

# Parent Handbook

## Kidsville Early Learning Center





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## 1. Welcome

Kidsville Early Learning Center extends a warm invitation to all children, offering them a fresh and exciting educational journey. We are committed to nurturing each child's growth and fostering the essential skills they'll need throughout their lifelong learning adventure.

We are delighted to welcome families to our center, where our primary aim is to create a secure and nurturing environment that aligns with the developmental needs of every child. Kidsville Early Learning Center adheres to the Ministry of Education's "How Does Learning Happen? Ontario's Pedagogy for the Early Years." This document serves as a valuable guide for licensed childcare programs and serves as a professional learning resource.

Kidsville Early Learning Center will use this resource as a blueprint to enhance the quality of our programs, as outlined in our Program Statement and this handbook.

## 2. Center Rules

### Student's Rules:

- Follow staff's instructions to the best of their understanding.
- No bullying, punching, hitting, pushing, kicking, teasing, scratching, name calling or misuse of language.
- No running inside the center.
- Do not hurt oneself, hurt others or damage property.
- Wash hands before and after meals.
- Wash hands after using the washroom facilities.
- Store belongings neatly and maintain a tidy classroom.
- Do not leave the classroom or playground without a trusted adult.

### Staff's Rules:

- Be respectful to all staff, students, and parents/guardians.
- Support the children's well-being, belonging, engagement and expression.
- Be understanding, respectful, caring, reassuring, nurturing, and loving.
- Be observant and instruct with purpose.
- Read, understand, and comply with all policies and procedures.

### Parent's/Guardian's Rules:

- Be respectful to all staff, students, and other parents/guardians.
- Only send your child(ren) to center when they are well enough to participate.
- Drop-off your child(ren) on time, pick-up your child(ren) on time.
- Be extremely cautious in the parking lot.
- Do not bring food and/or beverages into the center.



- Comply with all policies and procedures.
- Allow your child(ren) to develop, learn and thrive in this environment.

**Everyone must treat others the way they would like to be treated.**

### 3. Program Statement

Kidsville Early Learning Center welcomes you to a genuine play based educative experience for young children. As Owners/Operators, along with our dedicated childcare providers and educators, we view children as competent, capable, curious, and rich in potential.

Kidsville Early Learning Center is consistent with the Ministry of Education's policy by operating a program that constitutes high quality childcare, early years' programming and pedagogy that supports children's learning and development.

Our educators use '**How Does Learning Happen**' Ontario's pedagogy for the early learning years to guide their practice. 'How Does Learning happen' is a professional learning resource guide provided by The Ministry of Education. We also reference The Ontario Early Years Framework; The Think Feel Act: Lessons from research about young children and ELECT: Early Learning for Every Child Today.

#### Our Mission

Our mission to provide an environment rich in purpose and experience to inspire, motivate and empower children to reach their full learning potential is achievable through implementing the **four foundations of early learning: belonging, well-being, engagement, and expression.**

- **Belonging** refers to a sense of being connected to others, being valued, and forming relationships with others.
- **Well-being** addresses the importance of physical /mental health, self-care, sense of self and self-regulation.
- **Engagement** occurs when children are involved, focused and able to explore their environment with natural curiosity and exuberance. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking and innovating. These are essential for learning and success.
- **Expression** or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials. Language-rich environments support growing communication skills, which are foundational for literacy.

**Goal:** To plan for and create positive learning environments and experiences in which each child's learning and development will be encouraged and supported.

**Approach:** The Early Learning Center environment is designed to develop a foundation for creative learning and a sense of independence. The diversity of the Kidsville ELC's materials, activities and experiences foster physical, intellectual, creative, social, and personal skills.

**Goal:** To support positive and responsive interactions among the children, parents, guardians, childcare providers, educators, and other staff members.



**Approach:** Childcare providers and educators are aware of children's cues and respond appropriately and consistently. Comprehensive and respectful communication ensures positive relationships with all members of the Center community.

**Goal:** To promote the health, safety, and well-being of children.

**Approach:** Childcare providers and educators implement the policies and procedures related to health, safety and well-being of children, meeting and/or exceeding the requirements of the Ministry of Education, Ministry of Environment, City of Burlington, and Region of Halton. All staff are required to be trained in Standard First Aid and level C CPR, which is redone every 3 years. Staff are also required to complete a Vulnerable Sector check before employment. Health and safety policies, as well as medication and illness policies are reviewed with staff, volunteers, and students upon employment. The Halton Health Department conducts quarterly health inspections to ensure Kidsville ELC is in compliance with all requirements.

**Goal:** To encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

**Approach:** The Emergent classroom environment and the playground encourages social interaction for cooperative learning, peer teaching and emotional development. Children become aware of their feelings and the feelings of others. Throughout the day children are provided with opportunities to engage in communication with others. During this time staff are able to praise and encourage children when they are engaged with each other in an appropriate manner. Staff are role-models for positive communication. Staff will allow children to attempt various tasks on their own, step by step, and assist them when required. To support self-regulation staff will Provide choices, when possible, respect children's decisions, encourage/provide time to children to complete any tasks, and offer assistance where appropriate.

**Goal:** To incorporate indoor/ outdoor play, as well as active play, rest, and quiet time, into the day, and give consideration to the individual needs of the children receiving childcare.

**Approach:** The Program Schedule is designed to allow a sufficient amount of time to meet the physiological and development needs of the children. For indoor/outdoor play a variety of activities will be offered and implemented on a daily basis that covers all areas in the room playground/ and all areas of development.

**Goal:** To involve local community partners and allow partners to support children, their families, childcare providers, and educators.

**Approach:** Cooperatively work with community partners who include, but not limited to, Ministry of Education, Region of Halton, Halton Health, Halton Inclusion Resource Services, Child Development Resource Connection Halton, Speech Pathways, Erin Oaks etc.

**Goal:** To support childcare providers, educators and other staff who interact with the children at the Center in relation to professional learning.



**Approach:** Professional education is offered to improve skills and knowledge to directly benefit children and peers. All staff take part in continuous Professional Development and self-studies through 'The Halton Resource Connection', 'The College of Early Childhood Educators' and Halton Region Workshops. It is mandatory for all educators to participate in 2 workshops per year. In addition, the center may have group trainings to learn more about a variety of topics.

**Goal:** To foster the children's exploration, play and inquiry.

**Approach:** Learning through play takes place when children explore their social and physical environment. Educators build upon the children's interests by providing materials for exploration and by scaffolding, documentation, and reflection. They assist children in seeking answers to their questions. Freedom of choice entails some responsibility while allowing a child's natural aptitudes to be satisfied.

**Goal:** To foster the engagement of and ongoing communication with the parents about the program and their children

**Approach:** Parents are an important part of the program. Parents may contribute ideas, materials, and their personal expertise into the program. All staff will have open communication with families at drop off and pick up, scheduled phone calls and/or meetings and through Kindertales. Communication between all staff and families is of the utmost importance. If the staff have any concerns about a child's behavior and/or development a meeting will be conducted with parents and the child's teachers. Together staff and parents can plan goals for their child that is consistent and appropriate to be able to better support the child's needs.

**Goal:** To provide child-initiated and adult-supported experiences.

**Approach:** The Emergent environment gives children the opportunity to problem-solve, self-correct, see connections in knowledge and to create new ideas. The childcare providers and educators are educated and trained in How Does Learning happen? The childcare providers and educators create weekly program plans based on weekly observations and documentations of individual children and children in a group. Staff provide opportunities for multiple experiences throughout the day.

**Goal:** To document and review the impact of the strategies identified in this Program Statement.

**Approach:** Evaluate and address successes and areas of opportunity at least annually based on written documentation, collaboratively with parents, guardians, care child providers, educators, and Owners/Operators.

### **Kidsville Early Learning Center is:**

- Licensed by The Ministry of Education's Child Care and Early Years Act, 2014 and guided by the professional resource, "How Does Learning Happen"; [www.ontario.ca/laws/statute/14c11](http://www.ontario.ca/laws/statute/14c11), [www.edu.gov.on.ca/childcare/HowLearningHappens.pdf](http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf)
- Engaged with Halton Region to promote Early Childhood Education, provide community support and works with Public Health to maintain quality standards.





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Unit 15 to 18, 4265 Thomas Alton Blvd  
Burlington L7M 0Z4 Ontario

- Works with THRC (The Halton Resource Connection) to promote Professional Learning among Early Childhood Educators.



## 4. Programs Outline

Kidsville Early Learning Center is licensed by the Ministry of Education and offers care and education for children across Toddler and Preschool age groups. In our toddler rooms (18 months to 2.5 years), we provide a ratio of 1 staff member for every 5 children, and in our Preschool rooms (2.5 years to 6 years), the ratio is 1 staff member for every 8 children.

Recognizing that each child learns at their unique pace, we have designed our programs to be challenging yet not overwhelming, ensuring that children can thrive at their own speed.

At Kidsville Early Learning Center, we are proud to be an integrated and inclusive center that welcomes all children, including those with special needs. We collaborate with various specialized services to facilitate the integration process, ensuring that every child feels valued and supported.

### Toddler Program

- 18 months to 30 months (2.5 years), our license allows 3 children between the ages of 15 months and 18 months through mixed-age grouping approval in each playroom.
- 7:00 a.m. to 6:00 p.m.
- 3 Toddler Classrooms with a maximum of 15 children in each room; ratio 1 to 5.
- Led by a Registered Early Childhood Educator and supported by 2 Early Childhood Assistants.

### Preschool Program

- 2.5 years to 6 years
- 7:00 a.m. to 6:00 p.m.
- 2 Preschool Classrooms with a maximum of 24 children, ratio 1 to 8.
- Led by 2 Registered Early Childhood Educators and supported by Early Childhood Assistant.
- 1 Preschool Classroom with a maximum of 16 children, ratio 1 to 8.
- Led by a Registered Early Childhood Educator and supported by 1 Early Childhood Assistant.

### Before and After School Program (*If offered*)





- A safe, nurturing environment for children to engage in educational and recreational activities outside of school hours. Support and encourage physical activity and healthy habits, foster social skills and promote creativity.
- All before school programs begin at 7:00 a.m. until the school start time.
- Activities:
  - Welcome and Free Play: Supervised free play with board games, reading, arts and crafts.
  - Quiet Time: Reading, puzzles, drawing.
  - Outdoor Play
  - AM Snack: Healthy options provided.
  - School Preparation: Assist children in getting ready for school.
- All after school programs will begin at the end of the school day and until 6:00 p.m.
- Activities:
  - Arrival and Snack Time: Healthy snacks and social time.
  - Enrichment Activities: Homework assistance, Rotating projects, arts and crafts, music and drama.
  - Physical Activity: Outdoor play or indoor games, mindfulness.
  - Themed Learning: Weekly themes with related activities.
  - Free Choice and Quiet Time: Activities based on interest, quiet areas for reading.
  - Group Activities and Games: Structured games promoting teamwork.
  - Pick-Up Time: Wind-down activities like storytelling.
- Safety and Security: Secure check-in/check-out, staff trained in first aid and emergency protocols.

