





KINDER LEARNING CENTRES

LOCATION – Kingston Parent Handbook

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[KINDERLEARNING.CA](https://www.kinderlearning.ca)

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Our Program Statement for Quality Childcare

At **Kinder Learning Centre**, we embrace a child-centered approach that nurtures curiosity, confidence, and a lifelong love for learning. We believe that children thrive in environments where they feel **safe, valued, and inspired** to explore the world around them. Through play, hands-on experiences, and meaningful relationships, we support their **holistic development—physically, emotionally, socially, and cognitively**.

Our philosophy and practices are deeply rooted in the principles of *How Does Learning Happen?* (HDLH), Ontario's Pedagogy for the Early Years. We commit to fostering the **four foundations of learning—Belonging, Well-Being, Engagement, and Expression**—through every aspect of our programming.

Belonging: Building Meaningful Connections

We believe that a sense of belonging is essential for a child's well-being and success. Our educators work to create warm, welcoming spaces where each child feels seen, heard, and respected. Relationships are at the heart of everything we do—between children, families, educators, and the broader community. We engage families in ongoing dialogue through daily conversations, newsletters, parent nights, and surveys to ensure their voices help shape the program.

Well-Being: Nurturing the Whole Child

Children's well-being is supported through a balance of nutritious food, physical activity, and emotional care. We emphasize routines and practices that promote **self-care, independence, and emotional regulation**:

- Children are encouraged to develop confidence in everyday tasks like putting on shoes, dressing for outdoor play, and eating independently.
 - Through active play—running, climbing, balancing, and exploring nature—children strengthen their **gross motor skills** and build a love for movement that supports lifelong well-being.
 - Emotional development is nurtured through **guided play, co-regulation strategies**, and open conversations that encourage children to express themselves and navigate social interactions with empathy and respect.
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Engagement: Supporting Curiosity and Discovery

We believe that children are natural learners who flourish when they are actively engaged and empowered to make choices in their learning. Our play-based, inquiry-driven curriculum is thoughtfully designed to spark wonder, creativity, and critical thinking. Educators observe, document, and extend children's learning by offering responsive experiences that follow the children's interests and ideas. This approach supports **authentic engagement and deeper learning**.

Expression: Empowering All Voices

We honour every child's voice and provide multiple ways for them to express their ideas, feelings, and needs. Language development is enhanced through stories, songs, conversations, and the integration of **sign language**, ensuring that all children—including those with emerging or diverse communication abilities—can participate meaningfully in our community. Visual supports, open-ended materials, and expressive arts like music, dance, and drawing provide children with varied avenues for expression.

Our Unique Approach

At Kinder Learning Centre, what sets us apart is our commitment to:

- **Sign language as a daily tool** for inclusive communication and emotional expression.
- A focus on **independence and real-life skills**, empowering children to take ownership of daily routines.
- An environment where **active play** is celebrated as essential, not optional.
- A community where **children, educators, and families learn together** in a culture of mutual respect and reflection.

Our program is committed to creating and maintaining positive, inclusive learning environments where every child is valued, supported, and encouraged to thrive. We recognize that each child is unique, with their own interests, abilities, and ways of learning. Our educators thoughtfully plan and implement developmentally appropriate experiences that nurture curiosity, creativity, and a lifelong love of learning.

We are dedicated to ensuring that our environments are welcoming and accessible to all children, including those with individualized plans. In collaboration with families and specialized professionals, we adapt our programming and environments to meet diverse needs, support individual goals, and foster a strong sense of belonging.

Through intentional teaching, responsive interactions, and inclusive practices, we promote holistic development—supporting each child's cognitive, social, emotional, and physical growth within a respectful and engaging community of learners.

Collaboration & Continuous Reflection

Our program is shaped through **collaboration and ongoing reflection** with educators, families, students, volunteers, and community partners. We value input and engage in:

- **Team meetings** and professional learning communities to share ideas and improve practices.
- **Family surveys, suggestion boxes, and parent nights** to invite feedback and co-create program goals.
- **Reviewing and revising** our program statement regularly to ensure it continues to reflect our values, children's needs, and best practices in early learning.

