



# Family Handbook 2025

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## Contact Information

### Centre Contact Information

Kids Connect Daycare  
138 Main St, Toronto ON M4E 2V8  
[www.kidsconnectdaycare.com](http://www.kidsconnectdaycare.com)  
P: (647) 494-9991

### Email Communication

Email communication is an important tool for the Centre. It is important that parents provide an email address and inform the Centre if this information needs to be updated. Families can also reach the Centre to communicate confidential or sensitive information through the following email addresses:

**KCD Office\*** [office.kidsconnectdaycare@gmail.com](mailto:office.kidsconnectdaycare@gmail.com) (Waitlist Inquiries, Enrolment, Employment Inquiries, Vendor Relations, etc.)

*\*Please note [info@kidsconnectdaycare.com](mailto:info@kidsconnectdaycare.com) is being phased out*

**Supervisor** [supervisor.kidsconnectdaycare@gmail.com](mailto:supervisor.kidsconnectdaycare@gmail.com)

**Classroom email addresses** will be communicated to families based on which classroom(s) their child is enrolled in.

## Program Information

### Program and Hours of Operation

Kids Connect Daycare (“KCD”) offers quality care in a full-time licensed childcare facility for children ages 3 months to 6 years of age that supports and promotes the physical, cognitive, emotional, and social development of children in a safe, fun and nurturing environment. Our hours of operation are Monday to Friday from 7:30am to 5:30pm. We offer full-time programming options, excluding holidays and other scheduled closure dates. Please refer to the calendar below for a full list of closure dates.

### Getting here

We are located at 138 Main St, just south of Gerrard St E in the Upper Beaches community of Toronto. We are only a 5 min walk from the GO Danforth, a 10 min walk from Main Station and a 10 min drive from the Gardiner Expressway and Don Valley Parkway (DVP).

There are parking spots available for pick up and drop off on the North side of the building, as indicated by designated parking signs. **We kindly ask that you park your vehicle facing the street.** There is also street parking available on Main St. (please follow signs). Please do not block the sidewalk or laneway when picking up and dropping off children and be aware of pedestrians and mindful of other families using. We do not offer indoor stroller parking for those arriving on foot, however please see a staff member if temporary stroller parking is needed.

## Mission Statement and Values

**Mission Statement:** Our mission is to provide top quality, reliable, full-time licensed childcare for children ages 3 months to 6 years that supports and promotes the physical, cognitive, emotional, and social development of children in a safe, fun and nurturing environment.

### Values:

The key values by which our business operates are as follows:

**Equity, Inclusion, Diversity & Respect:** We promote equity, diversity, inclusion and respect for all individuals, including staff, parents, children and the community in which we operate. It is our belief that both children and adults thrive when we feel we can be our authentic selves. This includes feeling supported and encouraged in a safe and nurturing environment.

**Providing Top Quality Education** with our child-led, play-based approach to learning, to nurture a child's intellectual curiosity and support and promote their physical, cognitive, emotional, and social development in a safe, fun and nurturing environment.

**Communication** is a top priority. We want to ensure that parents feel engaged in their child's care and included as a part of their day. We utilize technology to provide timely communication to parents, including daily updates and photos, as well as ongoing communication with our staff. We believe it is essential that parents and Educators work together in partnership to nurture a child's physical, cognitive, emotional, and social development.

**Being Engaged and Active in our Local Community** and teaching our children the importance of community. This includes fostering a positive relationship with our natural environment, through outdoor play time and local outings (weather permitting).

## Program Statement and Implementation

Kids Connect Daycare is committed to providing a positive, diverse and nurturing educational environment for children and their families. Through the implementation of the "*How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)*" framework, we ensure that our pedagogy and programming meets the developmental needs of each individual child. At Kids

Connect daycare we view all children as being competent, capable, curious and rich in potential. Each child is seen as their own unique self with their own views, interests and abilities and have the right to an environment that promotes support, inclusivity, and respect.

Kids Connect Daycare believes that one of the key components to a successful partnership in the childcare world is ensuring families are included in all matters pertaining to their child. We support positive and responsive interactions among the children, families, staff and childcare providers. We encourage an ongoing partnership with our open-door policy and through various sources of interaction such as newsletters and special events. We welcome and encourage all families with diverse backgrounds and opinions to share their knowledge and integrate into our programming and environment. Through outreach in our own community to find resources and develop partnerships to include in our programming that will foster further engagement with our families and children.

We acknowledge that children have different ways of learning and understanding; therefore, one of our main goals is to help foster children's exploration, play and inquiries through our child-led, play-based approach to learning. We use the emergent curriculum to create an environment that promotes child-initiated and adult-supported experiences with appropriate materials and resources in each classroom setting. Through observation of the children, educators will develop positive learning environments and experiences in which each child's learning and development will be supported, while being inclusive of all children, including children with individualized plans.

All of our classrooms have carefully selected, age-appropriate learning materials organized with the goal of engaging the children in active learning opportunities. Optimal conditions for learning occur when we are fully engaged, meaning that we are genuinely involved and interested in what we are doing. For children, this happens in play that evolves from the child's natural curiosity: "active play that allows children to explore with their bodies, minds, and senses, stimulating them to ask questions, test theories, solve problems, engage in creative thinking, and make meaning of the world around them."<sup>1</sup>Children thrive in spaces that invite them to investigate, imagine, think, create, solve problems, and make meaning from their experiences – especially when the spaces contain interesting and complex open-ended materials that children can use in many ways. In addition, when the schedule allows for long periods of uninterrupted play.<sup>2</sup>

Kids Connect Daycare offers a well-rounded early education for children, including indoor learning opportunities, as well as physical activity and outdoor time. Our outdoor play area is designed to engage the children's natural curiosity and develop their gross motor skills through age-appropriate play materials which are rotated on a regular basis.

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<sup>1</sup> 1 How Does Learning Happen? Ontario's Pedagogy for the Early Years, p. 35.

<sup>2</sup> Ibid, p. 20.

We also find opportunities for the children to explore their natural environment in our local community, with nature walks for children (with guardian permission). Opportunities to engage with people, places, and the natural world in the local environment fosters a sense of belonging to the local community, the natural environment, and the larger universe of living things.<sup>3</sup>

Kids Connect Daycare is devoted to ensuring that the following goals and approaches are implemented at all times to ensure a positive, welcoming environment for all children:

1. *We promote the health, safety, nutrition and well-being of the children by:*

- Providing catered lunch and snacks on a four-week rotating menu which caters to all food allergies and restrictions, that is prepared and served in our kitchen by a qualified staff with a current Food Handling Certificate.
- All staff must be in possession of a valid First Aid and Level C CPR certification.
- All Toronto Public Health sanitary practices are adhered to.

2. *We support positive and responsive interactions among the children, parents, child care providers and staff by:*

- Recognizing each child as unique, capable, curious and rich in potential in order to provide equity and equality throughout programming.
- Embracing and valuing cultural diversity, uniqueness of each family's composition, race, gender/gender identity, language, socio-economic status and religion.
- Implementing strong and open communication through daily reports, observations, and conversations with families through our “Lillio” app, as well as during pick-up and drop-off.
- Providing staff with professional development opportunities to ensure their knowledge stays current in order to facilitate activities and programming that incorporate inclusivity within the classroom. This ensures that all children feel a sense of belonging, and are given a multitude of opportunities to develop at their own pace.