### **Non- Instructional Day Care Program (If offered)**

- A safe, nurturing environment for children to engage in educational and recreational activities on PA Days across the school year. Support and encourage physical activity and healthy habits, foster social skills and promote creativity.
- Secure temporary and reliable care for your child, in the event of an emergency or unforeseen disruption of their regular care. Pre-registration is required.
- Schedule: The program starts with free play, morning circle, educational activities, snack break, and themed learning from 8:00 AM to 12:00 PM. Afternoon and evening sessions include lunch, physical activity, creative arts, group games, snack break, free choice activities, wind-down activities, and pick-up from 12:00 PM to 6:00 PM.
- Safety and Security: Secure check-in/check-out, staff trained in first aid and emergency protocols.
- Parent Communication: Regular updates shared.

## **5. Program Plan**

### **Sensorial**

Sensorial work is for children to acquire clear, conscious information and to be able to make classifications in their environment. Through their senses, children study their environment. Through this study, children then begin to understand their environment.



## Mathematics

Arithmetic is the science of computing using positive real numbers. Children specifically use the process of addition, subtraction to understand the concepts.

**Number Nuggets** - A fun and engaging way for children to develop foundational math skills. Through hands-on activities, problem-solving challenges, and interactive games, children build confidence in numeracy. Our math-focused activity encourages early numeracy through hands-on learning. Children will explore counting, patterns, shapes, and problem-solving in playful, meaningful ways.

## Language

Language is the construction of symbols with a universal understanding that is used throughout the world. Language is our communication whether we use our mother tongue or use other ways of communicating like sign language, music, or verbal instruction. Language is the expression of life.

**French Language Learning:** Through fun and engaging activities such as songs, stories, games, and simple vocabulary exercises, children will begin to explore the French language in a playful and age-appropriate way. Our goal is to build early familiarity with a second language while supporting listening skills, memory, and cultural awareness.

**Words in Action:** This interactive literacy program encourages children to develop their language skills through storytelling, role-playing, and engaging word games. It fosters a love for reading and enhances communication skills.

## Creative Arts

Children learn to express creativity through Arts, Crafts. They also exercise fine motor skills developed by way of Practical Life materials. Kids improve on physical coordination, poise, concentration, memory, visual, aural and language skills and self-discipline. It fosters self-confidence and improves the ability to learn.

## Music and Dance

Children explore rhythm, movement, and self-expression through our music and dance program. These enriching activities are designed to support your child's physical, emotional, and creative development. Through rhythm, movement, and musical exploration, children will have the opportunity to:

Develop coordination and motor skills

Express themselves creatively and confidently

Explore different instruments, beats, and cultural styles

Build listening skills and a love for music

## Fundamentals of Fitness

The preparation of motor skills may be seen in the exercise "walk on the line" through which children acquire the perfect sense of balance. At the same time, they learn to control movements of their hands



and feet. Children will also learn the fundamentals of fitness, sportsmanship and teamwork through various other sports and activities.

**Yoga** - To promote mindfulness, body awareness, and self-regulation, we've introduced a simple and child-friendly yoga routine. It's a calming and enjoyable way to build balance, flexibility, and focus.

**Neighborhood Walks** - Throughout the center year there will be occasions when the children will be participating in neighborhood walks within a short distance of the center.

These programs are incorporated into our daily and weekly routines and tailored to the developmental needs of each age group.

## 6. Program Activities

### Table Toys and Play Area

- Develops fine motor skills, early literacy and math concepts and problem-solving capabilities
- Allows children to work independently and/or co-operatively
- Encourages children to take risks
- Encourages children to take responsibility and satisfaction for achievements

### Gross Motor Activities

- Includes daily indoor and outdoor activities
- Promotes healthy living and development of growing young bodies
- Develops balance and co-ordination, social skills, sharing, and turn taking

### Visual Arts

- Encourages self-expression and creativity
- Develops basic manipulation skills (painting, pasting, cutting, coloring, etc.)
- Allows children to communicate their feelings towards themselves and their environment

### Sand and Water Play

- Provides opportunities to explore different sensory experiences
- Develops an understanding of math and physical concepts related to size, shape, volume, full, empty, floating and sinking

### Dramatic Arts

- Includes dramatic play area (i.e., dress up, house, workbench, and tools)
- Provides opportunities for the child to learn about feelings and expressing themselves
- Develops language through self-expression and role playing

### Music and Movement

- Encourages self-expression, creativity, and fun
- Develops an awareness of sounds, tones, and rhythm
- Develops spatial awareness
- Develops full body awareness



### **Reading Area**

- Provides a quiet place
- Helps stimulate imagination through stories and pictures
- Allows for growth in concentration
- Develops early reading skills

### **Science and Nature**

- Encourages interest in their immediate environment, their community, and the world.
- Teaches early math and science skills

### **Language Program**

- Songs, stories, calendar
- Teaching the children letters, numbers, phonemic awareness, and sight words

## **7. Field Trips & Special Events Policy**

Kidsville Early Learning Center believes in giving children the opportunity to have educational, safe, and enjoyable field trips and special events. Field trips occur off center grounds; special events occur on center grounds. Preschool and / or Toddler students will be invited to participate but attendance is not mandatory. Children who do not attend a field trip or do not participate in a special event will have a regular day. Additional fees will apply to those attending field trips or participating in special events.

**Parents/guardians will be welcome to accompany their child and the classroom on field trips. Parents/Guardians attending field trips are required to provide a Police Vulnerable Sector Check.**

The following factors are taken into consideration when planning field trips or special events: educational value, fun factor, departure/return time, cost, mode/length of travel, washroom facilities, meals/beverage arrangements, sun exposure and allergens.

### **Procedures that must be followed on the day of the field trip, prior to departing:**

- Staff must have an attendance list and emergency information for each child.
- Portable First Aid Kits must be taken on the field trip.

### **Procedures that must be followed while on a field trip:**

- At each point of transition, a head count must be done to confirm attendance.
- Each Lead staff member will carry a charged cell phone.
- Children are never left unsupervised, including in washrooms.
- If a child becomes ill, staff will try to contact the parents/guardians, emergency contacts or the designated Supervisor.
- Children are not permitted to join the field trip once it has started and should not leave separate from the entire group unless other arrangements have been made.



### **Activities to be done after the field trip and/or special event:**

- The experience will be discussed, answering any questions the students may have about the places they have visited.

## **8. Start Day Policy**

Each child is different, some children protest for a few days and then adjust quickly, others may take a few weeks to adjust, and others may adjust quickly and regress sometime later. All reactions are normal. The worst moment for your child is the instant you leave. Delaying your departure only prolongs your child's distress. Your child senses your anxiety and stress. A cheerful good-bye and calm departure will convey trust in the center and staff to your child.

Your child's attention will be redirected immediately to an activity. You are welcome to call the center for reassurance that your child has settled in and is participating in the playroom activities. If your child is crying excessively, you will be contacted.

Children who are beginning their journey at our childcare center require a smooth transition process that can help them cope with any potential separation anxiety. At Kidsville, we recommend and encourage both parents and children to participate in the first week following enrollment to become acquainted with our surroundings. This familiarization process includes:

- 1) Two visits to the classroom, each lasting 1-2 hours, with an option of parent/guardian present for 30 minutes, at least twice.
- 2) One 2-hour visit to the classroom without the presence of the parent/guardian.

This approach is designed to ensure a comfortable and gradual introduction to Kidsville Early Learning Center, helping children and parents adapt to this new experience effectively.

### **What to bring on or before the first day of center?**

- Diapers, wipes, and cream if applicable
- Blanket for rest/sleep time
- Sippy cup/water bottle for water in the classroom
- Indoor shoes (non-marking or white soled), labelled.
  - indoor shoes will remain at center in your child's cubbie.
- Extra change of clothing including shirt, pants, underwear, and socks.
  - Label all items and/or place items in a labelled re-sealable bag.
  - If you take soiled items home, please remember to bring an extra change of clothing the next center day.
  - The extra change of clothing does not need to be uniform clothing.
- Weather appropriate outer wear, labelled.
  - For Winter-snowsuit, hat, 2 mittens/gloves, neck warmer, boots



- For Summer- bathing suit, hat, sunscreen
- For Spring/Fall-rubber boots, splash pants, light jacket hat
- Sunscreen if applicable, labelled.
  - You will be given a “Request and Consent” form to complete.
- Medication if applicable, labelled.
  - You will be given a “Request and Consent” form to complete.

Non-labelled items are placed in the “Lost and Found”.

**Please refer to the Point 13: Toilet Training Policy for more details, especially for those children in the Toddler Program.**

## **9. Drop-off and Pick-up Procedures**

- Be extremely cautious and drive slowly in the parking lot. Parking is permitted in marked parking spaces. Do not idle your vehicle. Do not park in the Accessible Parking spot unless you have a permit.
- You will need to enter a security code to enter the center. Parents/guardians will be assigned a security code for the entrance door of the center; do not share the security code. Parents/guardians may enter the center during center hours of 7:00 a.m. to 6:00 p.m., Monday through Friday, otherwise the security alarm will sound.
- When you drop-off your child:
  - support your child at their cubbie, if necessary,
  - go to your child's classroom and knock on the door,
  - wait for a staff member to accept your child.
- When you pick-up your child:
  - go to your child's classroom and knock on the door,
  - wait for a staff member to bring your child to the door,
  - support your child at their cubbie, if necessary.

### **About pick-ups:**

At Kidsville Early Learning Center, we understand that sometimes alternate arrangements need to be made for picking up your child. If this happens, please verbally notify your child’s teacher in advance, and provide a signed note / email notification to [supervisor@kidsville.ca](mailto:supervisor@kidsville.ca), including the name of the person picking up your child to the center. Please let this person know that your child’s teacher will need to see picture personal identification before your child will be released to them. If the center does not receive prior notification your child will not be released to anyone but yourself.

- You will be asked for identification if the staff member does not recognize you.





- If someone unknown to the center is picking up the student, the center must be aware of the change. The staff will not allow a student to go with other adults unless we are made aware through written or verbal instruction from the parent/guardian.
- **Be on time:** Parents are supposed to honor the pick-up time mentioned in the Registration Form.
- **Late Pickup:** Kidsville Early Learning Center closes at 6:00pm every day. If you are going to be late, please advise the center as quickly as possible. A late fee is implemented after 6:00pm. The late pick-up fee is \$2.00 for each minute after 6:00 pm.
- If the person responsible for picking up the child is more than 15 minutes late and the center has not received communication, a parent/guardian will be called. If the child has not been picked up after 30 minutes and the center has not received communication, the emergency contact will be called. If the child has not been picked-up after 45 minutes and the center has not received communication, **Halton Police / Children's Aid** will be called.

**Please do refer the Safe Arrivals and Dismissal Policy in the Appendix 48.**

## 10. Nutrition Policy

Kidsville Early Learning Center is committed to providing healthy foods to promote healthy eating habits. Good foods foster good health, attendance, education, and physical activity. Children are engaged and encouraged to taste new foods. Meals are based on "Eating Well with Canada's Food Guide".