We also seek inspiration from other licensed child care programs, regulatory guidelines, and the lived experiences of those within our learning environment. Our educators are reflective practitioners who engage in intentional conversations about the "why" behind our practices, constantly evaluating how they support optimal experiences and outcomes for children.

At **Kinder Learning Centre**, we see each child as a **capable, curious, and unique individual**. Our role is to provide the support, guidance, and freedom they need to grow, explore, and flourish—at their own pace and in their own way. Together, with families and our community, we create an early learning journey rooted in love, respect, and the joy of discovery.

Hours and Days of Operation

The operating hours of the centres are:

Monday thru to Friday – 7:00am to 5:30pm - 12 months a year (this may change depending on enrolment)

Children function best when they maintain a consistent and familiar routine; therefore, we suggest that parents adhere as much as possible to a regular schedule of arrival and departure to provide stability in each child's routine.

Schedule For Closures

The centre will be closed on all statutory holidays including; New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day. In addition, the centre closes at 2:30pm on Christmas Eve and New Year's Eve if the fall on a weekday. There may be times where due to unforeseeable circumstances or inclement weather, the centre is forced to close. Should this situation arise, we will endeavour to inform parents at the earliest opportunity. Parents will be asked to check the centre voicemail and/or Kindertales Parent App prior to coming in to drop off their child. As this situation would be out of our control, full fees would still be required for this day.

Registration

Kinder Learning Centre Kingston offers childcare for children from 3 months to 6 years old. You can start the online registration process by visiting our website at kinderlearning.ca and clicking the online registration button. Once we have received your enrollment request, we will contact you and advise you of your next steps.

Wait List

At Kinder we try our best to accommodate most families who require childcare. There are times when our centre is at the maximum capacity, and we cannot provide care at that time. Your information on the wait list is private and

confidential and will not be shared with any other parties. If you wish to be placed on our waitlist for a future enrollment, you can specify that future date on the registration process above. Parents/Guardians on the wait list may call the centre periodically to check on the process of Kinder's enrolment. No fees are collected from families until there is a confirmed start date and all paperwork is filled out. Our [full waitlist policy is located on our website](#).

Enrollment

When a childcare spot comes available the manager will reach out to the family on the top of the wait list and inquire if care is still needed. If the open position is full-time, we'll fill it with another full-time student. Part time parents on the top of the wait list are contacted and given the opportunity to take the full-time position. If they choose to decline, then the next name is contacted. Once a family accepts the position, we start the enrollment process.

New Enrollments must be a minimum of 4 weeks. We are currently only accepting full time enrollments. (During low enrolment numbers part time will be accepted) Parents can decide to only come part time but will need to pay for the full-time rate. Withdrawals must be a written request and approved by a manager 4 weeks prior to the change and all changes must occur on the 1st of the month.

The following must be completed prior to enrollment:

- * Registration process is completed online.
- * A confirmation phone call is made.
- * A position is available, and the family accepts that position.
- * Medical forms and up to date immunization record need to be submitted to the health unit and the daycare. Objection/exemption forms must be notarized (as of Aug 29, 2016)
- * A Kindertales (our daycare software) invite is sent and the family creates an account including billing information. Please note, there is a 2.9% processing fee for all credit card transactions. See the Kindertales enrolment process below for more details.
- * Our \$200 registration fee paid via Kindertales*.
- * First month's fee are due upon acceptance of childcare space

* Cash or cheques are not accepted

All children's schedules are due the Thursday prior to the following week. If schedules are not handed in on time, it is possible that your days may not be accommodated.

Notice Of Withdrawal or Downgrading Enrolment

All withdrawals or changes must be made in writing and acknowledged by management 4 weeks prior to the withdrawal or change. You will be required to financially fulfill your current commitment for that two weeks while we adjust teacher schedules and try to fill the spot with a new student.

Termination

There may be times when we are unable to meet the needs of a child. Should such a situation arise, we reserve the right to terminate any contract of care.