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

- Demonstrating positive attitudes and communication between the classroom/centre staff, as well as when speaking with children.
- Implementation of social-emotional learning throughout all areas of development and programming.
- Designating specific areas within the classroom where children can choose to participate in, in order to support regulation of emotions.
- Communication with families regarding strategies put in place within the centre to

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<sup>3</sup> Ibid, p. 19.



promote self-regulation skills in children.

*4. We foster the children's exploration, play and inquiry through:*

- A child-led, play-based approach to learning.
- Providing multiple areas throughout the indoor and outdoor play areas to support the development of skills such as: language and literacy, art, sensory, cognitive, gross & fine motor, social-emotional etc.
- Integrating indoor experiences throughout the outdoor programming.
- Designing the classroom environment to act as the third Educator.
- The understanding of the uniqueness of learning styles, and the application of learning opportunities that support each child's individual learning style and developmental level.

*5. We provide child-initiated and adult-supported experiences by:*

- Engaging the children in conversations throughout the day to learn about their interests.
- Creating inviting, supportive environments that allow the children to inquire and interact with all materials within the classroom/outdoor space.
- Observing the children throughout their play, and asking open-ended questions in order to support the learning.
- Providing a variety of materials that are age and developmentally appropriate, all within reach of the children.

*6. We plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans through:*

- Observation of children throughout the day in order to plan activities to extend upon children's interests.
- Conversations with children and families to understand the child's developmental needs.
- Culturally-appropriate activities, and a learning environment that celebrates all cultures, families and religions.
- Modifications to activities that allow all children to participate effectively.

*7. We incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care by:*

- Following a daily schedule that fits the needs of each child, with the input of their family.
- Providing a variety of indoor and outdoor activities that support active play.
- Planning for adequate rest time.

*8. We foster the engagement of and ongoing communication with parents about the program and*

*their children through:*

- Newsletters that provide information about special events, any centre news and information about the community.
- Daily greetings through drop-off and pick-up
- Daily communication regarding meal times, toilet, sleep and 2 weekly developmental photo documentation posts using the “Lillio” app.
- Family events such as: family daytime celebrations and other community engagement opportunities
- Encouragement of families of diverse backgrounds to share knowledge and opinions and participate in our programs.

*9. We involve local community partners and allow those partners to support the children, their families and staff by:*

- Developing relationships with community partners such as schools, libraries, fire stations, police departments and EMS staff etc.
- Inviting special guests (such as librarians, firefighters etc.) to attend the daycare to facilitate programs for the children.

*10. We support staff and others who interact with the children at a child care centre in relation to continuous professional learning through:*

- Participation in quarterly staff meetings to discuss current topics within the centre, field of early childhood education, and gain insight from other staff members.
- Weekly classroom huddles with the Supervisor to set goals and expectations for the day, gather feedback, and implement new ideas.
- Opportunities for staff to participate in continuous professional learning opportunities through online and in-person training, workshops and webinars.
- Ability to attend qualification upgrades such as, but not limited to, [Child Development Practitioner Program](#), to advance education and qualifications.

*11. We document and review the impact of the strategies set out in clauses 1-10 on the children and their families through:*

- Reflection, examination and collaboration of daily practices and programming with families and Kids Connect staff.
- Annual staff and classroom assessments.
- Implementation of family surveys and feedback forms.

## **Programming Options**

Through our child-led, play-based approach to learning we support developmental and cognitive

advancements, inspire creativity and prepare our valued children for the next phase of their lives. At this time we offer the following program options (**full-time only**).

### **Infant Program (3 to 18 months of age)**

Our infant program is designed to meet the individual needs of the child, with personalized care plans designed in consultation with the child's parents.

We spend time both indoors and outdoors, encouraging the children to explore their environment with the support of our dedicated staff. Children are offered opportunities for sensory play and interactive exercises including gross and fine motor activities, songs and story time.

We ask parents to supply diapers and wipes for children, as well as breastmilk or formula, as applicable. **Please clearly label ALL items with the name of your child and include preparation instructions for breastmilk or formula.**

### **Toddler Program (18 months to 30 months of age)**

Our toddler program offers children the opportunity to explore their newfound independence and develop their language and social skills.

Our child-led, play-based learning approach allows children to make individualized choices to support their social, physical and cognitive development. Our varied indoor and outdoor learning centers offer children an opportunity to develop their gross and fine motor, language, reading, STEM, music, drama and arts abilities in a safe and nurturing environment.

### **Preschool Program (2.5 years to 6 years of age)**

Our child-led, play-based approach to learning provides our preschoolers with the opportunity to explore their interests in a nurturing and supportive environment.

Our Educators support the developing interests of each child across our varied learning centers through Educator-led and independent play activities in both indoor and outdoor environments.

Children are offered diverse learning opportunities including language, reading, STEM, drama, arts and music to support their social, emotional and cognitive development.

## Canada-Wide Early Learning and Child Care Program (CWELCC)

Kids Connect Daycare has enrolled in the Canada-Wide Early Learning and Child Care program (CWELCC). Please see the reduced fees for 2025 outlined in the table below.

### 2025 Fee Schedule

Program	Monthly Fee (Deposit Amount)*
Infant	\$478.50
Toddler	\$478.50
Preschool	\$478.50

*\*The deposit is non-refundable and will be applied to the child's last month in care.*

**Monthly fee** includes the following:

- 2 Snacks and a hot lunch
- All taxes
- Service between the operational hours of 7:30 am to 5:30 pm from Monday to Friday, excluding holidays and scheduled closure dates
- Access to digital daily communication

### Waistlist

By submitting the online form, you have secured your position on the waitlist. Kids Connect Daycare will try to meet the family's request for a specific start date. Due to the volume of applicants on our waitlist and space limitations, start dates cannot be guaranteed. If a space that meets your family's needs does become available, you will be contacted by a member of our team. In order to secure a spot once contacted, parents must submit a deposit equal to one month's fees. The deposit is non-refundable and will be applied to the child's last month in care.

## Fee Payments

Monthly fees apply regardless of attendance (i.e. when children are sick, on vacation, during statutory and Centre-designated closure dates and inclement weather). Fee payment is expected at all times that a child is enrolled in the program. There are no fee reductions for time away from the program and no discounts will be applied for any reason.

## NSF Policy

A \$30.00 penalty will be applied to fees that are returned as NSF. Families will have one week to ensure Kids Connect Daycare receives the fees by the usual method of payment or by e transfer.

## Withdrawal from Programming

KCD requires a minimum of **one (1) calendar month**, prior to the first of the month, written notice of intent to withdraw from programming. For example, If you wish to leave a program on August 15th, notice must be provided by July 1st. This applies in all withdrawal circumstances, including withdrawal for the summer months. A family that wishes to re-enroll a child after a period of time is required to register on the waiting list but may only do so once the child is no longer enrolled.

We request that you provide as much advance notice as possible to ensure that the Centre can continue to operate effectively. All fees owing must be paid on, or before, the child's last day of attendance.

