



Parent Handbook

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kinderlearning.ca

 Celebrating 25 Years of Quality Childcare in Ontario

A Welcome from Our Team

Dear Kinder Oshawa Families,

Choosing childcare for your child is one of the most important decisions a family can make, and we do not take that lightly. When you walk through our doors, you are trusting us with the person you love most in the world. That trust means everything to our team.

Kinder Learning Centres was built more than 25 years ago on a simple belief: every child deserves a place where they feel safe, seen, and genuinely excited to learn. That belief continues to guide everything we do and shapes the environment, care, and learning experiences we provide each day.

What makes us most proud is not simply the number of years we have been serving families, but the people who bring our centres to life. Our educators care deeply about the children and families they serve. Many of our team members have been with us for years, and families often return with siblings, cousins, and even second-generation children. That kind of trust speaks to the strong relationships we work hard to build.

Kinder Learning Centres is rooted in family, community, and meaningful connection. That spirit can be felt throughout our centres, in the way we care for children, support one another, and create welcoming spaces for every family who joins us.

We have always believed that the environment children learn in matters just as much as what they learn. Our spaces are thoughtfully designed to inspire curiosity, encourage movement, and help every child feel that they belong. Combined with our play-based approach and the communication you receive each day through Kindertales, our goal is simple: to help you feel informed, connected, and confident in your child's care.

This handbook is designed to guide you through how we operate, including our policies, programs, and commitments to your family. Please read it, keep it nearby, and reach out whenever needed. We are here, we are listening, and we truly care.

On behalf of all of us at Kinder Learning Centres Oshawa, welcome to our community.

The Kinder Learning Centres Team

Kinder Learning Centres Oshawa



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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.

Our Oshawa Location

Our Oshawa location offers a unique open-concept environment that feels bright, welcoming, and connected. One of the most special parts of our centre is the outdoor play area, which truly feels like stepping into the woodlands. Children often spot squirrels, chipmunks, birds, and other little wild creatures as they explore and play. We love how the Oshawa environment brings nature into everyday learning and creates meaningful opportunities for curiosity, discovery, and connection with the world around them.

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.

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:

- 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 and suggestion boxes** 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.

Centre Operations

Hours of Operation

Monday to Friday • 7:30 am – 5:30 pm • 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 2:30 pm on Christmas Eve and New Year's Eve if they 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 Oshawa 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 progress 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.

Enrolment

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.
- Our \$200.00 registration fee paid via Kindertales. Cash or cheques are not accepted.
- First month's fees are due upon acceptance of childcare space.

All children's schedules are due the Thursday prior to the following week. If schedules are not submitted 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 period 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 to: (a) identify the concerns and reasons; (b) discuss implications for 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; or (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:

- Non-payment of fees (2 weeks in arrears)
- Contravention of the Code of Conduct
- 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. Please note the web portal is not available on a mobile browser and will prompt you to download the app which excludes some features.

The Kindertales Enrolment Process

Once the 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 billing 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.

Adding a bank account: Bank account setup must be done through the web portal on a desktop or laptop — it is not available through the mobile app. For Canadian users, Kindertales uses Stripe to securely link major banking institutions. Simply sign in at app.kindertales.com, go to Billing → Payment Methods → Add a Payment Method → Bank Account, and follow the prompts using your online banking credentials. If your bank is not available via Stripe, you can manually link your account — two small micro-deposits will be made to verify it, which typically arrive within 2–3 business days. Step-by-step instructions: <https://family.kindertales.com/adding-and-verifying-your-bank-account>

Adding a credit card: Credit cards can be added through both the web portal and the Kindertales mobile app. Please note there is a 2.9% processing fee for all credit card transactions (powered by Stripe).

Profile

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 view milestone reports for their child. Milestone documentation is completed by our educators upon request, capturing key developmental moments and progress in your child's learning journey. If you would like a milestone report for your child, please speak with your child's educator or the Supervisor.

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 opened 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.

Safe Arrival & Dismissal Policy

Kinder Learning Centres will ensure that any child receiving childcare at the centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization for.

All children scheduled for care must arrive by 10:30 am. Any child who will not be attending must have their absence registered — with a reason — prior to the day through the Kindertales parent portal or app. Do NOT message the teacher or centre through any other channel.

After a few unexpected absences, we may request an in-person meeting to resolve the issue. If the issue cannot be resolved, an enrollment review will be required.

Unexpected absence example: A child not arriving by 10:30 am without prior notice. The 10:30 am window allows for morning appointments. If this is not possible, please consider scheduling appointments at the end of the day. Children are not permitted to be dropped off after 10:30 am due to classroom disruption, and will not be permitted to leave and return for any reason.