The following procedure will be followed:

1. Behaviour is documented over a period of time by the program staff. Staff and parents communicate daily regarding the child's behaviour. Parents provide the centre with pertinent information that may help staff support the child's development.
2. The program staff submits a written formal report to the Supervisor.
3. The Supervisor and staff meet to discuss the concerns. Strategies are discussed, documented and then implemented. A trial period for the suggested strategies is established.
4. In completion of the trial period, the staff and the supervisor meet to discuss documented observations of behaviour and strategies implemented. If additional support is required, a meeting is arranged with parents, staff and the Supervisor. The following steps will then be followed:
 - a) Identify the concerns and reasons.
 - b) Discuss implications of the child.
 - c) Discuss ways of involving community resources.
5. Contact community resource and discuss behaviour, strategy implemented, and results reviewed. Results are documented in writing and signed by all parties. Refusal to sign papers will indicate a lack of cooperation and may lead to immediate termination.
6. If the centre staff determines that the child's needs cannot be met, a withdrawal will be forwarded to the parent/guardian, as well as an invitation to attend a meeting with the Supervisor in order to put their position forward.
7. If the parent/guardian does not attend the meeting, or if after attending, the Supervisor decides that it is in the best interest of the child that he/she be withdrawn from the program, depending on the situation:
 - a) A written two week's notice of withdrawal will be given.
 - b) Immediate withdrawal will be implemented.
8. Any parent choosing to withdraw from the childcare centre will be required to provide a two-week written notice to the centre Supervisor.

Kinder Learning Centres reserves the right to terminate a parent's contract on the following grounds:

1. Non-payment of fees (2 weeks in arrears)
2. Contravention of the [Code of Conduct](#)
3. Continuous late pick-up

Kindertales – Daycare Software

At Kinder Learning Centers, we use Kindertales, a cloud-based childcare management software, to help us manage our daily operations. Kindertales allows parents to stay connected with our daycare and their child's daily activities. Kindertales is available on desktop/laptop at <https://app.kindertales.com> and is also available on both [Apple](#) and [android](#) app stores using the same credentials. Here are some instructions on how to use all the available parent features in Kindertales. Please

note the web portal is not available on a mobile browser and will prompt your to download the app which excludes some features.

The Kindertales enrolment process

Once initial enrolment process has been initiated, an invite will be sent to the email address you provided when you signed up for our waitlist. You'll need to complete your billings details, pay your enrollment fees, first month fees and complete your profile before your child can attend.

Billing

Kindertales allows parents to view and pay their invoices online. You can update and access your billing information by clicking on the "Billing" tab. The is best done through the web portal on a laptop or desktop. Real time connection to a bank account is only available in the portal. Credit card and manual addition of bank accounts are available through the apps but the banking option takes a few days to finalize and requires some back and forth. To add your automated payment method please follow these instructions on the Kindertales website <https://family.kindertales.com/adding-and-verifying-your-bank-account>

Profile

Child Profiles: Once you log in, you will be able to view your child's profile. This will include information such as your child's basic information, emergency contacts, authorized pick-up lists, and allergy information. Please make sure to keep this information up-to-date.

Reports

Kindertales allows parents to see daily reports of their child's activities while at daycare. Currently these reports will be any completed accident or illness reports. In the future we may add addition reports like diaper, sleep and meal tracking.

Messaging

You can use the messaging feature in Kindertales to communicate with your child's teacher. The teacher will have to initiate the first communication as the app does not allow open communication to any class, parent or administration. This feature is a great way to stay connected and ask any questions you may have once the channel has been open for you. If you haven't received a communication from your class or your child has changed classes, please request one from the teacher.

Attendance Tracking

Parents can use the attendance tracking feature in Kindertales to let us know when their child will be absent from daycare.

If you have any questions or comments about Kindertales please feel free to email info@kinderlearning.ca

Safe Arrival

Please review our [safe arrival policy](#)

Our Centre Capacity, 73 children

Infant 10 children (Alternate Capacity for Toddlers depending on the needs of the community at the time)

Toddler 15 children

Preschool 48 children

What does Alternate Capacity mean?

It means when we have one classroom that can be used for 2 different age groups. Toys and equipment must be appropriate for that age group at the time of use.

Alternate capacity is used when our enrolment request meets the higher need for that certain age group.

What Does Safety Mean to Us?

Safety means being properly prepared, educated and understanding your environment around you. At Kinder we ask our teachers to be on their game, know your surroundings, know the important information regarding each child, know and understand that the better you are prepared and organized to educate our children daily the safer our environment will be. Be prepared...simple right?

