child still goes outdoors. Sunscreen does not require a prescription, and is administered with written consent, labelled with the child's name, checked for expiry, stored in the classroom inaccessible to children, and kept in its original packaging.

Parents are responsible for applying the sunscreen to their children for the morning outdoor play. Our staff will apply the sunscreen with consent form signed only for the afternoon outdoor play.

We reserve the right to send back the expired sunscreen and will not be applying the sunscreen till the time replacement sunscreen is provided.

Appendix H — Safe Arrival & Dismissal Policy and Procedures

This policy fulfills our obligations under Ontario Regulation 137/15 for safe arrival and dismissal, giving staff, students, and volunteers clear steps for what to do when a child doesn't arrive as expected, and how children are safely released from care.

- A child is only released to a parent/guardian, or to an individual the parent/guardian has authorized in writing.
- Children are dismissed only into the care of an adult — never to a minor, and never without direct supervision at every step.

Accepting a child into care

- Greet the parent/guardian and child.
- Ask how the child's morning/evening has been, and whether pick-up arrangements have changed. If someone other than the parent/guardian will collect the child, confirm that person is listed on the Kindertales enrollment form, or obtain written authorization (e.g., an email to the Supervisor).
- Log any pick-up change in the daily written record in Kindertales.
- Sign the child in on the classroom attendance record.

If a child hasn't arrived as expected

- If there's been no word from the parent/guardian by 10:00 a.m., staff inform the Program Staff/Supervisor and contact the parent/guardian through Kindertales, leaving a message to confirm the absence.
- If there's still no confirmation, the Supervisor attempts a direct phone call.
- Once the absence is confirmed, staff document it on the attendance record and in the daily written record.



Releasing a child from care

- Release only to the parent/guardian or a written-authorized individual. If staff don't recognize the person collecting the child, confirm with another staff member, or request photo ID and check it against the child's file or written authorization.

If a child hasn't been picked up as expected (before closing)

- Staff contact the parent/guardian via Kindertales messaging or phone to confirm the child remains in care.
- If unreachable, staff call again, leaving both a voicemail and a text; if an authorized individual's contact information is on file, staff contact them next.
- If no one responds before closing, staff move to the procedure below.

If a child hasn't been picked up and the academy is closed

1. The child is offered a snack and activity while waiting.
2. One staff member stays with the child while a second calls the parent/guardian (or the authorized individual, if unable to reach the parent/guardian) to confirm pick-up timing.
3. If neither can be reached, staff contact every emergency contact on the child's profile in Kindertales.
4. If no one can be reached by 5:45 p.m., staff contact Toronto Children's Aid Society (CAS) at 866-527-0833 and follow their direction.

General dismissal rules

Children are never released to walk home alone. Arrival by 10:00 a.m. is required unless prior notice is given; Kidsville may refuse same-day admittance after 10:00 a.m. without notice, as late arrivals disrupt programming and ratios.

For doctor/specialist appointments, please schedule at the start or end of the day where possible, and give 24 hours' notice. Afternoon appointments requiring early pick-up should happen before or after nap/rest time. Picking up mid-nap disrupts the child and their classmates and the final drop-off cut-off for a morning appointment is 11:00 a.m. Please speak with your child's educators about the specific timing that works best.

Double drop-off is not permitted — it's disruptive to the child and the class. A child picked up mid-day may not return until the next academy day; there are no exceptions.

Appendix I — Toronto Inclusion Services Acknowledgement of Support Services

Our program is supported by City of Toronto's Every Child Belongs (ECB) program. Every Child Belongs supports licensed child care programs in creating inclusive environments where all children are welcomed, respected, and provided with meaningful opportunities to participate.

You may see Resource Consultants, Occupational Therapists, and Speech and Language Pathologists (SLPs) visiting our academy. They observe how the classroom is going and work with our educators to share ideas, training, and tools — often to support the whole room rather than one child specifically.



Kidsville Academy Scarborough
Unit 6-7, 5637 Finch Avenue East
Scarborough M1B 5K9 Ontario

Resource Consultants check in on children's development, build plans around each child's strengths and needs, support school readiness, and offer workshops and resources to our team. If more support is warranted, they may bring in an SLP or Occupational Therapist — regulated health professionals who support communication (through pictures, gestures, sounds, or words) and how the classroom and materials are set up to support play, feeding, and daily routines.

If the team feels your child could benefit from extra support after observing the program, your educators will reach out to you directly. Questions are always welcome, please speak with our Supervisor or Director.