**If you give less than one (1) calendar month, prior to the first of the month, written notice you will be required to pay for the balance of the full calendar month period, even if your child does not attend the Centre.**

## Health and Nutrition

### Daily Meals

We offer nutritious food including a hot lunch and two snacks daily from our catering partners that follows the recommendations outlined in Canada's Food Guide. Our caterer provides meals with nutritious ingredients that give kids the energy and nutrients to grow and develop, be healthy and active, to move, work, play, think and learn. Parents may provide breastmilk or formula for infant children if desired by families. **Please clearly label the name of your child and include preparation instructions.** Monthly menus will be posted in the entryway of the centre at the beginning of the month. **Any dietary concerns or restrictions, including allergies, must be communicated to Kids Connect Daycare staff in writing.**

## No Nut/Allergy Policy

Our centre maintains a strict **NO NUT** policy. To ensure the health, safety and well-being of our children, please be advised that if a child enrolled at Kids Connect Daycare (regardless of which classroom) has a known allergy, an “Allergy Alert” wall display is located in each room.

Please note the following allergies currently at the Centre:

- Avocado
- Sesame
- Eggs
- Oats
- Nuts

Please be mindful to not bring outside food into the Centre and we strongly encourage handwashing when entering the programs.

## Anaphylactic/Allergy Policy

Parents/guardians of children that have been diagnosed with an anaphylactic allergy have the responsibility to provide a detailed individual emergency plan for their child and to train all Kids Connect Daycare staff, children and volunteers on their child’s emergency plan prior to the start of care. **It is the parent/ guardian’s responsibility to inform Kids Connect Daycare staff of a child’s allergy at the time of enrolment and provide an annual update of any allergy changes (or more frequently, as required).**

As long as sunscreen, lotion, lip balm, bug spray, hand sanitizer and diaper cream are non-prescription and/or are not for acute (symptomatic) treatment, and due to their longer-term daily usage, these products:

- must have a blanket authorization from a parent on the enrolment form;
- can be administered without an Authorization for Medication Administration form; and do not require record-keeping
- except where written parent/guardian authorization to administer has been obtained (e.g. hand sanitizer).

## Outside Food Policy

Kids Connect Daycare offers a minimum of 2 snacks and 1 hot meal for all children. For the safety and wellbeing of children in the centre, outside food is not permitted. In extreme circumstances, where a child may have issues with their diet, Kids Connect Daycare will allow parents and

guardians to bring in outside food for their child. This policy will be honored through written permission between management and the family.

Please see below for instructions on how to follow the Outside Food Policy, **for extreme situations only**:

1. Lunches must be peanut and nut free. All food labels must be read to ensure that the food product has not been contaminated with nuts or nut products.
2. A list of allergies will be posted in each classroom. Children may be required to avoid bringing in other foods related to children's allergies or illnesses.
3. Lunches should be clearly labeled.
4. Milk and any alternatives should be clearly labeled with the child's first and last name.
5. All water bottles should be clearly labeled.
6. Educators will store all replacement meals in the refrigerator.  
Lunches should follow the Canada food guide to ensure the children receive proper nutrition. Examples of nutritious lunches may include, but are not limited to milk, turkey and cheese on multigrain bun, grapes and nutigrain bar.
7. CANDIES, CHIPS, POP, CHOCOLATE AND STICKY FOODS are to be avoided because of their low nutrient value and their high sugar content.

## Communication

At Kids Connect Daycare communication is a top priority. We believe it is essential that parents and educators work together in partnership to nurture a child's physical, cognitive, emotional, and social development. We want to ensure that parents feel engaged in their child's care and included as a part of their day. We utilize technology to provide timely communication to parents, including updates and photos, as well as ongoing communication with our staff. Parents will receive timely updates of how their child's day is progressing through the Lillio App, including what they ate, how they slept and pictures of them learning and exploring in our safe and nurturing environment. Reports may include anecdotes about what activities and programming your child is mastering and engaging in alongside their fellow classmates.

### Two step communication policy

**Step 1:** Please contact your child's **room educator first** through Lillio regarding any questions, concerns or updates. Updates include late arrivals, absences, reporting illnesses, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements and so forth.

**Step 2:** Once you have communicated these updates through Lillio, the educators will document these updates in their classroom log and share the information.

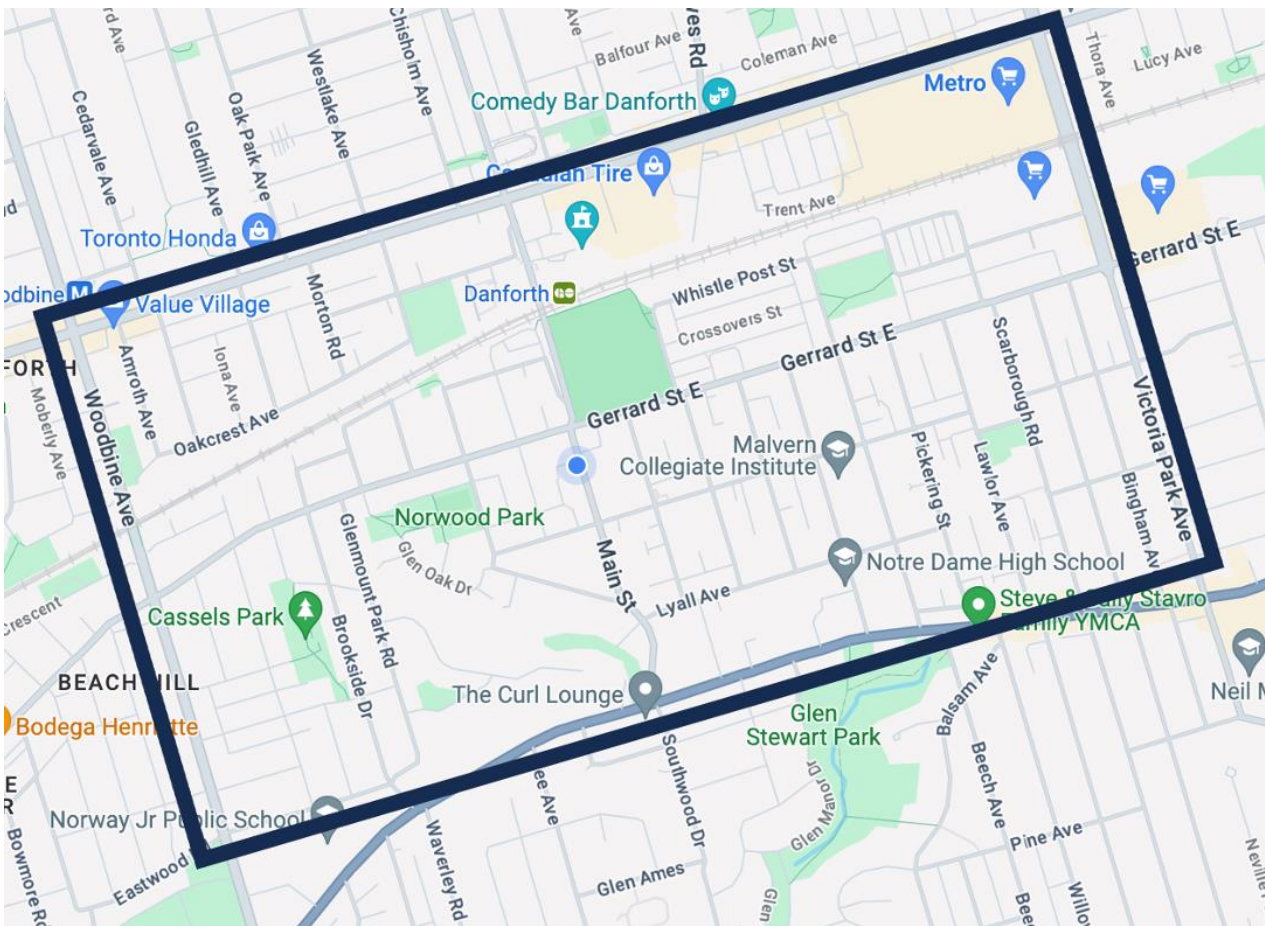


## Offsite Outings Policy

To expand on learning experiences and community engagement, Kids Connect Daycare may plan or spontaneously engage children in offsite walks or outings to local community sites such as parks, libraries, fire stations etc. This includes daily stroller walks for infants. If the outing exceeds the boundary zone, a permission form will be provided and will require written consent from parents/guardians. By signing off on the parent handbook, you give consent for your child to participate in outings within the 1 KM boundary below.