How do we prepare for safety? We do the following:

- Communicate with all staff, parents, volunteers and students often
- Prepare quality program plans
- Monthly fire drills
- Daily classroom inspections
- Organization
- Complying with our Behaviour Management Policy

Our Behaviour Management Policy outlines the safety practices we have in place for our children, staff, families and volunteers. This policy is always available at the centre for all to view. An annual review is completed by management and staff.

We follow all COVID-19 Guidelines and Procedures (when applicable) from The Ministry of Health to ensure a safe and healthy environment. This is updated regularly as required. Enhanced cleaning measures are completed daily.

Sleep Policy

Each child will have his/her own cot or crib for nap time. Sleeping schedules are done respecting the parent's opinion and staff. Children will be observed with direct visual checks every 15 mins or more often during nap times. Other specific sleep arrangements must be approved by a professional therapist or Doctor. Any sleep transitions will be reviewed with parents.

General Information:

- All children will be provided with the opportunity to sleep or engage in quiet activities based on their needs.
- Children under 12 months of age will be provided time to sleep based on their individual schedules, and will be assigned to a crib/cradle. Children between 12-18 months of age, who receive child care for six hours or more, will be assigned to a crib/cradle or cot in accordance with written instructions from a child's parent.
- Only light, breathable blankets will be used for infants.
- Children 18 months or older but younger than 30 months, will be provided time to sleep for a period of no more than two hours each day, and will be assigned to a cot.

- Children 30 months or older but younger than six years old, will be provided with a cot unless otherwise approved by a director.
- Children 24 months or older but younger than five years old who receive child care will be provided with a cot unless otherwise approved by a director.

Nutrition

Nutrition is very important to us here at Kinder. We offer balanced meals and snacks including whole foods which include grains, dairy (including 3% and 2% as per Canadian age guidelines), protein, healthy fats, vegetables and fruit. By encouraging healthy eating habits now, we can make a huge impact on your children's lifelong relationship with food and give them the best opportunity to grow into healthy, confident adults.

Our goal is to continue to add new foods, flavours and colours to our meals we provide every day, so the children have variety. As we continue to enhance our menu, our goal is to offer more healthy fats, leaner meats and less processed foods. Serving whole fresh foods, home baked meals and snacks are our ongoing priority.

Due to the increasing number of children suffering from Anaphylactic Allergies, we ask parents to refrain from bringing any additional food items into the centre. The only exception is for infants under 12 months or when there are special dietary requirements of an older child. These must be approved in writing by management. Please refer to our [Anaphylactic policy](#) for additional details.

Parents of children with Anaphylactic Allergies must complete an individual action plan upon enrollment or upon discovery of the allergy. [View our full Anaphylactic policy here](#). They must also provide the centre with details of the symptoms and treatments for their child's specific allergy. In addition, the child must have a valid Epi-Pen with them at all times. The Epi-Pen must be registered in the child's name and not expired. If a parent refuses to provide the centre with an Epi-Pen, or fails to replace an expired Epi-Pen, their child will not be permitted into care.

Our Educator's Commitment

As childcare educators, we recognize that the most effective way for children to learn is through play. When children are provided with developmentally appropriate materials and invitations to play, they use their senses to discover and experiment with all aspects of their world.

High quality care of children involves careful preparation of the environment, where children are safe and have a sense of belonging. The childcare environment provides children with both indoor and outdoor activities required for complete development. Children need to develop language, social, emotional, creative, cognitive, aesthetic and physical skills. Caregivers model and provide an environment based on love and respect for children. It begins with the child's interest and our teachers give them the support they need to conquer their best experiences.

As Registered Early Childhood Educators, our role is to guide, nurture, discipline, facilitate and encourage children as they grow and learn. We ensure that children have opportunities to explore and develop their own interests at their own pace. These practices in turn build children's self-esteem and self worth. Our responsibility is to be empathetic towards children and their parents, we are genuine, honest and respectful.

Parental Involvement

Parent communication and involvement are essential to providing an excellent childcare program and is a vital part of the childcare centre. Parents are encouraged to bring forth their suggestions about the program and the routines in the rooms. We provide parents with daily verbal updates indicating their child's progress at the centre. An opportunity will be provided for parents to discuss their child's development through a requested parent teacher interview. We encourage parents to feel free and confident to discuss with us concerns regarding their children. We do surveys throughout the year to engage our families in decision making. We want to hear your opinions, it is very important to us.