- The full-time program includes an a.m. snack, lunch and p.m. snack served with water / milk.
- Drinking water is always available.
- Students are provided approximately 15 – 30 minutes to eat snacks.
- Students are provided with approximately 30 minutes to eat lunch.

Menus are

- fresh, healthy dietician approved meals.
- prepared in a 4-week rotation and lunches are changed twice per year.
- posted and copies of the menus are provided upon request.

Meals are

- appealing and attractive to children.
- an opportunity for children to learn about table manners.
- an opportunity for children to engage conversation.
- an opportunity for children to learn about serving themselves and supporting their peers.
- an opportunity for children to develop fine motor skills/eating skills.
- not a replacement for breakfast and/or dinner that is offered at home.

### **Dietary Restrictions**





Kidsville Early Learning Center supports a child's dietary restrictions to the best of our ability. Menus will also provide alternatives for children with allergies/sensitivities to specific food. Menus will provide alternatives for children who:

- are vegans or vegetarians
- do not eat specific foods (i.e., beef, pork, eggs, dairy)
- eat Halal foods.

### **Allergies**

Children will not be permitted to share food. Although the food will not contain peanuts/nuts, students may be allergic to other foods. Please discuss food allergies with your child so they understand the importance of following these rules.

Parents/Guardians of children with allergies and/or medication will be asked to complete Emergency Plans and/or Request and Consent Forms. These will be updated as changes arise. Please be advised that if your child has been prescribed Epinephrine Auto-Injectors, the center requires two, one to be stored in the classroom and the other to be stored in the office.

### **Health and Safety**

- Students wash their hands before and after eating.
- Foods that may present a choking hazard will not be offered or will be modified to minimize the potential risk.
- Kitchen staff member(s) and supporting staff members are required to maintain Food Handling Certificates.
- All kitchenware is washed and sanitized as per Sanitation Policy and Procedures.
- **Food and beverages from home / outside are not permitted. Children are not allowed to be dropped-off while they are eating nor to be picked-up and start eating in the hallway.**

## **11. Celebrations / Holidays Policy**

Canada is a multicultural country. We will introduce the students to a variety of celebrations. We will learn about the celebration through activities such as learning the meaning of the celebration, finding the country of origin on the map, learning the country's flag, dances, songs, crafts, etc.

### **Birthday Celebrations**

Each child's birthday is an occasion to be celebrated!

During a celebration in a Preschool and Toddler classroom, children sit in a circle around a battery-operated candle; the candle represents the sun. The birthday child walks around the circle; classmates will sing "Happy Birthday".

Parents/Guardians may send a fruit platter; fruit platters are the only acceptable food option. Cake and other foods are not permitted because some students have allergies and dietary restrictions to a variety



of foods including eggs, soy, and dairy. Ordering pizza for delivery is not permitted because we order pizza on other occasions.

Parents/Guardians may send gift items for the students in the child's classroom. Examples of acceptable items: stickers, balls, books, bubbles, coloring / activity books, craft supplies, crayons, egg shakers, finger puppets, fun socks, large-size plastic figurines, Play-Doh, puzzles, sand toys, sidewalk chalk, stamps, stuffed animals. Small "loot bag" toys are not permitted because most of those toys are not intended for children under the age of 4.

Parents/Guardians may donate a book to the classroom in honor of the child's birthday. It will be read to the class on their birthday and added to the classroom library. These are only options; parents/guardians have NO OBLIGATION to send anything for the child's birthday.

### **Label EVERYTHING**

Label all pieces of clothing and shoes with the child's name. Items that are not labelled will be placed in the "Lost and Found".

### **Missing Items**

Occasionally, a child may bring items home from center. Any items that you may find in your child's pockets, regardless of how insignificant they seem, should be returned the next center day. Taking items from the classroom at this age is never considered stealing.

## **12. Health and Hygiene Policy**

All children are expected to arrive...

- in clean and well-fitting clothes
- with clean, combed, and tidy hair
- with a clean face and body
- with brushed teeth
- in a clean diaper, if applicable

**The Illness Policy is available as an appendix in this handbook.**

**The Medication Policy is available as an appendix in this handbook.**

## **13. Toilet Training Policy**

At Kidsville, we are happy to support your child through the toilet training process. To ensure a smooth and consistent experience, we kindly ask that families begin toilet training at home for at least two weeks before we introduce it at the center. This approach aids in reducing accidents within the classroom. Toilet training involves a collaborative effort with shared responsibility between parents and childcare assistants, assisting each other throughout the journey.

The parents/guardians of students enrolled in the Toddler and Preschool Program will be required to adhere to the Toilet Learning Policy. **Please refer to the policy in the Appendix 43: Toilet Learning**



**Policy and Procedures.** If a child 3 years of age or older enrolls and does not use the toilet, the staff in the child's classroom will focus on the child learning to use the toilet.

Children have sensory feelings of wet and dry. Children learn the responsibility for their own body and its functions. Staff will set up the environment in a way that the child will become aware of these functions. We do not give rewards, nor do we give negative feedback if some children need more time in this area than others.

## 14. Sleep Supervision Policy

Parents/Guardians will be consulted with respect to a child's sleeping arrangements during enrollment and during any other appropriate time, for example, transitioning from Toddler to Preschool Program or upon request. All children will be provided with a comfortable place to rest or nap as outlined in the Program Schedule. Quiet activities are available for those children who do not sleep or wake early. Each child will be provided with their own labelled cot covered with a cot sheet and a blanket. All the bedding will be laundered at the center on a weekly basis or as needed. Please do not send stuffed animals and/or "blankies"; it is upsetting for a child when other children want to hold their belongings.

Children are under constant supervision while they are sleeping, however, staff will perform direct visual checks twice per day while the children are sleeping. These direct visual checks will allow them to observe significant changes in a child's sleeping patterns or behaviors. Direct visual checks will be documented in the Sleeping Log. Significant changes in sleeping patterns or behaviors will be communicated with a note home to parents/guardians. If an issue requires further discussion, the Lead staff member will contact a parent/guardian by phone to discuss any changes or issues.

## 15. Communication Policy

Kidsville Early Learning Center would like to maintain clear and effective communication. Please inform us of any illnesses, impending trips, separations, or deaths in the family. These events often impact behaviour at center, and it is helpful to the staff to be aware of these changes in the child's life.

When parents/guardians need to communicate with administration:

- send an e-mail to [info@kidsville.ca](mailto:info@kidsville.ca) and [supervisor@kidsville.ca](mailto:supervisor@kidsville.ca)
- call 905 319 1900 (landline) between 9:30 a.m. and 4:00 p.m.
- call to schedule a face-to-face meeting.

When parents/guardians need to communicate with classroom staff members:

- call 905-319-1900 (landline) to speak with a classroom teacher between 2:00p.m. and 2:15p.m.
- call to schedule another time if 2:00 p.m. is not possible.
- call to schedule a longer phone call or face-to-face meeting.
- send an e-mail to [info@kidsville.ca](mailto:info@kidsville.ca) and [supervisor@kidsville.ca](mailto:supervisor@kidsville.ca) and the message will be relayed to the appropriate staff member.



Please note:

- Staff members are NOT permitted to communicate with parents/guardians through texts, e-mail nor social media apps (i.e., Facebook Messenger, WhatsApp etc.).
- Staff members' cell phones are their own personal devices, not owned by the center.
- Staff members need to concentrate on the students in the classroom.
- For privacy issues, all communication should be conducted through these methods of communication.

We make every effort to maintain excellent communication. It will be conducted in a manner which places the needs of the students first.

Please LIKE US on Facebook: <https://www.facebook.com/kidsville.elc.ca>

Please FOLLOW US on Instagram: [https://www.instagram.com/kidsville\\_ca/](https://www.instagram.com/kidsville_ca/)

## **16. Supervision of Placement Students and Volunteers Policy**

Kidsville Early Learning Center welcomes the support of placement students and volunteers to enhance the safety and well-being of the children, to enhance the center's program, to develop the individual's skills and to be mentored by the classroom's staff members. Placement students and volunteers must be a minimum of 14 years of age.

Placement students and volunteers are welcome under the following conditions:

- Placement students and volunteers are not permitted to be alone with a child.
- Placement students and volunteers will always be supervised by a staff member.
- The needs of the children are a priority.
- Placement students and volunteers will not be admitted in numbers which hinder the essential work of the center.
- Placement students and volunteers do not count toward staffing ratios.
- Placement students and volunteers will be required to read, understand, and comply with all policies and procedures.
- Placement students and volunteers' participation in the classrooms will be guided by their responsibilities.

The orientation of the Placement Students and Volunteers is managed by the designated Supervisor. The classroom supervision of the Placement Students and Volunteers is managed by the classroom's Lead staff member. The classroom training of the Placement Students and Volunteers is managed by the classroom's staff members. Minor issues within the classroom be addressed by the classroom's Lead staff member. Any issues regarding contraventions to center policy and procedures will be addressed by the designated Supervisor.



The placement students and volunteers have the following responsibilities:

- Work cohesively with staff members and Owner/Operator, show respect and enthusiasm.
- Carry out duties as assigned by the lead staff member; support the classroom culture.
- Ensure safety and well-being of children, every decision and action considers the children.
- Assist with mealtimes and toileting routines.
- Assist with maintaining a sanitary, organized, and prepared environment.
- Engage children; be friendly, warm, nurturing, patient and understanding.
- Encourage helpful and caring behavior, independence, self-help, and language skills.

The classroom staff have the following responsibilities to placement students and volunteers:

- Support the placement student's or volunteer's goals and objectives.
- Create/allow opportunities to learn and participate.
- Be a mentor; encourage, guide and support growth and development.
- Record/share successes and challenges.

## **17. Student Activity, Photos, Forms, & Reports: Kindertales**

Kidsville Early Learning Center uses Kindertales, Childcare Management Application, for on-line communication and record keeping. Parents/Guardians will be invited to join Kindertales upon enrollment to receive information about their child's activity.

Information sent through Kindertales includes but is not limited to:

- Daily Tracking Reports
- Activity/Curriculum Updates: ongoing.
- Photos: 2 per month.
- Milestone Tracking and Reports
- Field Trip and Special Event Permission Forms: as needed.
- Accident/Incident Reports: as needed.
- Illness Reports: as needed.
- Communication Reports: as needed.

### **Curriculum Presentations**

The Lead Teachers (RECE) will offer parents/guardians more information about the curriculum on a one-on-one basis or through scheduled presentations.

### **Classroom Observations**

Parents/guardians are welcome to observe the classroom; please make an appointment to observe the classroom for 20 minutes.

### **Parent/Guardian Meetings**



Twice a year, in December and June, the lead staff (RECE) member will request a one-on-one meeting with the parents/guardians. They will have an opportunity to discuss the student's progress and any other information that may apply to the student's success. The lead staff members have the liberty to contact the parents/guardians if other issues arise during the center year. Likewise, the parents/guardians have the liberty to contact the lead staff member if other issues arise during the center year.