North to South: Danforth Ave. to Kingston Rd.

West to East: Woodbine Ave. to Victoria Park Ave.



## Media Consent

Kids Connect Daycare uses various forms of media to update families, promote the centre and provide learning opportunities, etc. The centre uses tablets, computers, and cell phones to support learning and development as well as execute day to day tasks. Photo and video media is an important part of our developmental documentation process and helps us expedite the process of



communication with families. This media will be used to create learning stories (within the classroom and the centre) and to communicate with parents and staff regarding the development & well-being of children. Media may be used in current or future brochures, flyers, and various social media platforms strictly operated by Kids Connect Daycare. Children may also be included in photos with other children that may be sent to KCD families.

**We ask that these photos not be reposted on any social media platforms or shared outside of the KCD community. By signing off on the parent handbook, you give permission to film, take video and/or audio recordings and photographs for display around the child-care centre and for communication and programming purposes through the centre's digital platform tool and to be shared within the KCD community. If you choose not to give permission for media, please see our administrative team to withdraw consent and how to proceed.**

## Wait List Policy and Procedures

Kids Connect Daycare will strive to accommodate all requests for the registration of a child at the child care centre. Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed. No fee will be charged to parents for placing a child on the waiting list.

### **Receiving a Request to Place a Child on the Waiting List**

Kids Connect Daycare will receive parent requests to place children on a waiting list via online applications through the form on our website. Parents will receive confirmation that the request was received via email. If a spot becomes available for your requested time, a staff member will reach out to you.

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

Kids Connect Daycare will place children on the waiting list in chronological order, based on age and the date and time that the request was received. Once a child has been placed on the waiting list, parents may contact the child care centre at any time to confirm their child's position on the list. If it is past the requested start date and Kids Connect Daycare has not contacted parent(s) to offer a spot, it is the parent(s)' responsibility to contact us by email to let us know they would like to remain on the waiting list for a spot at a future date, otherwise the child(ren) will be removed from the waiting list.

### **Determining Placement Priority when a Space Becomes Available**

When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled and children of staff. Once these children have been placed, other children on the waiting list will be

prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

KCD reserves the right to open or close the waiting list to new applicants at any time.

### **Offering an Available Space**

Parents of children on the waiting list will be notified via phone and/or email, as provided, that a space has become available in their requested program. Notice of a space becoming available will be given as soon as possible ahead of the expected start date. Parents will be provided a timeframe of twenty-four (24 hours) in which a response is required before the next child on the waiting list will be offered the space. Where a parent has not responded within the given timeframe, Kids Connect Daycare will contact the parent of the next child on the waiting list to offer them the space. If a parent responds with an attempt to accept a space that has been offered after twenty-four (24) hours we will do our best to accommodate but cannot guarantee a spot. If a spot is not available in this case and the parent wishes to maintain their child's name on the waitlist, the child will be kept on the waiting list in their existing spot.

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

Parents may contact KCD at [office.kidsconnectdaycare@gmail.com](mailto:office.kidsconnectdaycare@gmail.com) (formerly info@kidsconnectdaycare.com) to inquire about the status of their child's place on the waiting list. A staff member will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

### **Maintaining Privacy and Confidentiality**

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

## **Enrolment Procedures**

As part of our enrolment process, once a space has been offered, Kids Connect Daycare is pleased to conduct an on-site tour of our facility.

A non-refundable deposit of **one full month's fee** is needed to secure your spot once a date for enrolment has been offered, as specified in our fee schedule. The deposit is non-refundable and will apply to **the last month of fees**, when notice of **one (1) calendar month**, prior to the first of the month, has been given. For example, If you wish to leave a program on August 15<sup>th</sup>, notice must be

provided by July 1<sup>st</sup>. **Payment of the deposit indicates your acceptance of our deposit policy.** When the deposit amount exceeds the last month's fee, the balance will be returned.

Prior to a child's admission, the parents/guardians of the child must have a meeting/phone call with a member of the management team. During this meeting, the parents/guardians must receive all relevant documents, handouts and contact information. Please note that incomplete packages may cause a delay in start date. At the meeting/phone call, management staff will work with the family to develop a transition plan to support the child with settling into the program. Each child adjusts individually.

Parents will be required to complete our enrolment package once a spot has been offered, which includes:

- up to date immunization records for the attending child;
- completion of all required medical and consent forms that are enclosed in the registration package;
- deposit towards last month tuition; and
- setting up a method of payment for monthly tuition fees, which are due by the first day of each calendar month, including completing a PAD agreement for secured electronic payments. Secure electronic payments through the Lillio mobile application are preferred for ease of processing. **Cash is not accepted.** There will be a \$25 late fee charge for fees submitted after the 1st of every month. This fee will be applied to the invoice for the following month of service. It is the responsibility of families to notify staff of any delays. If your child starts on a day after the 1st of the month your fee will be prorated to your child's start date.

## Safe Arrival and Departure Policy and Procedures

The safe arrival of our children daily is paramount. The policy and procedures help support the safe arrival and dismissal of children receiving care. Ensuring a clear understanding of the roles and responsibilities for staff, and families and ensuring the safe arrival and dismissal of children receiving care. Outlined are the steps to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

**Please be sure to indicate attendance and rationale or illness including symptoms via Lillio before 9:00am daily.** This includes if your child will be arriving later, please also communicate at what time as so that staff may use this information for program planning (for example, if a walk or library visit is planned for that).

### **Accepting a child into care**

- Program staff will greet parent/guardian and child and sign the child in on the classroom attendance record.
- Program staff will document any changes to the child's pick-up procedure, as communicated by the child's parent/guardian.
- Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the authorized pick-up list or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
- Program staff will document any change in pick-up procedure in the daily written record.

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

Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom:

- Must commence contacting the child's parent/guardian no later than 9:00am and then inform the Administrative Manager by 9:30am of any absences/reason for absences. Staff shall contact the child's parent/guardian via the program's communication app. Staff must continue to contact parent/guardian if no response is received within 30 minutes, they must contact via telephone at least once and leave message.
- If needed, staff will inform the office if they were unable to reach a child's parent/guardian. The office team will make a final attempt to contact. If need be, the office will attempt to reach the emergency contacts on file or the police.
- Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

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

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual)

- Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

- Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up, the staff shall contact the parent/guardian by telephone and advise that the child is still in care and has not been picked up.
- Where the staff is unable to reach the parent/guardian, staff must call the emergency contacts listed on the child's file. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall contact the emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed"

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

- Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
- One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
- If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact authorized individuals listed on the child's file.
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) 1 hour after closure, the staff shall proceed with contacting the local Children's Aid Society (CAS). Staff shall follow the CAS's direction with respect to next steps.