Community Partners

At Kinder we recognize the importance of building strong partnerships with community organizations and programs that share our commitment to supporting children and families. We are excited to collaborate with child-focused initiatives, such as early intervention services, public health programs, child development programs including speech and language, and recreational organizations, to enhance the quality and diversity of our offerings. By working together, we aim to create a network of resources that supports children's development, learning, and well-being, while providing families with access to additional services and expertise. These partnerships will help us enrich our program, ensure inclusivity, and foster a sense of community for the families we serve.

Staff Qualifications

As Registered Early Childhood Educators RECE, our role is to guide, nurture, educate, facilitate and encourage children as they grow and learn. We ensure that children have opportunities to explore and develop their own interests at their own pace. All our staff have an up-to-date CPR, first aid certification and immunizations. At Kinder we understand the importance in learning, not just with the children but also for our staff and parents. We connect with our community partners and offer continuing education for new strategies for learning and parenting. Together we will continue to educate and grow as individuals. Professional development courses are offered throughout the year as they are available.

Volunteers and students

All staff are required to review the centre policies, procedures and practices regarding the supervision of volunteers, participating parents, and students at our centres. **Volunteers and students are supervised by an employee at all times and not permitted to be alone with any child.** Staff will review their roles and responsibilities when directly supervising and working with volunteers, participating parents and/or placement students in their classrooms annually. The Supervisor of the centre is responsible for ensuring that volunteers, participating parents, and students are provided an orientation to the organization and appropriately trained for their roles within our centres. Supervised volunteers, participating parents, and students have a responsibility to contribute to their orientation by seeking information, asking questions and assistance as required.

All volunteers, participating parents, and placement students must agree read to follow all policies and procedures of the centre. They must also agree to follow the directions and guidelines provided by staff and management of the centre. At no time will they be left alone with the children! Centre Policy binder will be made available when needed.

All students and volunteers, including participating parents having direct contact with children in the centre must have a satisfactory vulnerable sector reference check.

Please see our full [Supervision of Volunteers and Students Policy on our website](#).

Parent Issues and Concerns

Please see our latest [Parent Issues and Concerns Policy on our website](#).

Enrollment

When a childcare spot comes available the manager will reach out to the family on the top of the wait list and inquire if care is still needed. If the open position is full-time, we'll fill it with another full-time student. Part time parents on the top of the wait list are contacted and given the opportunity to take the full-time position. If they choose to decline, then the next name is contacted. Once a family accepts the position, we start the enrollment process.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work with children, are required by law to report suspected cases of child abuse or neglect to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

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.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Contacts:

Director of Operations, Darlene Valliere email. director@kinderlearning.ca

Centre Supervisor, Daylia Peterson email kingston@kinderlearning.ca

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Director in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or <ul style="list-style-type: none"> - the supervisor or director. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 1-3 business days. Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
General, Centre- or Operations-Related E.g: childcare fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the supervisor or director. 	Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 1-2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Staff-, Duty parent-, Supervisor-, and/or Director-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or <ul style="list-style-type: none"> - the supervisor or director. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the supervisor and/or director. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Director in responding to issue/concern:
	soon as parents/guardians become aware of the situation.	

Daycare Fee Structure

At this time, Kinder Learning Centres Kingston has not been approved to participate in the Canada-wide Early Learning and Child Care (CWELCC) program. Unfortunately, this means we are unable to offer reduced fees under this initiative at the present time. We will continue to apply for the CWELCC program and advocate for our families.

Age Group	Regular rates	Fee Type
Infant	\$80 per day	Base
Toddler	\$65 per day	Base
Preschool	\$60	Base
Late Pick Up Fee	\$1 per min.	Non-Base
NSF	\$50. First 3 occurrences \$100 After	Non-Base
Registration Fee	\$200.00	Base

Registration Fee

Our registration fee of \$200.00 is due upon acceptance of enrollment. Registration is paid through Kindertales.

Vacation

Full fees must be maintained to keep the child's spot active.