Accepting a child into care

When accepting a child into care at drop-off, program staff must:

- Greet the parent/guardian and child.
- Ask how the child's evening/morning has been and whether there are any changes to the pick-up procedure (e.g. someone other than the parent/guardian picking up). If so, confirm the person is listed on the Kindertales authorized pick-up list.
- Document any change in pick-up procedure in the daily written record.
- Sign the child in on the classroom attendance record.

Where a child has not arrived as expected

Where a child does not arrive at the centre and the parent/guardian has not communicated an absence through Kindertales, the Supervisor must:

- After 10:30 am, check the classroom dashboard for expected children who have not been checked in.
- Call the primary parent/guardian and inquire about the absence. If no response, leave a message.
- Document the unrecorded absence in the child's administration notes on Kindertales and in the daily written record.
- If this is the 3rd unexplained absence, schedule a meeting with the parent/guardian to discuss the issue and advise of possible termination of enrollment.

Releasing a child from care

Staff may only release a child to the child's parent/guardian or an individual that the parent/guardian has provided written authorization for. Where the staff does not know the individual picking up, they must confirm with another staff member or request photo ID and verify against the child's file. Under no circumstances will children be released to walk home alone.

Where a child has not been picked up at closing

Where a parent/guardian or authorized individual has not arrived by closing, staff must:

- Ensure the safety and well-being of the child while awaiting pick-up.
- Immediately call the parent/guardian to advise that the child is still in care.
- If unable to reach the parent/guardian, call all emergency contacts.
- If no authorized individual can be reached within 30 minutes of closing, contact the local Children's Aid Society (CAS) and follow their direction. Inform the centre supervisor and owner.

This policy fulfills the obligations set out under Ontario Regulation 137/15 for safe arrival and dismissal of children in care.

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

Safety & Well-Being

Our Centre Capacity — 75 children

- Infant: 10 children (Alternate Capacity for 10 Toddlers)
- Toddler: 10 children
- Preschool: 55 children (Alternate capacity for 13 Kindergarten Before and After School children in our Preschool 3 classroom upstairs)

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.

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.

Video Surveillance and Audio Recording

Kinder Learning Centres uses video surveillance cameras with audio recording in and around the centre to support the safety, security, and well-being of children, staff, families, volunteers, and visitors.

These cameras are not actively monitored at all times and are not used for routine live supervision. Audio and video recordings are reviewed only by designated management when necessary for a specific purpose, including incidents, health or safety concerns, security matters, investigations, or as otherwise required or permitted by law.

Access to recordings is restricted to designated individuals, and recordings will not be used, disclosed, or shared except as necessary for the purposes described above or as required or permitted by law. Recordings are retained based on system storage capacity and are generally kept for approximately two months before being automatically overwritten by new data, unless a recording must be preserved for investigative, legal, or regulatory purposes. Notice of video surveillance and audio recording is posted at the centre.

Sleep Policy

Each child will have his/her own crib or cot for nap time. Sleeping schedules are done respecting the parent's opinion and staff. Infants under 12 months of age will be placed to sleep on their backs unless otherwise directed in writing by a physician. Children will be observed with direct visual checks every 15 minutes 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.

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. 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.

Anaphylaxis Policy

Kinder Learning Centres maintains a written anaphylaxis policy in accordance with Ontario's Child Care and Early Years Act. Our policy includes risk reduction strategies to minimise exposure to known allergens throughout the centre; a communication plan to ensure that relevant allergy information is shared with all staff and, where appropriate, with families; individualized plans for children with severe allergies that outline their specific triggers, symptoms, and emergency response procedures; and ongoing staff training on allergy awareness and the proper use of an epinephrine auto-injector (EpiPen). Our full anaphylaxis policy is available at the centre upon request.

Individualized Plans

Where a child requires support related to medical, developmental, behavioural, or other additional needs, Kinder Learning Centres will work collaboratively with the child's family and, where applicable, with community professionals and specialists to develop an individualized plan. Individualized plans outline the child's specific needs, the strategies and accommodations that will be put in place, and the roles of relevant team members. Plans are reviewed and updated on an ongoing basis, or whenever there is a significant change in the child's needs or circumstances. Families are always involved in the development and review of their child's plan, and a copy is kept in the child's file at the centre.

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.

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 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. These partnerships 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 up-to-date CPR, first aid certification and immunizations. At Kinder we understand the importance of 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. All volunteers, participating parents, and placement students must agree to follow all policies and procedures of the centre. At no time will they be left alone with the children.

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

Policies & Procedures

Parent Issues and Concerns

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with our program. Our staff are available to engage parents/guardians in conversations and support a positive experience.