## **18. Parent Issues and Concerns Policy**

### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, 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 childcare center and regularly discuss what their child(ren) are experiencing with our staff. As supported by our program statement, Kidsville Early Learning Center supports positive and responsive interactions among the children, parents/guardians, childcare providers, and staff, and foster 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. Issue 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 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 Early Learning Center 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 and if staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation the Licensee and/or On-Site Supervisor.

### **Procedures**

Steps in responding to an issue and/or concern:

- Issues/concerns brought forth verbally will be addressed at the time it's raised. This is the initial response time.





- Issues/concerns brought forth in writing will be addressed within 1 business day. If necessary, meetings/phone calls will be arranged within 2 business days. 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.
  - Details of the communication will be kept in the school.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
<p>1) Program room related:</p> <ul style="list-style-type: none"> <li>○ (Schedule, sleep arrangements, toilet training, indoor/outdoor program, feeding arrangements(menu))</li> </ul> <p>2) General center or operation related.</p> <ul style="list-style-type: none"> <li>○ (Hours of operation, waitlists, menus etc.)</li> </ul> <p>3) Staff, On-Site Supervisor, licensee, student and/or volunteers related</p>	<ul style="list-style-type: none"> <li>• Raise the issue or concern to the classroom staff directly or the On-Site Supervisor/Assistant Supervisor.</li> <li>• All issues and concerns about the conduct of staff, on-site Supervisor, licensee, student and/or volunteer that puts a child's health, safety and well-being at risk should be reported to the Licensee and/or On-Site Supervisor as soon as parents/guardians become aware of the situation.</li> </ul>	<p>a) Address the verbally raised issue/concern at the time it is raised. This is the initial response time.</p> <p>b) Address the written concern within 1 business day.</p> <p>c) Arrange for a meeting with the parent/guardian within 2 business days, if applicable.</p> <p>d) Document the issues and concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>I. The date and time the issue/concern was received.</li> <li>II. The name of the person who received the issue or concern.</li> <li>III. The name of the person reporting the issue or concern.</li> <li>IV. The details of the issue/concern and any steps taken to resolve the issue/concern.</li> <li>V. Any steps taken to resolve the issue/concern and /or information given to the parent/guardian regarding next steps.</li> </ul>





Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
		<p>VI. Provide contact information for the appropriate person if the person is being notified is unable to address the matter.</p> <p>VII. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as possible. Document reasons for delays in writing.</p> <p>VIII. Provide a resolution or outcome to the parents/guardians who raised the issue/concern</p>

### Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

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

Kidsville Early Learning Center welcomes open, clear, and calm communication. If you have an issue and/or concern regarding your child as he or she relates in the classroom, please communicate with the Lead Classroom (RECE) Teacher. There is little time to communicate at drop-off time or at pick-up time. The best time to call, 905-319-1900, is early in the afternoon to ensure proper coverage in the classroom. If the topic requires further communication, you may arrange a meeting with the Lead Classroom (RECE) Teacher. Depending on the topic, the Center Director, or the Center Supervisor may join the meeting.

If you have an issue and/or concern regarding the center's policies and/or procedures, please communicate with the Center Supervisor. You may e-mail at [supervisor@kidsville.ca](mailto:supervisor@kidsville.ca). If the topic requires further communication, you may arrange a meeting with the Center Supervisor. Depending on the topic, the Center Director, or the Lead Classroom (RECE) Teacher may join the meeting.



## 19. Release of Information Policy

Information collected is the minimum needed to provide services to a child. The right of every child and family to privacy is recognized and protected to the greatest possible extent. Parents/Guardians have access to their child's records. Children's records are also accessible to the Owner/Operator/Center Director, staff members, placement students, volunteers, service providers (i.e., Accountant), authorized members of the Ministry of Education as well as individuals involved in an emergency (i.e., Paramedic). Written consent will be acquired if a child's information is requested for research purposes.

## 20. The Smoke-Free Ontario Act and Kidsville Early Learning Center Smoke-Free Policy

Kidsville Early Learning Center is regulated by the Smoke-Free Ontario Act 2017. This policy applies to all Kidsville employees, volunteers, placement students, parents, guardians, visitors, and the public. These restrictions apply to the inside of the building (Unit 15 to 18, 4265 Thomas Alton Blvd Burlington L7M 0Z4), in the center's playground, on the walkways/sidewalks surrounding the center, outside in the parking lot and within 20 meters of the center in any direction.

The *Smoke-Free Ontario Act, 2017* prohibits the smoking of tobacco, the use of electronic cigarettes to vape any substance and the smoking of cannabis (medical or recreational) in enclosed workplaces and enclosed public places, as well as other designated places in Ontario, to protect people from second-hand smoke and vapor. Smoking refers to the smoking or holding of lighted tobacco or cannabis (medicinal or recreational). Vaping refers to inhaling or exhaling vapor from an electronic cigarette or holding an activated electronic cigarette, whether or not the vapor contains nicotine. Tobacco products include cigarettes, cigars, cigarillos, pipe tobacco, heat-not-burn tobacco (heat sticks or capsules), and other specialty tobacco products (including chewing tobacco, snus, and snuff). Vapor products include electronic cigarettes and components, e-liquid, and e-liquid pods.

Anyone who violates this policy will be addressed accordingly in compliance with the Smoke-Free Ontario Act, the Occupational Health, and Safety Act and/or the Ontario Human Rights Code.

## 21. Discipline and Guidance Policy

Kidsville Early Learning Center's staff will maintain consistent, reasonable rules and limitations for a child's behavior. We teach and encourage orderly conduct, empathy for others and age-appropriate behavior. Staff will keep record of behaviors / incidences.

Some of the most common strategies for guidance and discipline are:

- **Environment:** Arranging the physical environment to elicit pro-social interactions.
- **Natural Consequences:** Letting the child experience the natural fallout of his or her actions.
- **Logical Consequences:** Letting a child experience consequence that the staff members have devised and that are related to the situation.
- **Positive Behavior:** Encouraging the children when they are making good choices.



- **Reminders:** Reminding children of the rules and expected behavior and sometimes warning them in advance about the consequences.
- **Redirection:** Interest the child in another activity, usually by casually substituting another activity for the current one.
- **Renewal Time:** Remove the child from the situation, place the child in another area to give him/her opportunity to refocus and consider alternate behaviors.

When a parent/guardian is present in the center, it is their responsibility to take any necessary disciplinary action or redirection for his or her own child. Staff members may alert the parent/guardian to any situation that needs attention.

If a child is continually disruptive, hurtful towards themselves or others, not improving with common strategies for guidance and discipline or not adhering to policies of the center, any one of the following actions may occur:

- lead staff (RECE) and/or a designated Supervisor will meet with the child's parents/guardians.
- an action plan will be created to address specific behavior.
- the parent/guardian will be called to pick-up the child early.
- child's parent/guardian may be referred to a professional to address the child's behaviors
- continually disruptive or hurtful behavior may result in dismissal from Kidsville Early Learning Center

Parents/Guardians enroll their child(ren) to prepare them for the future and support their physical, social, intellectual, and emotional growth. During this process, if a lead staff (RECE) member feels that a student may need support, the lead staff (RECE) member will discuss this with the Center Director, and in turn will discuss this with the child's parents/guardians. A consultation with a Pediatrician, Speech Therapist, Behavior Therapist, Resource Teacher, etc., may be suggested. Kidsville Early Learning Center will welcome support from these professionals as well as support the implementation of plans to move forward.

## 22. Prohibited Practices

Kidsville Early Learning Center will NOT permit:

- Corporal punishment of the child which may include but is not limited to, hitting, spanking, slapping, and pinching.
- Physical restraint of the child, such as confining the child to a highchair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the childcare center premises for the purposes of confining the child or confining the child in an area or room without adult supervision unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.



- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.
- Depriving the 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.

## **23. Duty to Report to Children's Aid**

Kidsville Early Learning Center is legally obligated to inform Children's Aid if we are concerned about the safety or well-being of a child. It is not the responsibility of the staff to prove that a child has been abused or neglected, nor determine whether a child needs protection. Staff will not call the child's family or any other person to determine the cause of any suspected abuse or neglect. The center will inform Children's Aid and will wait for instruction.

## **24. Photos and Video Policy**

Parents / Guardians may take photos/videos of their own children during special events. For example, Field Trips. We completely understand the importance of capturing special memories. However, just like you, our primary concern is the safety and privacy of the students. Therefore, please be respectful of other people's privacy and do not post photos and/or videos on the internet and/or social networks such as e-mail, YouTube, Facebook, Instagram, and Twitter etc. if other people's children have been captured in these images, without consent. Parents/Guardians may not take photos/videos during class time.

Kidsville Early Learning Center will be capturing and posting photos and/or videos of activities in the classroom and students on the internet, including Facebook, Instagram, and our website. Kidsville will blur the students faces so as to maintain privacy of the children in care. Kidsville will be posting or sharing any identifiable information, including but not limited to, photographs, videos, of only those children attending the daycare center for which explicit written consent from their parents or legal guardians is obtained. Kidsville Early Learning Center will prioritize the protection of children's privacy and refrain from sharing any information that could compromise their safety or security.

At the beginning of each center year, Kidsville Early Learning Center will schedule a "Picture Day", where a professional photographer will take individual photos of each student, exactly like a traditional center year photo. Parents/guardians will have the opportunity to purchase center year photos; however, will not be obligated to purchase center year photos.

## **25. Accidents / Incidents**

All accidents/incidents involving children must be reported to the designated Supervisor. The child will be provided with immediate attention. Essential first aid supplies are available to each classroom and must also be carried by the staff person in charge whenever the children are on a trip off the center grounds. All staff members are trained in First Aid and CPR, minimum Level C.



**Minor Occurrences:** Minor scrapes, bruises, strains, or bumps are common occurrences for children. All minor occurrences require that an Accident/Incident Report is completed and provided to the parent/guardian.

**Serious Occurrences:** Parents will be notified immediately of any serious occurrences. All serious occurrences are reported to the Ministry of Education. Serious Occurrence Reports will be posted at the center's front door for 10 days to notify parents/guardians.

## 26. Fire Drills and Emergency Evacuation Procedures

Fire drills and other emergency drills are held monthly.

Kidsville Early Learning Center has Emergency Management procedures for Lockdown, Hold and Secure, Bomb Threat, Disaster: Evacuation including Fire, Flood, Power Outage; Disaster Internal Environment Threat including No Potable Water/Water Interruption and Sewage Backup, Natural Disaster and Natural Disaster: Major Earthquake.

Emergency Evacuation procedures are posted in all the rooms of the center. During planned and unplanned emergency procedures, that require evacuation of the childcare center, the meeting place to gather immediately will be located at: The North-West side of the parking lot on the grassed area. If it is deemed 'unsafe to return' to the childcare center, the evacuation site to proceed to is located at: Haber Recreation Centre, 3040 Tim Dobbie Drive, Burlington, Ontario L7M 0M3 Phone: 905 335-7748. The children and staff will only be evacuated and/or relocated if the building and surrounding area are not safe.