Invoicing

All childcare is prepaid for the following month. Invoices notifications are sent through email 3 days prior to payment and are payments are made through the Kindertales parent portal at the 1st of each month.

Payment options

Upon enrollment, you will be sent an email invite to our Kindertales daycare application. (Please see the Kindertales section for full operating details) The Kindertales web portal is available at <https://app.kindertales.com> and is also available on both [Apple](#) and [android](#) app stores by searching "Kindertales parent app". Both will use the same credentials you setup initially. The web portal is currently the only option to add your banking information for directly debt payments. You can follow step by step instructions online at <https://family.kindertales.com/adding-and-verifying-your-bank-account>.

Please note, Kindertales uses Stripe for their payment processing and there is a **2.9% credit card processing fee for all credit card transactions automatically applied**. Any fee changes will be notified to parents in writing.

Our centres accept subsidized and non-subsidized children. Should your child receive daycare subsidy, then it is up to you to contact your caseworker if there are any concerns with the daily fee that you have been given. Subsidized daily fees are determined by your caseworker, NOT the centre.

Any payments that return from the bank as NSF are subject to a \$50.00 charge or if on going for more than 3 months a \$100.00 fee will be charged each return after the 3 months. Once an NSF has been identified, your child may not return to the centre until the outstanding charge and NSF fee is paid in full. If payment is in arrears longer that 2 weeks your child will be automatically unenrolled.

Refunds and Credits

When refunds and credits are warranted due to overpayment, rate changes or withdrawal, parents will receive either a credit on their Kindertales account or a refund via e-transfer.

Late Pick Up

If your child is not picked up from the centre by 5:30pm, you will be charged a late fee of \$1.00 per minute for every minute after 6pm. For example, a child picked up at 5:30pm will be subject to a late charge of \$13.00. This late fee goes directly to the teachers having to stay behind to care for your child. Payments are to be made no later than by the next day. All payments must be made in cash.

Releasing Children / Pick Up

It is important that you understand our policy for releasing children for the safety of your child.

- * We release children only to parents who have authorization to pick up their child. If there is a custody agreement in favour of one parent/guardian, the centre requires a copy of the agreement for our files. Without a copy of this agreement, staff cannot deny a parent/guardian access to a child.
- * We will only release children to a person authorized by parents to pick up, as per the emergency information completed at the time of registration.
- * If a person is unfamiliar to staff, the staff will check the emergency information provided and ask to see identification before releasing the child
- * The name on an official ID should correspond to the name on the emergency information provided. The picture should correspond to the person.
- * We will NOT release a child to anyone under the age of 18 years.

By following this policy, together we can ensure a safe environment for your children.

Health Policy

Prevention of illness is the basis of our health policy. To ensure the best possible environment for each child's development, we must insist that all parents strictly adhere to our centre's health policies. Childcare Early Years Act stipulates that prior to admission, each child must be immunized as recommended by the local Medical Officer of Health. A copy of your child's immunization records must be submitted to the centre prior to enrolment and be kept up date.

Children who are ill must not be brought to the centre, as the day is too demanding for a sick child. Parents must find alternative care for a child who is ill or who has a contagious disease. Young children are still building their immunities. A child who is not well is especially prone to infection and communicable disease. Parents must keep a child at home for 36 hours if the child has a fever. If the child is vomiting or has diarrhea the child must be kept home 48 hours.

Contagious Diseases

Any child who shows signs of the following contagious illnesses must be withdrawn as soon as possible and may not return without a doctor's written consent. A report will also be made to a Medical Officer of Health from the Public Health Department.

These diseases include pink eye, Rubella, Mumps, Impetigo and Chicken pox etc

The child may be re-admitted to the program as soon as child is well enough to participate in all activities. A doctor's note will be required.

The above is only a sample of the many contagious diseases. For a full list, please refer to the Public Health list of reputable diseases that is posted for your information. Exclusion of your child from the childcare program may be necessary, as deemed by Public Health. It is our policy to abide by and adhere to all Public Health recommendations.

