

Family Handbook: Multi-Site Program, Exploration- Based Curriculum

Kemptonville Area Family Resource Centre
2023 Edition



Welcome Letter

Dear KAFRC family:

We are pleased to welcome you to Kemptville Area Family Resource Centre (KAFRC). This handbook provides an overview of some important features about our programs and facility, as well as our approach to the care of your child.

The programs offered at KAFRC are based on the philosophy that children learn best through play. Programs support children's development and as such, environments and activities are child-led and supported by our educators. We are diligent in providing a safe environment that allows children to be free to express their individuality and diversity.

We hope this handbook gives you the information necessary to feel comfortable and confident in placing your child in our care. We look forward to establishing a lasting and meaningful relationship with your family.

If you have any questions, or want to discuss your child's progress, we are happy to arrange a time to meet one-on-one. For further information about KAFRC and the services we offer, please contact Jessica at 613-258-0138 or email supervisor.kafc@cogeco.net.

History

KAFRC is an ever-growing learning center with three locations and five classrooms with students ranging in age from 3 months to 10 years. We strive to accommodate Kemptville and surrounding area families with the quality care they deserve.

KAFRC began as a mutual support group for parents in 1982. The group was known as 'Parent-to-Parent' and was established through the efforts of several local parents.

In 1987, KAFRC became incorporated as a non-profit organization offering several programs and services to the community. The Kemptville Toy Library (transferred to the Ontario Early Years Centre in October 2003) and Kemptville Co-operative Nursery School operated under the umbrella of KAFRC. South Branch Child Care Centre opened its doors in September 1992. KAFRC now operates Infant, Toddler, Preschool, Kindergarten and School Age programs. All of our programs are licensed with the Ministry of Education.

Program Statement

Our goal is to promote the health, safety, nutrition, and well-being of children by providing a clean and safe environment. We strive to meet and exceed all health and safety requirements of the Ministry of Education and the Leeds and Grenville Health Unit. Proper nutrition is critical to the overall development of young children. Healthy meals and snacks are planned in accordance with the Canadian Food Guide and encourage proper nutrition and eating habits. Our centre's Brown Bag Policy provides nutrition guidelines for parents in our Kindergarten and School Age Program. Educators will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements, and parental preferences in respect to diet, exercise, and rest time.

We will provide positive and responsive care that is clear, consistent, and developmentally appropriate. By seeing the child as a unique individual and establishing a supportive and trusting relationship between the child/parent/daycare provider we will develop a strong foundation for the child's future social, emotional, and cognitive well-being. We understand that relationships of trusts are the basis for learning and co-operation.

We will model and guide positive behaviour and encourage children to take responsibility for their own behaviour. By creating a caring and respectful environment we will foster an atmosphere where everyone feels a part of the group and we will encourage children to take responsibility for not just the well-being of others but also themselves.

Our Educators will foster the children's exploration, play and inquiry by viewing children as being competent, capable, curious, and rich in potential. The How Does Learning Happen? and Ontario Early Learning Framework documents will be used as foundation in all our programs. Our programs create a culture of investigative and active learning. It is our aim to create, support and encourage questions, curiosity, and the desire to explore through play-based learning. We will offer interesting and engaging materials and resources that will provide

the stimulus for children's questions, desire to create and play thereby enhancing their overall learning experience

Our physical environment and daily program will be set up to include adult-supported and child-initiated learning. Children will have access to a wide range of interesting open-ended resources to explore and investigate imaginatively, while also developing an emotional environment where children feel safe to share their thoughts and ideas and try new things. As educators we will observe and document children's learning and use this information to continue to plan and offer our children opportunities and experiences to help deepen their understanding of the world in which they live.

To support each child's learning and development, our Educators will plan for and create positive learning environments and experiences through listening, observation, documentation, and discussion with families, to understand children as unique individuals.