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

- Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.
- Please note, if after two weeks the daycare staff have been unable to reach the child's parents/guardians, the child will be dismissed from the program.

## Late Pick-Up of Children

Please inform the staff in advance through email, mobile app or telephone if there is a possibility that you may be picking up your child late. **There will be a fee of \$10.00 and \$1.00 per minute thereafter late fee charged for late pick-ups,**

Parents/guardians must sign the notice at the time of pick-up. An invoice will be provided for the late fee and method of payment options will be indicated on the invoice. Failure to pay the invoiced amount after 30 days will result in additional penalties.

**Repeated late pick-ups by parents/guardians could, at the centers' discretion, result in termination of child care services.** If a parent/guardian is repeatedly late to pick up a child, staff will reach out to schedule a meeting to discuss and attempt to resolve the issue. Repeated late pick-ups after such a meeting has occurred may result in a child being expelled from our program. **All children must be picked up and out of the building by 5:30 p.m. Please give yourself at least 5 minutes for pickup time.**

Examples of late fees are illustrated below:

Time at which Pick-Up Occurs	Late Fee Charged
5:31	\$10.00
5:32	\$11.00
5:33	\$12.00
5:34	\$13.00
5:35	\$14.00
5:36	\$15.00
5:37	\$16.00

## Tax Receipts

Tax receipts are issued at the end of February for the prior year's tuition fees. It is the parent's responsibility to notify the centre of any changes of address.

## Medication Policy

Any medication brought to the centre must be packaged in the original prescription package. In order for any prescription medication to be administered, a **Medication Administration Form** must be filled in by parent/guardian (included in enrolment package). We are not able to take verbal instructions for medications over the telephone. **Over-the-counter medication will not be administered without a doctor's note.**

## First Aid/CPR

Our staff have all received Certified Standard First Aid and CPR Training and all have valid certification, including infant and child CPR. We are able to treat minor bumps, scratches and bruises on site with water, soap and ice. Parents will be informed of any accident that occurs while children are in our care. Parents must inform staff of any accidents that occur outside of the centre as it pertains to the health and well-being of the child.

## Emergency Management

Kids Connect Daycare has an Emergency Management Policy that describes all the procedures that will be followed in case of an emergency or evacuation of our facility. All staff and children/volunteers read and sign that they have understood the policy and procedures on an annual basis.

Fire drills are conducted on premises semiannually, or more frequently, as deemed necessary by the supervisor/designate (for example in training new staff).

In the event of an emergency, our staff will ensure children are kept safe and are accounted for and supervised at all times. Parents/guardians will be notified of an emergency situation by Lillio message/email, depending on the nature and severity of the situation and will be provided status updates throughout the situation in as timely a manner as possible. Parents will be debriefed on any emergency situation in writing within 24 hours after the emergency situation has occurred.

In the event that staff and children are forced to evacuate and cannot return to our facility, staff will notify parents/guardians of the location to pick up their children via Lillio message/email and will include any relevant contact information in the message.

## Child Care Records

Please ensure the centre has the current email address and telephone numbers of the child's parents/legal guardians and emergency contacts. **It is the parent/guardian's responsibility to notify staff when the information on a child's records requires updating** (for example, update of vaccinations, change of address or telephone number). **It is the parent/guardian's responsibility to monitor their telephone and emails for updates** including monthly food menus, updates to policies and procedures and in the event that a child must be picked up immediately (i.e. in the case the child is ill or there is an emergency).

## Toys

Except on Show-and-Tell Days (which will be communicated by email) please do not allow your child to bring toys from home. Kids Connect Daycare is not responsible for the loss or damage of any toys brought to the centre.

## Child Care Holiday Closures

The childcare will be closed for all statutory holidays. Other closure dates are noted in the table below. Monthly fees will apply throughout the year, including months with holidays/closures as well as closures due to extreme weather events. **Kids Connect Daycare follows the guidance of the Toronto District School Board (TDSB) in determining whether closure is required due to an extreme weather event.**

We will provide a calendar detailing centre holiday closures for the coming year to all families in our registration package and on an ongoing basis each year for returning families. **We reserve the right to make changes to the centre calendar during the year.**

See Table on next page for a full list of planned 2025 closures.



## 2025 Closures

Type of closure	Date
New Year's Day 2025	January 1-3, 2025
Family Day	February 17, 2025
Good Friday	April 18, 2025
Easter Monday	April 21, 2025
Victoria Day	May 19, 2025
Professional Development Day	June 30, 2025
Canada Day	July 1, 2025
Civic Holiday	August 4, 2025
Labour Day	September 1, 2025
Thanksgiving	October 13, 2025
Holiday Closure	December 22-31, 2025

Please note that KCD will open in 2026 on January 5th, 2026.

## Closures due to Inclement Weather Conditions

In the event that our centre is closed due to extreme weather conditions, parents will be notified by **Lillio/email** as soon as reasonably possible with further details. Please note that parents **will not be** contacted by telephone in the event of a centre closure. As noted above, fees still apply on closure days due to extreme weather events.

## What to Bring

Please ensure that **all of your child's belongings are clearly labelled with their first and last name**, including the following (as applicable):

- Diapers, wipes and any creams or lotions labelled with instructions for application
  - Bottles/water bottles/sippy cups which are to be taken home daily for washing
- Formula (labelled with child's full name), breast milk (labelled with child's full name, date milk expressed), and written instructions for feeding for infants
- Multiple changes of clothing (Shirt, pants, socks, underwear (if applicable))

- Seasonal outdoor clothing (coat, snow pants, boots, mittens/gloves, hat)
- Comfortable, closed-toe indoor shoes (no slippers, flip-flops or crocs)

Please ensure to take items home weekly to be laundered and bottles home daily to be cleaned and disinfected.

## Sleep Policy

Parents of children who regularly sleep at Kids Connect Daycare may obtain a copy of our policies and procedures regarding sleep upon request. Upon enrolment, and at any other appropriate time, such as transitions between programs or rooms or upon a parent's request, parents will be consulted respecting a child's sleeping arrangements.

## Clothing and Diapers

Parents should send a full change of clothes, water bottle and sleeping items (i.e. blanket for children 18 months and older) with their children on a daily basis, and a pair of indoor shoes on the first day. If necessary, an adequate supply of **diapers and wipes** must be supplied as well. We do not allow Sleep Sacks with the exception of the infant room, due to fire evacuation procedures. We do not allow cloth diapers in accordance with Toronto Public Health guidelines. **Please ensure that your child is appropriately dressed for daily weather conditions (i.e. hat, mittens, snow pants and waterproof boots in winter, hat and labelled sunscreen in summer).**

All personal items **MUST BE LABELLED by parents**. If your child is changed at the centre, please remember to replace a change of clothing. We are not responsible for misplaced or lost items.

## Outdoor Play

Outdoor play is a critical component of promoting healthy child development. Kids Connect Daycare strives to provide a safe and positive outdoor play experience for all children. Kids Connect Daycare recognizes the value of the learning experiences, developmental opportunities and health benefits that participating in outdoor play year-round provides. Outdoor play time is used as an opportunity to expand on children's learning and encourage physical activity to support optimal success in the future. Both spontaneous and planned learning experiences are implemented during this time.