Administration Of Medication

Our staff will administer prescription drugs to children in their care in accordance with provincial legislation. This will require all parents to provide the following:

- * The child's parent/guardian must fill out the [Kindertales Medication form online](#) located in your kindertales parent's portal and app, including dosage and times, for any medication that is to be given. Please notify your child's educator of the new medication form online when bringing in the medication.
- * Medication in the original container clearly labelled with the child's name, name of drug, the dosage, the date, and the instructions for storage and directions for administration of the drug.
- * No expired medication will be administered to the child.
- * The staff cannot administer cough medicines, decongestants, aspirin or any other non-prescription medication. In special circumstances exceptions to this policy may be made, but only on the written instructions of a doctor. Doctors' notes are valid for six months, a new one must be obtained after this time to continue administering ongoing medications.

All educators are responsible for the safety of the children in the Centre and must ensure that the box always remains locked. Medication is **NOT** to be left in the child's backpack or classroom. We are aware that parents are often in a hurry in the mornings, but since the staff are bound by these regulations, medicine will only be given if all of the above instructions are followed. A form can be obtained ahead of time and filled out at home if this is more convenient.

Emergency Management Policy and Procedures

Kinder Learning has emergency management policies and procedures that can be [found on our website](#).

In the event of an emergency all parents and families will be notified by the Supervisor via email or through the parent communication app. Regular updates regarding the emergency will be provided via email or through the parent communication app.

Accessibility

In accordance with the Ontario Regulation 429.07 **Accessibility Standards for Customer Services**, we are dedicated to ensuring our programs and services are accessible to all of our clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects their dignity, independence, integration and equal opportunity.

Behaviour Management Policy

It is our belief that if children are offered well-defined guidance, they can choose their own actions regarding their interactions with others and their environment. If a child chooses a behaviour that is unacceptable, many positive and corrective strategies can be used. The proximity of a teacher or a gentle touch can bring the behaviour to a halt. Also, redirecting the child's before or at the beginning of a conflict can help the child to find an area or activity better able to suit his or her needs. By acknowledging a child's feelings, a teacher can help the child to recognize his or her own feelings and offer problem solving skills. A child possessing such skills will feel confident in his or her choices.

A caregiver will use positive methods and approaches to disciplining children in accordance with section 48 in the [Child Care Regulation](#). The use of physical, verbal, emotional, or psychological punishment is not permitted.

The aim at this childcare centre is to be consistent in setting and maintaining clear limits, yet to also be flexible enough to allow for individual differences in children. The staff's goal is to help your child work through any difficulties so that he or she may progress towards self-discipline. The children are taught to play without interfering with or hurting others. A staff member will always be close at hand to give guidance, set limits, comfort and assist. The children are encouraged to cooperate with each other. The staff is willing to discuss any further questions or concerns you may have regarding this discipline statement.

Kinder Learning Centre recognizes that each child has unique skills and abilities and will work in equal partnership with parents to serve and adapt to each child's needs and growth. Our goal is to provide quality care for all children, and we continually endeavour to involve family as an integral part of this process.

Prior to beginning working with children, each staff member, student, and volunteer is required to sign a Behaviour Management Policy, which includes the following:

- * No form of corporal punishment will be allowed at any time, including hitting, spanking, pushing, shaking, pinching, biting, grabbing, or slapping.
- * A child must not be humiliated either physically or verbally, through sarcasm, taunting, teasing or degradation.
- * A child must not be confined or locked in any room alone or with another child.
- * A child must not be deprived of basic needs for clothing, shelter or bedding.
- * Food must not be used as a punishment or threat at lunch or snack.
- * A child must not be punished or reprimanded in any way for failing to use the toilet.
- * A child must not be punished in any way for failing to fall asleep at rest time.
- * Any adult who observes mistreatment of any child must contact the Supervisor of the centre immediately. This is a legal responsibility.

Prohibited Practices

[Ontario Regulation 137/15 48](#) - No director shall permit, with respect to a child receiving childcare at a childcare centre it operates or at a premises where it oversees the provision of childcare,

- (a) corporal punishment of the child;
- (b) 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;
- (c) locking the exits of the childcare centre or home childcare premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the director's emergency management policies and procedures;
- (d) 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;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will

The behaviour of every staff is monitored on a frequent basis by the Centre Supervisor. Should a violation occur the Centre Supervisor would review the infraction with the person involved and outline acceptable methods to be used. If further incidents occur, or if intentional harm is caused to any child it will result in immediate dismissal from the Childcare Centre.