Our programs will provide age-appropriate, play-based learning with a variety of inviting equipment and materials. We will offer sufficient space for active play and as well as a cozy space set aside for individual and quiet play. We will incorporate outdoor play which offers physical, cognitive, and social development. Rest and quiet time will vary throughout our programs and will be based on the needs of the child and parental direction.

We offer an open-door philosophy of communication between families and ourselves. We know that proper two-way communication is necessary for children to succeed. It is essential that a variety of strategies be implemented for parents to feel included in the process of their child's day to day learning. Using daily communication books, newsletters, social media, and effective verbal communication are some of the ways in which we will foster continued communication.

It is our intent to provide a support network of people that can share information and work together with our children and families. By having support from educators, families can feel comfortable leaving their children with us knowing we have the child's best interest. Using our local community services and partnering with them will allow both educators and families to feel understood and supported by those around them. We view the community as a valuable resource and our educators plan learning opportunities to engage the community in our programs. We seek out opportunities to share our knowledge and learn from others in the community.

We fully support our educators in their efforts to develop and expand their skills, knowledge and practice which are essential to the profession. These professional learning development opportunities are designed to enhance professional competency and enhance growth and leadership. We will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning.

Our Educators will build a climate of trust, honesty, and respect at KAFRC, working collaboratively to provide a safe, secure, healthy, and inviting environment for all children and

their families, building and maintaining healthy professional relationships that encourage growth and offering support and mentorship.

Philosophy

We believe that in the right environment a child’s natural curiosity and creativity leads to endless opportunities to grow in knowledge and develop a love of learning. We provide that environment at KAFRC by making it a safe and nurturing place where your child will be encouraged to build, splash, dash, pretend, and create their way to exciting discoveries about the world around them. We allow children to join the KAFRC Family as young as 3 months old and to stay with us throughout to grade 4 (10 years old).

Each day with us will be a chance for your child to grow socially, cognitively, emotionally, and physically. As early as infancy, your child will be provided with learning opportunities adapted to fit his or her age, developmental stage, and learning style. Full-day, year-round care, and all-day in one location makes it possible for you to provide your child with the care and education that will help them become happy, healthy lifelong learners.

Hours of Operation

KAFRC is open Monday through Friday from 6:00 am to 6:00 pm.

Please see *Holidays and Vacations* for further information.

Programs

There are five programs offered at KAFRC. They are:

Room	Age	Ratio	Schedule
<p>Infants: are cared for in a calm and secure environment, especially designed for this age group. Our program provides opportunities for early socialization and stimulation. It is our belief that every experience is an opportunity for learning and social interaction.</p>	<p>3 months – 18 months</p>	<p>Number of Educators: 3 Ratio: 1 Educator to 3 children Maximum number of students: 10</p>	<p>Full day care: 6:00 am – 6:00 pm</p>
<p>Toddlers: are cared for in a warm and stimulating atmosphere, where play is driven by the child’s interest. Children develop cognitive, life and social skills as they are encouraged to cooperate and act independently.</p>	<p>18 months – 2.5 years</p>	<p>Number of Educators: 3 Ratio: 1 Educator to 5 children Maximum number of students: 15</p>	<p>Full day care: 6:00 am – 6:00 pm</p>

<p>Preschool: The focus for the Preschool Program is play-based, active learning in a warm and inspiring environment. Group and individual activities, both indoor and outdoor, encourage creative, physical, emotional, and social development.</p>	<p>2.5 years – 4 years</p>	<p>Number of Educators: 4 Ratio: 1 Educator to 8 children Maximum number of students: 32</p>	<p>Full day care: 6:00 am – 6:00 pm</p>
<p>Kindergarten: The club-type atmosphere exposes children to a variety of fun age-appropriate activities including cognitive games and puzzles, sensory and creative activities, reading, music, indoor and outdoor play. We aim to encourage the development of independence, self-confidence, a sense of responsibility and respect for others and the environment.</p>	<p>4 years – 5 years</p>	<p>Number of Educators: 2 Ratio: 1 Educator to 13 children Maximum number of students: 26</p>	<p>Before school: 6:00 am – 9:25 am After school: 3:45 pm – 6:00 pm PA days & summer: 6:00 am – 6:00 pm</p>
<p>School Age: The club-type atmosphere exposes children to a variety of fun age-appropriate activities including cognitive games and puzzles, sensory and creative activities, reading, music, indoor and outdoor play. We aim to encourage the development of independence, self-confidence, a sense of responsibility and respect for others and the environment.</p>	<p>6 years – 10 years</p>	<p>Number of Educators: 3 Ratio: 1 Educator to 15 children Maximum number of students: 45</p>	<p>Before school: 6:00 am – 9:25 am After school: 3:45 pm – 6:00 pm PA days & summer: 6:00 am – 6:00 pm</p>