If the center must close due to an emergency, it will be noted on the center's Facebook / Instagram page and on the center's voice mail system as soon as possible. The center's phone number (905) 319-1900 can be called 24 hours a day to hear any changes to the recording. Parents will also receive an e-mail notification by 6:35 a.m.

If the center closes while the children are in attendance, parents/guardians/emergency contacts will be contacted and notified one-by-one by phone. We will advise if the children may be picked-up at the center or at our Emergency Location: Haber Recreation Centre. Parents will also receive an e-mail notification if there is access to the Internet / e-mail.

## 27. Enrolment Policy

Kidsville Early Learning Center offers enrollment based on the spot availability in both Toddler and Preschool programs. Center will contact families on the waitlist based on the requested start date and the date the child was added to the list. Enrollment spots are offered based on parents' decisions and discretion, provided spots are available.



Parents/Guardians must read, understand, and agree to comply with this Enrollment Policy and Terms and Conditions before their child(ren) may be enrolled and/or continue their enrollment in Kidsville Early Learning Center. One signature is acceptable on the Enrollment Form. Parents/Guardians are welcome to read policies and procedures online. For the purposes of this policy, the term “tuition” will be used to represent Full-Time Tuition.

## 28. Classroom Placement Policy

The Toddler program is approximately a one-year program, and the Preschool program is approximately a three-year program. The length of programs may vary depending on the date of enrollment and the child’s date of birth. Once a child is placed in a Toddler or Preschool classroom, they will remain in that classroom for the period they are enrolled in the program. In the best interest of the child and their peers, children will not switch classrooms unless they are transitioning from the Toddler Program to the Preschool Program.

The Center Director / Owner Operator / Center Supervisor is responsible for the movement of a child from the Toddler Program to the Preschool Program and determines into which Preschool Classroom the Toddler transitions. There are various factors which determine a child’s transition into the Preschool Program including their age as well as the availability of space in the Preschool Program. **If there is no availability in the Preschool Program when a child in the Toddler Program turns 2.5 years of age, the child will remain in the Toddler Program until space becomes available, which is typically in July or September.** Once a child moves into a Preschool classroom, they will remain in that classroom for the duration of their enrollment at Kidsville Early Learning Center. In the best interest of the child and their peers, children will not switch classrooms. Parents/Guardians will meet with the new lead staff member during or after the transition.

Enrolled students have priority to return the following Center Year, commencing the day after Labour Day in September.

## 29. Waiting List Policy

### Purpose

The purpose of this policy and the procedures will advise how Waiting Lists are administered in a transparent manner. It supports the availability of information about the Waiting List for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the Waiting List, offer enrollment, and provide parents with information about their child’s position on the Waiting List. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a Waiting List Policy.

### Policy

- Kidsville Early Learning Center will offer enrollment upon availability.
- When a program is full, a parent may place their child on the Waiting List.





- There is no fee, nor deposit for placing a child on the Waiting List.
- Kidsville Early Learning Center will not accept any fees, nor deposits to improve a child's opportunity for enrollment.
- The Waiting List will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of the child on the list to be ascertained by the affected families.
- Kidsville Early Learning Center reserves the right to enroll children upon the discretion of Arashdeep Sandhu, Center Director / Owner Operator.

## **Procedures**

### **Placing a Child on the Waiting List**

The only way to place a child on Kidsville Early Learning Center's Waiting List is through the link on our website: <https://kidsville.ca/register-your-interest/>. Upon completion of the online Waiting List Form, the person who submitted the form will receive an e-mail advising them that their Waiting List Form was received.

### **Order of Enrollment Offers**

1. The order enrollment is offered to children on the Waiting List, depending on Toddler Program or Preschool Program availability:
  - I. Children of staff members.
  - II. Siblings of currently enrolled students.
  - III. Siblings of formerly enrolled students.
  - IV. Children in order that the Waiting List Forms were received, by program, by date, and time.

Additional factors which impact an enrollment offer:

- The child's birth date and their age during the school year. For example: a child turning 2.5 years of age in October would be too old for the Toddler Program.
- Enrollment will only be held vacant for 1 month if a child is not old enough to enroll.
- A child with a sibling on the Waiting List will not be offered enrollment unless there is an opportunity for enrollment for both children.

### **Offering Enrollment**

- Parents of children on the Waiting List will be notified via e-mail that a space has become available.
- Parents will be given 48 hours to respond before the next child on the Waiting List will be offered the space.
- Kidsville Early Learning Center typically operates at full capacity. Enrollment is offered if availability arises during the Center Year. Alternatively, enrollment is offered to those on the Waiting List in the Spring, based on availability, for the following Center Year, commencing in September.





- An enrollment offer is not guaranteed because Waiting List submissions are way higher as compared to the number of opportunities for enrollment. It is uncommon for enrollment to be offered to children over 2.5 years of age because opportunities for enrollment that become available in Preschool Program are usually occupied by the toddler children aging out of the Toddler Program.

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

- The Supervisor / Designate will be the contact person for parents who wish to inquire about the status of their child's place on the Waiting List.
- The Supervisor / Designate will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

### **Maintaining Privacy and Confidentiality**

- The Waiting List will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the Waiting List will be provided to parents.

### **Waiting List Management**

- A child will be moved onto the Preschool Waiting List if they turn 2.5 years old prior to January 1st and have not been offered enrollment into the Toddler Program.
- A child will be removed from the Waiting List once they turn 4.5 years old.
- Annually, Kidsville Early Learning Center will contact everyone on the Waiting List via e-mail to keep it current. Those that do not reply to the e-mail by the deadline will be removed from the Waiting List.
- Parents that decline enrollment will be removed from the Waiting List unless otherwise directed.
- Kidsville Early Learning Center has the right to temporary close the Waiting List if there are too many names on the Waiting List. This message will be communicated on the center's website, on the Register Your Interest link.

To address issues of access and inclusion, Kidsville actively supports low-income families by offering flexible payment plans and flexible care options. Also, Kidsville works with Children Aid Society, their families and children are not explicitly listed under separate criteria on the waitlist, our priority remains to address the unique circumstances of each child and family, including those supported by CAS. Kidsville is committed to creating an inclusive and supportive community where every child, regardless of background, has the opportunity to thrive.

## **30. Canada Wide Early Learning Child Care (CWELCC)**

Kidsville Early Learning Center has opted-in to the Canada-Wide Early Learning Child Care



Program (CWELCC), <https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>. Kidsville is collaborating with the Federal, Provincial, and Regional governing bodies to benefit our center community.

What CWELCC Means for Families:

- **Reduced Fees:** Families with eligible children under the age of 6 will automatically benefit from reduced childcare fees. The reduction will apply directly to your invoices.
- **No Action Required:** If your child is under 6 and enrolled in a licensed program at Kidsville, you will automatically receive the fee reduction.
- **Ongoing Reductions:** The fee reductions are based on the provincial funding framework and are expected to continue progressively until childcare fees average \$10/day (targeted by 2026).

## 31. Tuition Payment Policy

As part of the registration / enrolment process, Kidsville will require one month's tuition payment to be applied to the last month of student's enrollment in Kidsville Early Learning Center. **Paid tuition or called Security Deposit is non-refundable.** Tuition must be paid for everyday the student is enrolled including days absent (for any reason including family vacations and illness), all statutory and civil holidays, Staff Professional Development days, Center closures due to inclement weather and Winter Break.

Tuition is due every 01<sup>st</sup> of the month, irrespective of the weekend, holiday. Parents at all times, need to provide the payment method (Credit Card, Bank Account) details in the Kindertales application. Any missing details will be notified and will be considered as breach of the Tuition Payment Policy.

Refunds, discounts and/or credits will not be offered for days absent. Refunds, credits and/or discounts will not be provided for partially attended days, weeks, or months. Refunds, discounts, and/or credit will not be offered for unexpected or expected withdrawal.

There is an exception to this policy: Parents/guardians will not be required to pay tuition if the Province of Ontario Declares an Emergency under the Emergency Management and Civil Protection Act. If the Declaration of Emergency occurs in the middle of a month, the unused tuition will be refunded or used as a credit toward a future payable month.

## 32. Child Care Fee Subsidy

Kidsville Early Learning Center accepts Child Care Fee Subsidy from the Region of Halton. If a parent is required to pay a portion of the tuition, those payments are due on the 1st of each month, September 1st through August 1st. All policies and procedures apply to students who receive Child Care Fee Subsidy. Kidsville Early Learning Center will provide an enrollment offer when enrollment is available.



Parents can visit <https://www.halton.ca/For-Residents/Children-and-Parenting/Need-Help-with-the-Cost-of-Child-Care> or call 311.

### **33. Additional Fees Policy**

Kidsville Early Learning Center is not licensed to operate past 6:00 p.m. After-hours pick-ups (after 6:00 p.m.) will be subject to a fee of \$2 per minute and will only be permitted in emergency situations. Early drop-offs, (before 7:00 am) are not catered to.

### **34. Non-Sufficient Funds on Pre-Authorized Payment Policy**

- All tuition payments are processed through Pre-Authorized Payments (PAP).
- NSF Fee: A \$50 fee will apply for each instance of insufficient funds.
- Retry Attempts: Our billing system (Kindertales) will automatically retry the payment at least twice in the event of a failed transaction.
- Suspension of Attendance: If tuition remains unpaid, your child may not be permitted to attend the centre until the outstanding balance is resolved in full.
- Ongoing Payment Method: Future tuition must continue to be paid via Pre-Authorized Payments. No alternative methods will be accepted for regular billing.
- Parent Responsibility: It is the responsibility of the parent/guardian to ensure:
  - Sufficient funds are available before the withdrawal date (typically the 1st of each month).
  - Your payment method on file is always up to date to avoid disruptions.

### **35. Late Payment Policy**

Childcare fees are due in full on the first day of each month for the upcoming month's services. A late fee of \$50 per day will be assessed for payments received after two retry NSF attempts. This fee will be added to the outstanding balance. Failure to submit payment within three calendar days after the due date may result in the suspension of childcare services until payment is received in full.

### **36. Outstanding Fees Policy**

Payment of outstanding tuition including additional fees, non-sufficient funds fees or late payment fees must be paid within 5 business days; otherwise, the student will not be permitted to attend Center until payment is made. If payment is not made by the end of the month, the student will be withdrawn from the program. The last month's tuition paid upon enrollment will not be refunded; it will be attributed to the outstanding tuition.



## 37. Forms of Payment

Kidsville processes **Pre-authorized Payments** (PAP) through Kindertales Billing application and provides two options for the parents, guardians, payers for the tuition to be debited from a Bank account or Credit Card. Pre-authorized Payment Plan must be completed and signed either on paper or on Kindertales application. The charges for processing the payments (Credit Card Fees 2.95% and Bank Account, Flat Fees of \$5) to be borne by the parents and is not included and part of the base fees. These fees are subject to change in future.