## Duration of Outdoor Play

Children enjoy two hours per day outdoors, weather permitting. These requirements are subject to any instructions of a child's physician.

## Extreme Cold Weather

Kids Connect Daycare acknowledges the recommendation of The Canadian Pediatric Society to keep children indoors at a windchill of -27 celsius or colder and reduces the amount of time outdoors at -15 degrees celsius. If the temperature falls below -15 celsius including wind chill, KCD will reduce the outdoor time for programs. If the temperature falls below -27 celsius, the programs will provide alternate indoor activities.

## Clothing and Sun Protection

Please ensure your child is dressed appropriately to enable active participation in the outdoor program. Parents/guardians will be reminded by staff as the seasons change to ensure that adequate and suitable clothing and footwear is provided year-round for their child.

Kids Connect Daycare implements sun safety practices and encourages parents/guardians to provide sunscreen and protective clothing such as a wide-brimmed hat for outdoor times during the spring and summer. The staff will assist children to apply sunscreen to the exposed skin areas prior to going outside. Please apply sunscreen to your child daily before arriving at the Centre during the spring and summer.

**If you do not wish for staff to apply sunscreen to your child, please provide the Supervisor or designate with written notification.**

Kids Connect Daycare staff also attempt to minimize sun exposure by seeking natural shade when playing outdoors. For safety reasons, sturdy, closed toe footwear must be provided (e.g., no flip-flops or Crocs).

## Birthdays

Birthdays are a special time in a child's life and our staff will ensure that each child receives recognition on their particular day. Given that Kids Connect Daycare is a nut-free facility, **we do not permit outside food** as we do not want to risk the chances of any allergies or unknown allergies in the children. If you wish to distribute invitations for parties outside of the centre the whole class must be invited or the invitations must be distributed off premises. We thank you in advance for your understanding.

## Parent Issues Policy

### General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program.

As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Kids Connect Daycare 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. We request that, as much as possible, issues not be addressed in front of children. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

### Confidentiality

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

## Procedures for Dealing with Parent Issues and Concerns

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the <b>classroom staff</b> directly as part of our Two Step communication process (see p. 8).</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- If the issue takes longer to resolve, respond to the issue/concern within <b>two (2) business days</b> of the issue/concern being raised.</li> <li>- The person who raised the issue/concern will be kept informed, to the extent that the Centre is authorized to do so, throughout the resolution process.</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- The Supervisor or their Designate</li> </ul>	<ul style="list-style-type: none"> <li>- Investigations of issues and concerns will be fair, impartial and respectful to parties involved.</li> </ul>
<p><b>Staff-, Duty caregiver-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> <li>or</li> <li>- the Supervisor or licensee, as applicable.</li> </ul> <p>All issues or concerns about the conduct of staff that puts a child’s health, safety and well-being at risk should be reported to the Supervisor or their Designate as soon as parents/guardians become aware of the situation.</p>	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> All issues or concerns about the conduct of children and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Supervisor or their Designate as soon as parents/guardians become aware of the situation.	

## Raising and Escalation Concerns

### Concerns about Program/Classroom Staff

If a parent/guardian is not satisfied with the program/classroom staff's response or actions, they are encouraged to put their concerns in writing to Management Staff, who will investigate the matter. The parent/guardian issuing the complaint will be informed of the outcome and remedy for resolution in writing by Management Staff within **two (2) business days**.

### Concerns about Management Staff

If a parent/guardian is not satisfied with Management Staff's response or actions, they are encouraged to put their concerns in writing in a sealed envelope, and the concern(s) will be passed on to the Owner/Operator. The Owner/Operator will investigate the matter. The parent/guardian issuing the complaint will be informed of the outcome and remedy for resolution in writing by Owner/Operator within **two (2) business days**.

## Code of Conduct

Our centre maintains the highest standards for positive interaction, communication and role-modeling for children. This includes but is not limited to vexatious comments, gossip and responding in a respectful manner to requests, non-compliance to issues and concerns presented by staff. **Harassment and discrimination will not be tolerated from any party.**

If at any point a parent, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor or their designate.

## Termination of Services

Kids Connect Daycare strives to meet the needs of all families and to address challenges a parent/guardian or child may be experiencing. The decision to terminate services is always made only once all reasonable options have been fully explored with the family.

The decision to terminate services is made by the centre staff in consultation with the Supervisor or their designate. The Supervisor or designate will also notify the Licensee for review of the recommendation.

Termination of services may occur due to but not limited to the following reasons: fees in arrears, failure to adhere to a safety plan or other action plan that has been developed with a family, refusal to meet to discuss challenges/ concerns, failure to agree to a referral for a resource educator, or repeated late pick-up of a child. Other circumstances that may lead to termination of services include situations where a parent or guardian of a child repeatedly fails to comply with the policies of the Centre. In some cases, the Centre may not be able to accommodate the needs of a child who displays consistently threatening behaviour in dealing with staff members, member families, or other children.

In circumstances where the behaviour of a family member or a child is a source of significant concern for management, the following procedure will be applied:

- 1. First meeting:** The Supervisor or designate will schedule a first meeting with the parent(s)/guardian(s) to explain the concerns and discuss possible solutions. At the meeting, the parent(s)/guardian(s) and the Supervisor or designate will agree to comply with a written plan for addressing the concerns.
- 2. Summary of first meeting:** Following the meeting, the Supervisor or designate will provide written notice to the parent(s)/guardian(s) summarizing what was discussed at the meeting and providing notice to the parent(s)/guardian(s) that any subsequent non-compliance may result in termination of services or, if appropriate, other specified intermediary consequences (e.g., if a parent/guardian is displaying abusive behaviour toward staff, that individual may be prohibited from dropping off or picking up the child).
- 3. Second meeting:** If the plan is not complied with or if the plan is not sufficient to address the concerns, a second meeting will be scheduled and if appropriate, a second plan will be developed. Again, the parent(s)/guardian(s) and the Supervisor or designate will agree to comply with the plan for addressing the concerns.

4. **Summary of second meeting:** See #2 above, which will be repeated in respect of the second meeting.

5. **Third meeting:** If once again the plan is not complied with or if it is identified that the current plan is not sufficient to address the concerns, a third meeting will be scheduled and if appropriate, a third plan will be developed. Again, the parent(s)/guardian(s) and the Supervisor or designate will agree to comply with the second plan for addressing the concerns.

6. **Notice of termination of services:** If, following the third meeting, a resolution to the situation cannot be achieved, the Supervisor or designate will make the decision to terminate services. The Supervisor or designate will provide four weeks' written notice of discharge to the parent(s)/guardian(s) with the exception that in rare circumstances, in consultation with the Licensee, it may be determined that it is in the best interests of the Centre, staff, or the children enrolled to terminate child care services for a child/family immediately. Any outstanding fees are due immediately.

Throughout the above process, the Supervisor or designate will document all meetings and use of support services in attempting to resolve the situation. The Supervisor or designate will also make efforts to refer the family to resources that may be helpful.

## **Concerns about the Suspected Abuse or Neglect of a child**

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

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

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

For more information, visit

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

## **Concerns Related to CCEYA Requirements and Ontario Regulation 137/15**

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act, 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch. Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario



College of Teachers, College of Social Workers etc.) where appropriate.