Weather Related Closings

KAFRC will remain open during most inclement weather. The Director will monitor the weather and local news stations to determine when it is appropriate to close the center early or cancel care for the following day. In the event that KAFRC closes early or cancels care for the following day, parents will be contacted and informed of the situation via HiMama. KAFRC will be closed

when school boards determine it necessary to close the schools during inclement weather situations, we will follow suit and close our programs in the interest of ensuring the safety of our families and staff.

Children should be picked up in a reasonable amount of time to ensure all parents, children, and staff can travel safely home.

Enrollment Records

Each fall, KAFRC completes an audit of enrollment records. At the conclusion of this audit, families will be notified if anything needs to be updated. Some forms must be updated every year, including the Emergency Contact and Individualized medical plans.

Other records must be updated throughout the year, such as non-prescription skin forms and immunization records.

In addition, any time a family's information changes such as address, place of employment or health insurance provider, a new Emergency Contact and Special Requirements form must be completed.

Enrollment Procedures:

Item Checklist Needed Before Care Begins
Signed Emergency Contact form
Signed Handbook Agreement
Signed Special Requirements form
Anaphylactic form (if needed)
Immunization Record (not required for kinder or school age)
Food Policy Agreement (for children requiring formula, milk, or baby food)
Signed up for HiMama
Infant Profile (only for infants)
\$200 Deposit Towards 1 st Month's Fees
Non-Refundable Registration Fee (\$75 or \$125 per family)

HiMama

HiMama is based on extensive research and interviews with early childhood educators. We have learned a lot about early childhood education since we originally came together in 2012.

However, the following learnings are what motivate and inspire us to always be better and do better:

1. The formative years from age 0 to 5 are critical to a child's life-long development and most people are unaware of this well-researched fact
2. The resources invested in early childhood education do not align to the importance of a child's development (see learning 1 above)
3. The role of the early childhood educator is highly under-appreciated (see learning 1 above) and extremely challenging (see learning 2 above)

Our goal is to empower early childhood educators with affordable tools that enable them to improve developmental outcomes for the children they work with while educating parents about the importance of their work.

HiMama is made up of a group of committed fathers, mothers, daughters, sons, uncles, and aunts who are working hard to build a product and a company that families and early childhood educators love. We are a Certified B Corporation® which means that we meet the highest standards of verified social and environmental performance, transparency, and accountability as part of a global movement of people using business as a force for good. The B stands for B the Change, inspired by Gandhi's famous invocation that we must be the change that we seek in the world, and when we think about the world that we want today's youngest children to grow and thrive in, we want to do our part to make that world a better place.

Parent Q&A: <https://support.himama.com/s/article/set-up-HiMama-login>

Daily updates include:

- Photos - Watch your child's day unfold with snapshots delivered to your mobile device.
- Stay connected - Stay in touch with your educator and strengthen school learning with activities at home.
- Digital check-in - Easy digital check-in with personal passcodes. Add approved adults to pick up your child and see when your child is checked in or out.