<b><u>Payment Plan (example) for 2025 - 2026 Center Year</u></b>			
<b><u>Type of Enrollment</u></b>	<b><u>Payment Date</u></b>	<b><u>Payment Amount</u></b>	<b><u>Payment Applied Toward</u></b>
New Enrollment	At the time of registration	One month's tuition	Last month of enrollment
Center Year Enrollment	September 1, 2025	One month's tuition	September 2025
Center Year Enrollment	October 1, 2025	One month's tuition	October 2025
Center Year Enrollment	November 1, 2025	One month's tuition	November 2025
Center Year Enrollment	December 1, 2025	One month's tuition	December 2025
Center Year Enrollment	January 1, 2026	One month's tuition	January 2026
Center Year Enrollment	February 1, 2026	One month's tuition	February 2026
Center Year Enrollment	March 1, 2026	One month's tuition	March 2026
Center Year Enrollment	April 1, 2026	One month's tuition	April 2026
Center Year Enrollment	May 1, 2026	One month's tuition	May 2026
Center Year Enrollment	June 1, 2026	One month's tuition	June 2026
Center Year Enrollment	July 1, 2026	One month's tuition	July 2026
Center Year Enrollment	August 1, 2026	One month's tuition	August 2026



## 38. Tuition Fees

<b>Daily Base Tuition Rates for 2025 - 2026</b>			
*July 1, 2025, through March 31, 2026, unless otherwise advised.			
<b>Program</b>	<b>Hours</b>	<b>Kidsville Daily Base Rate / Child</b>	<b>CWELCC Approved Daily Base Tuition Rate Per Child</b>
Toddler Full-Time	7:00 a.m. - 6:00 p.m.	\$74.90	\$22.00
Preschool Full-Time	7:00 a.m. - 6:00 p.m.	\$69.84	\$22.00

<b>CWELCC Approved Monthly Payment Plan Calculated</b>	
<b>Program</b>	<b>July 2025 through March 2026</b> These months are billed for actual days minus the weekends, inclusive of statutory holidays, PD days, winter break etc.
Toddler Full-Time	\$462.00 - \$506.00
Preschool Full-Time	\$462.00 - \$506.00

- In the event that CWELCC funding is not received by the 1st of the month, Kidsville Early Learning Centre reserves the right to temporarily charge full tuition rates (Toddler: \$1,629/month, Preschool: \$1,519/month). We will make every effort to notify families in advance should this situation arise.
- Kidsville Early Learning Center reserves the right to withdraw from the CWELCC program and reinstate full tuition rates, if deemed necessary. Should this occur, a minimum of 60 days' written notice will be provided to all affected families.

<b>Program Included in Base Rate</b>	
Full-Time Program Play materials, equipment and furnishings Supervision by adult during operational hours Food (am Snack, Lunch and pm Snack) as applicable Development and implementation of individualized plans	Base Rate



(Medical, Special needs, Anaphylaxis) Security Deposit (non-refundable) Before School Program, if applicable (\$22 per occurrence) After School Program, if applicable (\$22 per occurrence) Non- Instructional Day Care Program (\$22 per day) (PA Days, Emergency Backup Care) Before School Care Occasional Use (\$22 per occurrence) After School Care Occasional Use (\$22 per occurrence)	
Additional Fees (\$2 per minute after 6:00p.m.) Non-Sufficient Funds Fee (\$50 per occurrence) Late Fees (\$50 per day) <b>Billing Charges</b> (Bank Account \$5 per occurrence / month) (Credit Card Fees 2.95% per transaction / month) Field Trips Special Events Specialized Therapies (3 <sup>rd</sup> party providers)	Non-Base Rate

### 39. Security Deposit

One-time, non-refundable, non-transferable, security deposit equivalent to one month of the tuition for the program, will be applicable per child. This security deposit will cover the last month of tuition and confirms your commitment to the enrollment process. This is applicable at the time of registration. Enrollment must include one month's tuition payment to be applied to the last month of student's enrollment in Kidsville Early Learning Center. **Paid Security Deposit or tuition is non-refundable.**

### 40. Withdrawal / Discharge and Refund Policy

If a parent/guardian withdraws their child during the Center year, a Notice to Opt-Out must be provided prior to the 1st of the month (generally 32 days /1 month and 1 day in advance, except during June, July, and August, when notice is due by May 30th). **Written notice is accepted at the end of the previous month, mid-month withdrawals are not accepted.** The "last month's tuition" or "Security Deposit" paid at enrollment will cover the final month of the child's attendance. Monthly tuition is due if notice is given on or after the 1st of the month. Refunds, credits, or discounts are not available for partially attended days, weeks, or months. Paid tuition and Security Deposit is non-refundable. For withdrawals for the next Center year starting in September, advance written notice must be provided by May 30th. The "last month's tuition" will cover the final month of enrollment. Refunds, credits, or discounts are not available for partially attended days, weeks, or months. Paid tuition and Security Deposit is non-refundable. **Kindly refer Point 40 for Notice to Opt-Out requirements.**



For families who registered prior to Kidsville’s enrollment in the CWELCC program and may have paid a higher security deposit based on previous tuition rates:

- Any applicable credit or overpayment resulting from reduced fees under CWELCC will be reviewed and adjusted at the end of your child’s enrolment.
- At that time, the final month’s tuition will be deducted from your existing security deposit.
- Any remaining credit balance will be refunded within 5–7 business days following your child’s last day of care.
- Refund will be processed to the active payment method registered in Kindertales Billing.

## 41. Notice to Opt-Out

If a parent/guardian withdraws their child during the Center year, 1-month advance written notice must be provided prior to the 1<sup>st</sup> of the month. Please refer the chart below for exact calendar. Also note that, the date of notice is not the previous month-end, but previous month-end minus 1-day. The “last month’s tuition” paid upon enrollment will be attributed to the last month of the child’s enrollment. Monthly tuition is owed if written notice is provided on or after the 1<sup>st</sup> of the month. Refunds, credits and/or discounts will not be provided for partially attended days, weeks, or months. Paid tuition is non-refundable.

Notice to Opt-Out must be provided by May 30<sup>th</sup>, otherwise one month’s tuition is owed.

Last Day of Enrolment	Date of Noticed Required	“Last Month Tuition” attributed to...
September 30 <sup>th</sup>	Before or on August 30 <sup>th</sup>	September
October 31 <sup>st</sup>	Before or on September 29 <sup>th</sup>	October
November 30 <sup>th</sup>	Before or on October 30 <sup>th</sup>	November
December 31 <sup>st</sup>	Before or on November 29 <sup>th</sup>	December
January 31 <sup>st</sup>	Before or on December 30 <sup>th</sup>	January
February 28 <sup>th</sup> or 29 <sup>th</sup>	Before or on January 30 <sup>th</sup>	February
March 31 <sup>st</sup>	Before or on February 27 <sup>th</sup>	March
April 30 <sup>th</sup>	Before or on March 30 <sup>th</sup>	April
May 31 <sup>st</sup>	Before or on April 29 <sup>th</sup>	May
June 30 <sup>th</sup>	<b>Before or on May 30<sup>th</sup></b>	June





July 31 <sup>st</sup>	<b>Before or on May 30<sup>th</sup></b>	July
August 31 <sup>st</sup>	<b>Before or on May 30<sup>th</sup></b>	August

Should the Center along with the parents/guardians decide that a student be withdrawn because the Center cannot meet their needs or should the Center require to withdraw the student for any reason, the student's final day of enrollment is decided on a case-per-case basis and is upon the Center's discretion.

## 42. Center Closure Procedures

If the Center must close due to severe weather, it will be noted on the Center's Facebook Page, Instagram Feed, and on the Center's voice mail system as soon as possible. The Center's phone number (905) 319-1900 can be called 24 hours a day to hear any changes to the recording. Parents/Guardians will also receive an e-mail notification by 6:35 a.m. General rule regarding severe weather: **If the Halton District School Board (HDSB) bus service is cancelled but the Public Schools are open, then Kidsville Early Learning Center is open. If the HDSB bus service is cancelled and the Public Schools are closed, then Kidsville Early Learning Center is closed.**

If the Center must close due to an emergency, it will be noted on the Center's Facebook Page, Instagram Feed, and on the Center's voice mail system as soon as possible. The Center's phone number (905) 319-1900 can be called 24 hours a day to hear any changes to the recording. Parents/Guardians will also receive an e-mail notification as soon as possible.

Planned Center closures included in the Center Calendar are:

New Year's Day	January 01 <sup>st</sup>
Family Day	3rd Monday in February
Staff Professional Learning Day	TBD in March; (Parents to be given adequate notice)
Good Friday	Friday before Easter Sunday
Easter Monday	Monday after Easter
Victoria Day	Monday preceding May 25
Canada Day	July 01 <sup>st</sup>
Civic (Provincial Holiday)	1st Monday in August
Staff Professional Learning Day	TBD in August; (Parents to be given adequate notice)
Labour Day	1st Monday in September
Thanksgiving Day	2nd Monday in October
Staff Professional Learning Day	TBD in November; (Parents to be given adequate notice)
Christmas Day	December 25 <sup>th</sup>
Boxing Day	December 26 <sup>th</sup>



Christmas Eve	December 24 <sup>th</sup> (Early Closure at 2:00 pm)
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There will be no Summer Break at Kidsville Early Learning Center. Winter Break will be observed from December 27<sup>th</sup> till December 31<sup>st</sup>.

### 43. Immunization Policy

Kidsville Early Learning Center is required to keep accurate and up-to-date immunization records. **Kidsville Early Learning Center requires proof of immunization of children upon enrollment and any subsequent updates.** If proof is not immediately available, the parent/guardian is expected to provide it as soon as reasonably possible along with a written explanation of the delay.

Parents/Guardians will be expected to provide proof of immunization in accordance with the recommendation from Health Canada Immunization Schedule and the Medical Officer of Health. The records will include the child's name and date of birth.

If a parent/guardian chooses not to immunize their child, there are two types of exemptions:

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

Even if a child has a valid exemption, they will not be able to attend Center during a disease outbreak. One case of some diseases can be considered an outbreak. There is no time limit to the outbreak. Records will be maintained and be readily available for inspection. The records will also be provided to the Region of Halton and/or Ministry of Education upon request.



#### **44. Appendix: Toilet Learning Policy and Procedures**

This is the Toilet Learning Program because it's a learning process. During this process, your child is learning about their body, the sensations, what is happening and what to do when they need to urinate or have a bowel movement. Toileting is just as important as any other area within the environment.

During the toilet learning process, the child is developing physically and psychologically.

- Physically: Myelination helps provide the foundation for brain connectivity and supports the emergence of cognitive and behavioral functioning; hence the child can control their sphincter muscles.
- Psychologically: The brain is making new connections, and they learn when they are wet or not and what to do. The body and mind are working together to make these connections through the trial and error of toilet learning.

##### **Why do we choose cloth underwear?**

Children wear cloth underwear because it is important for the child to gain awareness of when they are dry or wet. Disposable diapers and pull-up disposable diapers move the moisture away from the skin so they cannot feel the sensation of being wet or soiled.