## Prohibited Practices

The utmost importance is the safety of the children in the care of Kids Connect Daycare. As stated in the Child Care and Early Years Act, 2014 at no time will the following practices be prohibited:

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

(a) corporal punishment of the child;

(b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care centre or home child care 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 licensee'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. O. Reg. 137/15, s. 48; O. Reg. 126/16, s. 34.

## Students/Volunteer Supervision Policy

Kids Connect Daycare welcomes both placement children and volunteers at our centre. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and children also play an important role in supporting staff in the daily operation of child care programs. Our Centre has a policy for supervision for the children to ensure the safety of children, including the following provisions:

- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care. Students and volunteers will be under the direction and supervision of staff at all times.
- Students and volunteers will not be counted in staff to child ratios.
- No child or children will be supervised by any person less than 18 years of age.
- No child or children will be supervised by someone who is not an employee of Kids Connect

## Health and Sanitation Policies and Procedures

The following information outlines Kids Connect Daycare's Health and Sanitation policies, protocols and forms. We ask all parents/guardians to review and support us in following these policies and procedures to promote a safe and healthy environment for our staff, children, families and the community at all times.

Requirements, guidance and considerations within this document are based on the Ministry of Education operational guidance for child care centres and Toronto Public Health ("TPH") guidance for childcare settings and Public Health Ontario (PHO) recommendations.

In the event there is a conflict between the text in this document and the latest Ministry of Education operational guidance for child care centres and TPH guidance for childcare settings and Public Health Ontario (PHO) recommendations, the latter will prevail.

### Health and Illness Policy

- Our exclusion due to illness policy is established in accordance with [TPH Guidelines](#). We follow the most up to date version of TPH communicable diseases list and exclusionary periods from care. Please refer to the following most recent [TPH Guidelines](#) for information on communicable diseases, isolation periods and when it is safe to return to care.

In addition to the guidance provided above, the following applies:

- Regulations require daily outdoor play for each child, depending on the weather condition. As such, it is Kids Connect Daycare's policy that **children who are too ill to play indoors/outdoors must remain at home.**
- Upon return to care, connect with your child's educator to outline the reason for the absence and any symptoms of ill health if applicable.
- Please note, [current provincial guidelines](#) do not require child care centres and schools to report positive COVID-19 cases to Public Health.
- Child care centres have been asked to continue to monitor their own absence rates. In the event the absence rate at Kids Connect Daycare increases above what would typically be experienced at that time, and absences are not perceived to be linked to other factors (e.g., holidays), we will:
  - Ensure staff, children and visitors continue to use the daily screening tool
  - Follow our enhanced cleaning procedures
  - Notify families if there are two or more cases of a communicable disease in their program and leave it to the discretion of families who pass screening if they would like to participate in care during this time.

## Screening and Confirmation

Kids Connect Daycare has implemented the following screening protocols to ensure the health and safety of our staff, children and parents/guardians:

- Staff, children and visitors will be screened for signs and symptoms of ill health prior to entry through self-attestation via the Lillio application. Please refer to the [screening tool](#) for more information.
- **Masks are not required for children, staff, providers and visitors.** TPH recommends that as an additional measure, individuals wear a well-fitted mask in all public settings (including schools/child care, unless <2 years of age) for 10 days after the start of symptoms of ill health. We at KCD strongly encourage and will continue to promote a respectful, welcoming and inclusive environment for individuals who choose to wear, or not to wear a mask. Failure to respect individual masking choices will be considered a violation of our Code of Conduct.

Posted signs clearly explaining the symptoms of ill health that we are screening for, including screening process, rules and conditions for entry will be posted at the entrance.

### Tools Used For Screening: Morning Screening/Wellness Check

All families are responsible for completing their child's morning wellness check through Lillio. The wellness check is the center screening tool to ensure all children are in good health upon arrival and are ready to participate in their programs.

Please note, it will be the family's responsibility to complete a Wellness Check before entering the center. It is the Educator's responsibility to ensure a daily health check is completed and screening passed before accepting your child into the program.

Daily symptom screening has been associated with risk reduction of communicable diseases and is an important strategy for the prevention of other infectious disease transmission within schools and child care settings (i.e., influenza, RSV, noro).

As noted in the screening tool from the Ministry of Health, anyone who is feeling sick or has any new or worsening symptoms of illness, including those not listed in the screening tool, should stay home until their symptoms are improving for **at least 24 hours (or 48 hours for nausea, vomiting, and/or diarrhea)** and seek assessment from their health care provider if needed.

As an organization we strive to ensure health, safety, and welfare for all. Our team of Educators prioritize and monitor each child's well-being on a daily basis. The process of evaluating communicable diseases begins with completing daily health checks (DHC) prior to accepting

children, to carefully monitoring and assessing symptoms of illness. These steps may involve taking a child's temperature when needed.

**At any point, if an Educator feels that a child may be unable to participate in the program due to but not limited to, any form of illness, it is the Educator's duty to carefully document and report these findings to Management and to the child's family as soon as possible.**

If your child is unable to participate in the program due to signs of illness, i.e., fatigue, discomfort or pain, Kids Connect Daycare will adhere to centre policies and ask you to pick up your child as soon as possible. **If unable to do so in a timely manner, please arrange for an authorized party over the age of 18 to pick up your child on your behalf.**

We ask for everyone's patience, participation and understanding when dealing with wellness screening. Our goal as childcare providers and employers is to keep our community, including our families and staff, as safe and well as possible. It is our goal to get your child back into child care as soon as possible after they have been ill.

### Isolation/exclusion of ill staff and children

Kids Connect Daycare will follow the following procedures if a child/staff or early childhood education student becomes ill with symptoms of communicable diseases while in care.

#### For ill staff

- Staff must screen for symptoms of ill health daily. Adherence to the TPH guidelines is mandatory. Staff who become ill according to daily health screening checks will be sent home immediately.

#### For ill children

- In the event that a child is ill, a staff member will remain with the child in the designated wellness room /area until parents/guardians are able to pick them up.
- Isolation kits and toys will be provided to the staff and ill child.
- Staff will notify parents/guardians or emergency contacts to pick up the ill child as soon as possible. **Families are required to come to the centre to pick up their child immediately or make arrangements if unable to do so.**
- Clean and disinfect the area immediately after the child with symptoms has been picked-up.
- Identify areas that may require cleaning plus disinfection (items used by the individual and all surfaces within 2 metres of the ill child) versus cleaning alone (such as a hallway or room where the individual had passed through).

## **Return to care for children with symptoms**

Families must communicate the illness to staff along with any lingering symptoms so that staff may properly care for the child. Staff will document symptoms of illness.

**Medical notes are not recommended or required by TPH.**

## **Hand Hygiene and Etiquette**

Kids Connect Daycare will promote hand hygiene and respiratory etiquette by educating staff and children on proper hand hygiene and respiratory etiquette, including the following:

- Wash hands with soap and water or using an alcohol-based hand sanitizer (70-90% alcohol concentration) where hand washing is not feasible.
- Remind staff and children to avoid touching their face, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue. Dispose of tissue immediately after use in a garbage receptacle with lined plastic bags.
- Monitor supplies to ensure adequate amounts of liquid soap, paper towel, (air dryer if paper towels are not available), hand sanitizer, tissues and waste receptacles with lined plastic bags.
- Ensure proper hand hygiene is practiced often and when necessary (e.g. before and after eating, after using the bathroom, after covering a cough or sneeze). This includes supervising and/or assisting children with hand hygiene.