Any teacher who corporally punishes a child will be dismissed immediately!

Code Of Conduct

The following expectations are intended as a guide to maintaining the atmosphere at our centre as a happy, comfortable, and safe place to be.

Adults and children at all times shall:

- a) Be courteous to others
- b) Use acceptable language
- c) Conduct themselves in a manner which allows each child and staff member to feel safe from verbal and physical abuse
- d) Resolve conflict in a peaceful manner
- e) Respect the building and equipment as well as the personal property of all staff and others
- f) Show respect for all individuals through his/her behaviour and words

Please note that staff are to be always treated on a professional level. Staff are providing quality programming for your children and will not accept treatment that is not respectful. Please deal with discrepancies in private (away from the children and other adults) as it creates a negative atmosphere in the classroom. Any questions, concerns or grievances

should be addressed to the Supervisor. Any matter that cannot be resolved at this level will be directed to management. At no time should there be a confrontation in front of any children. Failure to adhere to our Code of Conduct could result in termination of the enrollment agreement (upon the discretion of the centre).

Parental Involvement

Parent communication and involvement are essential to providing an excellent childcare program and is a vital part of the success and co-operative spirit of the childcare centre. Parents are encouraged to communicate with their child's teacher. The Kindertales parent portal has a direct messaging feature you can use, or you can talk with them when you pick up your child.

We provide parents with daily verbal updates indicating their child's progress at the centre. An opportunity will be provided for parents to discuss their child's development through parent teacher interviews. We encourage parents to feel free and confident to discuss with us concerns regarding their children.

Smoke/Vape Free

As per the Smoke Free Ontario Act, parents, staff, students and volunteers are prohibited from smoking in the childcare centre, the playground area and any area of the surrounding property whether the children are present or not. Smoking/Vaping must be 9 metres from any entrance or play area.

Photographs

The childcare centre will take photographs from time to time. These photos are the property of the centre and will not be used in any promotional advertising without prior parental consent. They may however be displayed throughout the centre in various classrooms. These photos are also used on our Facebook group and our parent portals for only our parents to view.

If you wish that your child photo or video not be included in our social media and private parent portals, please indicate that on your registration form. We will make every effort to exclude that child during the photo/video or obscure their image after it is taken.

Activities off Premises

Outdoor play is a component of our daily programs. As a part of this program children will participate in community walks on a regular basis. This may include walks to the parks, library or simply just a nature walk. While off premise ratios will still meet the regulations according to the CCEYA. Consent for participation in any of the above activities is given in the registration pkg.

On occasion field trips are planned to enhance the classroom programs. These trips include experiences such as going to the Apple Orchard, farmers market, grocery store etc. An additional consent form is required from parents to give permission for these trips as a one-time event. These trips usually include transportation in the form of city bus or a rental school bus from a local company.

Field trips may be subject to additional costs from the parents.

Things To Bring to Daycare - Checklist

Your child will need the following items at the centre:

- ☐ Two complete changes of clothes clearly marked with your child's name. Accidents do happen and pretending to swim through the water table isn't all that unusual for an active preschooler!
- ☐ Running shoes for indoor wear.
- ☐ Seasonally appropriate attire for outdoor play.
- ☐ Diapers and wipes if applicable.
- ☐ Reusable water container
- ☐ Infant/Toddlers/Pre-schooler. 2 blankets and 2 crib sheets for sleep time. One blanket and sheet set will be sent home on Friday to be washed and brought back on Monday morning.
- ☐ Infants – baby bottle, pacifier, pureed baby food, unopened formula
- ☐ All of the above needs to fit in a backpack

Unacceptable Items at Daycare

Please do not bring any of the following items to daycare:

- * Toys from home, as they may get lost or broken (except on show and tell day).
- * Clothes and jewellery that are expensive or restrictive, which do not allow children to explore their surroundings freely.
- * Snacks containing nuts or peanut butter. Snacks are provided at the centre and outside food is not necessary.
- * Bottles for any child over the age of 18 months.
- * Vitamins or other medications without a prescription label.
- * Crocs, flip flops and other sandals
- * Any bag other than a backpack. Example: plastic, reusable grocery, etc.