##### **How can we (parents/guardians/caregivers/teachers) help a child during the toilet learning process?**

- 1) Be confident you can do this, and your child can do this!**
- 2) Create a plan and schedule.
  - a. Break down the process into small steps to avoid being overwhelmed.
- 3) Purchase or acquire required items.
- 4) Prepare the environment at home and at center.
- 5) Clothing choices are important: machine washable clothing, thin layers.
- 6) Be patient and consistent. If the adult is consistent, the child will learn to be consistent and will learn faster.
- 7) Use calm and neutral tones when speaking. Use positive and supportive language.
- 8) Acknowledge the attempt; avoid rewards.
- 9) Avoid entertaining the child when they are on the toilet.
- 10) Clean potty and/or toilet seat after each use so it is ready to be used every time.
- 11) Do not revert to disposable diapers or pull-up disposable diapers.



Make a chart to record when your child sits on the toilet and the result. This will allow you to better understand when to offer the toilet.

Sample Toilet Learning Schedule						
Time 20-minute intervals	Underwear			Toilet		
	Dry	Urine	Bowel Movement	Dry	Urine in	Bowel Movement
7:00a.m.						
7:20a.m.						
7:40a.m.						
8:00a.m.						
8:20a.m.						
etc.						

  

Examples of times to offer the toilet at home and at center:	
Home	Center
As soon as they wake-up.	As soon as they arrive.
As soon as they get dressed.	Before going outside.
After breakfast.	As soon as they return from outside.
Every 20 to 30 minutes in the morning.	Before a.m. snack time.
Before going outside of the house.	After p.m. snack time.
As soon as they return in the house.	Every time they finish a work cycle.
Before lunch.	Every 20 to 30 minutes in the morning.
After lunch.	Before lunch.
Before nap time.	After lunch and before nap time.
If they wake up during nap time.	If they wake-up during nap time.
Right after nap time.	After nap time.
Every 20 to 30 minutes in the afternoon.	Every 20 to 30 minutes in the afternoon.
Before dinner.	Before going home.
After dinner.	
Every 20 to 30 minutes in the evening.	
Before bath time.	
Before bedtime.	
If they wake up during the night.	



### **What items do I need to be prepared?**

#### **Bathroom:**

- Potty seat and/or toilet seat.
  - [Sample Potty Toilet Seat](#)
- Steps for the toilet.
  - [Sample Stairs for Potty Seat](#)
- A small laundry basket for wet and soiled clothes.
- A step to reach the sink.
  - [Sample Step](#)
- A small chair for the child to sit and change their clothes.
- A small basket with 2 pairs of pants and underwear so the child can reach their clothing to change.

#### **House:**

- Cleaning solution and cloths to clean bodily fluids on the floor.
- Remove or protect, non-washable and/or expensive carpeting/bedding etc...
- Put a waterproof cover on the child's bed.

#### **Vehicle:**

- Travel potty.
  - [Sample Travel Potty](#)
- Car seat protector; folded towel or "puppy pads" can also be used.
- Disposable wipes.
- Extra clothing.
- Bag for soiled clothing.
- Disposable bags for bowel movements and wipes.
- Cleaning solution and cloths to clean bodily fluids in the vehicle.

#### **Center:**

- 2 Wet bags, labelled, waterproof and sealable, for soiling clothing to be returned home.
  - Wet bags must be labelled, waterproof and sealable.
  - Ideally has 2 pouches, one for soiled clothes and one for clean clothes.
  - [Sample Wet Bag](#)
- 2 pairs of indoor shoes, closed toe, washable, easy to wipe.
  - [Sample Shoes - Easy to Wipe](#)
- 8 full sets of clothing: undershirts, underwear or training pants, socks, tops and pants.
  - When soiled clothing is sent home, the number of cleaning clothing must be returned the next day.
  - Training pants may be used in place of underwear because they are more absorbent.
  - [Sample Training Pants](#)
- Disposable wipes.
- Flushable wipes, if desired.



## 45. Appendix: Outdoor Play Policy

Students will be provided with a safe outdoor environment to allow for creative and constructive play. Outdoor play in all types of weather and temperatures is healthy and promotes the well-being derived from exercise. Children have access to a wide variety of materials and equipment to explore and enjoy. **Kidsville Early Learning Center provides outdoor time in accordance with the Ministry of Education's Child Care and Early Years Act and Region of Halton's Public Health requirements.**

There are situations which will prohibit children from outdoor play in the playground:

### Inclement weather

- If the playground is not safe (i.e., slippery due to icy surface), children will go for a Neighborhood Walk if the sidewalks have been cleared and are safe to use.
  - The staff-to-child ratio remains the same for a Neighborhood Walk as it is in the classroom and playground.
  - No major streets are crossed.
- If the temperature is -25 degrees Celsius or colder, including the Wind Chill Factor, children will remain indoors for Gross Motor Play.
  - If the temperature is between -20 to -24 degrees Celsius, including the Wind Chill Factor, the amount of time children will play outside will be reduced to 20 minutes.
- If it is raining, thundering, lightning, snowing, hailing, extreme winds and/or smog alerts, children will remain indoors for Gross Motor Play.
- If the temperature is 30 degrees Celsius, including the Humidity Index, children will remain indoors for Gross Motor Play.
  - If the temperature is between 25 to 29 degrees Celsius, including the Humidity Index, the amount of time children will play outside will be reduced to 20 minutes.
- If Environment Canada issues a Weather Alert due to extremely high or low temperatures, children will remain indoors for Gross Motor Play.

### Parental/Guardian Consent

- If a parent/guardian has provided a note indicating that their child is not permitted to go outside for medical reasons, the child will remain indoors for Gross Motor Play. Please be mindful that if a child is well-enough to attend center, they should be well-enough to play outdoors, unless there are extenuating circumstances.
- Written consent must be provided daily for a child to remain indoors. Consent Form will be provided.
- Children are permitted to remain indoors for a maximum of 2 days within a week.
- A doctor's note is required if a child needs to remain indoors for longer than 2 days within a week.
- It is the parent's/guardian's responsibility to ensure that a child has weather appropriate clothing to go outside.
- Staff have the discretion to bring a child or children inside if it is no longer healthy or safe to remain outside (i.e., a child overheating).
- Children will only be permitted to stay inside if staffing is available, ratios must always be maintained.





## 46. Appendix: Illness Policy

Kidsville Early Learning Center makes every effort to keep its students and staff healthy and maintain a healthy environment through the implementation and compliance of our Illness and Sanitary Practices Policies. The Illness Policy and the Sanitary Practices Policy are based on current recommendations from Halton Public Health. The Illness Policy is also based on current recommendations by the Canadian Pediatric Society.

### General Principle:

Your child is not well enough to attend center if...

- he/she is not able to engage in all indoor and outdoor center activities.
- he/she would require medication to feel well.
  - for instance, Tylenol® or Advil® or Graval®
- he/she has not stayed home a minimum of 24 / 48 hours, as required below.
  - For instance, if your child is sent home ill at 10:00 a.m. on December 1<sup>st</sup>, the earliest your child may return to center is December 3<sup>rd</sup>.

Symptoms:

- **Fever** of 100.4 degrees Fahrenheit or 38 degrees Celsius or over
  - Your child must be free of a fever for 24 hours and be able to tolerate a typical diet without vomiting before returning to center.
- **Rash or sores, undiagnosed**
  - Your child must provide **a note** from a medical practitioner indicating that it is safe for the child to return to center.
- **Viral Infection:** cough, sneezing, runny nose, sore throat, fever
  - If your child is not well enough to participate in regular daily activities or if your child requires medication to feel well due to these symptoms, your child is not well enough to attend center

### **List of communicable diseases**

Children with the following diseases may need to remain at home and away from others. Please refer to the sections below for recommendations.

#### **Chickenpox (Varicella)**

It is recommended that individuals who have chickenpox stay home until they are feeling well and it has been five days since the start of their rash or until lesions have crusted over, whichever comes first.

#### **COVID-19**

Keep home until child does not have a fever and symptoms are improving for 24 hours (or 48 hours for nausea, vomiting and/or diarrhea).

All individuals should stay home if they develop any new or worsening symptoms.



### **Fifth's Disease (Parvovirus)**

No exclusion.

Children with Fifth's disease do not need to remain at home if they are feeling well enough to take part in activities and do not have a fever.

### **Gastroenteritis (diarrhea/vomiting)**

Gastrointestinal symptoms (e.g., vomiting, diarrhea) can be an indication of both enteric and other illnesses, including COVID-19.

If no specific pathogen is identified, children and staff with new or worsening symptoms of gastroenteritis are to remain home until symptom free for at least 48 hours.

### **Hand, foot and mouth (HFM) Disease**

No exclusion

Children with HFM do not need to remain at home if they are feeling well enough to take part in activities and do not have a fever.

It is recommended that children with excessive drooling due to mouth sores and/or open blisters on their body should remain at home until symptoms resolve.

### **Impetigo**

Keep home until the antibiotic prescribed by a doctor has been taken for at least 24 hours and they feel well enough to participate.

### **Influenza and common cold**

Keep home until child feels well enough to participate in regular activities.

### **Measles (Rubeola)**

Keep home for at least 4 days after the rash begins.

### **Mumps**

Keep home for at least 5 days after the swollen glands first appear.

### **Pink-eye (Conjunctivitis)**

Bacterial: keep home until the antibiotic prescribed by a doctor has been taken for at least 24 hours.

Viral: keep home until eye discharge resolves or decision made by physician.

### **Ringworm**

Keep home until first treatment has been started.

### **Rubella (German measles)**

Keep home until at least 7 days after the rash first appears.



### **Scabies**

Keep home until after the first treatment.

### **Scarlet fever**

Keep home until antibiotic prescribed by a doctor has been taken for at least 24 hours and they feel well enough to participate in activities.

### **Strep throat**

Keep home until antibiotic prescribed by a doctor has been taken for at least 24 hours and they feel well enough to participate in activities.

### **Whooping cough (Pertussis)**

Keep home until 5 days of appropriate antibiotic treatment received or for 3 weeks from onset of illness, if not treated.

### **Head Lice**

Head Lice and their eggs (Nits) can be seen at the nape of the neck and behind the ears. They can vary in color from white to brown to dark grey. The eggs are tiny round or oval shaped that are tightly attached to the hair near the scalp and do not slide up and down in the hair. Frequent scratching may cause broken skin or sores on the scalp. The damaged skin may weep clear fluid or crust over and it may become infected. Children with head lice can return to the Center after first medication treatment with a doctor's note.

Please advise the center of your child's illness. Halton Public Health will be contacted if your child's illness is on the Halton Public Health's Reportable Diseases List. Halton Public Health will also be contacted if an outbreak occurs. Kidsville Early Learning Center will follow the instructions as provided. (Outbreak Policy is available upon request).