## **Use of PPE**

- Kids Connect Daycare will provide staff with required PPE.
- Gloves must be worn when it is anticipated that hands will come into contact with mucous membranes, broken skin, tissue, blood, bodily fluids, secretions, excretions, contaminated equipment or environmental surfaces.

## **Worker health and safety**

Kids Connect Daycare will provide written measures and procedures for staff safety, including for IPAC and Workplace Health and Safety training.

## **Cleaning Procedures**

### **General**

Kids Connect Daycare will continue to follow enhanced cleaning procedures including the following measures:

- Frequent cleaning and disinfecting of high-touch surfaces and shared objects (e.g. doorknobs, light switches, toilet and faucet handles, electronic devices, tabletops). More frequent cleaning and disinfection may be necessary, depending on the frequency of use and extent of soilage.
- All products including cleaning agents and disinfectants must be out of reach of children, labelled, checked that they have not expired, and be used following the manufacturer's instructions.
- Cots and cribs are assigned to an individual child and must be cleaned and disinfected weekly and as often as necessary (e.g. when soiled or after use by a symptomatic child).
- Blankets/sheets are laundered weekly and as often as necessary (i.e. when soiled).
- Maintain logs to track cleaning and disinfecting activities for each room/area, individual/play items and sleeping equipment.
- Clean and disinfect the area used by an individual suspect of developing symptoms of communicable diseases while at the centre.
- All cleaners and disinfectants will be stored out of the reach of children.

### **Toys Activities, Play Equipment**

Kids Connect Daycare will use the following procedures to reduce risk of transmission of illnesses from toys, activities and play equipment:

- Toys that have been mouthed or become contaminated must be taken out of circulation (e.g. stored in a 'dirty toy' bin) after the child has finished using it, and cleaned and disinfected prior to being used by a different child.
- Clean and disinfect toys in a two-compartment sink. Toys will be washed and rinsed prior to disinfection. Washing and rinsing will be done in the first sink.
- Ensure required disinfectant contact times are achieved or alternatively allow toys to air dry.
- Dry toys in a designated area that is separate from bathrooms, change tables and protected from sources of contamination.
- Where sensory materials (e.g., playdough, water, sand, etc.) are offered, hand hygiene routine will be conducted before and after use of materials.

### **Food safety practices**

Kids Connect Daycare follows applicable food safety legislation, including the following:

- Ensure proper hand hygiene is practiced when staff are preparing food, and for all individuals before and after eating.
- All staff preparing food must have a valid food handler's certification.

## **Staff Training**

All Kids Connect Daycare staff will be trained on the following:

- awareness of the signs and symptoms of common illnesses; and
- awareness and implementation of infection prevention and control (IPAC) policies and procedures, including revisions to such policies and procedures.
- Proper use of personal protective equipment (PPE).
- Kids Connect Daycare will maintain up-to-date records of staff that have reviewed these training modules, policies and procedures and ask staff to sign and acknowledge as such.

## **Conclusion and Acknowledgement**

The contents of this document supersede any previous versions of Kids Connect Daycare's Parent/Family Handbooks. Any amendments or changes to this document will be sent out to families electronically.

Families are required to abide by the current policies outlined in our Family Handbook to continue care. As noted in earlier sections, please contact KCD Management if you have any concerns or wish to exempt your child as applicable (re: media consent, sunscreen application, etc).

Thank you for your cooperation and understanding in creating a safe, fun and nurturing environment for our Kids Connect Daycare community!



## Appendix - Sample Daily Schedules<sup>4</sup>

### Infant Schedule (3 months – 18 months) SAMPLE\*

\*While we have feeding and nap/quiet times indicated on the schedule, infant schedules are flexible and based on individual needs, developed in consultation with each child’s caregivers.

Time	Activity
7:30 – 8:15 am	Centre opens/Free Play/ Handwashing/ Morning Snack
8:15 – 9:30 am	Morning Snack/Morning Nap
9:30 - 11:00 am	Neighbourhood Walk
11:00 - 11:15 am	Handwashing/Preparation for Lunch/Diaper Check
11:15 - 12:15 pm	Lunch
12:30 - 2:30 pm	Nap Time/Engaged Play
2:30 pm	Diaper Routine
2:00 - 3:00 pm	Engaged Play
3:15 - 3:45 pm	Afternoon Snack
3:45 - 4:45 pm	Outdoor Play/Neighbour Walk
4:45 - 5:00 pm	Story Time/Diaper Check
5:00 - 5:30 pm	Quiet Activities/Late Snack
5:30 pm	Centre Closed

### Toddler Schedule (18-30 months) SAMPLE

Time	Activity
7:30 – 8:15 am	Centre opens/Engaged Play
8:15 – 8:45 am	Diaper Routine/Dressing for Outdoor Play
8:45 - 9:45 am	Outdoor Play
10:00 - 10:45 am	Engaged Play
10:45 - 11:00 am	Learning Circle
11:00 - 11:30 am	Lunch
11:30 - 1:30 pm	Nap
1:30 - 2:00 pm	Quiet Activities/Diaper Routine/Dressing for Outdoor Play
2:00 - 3:00 pm	Outdoor Play
3:15 - 3:45 pm	Afternoon Snack
3:45 - 4:45 pm	Engaged Play/Diaper Routine
4:45 - 5:00 pm	Storytime
5:00 - 5:30 pm	Quiet Activities/Late Snack
5:30 pm	Centre Closed
5:00 – 5:15 pm	Late Snack
5:15 – 5:30 pm	Free Play/Departure

<sup>4</sup> These are sample daily schedules for each age group. **Schedule times and activities are subject to change based the children’s needs and planned programming.**

### Preschool Schedule (30 months to 6 years) SAMPLE

<b>Time</b>	<b>Activity</b>
<b>7:30 – 8:30 am</b>	Centre opens/Engaged Play
<b>8:30 – 9:00 am</b>	Morning Snack
<b>9:00 - 10:00 am</b>	Engaged Play/Washroom Routine
<b>10:00 - 10:25 am</b>	Morning Learning Circle
<b>10:25 - 10:45 am</b>	Washroom Routine/Dressing for Outdoor Play
<b>10:45 - 11:45 am</b>	Outdoor Play
<b>11:45 - 12:30 pm</b>	Lunch
<b>12:30 - 12:45 pm</b>	Washroom Routine/Quiet Play
<b>12:45 - 2:45 pm</b>	Nap
<b>2:45 - 3:00 pm</b>	Washroom Routine
<b>3:00 - 3:45 pm</b>	Afternoon Snack/Engaged Play
<b>3:45 - 4:00 pm</b>	Washroom Routine/Dressing for Outdoor Play
<b>4:00 - 5:00 pm</b>	Outdoor Play
<b>5:00 - 5:30 pm</b>	Washroom Routine/Quiet Play/Late Snack
<b>5:30 pm</b>	Centre Closed

## Parent/Guardian Acknowledgement

I \_\_\_\_\_ (parent/guardian), acknowledge that I have read and understood the Kids Connect Daycare Family Handbook.

Signature \_\_\_\_\_

Date: \_\_\_\_\_

Please sign, date and return this form to the Kids Connect Daycare Management Team. Thank you for your cooperation and understanding in creating a safe, fun and nurturing environment for our Kids Connect Community!