All issues and concerns raised by parents/guardians are taken seriously by management and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. Issues/concerns may be brought forward verbally or in writing. An initial response will be provided within 3 business days. Investigations will be fair, impartial and respectful to all parties involved.

Issue / Concern Type	Steps for Parents / Guardians	Steps for Staff / Director
Program Room-Related (e.g. schedule, sleep arrangements, toilet training, indoor/outdoor activities, feeding)	Raise the issue or concern to: <ul style="list-style-type: none"> - the classroom staff directly, or - the supervisor or director. 	Address the issue at the time it is raised, or arrange a meeting within 1–3 business days. Document in detail: date/time received, name of reporter, details of concern, steps taken and next steps.
General, Centre- or Operations-Related (e.g. fees, hours of operation, staffing, waiting lists, menus)	Raise the issue or concern to the supervisor or director.	Provide contact info if unable to address directly. Initiate investigation within 1–2 business days. Document reasons for any delays. Provide a resolution or outcome in writing.
Staff-, Supervisor-, or Director-Related	Raise the issue or concern to: <ul style="list-style-type: none"> - the individual directly, or - the supervisor or director. Concerns about conduct putting a child’s health, safety or well-being at risk must be reported to the supervisor immediately.	Provide contact info if unable to address directly. Ensure investigation is initiated within 1–2 business days. Document delays in writing. Provide a resolution to the parent/guardian.
Student- or Volunteer-Related	Raise the issue or concern to: <ul style="list-style-type: none"> - the staff member supervising the volunteer or student, or - the supervisor and/or director. Conduct concerns putting a child at risk must be reported to the supervisor immediately.	Follow centre escalation procedures as directed by the Supervisor.

Concerns about 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/childrensaidd/reportingabuse/index.aspx>

Contacts:

- Director of Operations, Darlene Valliere — director@kinderlearning.ca
- Centre Supervisor — oshawa@kinderlearning.ca
- Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

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. The 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 to 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, Chicken pox, etc.

The child may be re-admitted to the program as soon as the 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 reportable 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 medication box always remains locked. Medication is NOT to be left in the child's backpack or classroom.

Serious Occurrences

In the event of a serious occurrence at the centre, Kinder Learning Centres is required under Ontario's Child Care and Early Years Act to notify the Ministry of Education and to post a written summary notice for families. This notice will be displayed at the centre for a minimum of 10 business days, as required by Ontario regulations. The notice will include general information about the nature of the occurrence while maintaining the privacy and confidentiality of all individuals involved. If you have questions about a posted notice, please speak with the Supervisor.

Accident and Incident Reporting

If a child is injured while in our care, an accident or incident report will be completed by the supervising staff member. A copy of this report will be provided to the child's parent or guardian on the day of the occurrence, or as soon as reasonably possible. We ask that parents review and sign the report to confirm they have been informed. All reports are retained in the child's file at the centre.

Emergency Management Policy and Procedures

Kinder Learning has emergency management policies and procedures that can be found on our website at kinderlearning.ca. 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 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 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.

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, Section 48 — No director shall permit, with respect to a child receiving childcare at a childcare centre it operates:

(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 member 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:

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

Please note that staff are to be treated on a professional level at all times. 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).

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’s 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 premises, ratios will still meet the regulations according to the CCEYA. Consent for participation in any of the above activities is given in the registration package.

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.

Daycare Fee Structure

At this time, Kinder Learning Centres Oshawa 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.

Care Type	Rate
Infant	\$80 / day
Toddler	\$65 / day
Preschool	\$60 / day
Before & After School	\$22.50 before / \$22.50 after
PA Days & School Holidays	\$45 / day
Late Pick-Up Fee	\$1 / minute after 5:30 pm
NSF Fee	\$50 (first 3 occurrences) / \$100 thereafter
Registration Fee	\$200.00

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. Invoice notifications are sent through email 3 days prior to payment and payments are made through the Kindertales parent portal on the 1st of each month.

Payment Options

Upon enrollment, you will be sent an email invite to our Kindertales daycare application. 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 set up initially. The web portal is currently the only option to add your banking information for direct debit 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.

As a non-CWELCC centre, fee reductions under CWELCC are not available at Kinder Learning Centres Oshawa.

Any payments that return from the bank as NSF are subject to a \$50.00 charge or if ongoing 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 than 2 weeks your child will be automatically unenrolled.

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 5:30 pm, you will be charged a late fee of \$1.00 per minute for every minute after 5:30 pm. For example, a child picked up at 5:43 pm 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.

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.
- Infants/Toddlers/Pre-schoolers: 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, puréed 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 (e.g. plastic, reusable grocery bags, etc.).