If your child becomes ill during center hours, you will be contacted to arrange prompt pick-up. Your child will be isolated from other children and will be made as comfortable as possible until they are picked up. An Illness Report Form will be completed and provided to the parent/guardian.

Kidsville Early Learning Center may administer prescribed medication, for example, antibiotics, fever-reducing medication, pain-relief medication. The "Request and Consent for the Administration..." form must be completed and signed. The Medication Policy and related forms are available in the office.

In case of a health-related emergency, "911" will be contacted. The child's parents/guardians will be contacted immediately after "911" is called. The instructions provided by the "911" phone operator will be followed to the best of our ability. (Staff members have current First Aid/CPR Level C Training). If the paramedics advise the center that the child should be transported to the hospital by ambulance, the child will be accompanied by one of the center's Owner/Operator or the Center Supervisor. This



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Burlington L7M 0Z4 Ontario

adult will remain with the child at the hospital until the child's parents/guardians arrive at the hospital. For the safety of the child, the center will provide the medical personnel with any information they request, i.e., child's name, age, medical history, medications, symptoms, etc.



## 47. Appendix: Medication Policy

### **Non-Medicinal, Diaper Cream & Sunscreen Policy**

Kidsville Early Learning Center will administer prescribed medication, (products with medicinal ingredients including homeopathic products with medicinal ingredients), in accordance with the Child Care Early Year Act (CCEYA) and with the consent of the child's parent/guardian. Medication will only be administered with written permission provided on the Request and Consent for the Administration forms.

**Non-prescribed medication will not be administered to children. Prescribed medication must have a pharmacy label or be accompanied by a doctor's written prescription.**

Medication must be in the original container as supplied by the pharmacist or packaging, clearly labelled with the child's name, type/name of medication, dosage, date of purchase and expiration, instructions for storage and instructions for administration. It is advisable to have medication dispensed in two containers so one may be left at the center, for example: antibiotics.

The designated Supervisor will be responsible for the medication in the center. In case of her/his absence, the designated Supervisor may delegate this responsibility to a lead classroom staff member.

### **Storage of Medication**

Medication will be stored in accordance with the instructions for storage on the container and kept in a locked container, inaccessible to children. Medication requiring refrigeration must be kept in a locked container in the refrigerator.

Children that require Inhalation Aerosol (Inhalers) must provide the center with a chamber if it is required for administration of the medication to the child. It is kept in the child's classroom (easily accessible, but inaccessible to children). Inhalers must go wherever the child goes. For example: during outdoor play, the classroom's inhalers will be kept in the classroom's Emergency Bag that goes outside with the classroom.

Children that require Epinephrine Auto-Injectors must provide the center with two Epinephrine Auto-Injectors. One is kept in the office (easily accessible, but inaccessible to children), and the other is kept in the child's classroom (easily accessible, but inaccessible to children). The Epinephrine Auto-Injectors goes wherever the child goes. For example: during outdoor play, the classroom's Epinephrine Auto-Injector will be kept in the classroom's Emergency Bag that goes outside with the classroom.

### **Administration Procedures**

The medication will be administered by the lead person in the classroom at the time of administration. Contact will be made with the parent/guardian under any exceptional circumstances, for example, the child refuses medication.

Where medication is administered, the person administering the medication will:

- Ensure there is written permission to administer the medication.
- Check the Administration of Medication Log to ensure medication has not already been administered.
- Ensure the correct child is receiving the medication.



- Ensure the medication is correct, review the administration instructions and the expiry date.
- Administer the medication as instructed.
- Record that the medication has been administered on the Administration of Medication Log
- Replace the medication container in the secured location.

## **48. Appendix: Non-Medicinal Products Policy**

Kidsville Early Learning Center will administer non-medicinal products, (including homeopathic products with no medicinal ingredients), with written permission provided on the Request and Consent for the Administration of Oral/Topical Non-Medicinal Products. Non-medicinal products are not required to be prescribed by a doctor. All non-medicinal products will be:

- labelled with the child's name.
- inspected for an expiry date.
- stored in the child's classroom, inaccessible to children.
- brought to the center in its original container or in its original packaging
- administered as per the instructions on the Request and Consent for the Administration of Oral/Topical Non-Medicinal Products form

### **Diaper Cream Policy**

Parents/Guardians may provide the center with diaper creams to be used during diapering procedures. Diaper creams may or may not contain medicinal ingredients; it is a parent's/guardian's responsibility to determine which diaper cream is most appropriate for their child and provide it to the center. Diaper creams (with or without medicinal ingredients) are not required to be prescribed by a doctor. Diaper Creams will be administered with written permission provided on the Request and Consent for the Administration of Diaper Cream. All diaper creams will be:

- labelled with the child's name.
- inspected for an expiry date.
- stored in the child's washroom cubbie, inaccessible to children.
- brought to the center in its original container or in its original packaging
- administered as per the instructions on the Request and Consent for the Administration of Diaper Cream form

### **Sunscreen Policy**

Parents/Guardians may provide sunscreen so that it may be applied prior to going outdoors from May 1<sup>st</sup> through to September 30<sup>th</sup>, unless otherwise advised and/or otherwise directed. It may also be provided during the fall and winter months. Sunscreen must be applied on the child, hand over hand: The sunscreen is applied on the child's skin, the staff member uses the child's hand to rub the sunscreen into the exposed parts of the body.

It is a parent's/guardian's responsibility to determine which sunscreen is most appropriate for their child and provide it to the center. If sunscreen is not provided, the child will still be required to go outdoors.



Sunscreen (with or without medicinal ingredients) are not required to be prescribed by a doctor. Sunscreen will be administered with written permission provided on the Request and Consent for the Administration of Sunscreen. All sunscreens will be:

- labelled with the child's name.
- inspected for an expiry date.
- stored in the child's classroom, inaccessible to children.
- brought to the center in its original container or in its original packaging.
- administered as per the instructions on the Request and Consent for the Administration of Sunscreen form.

## 49. Appendix: Safe Arrival and Dismissal Policy and Procedures

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

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

- Kidsville Early Learning Center will ensure that any child receiving childcare at the childcare center is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare center may release the child to.
- Kidsville Early Learning Center will only dismiss children into the care of their parent/guardian or another authorized individual. The center will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.
- Kidsville Early Learning Center will only release children into the care of an adult only. The center will not release any children from care to non-adult (teenager, etc.)

### Procedures

#### Accepting a child into care

- When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that **the person is listed on Enrolment Form in Kindertales application** or where the individual is not listed, ask the





parent/guardian to **provide authorization for pick-up in writing** (e.g. email to Supervisor).

- document the change in pick-up procedure in the **daily written record in Kindertales app**.
- sign the child in on the classroom attendance record.

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

- Where a child does not arrive at the child care center and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - inform the Program Staff, Supervisor and they must commence contacting the child's parent/guardian **no later than 10:00 am**. Staff shall contact the Child's parent / guardian **through the Kindertales app, must contact at least once and leave message to confirm absence**.
  - **If there is no confirmation received from the parent / guardian, inform center supervisor to attempt reaching out to parent directly through phone call.**
  - Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

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

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

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

- Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up before 6:00 pm, **the program staff, supervisor, shall contact the parent/guardian via Kindertales App messaging, phone call)** and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, **staff must call again and leave a voice message along with the text message for the parent / guardian**. Where the



individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the center.

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the **staff shall contact all the emergency contacts listed on the child's profile, wait under program closes and then refer to procedures under "where a child has not been picked up and program is closed")**.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact all the emergency contacts listed on the child's profile in Kindertales.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) **by 6:15 pm**, the staff shall proceed with contacting the **Halton Children's Aid Society (CAS) at 866-607-5437**. Staff shall follow the CAS's direction with respect to next steps.

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

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



## 50. Program Schedule for Toddler Classrooms

7:00 am to 8:15 am	Drop off, small group activities and Free Play
8:15 am to 8:30 am	Diaper routine and Hand washing
8:30 am to 9:00 am	Morning Snack
9:00 am to 10:30 am	Learning / Structured Activities
10:30 am to 11:30 am	Outdoor Play, Indoor Gross Motor Activities in Inclement Weather
11:30 am to 12:00 pm	Lunch
12:00pm to 2:00 pm	Sleep time and diaper routine as children wake up
2:00 pm to 2:30 pm	Afternoon Snack
2:30 pm to 3:30 pm	Outdoor Play, Indoor Gross Motor Activities in Inclement Weather
3:30 pm to 5:00 pm	Learning / Structured Activities
5:00 pm to 6:00 pm	Diapering, Quiet Activities and Pick-up

## 51. Program Schedule for Preschool Classroom 1

7:00 am to 8:15 am	Drop off, small group activities and Free Play
8:15 am to 8:30 am	Morning Snack
8:30 am to 9:30 am	Outdoor Play, Indoor Gross Motor Activities in Inclement Weather
9:30 am to 11:30 am	Learning / Structured Activities
11:30 am to 12:00 pm	Lunch
12:00pm to 2:00 pm	Sleep time and diaper routine as children wake up
2:00 pm to 2:30 pm	Afternoon Snack
2:30 pm to 4:30 pm	Learning / Structured Activities, Diapering
4:30 pm to 5:30 pm	Outdoor Play, Indoor Gross Motor Activities in Inclement Weather
5:30 pm to 6:00 pm	Quiet Activities and Pick-up

## 52. Program Schedule for Preschool Classroom 2 and 3

7:00 am to 8:15 am	Drop off, small group activities and Free Play
8:15 am to 8:30 am	Diapering, Washroom routine
8:30 am to 9:00 am	Morning Snack
9:00 am to 9:30 am	Structured Activities
9:30 am to 10:30 am	Outdoor Play, Indoor Gross Motor Activities in Inclement Weather
10:30 am to 11:30 am	Learning Center Activities
11:30 am to 12:00 pm	Lunch
12:00pm to 2:00 pm	Sleep time and diaper routine as children wake up
2:00 pm to 2:30 pm	Afternoon Snack



2:30 pm to 3:30 pm	Learning Activities, Diapering
3:30 pm to 4:30 pm	Outdoor Play, Indoor Gross Motor Activities in Inclement Weather
4:30 pm to 5:00 pm	Structured Activities
5:00 pm to 6:00 pm	Quiet Activities / Free Play and Pick-up

### **53. Program Schedule for Before School**

7:00 am to 7:45 am	Small group activities, Sensory Play and Morning Snack
7:45 am to 8:15 am	Outdoor Play, Indoor Gross Motor Activities in Inclement Weather
8:30 am to 8:45 / 8:50 / 09:00 am	Drop-Off to School

### **54. Program Schedule for After School**

02:50 / 3:00 pm to 3:15 / 3:30 pm	Pick-up from school
3:30 pm to 4:00 pm	PM Snack, Small group activities,
4:00 pm to 4:30 pm	Outdoor Play, Indoor Gross Motor Activities in Inclement Weather
4:30 pm to 6:00 pm	Structured games, Creative Art, Sensory Play, Small group activities, Homework support, Rotating projects, Storytelling, Arts and crafts, Free play and pick up

- Schedules are subject to change based on the needs of the students.