For more information, please visit <https://www.himama.com/features>

Confidentiality

Confidentiality is a top priority for KAFRC. Personal information of families and educators will not be shared for any reason without prior written consent of the individual. When discussing a child's activities and friends in the classroom, names will not be used. In situations regarding behavior problems and/or Incident/Accident Reports, names of children involved will never be given to families. HiMama is an app used to communicate between parents and staff. Please know that educators can read messages sent via HiMama. Please keep HiMama communication information things that you do not mind educators reading.

Tuition

Fees come into effect the first day the child is accepted into the program, including any integration days.

Your monthly fees remain the same regardless of your child(ren)'s absence due to:

- Statutory holidays
- Vacation
- Illness
- Failing daily screening

If your child(ren) cannot attend daycare, fees will be refunded only when there is a fee subsidy available to reimburse KAFRC for lost revenue.

Fees will not be reimbursed if the centre or a program is closed for one day. If the centre or a program is forced to close for any reason for an extended period, the Board of Directors will meet to determine reimbursement of fees. The reasons for closure could include inclement weather, breakdown of essential services, job action or strike involving school personnel, health, and safety issues, and/or when there are not enough staff to operate.

We also require a \$200 non-refundable deposit that will be applied to your 1st month's fees.

	FULL TIME	4 DAYS	3 DAYS	2 DAYS	1 DAY
<i>Children Eligible for CWELCC</i>					
Infant	\$565.28	\$461.12	\$345.84	\$230.56	\$115.28
Toddler	\$462.40	\$385.60	\$289.20	\$192.80	\$96.40
Preschool	\$411.07	\$355.36	\$266.52	\$177.68	\$88.84
Kinder	\$261	Summer Care Only = \$369.96 Before OR After = \$261 Week on Week off = \$261			
School Age	\$261	Summer Care Only = \$329.07 Before OR After = \$261 Week on Week off = \$261			
<i>Children NOT Eligible for CWELCC</i>					
Kinder	\$500	Summer Care Only = \$783 Before OR After = \$326 Week on Week off = \$326			
School Age	\$435	Summer Care Only = \$696 Before OR After = \$304.50 Week on Week off = \$304.50			

Payment Schedule

Payment is due at the beginning of each month in full or payment can be divided so that half is paid on the 1st of the month with the second payment made on the 15th day of the month.

Fees are charged on a monthly basis. Payment options are listed below:

- E-transfer is the preferred method of payment.
 1. Sign into your online banking account
 2. Select e-transfer option
 3. Enter in your email address
 4. Enter in our email address supervisor.kafrc@cogeco.net
 5. Secret Question: Name of daycare
 6. Answer: KAFRC1 (all in capitals)
 7. Message Field: Child(ren)'s name.

Post-dated cheques made payable to KAFRC and dated for the 1st and/or the 15th of each month.

Paying For Child Care with HiMama

With HiMama, you can pay invoices online using a bank transfer. You can save your payment method, and then the centre will automatically collect payment from you when it's due.

KAFRC will generate invoices for your child or children, and these invoices will be viewable in your HiMama mobile app or web browser. Once the invoice is due, you can choose to pay it manually or KAFRC will automatically withdraw those funds from the bank account you've provided.

Canada Wide Early Learning Child Care System (CWELCC)

KAFRC has opted in to the CWELCC system. For 2023, there will be a reduction in child care parent fees for eligible children by 50%. An eligible child means any child under 6 years old (and any child who turns 6 years old between January 1 and June 30 in that calendar year). Children who turn 6 between January and June are eligible until the end of June. Children who turn 6 after June will only be eligible until the end of their birth month.

Subsidized Care

KAFRC accepts childcare assistance. Parents will be responsible for full payments until authorization has been received. If applicable, parents will then only be responsible for paying their parental contribution. If at any time assistance is stopped, parents will be responsible for full tuition as of the date the assistance ended. Below is the link for more information.

<https://www.leedsgrenville.com/en/services/child-care-fee-subsidy.aspx>

Late Pick-Up Fee

KAFRC closes at 6:00 pm, Monday through Friday. Parents will be charged \$1.00 for every minute a child is present after their contracted pick-up time (this will pay for the educators' time when they have to stay past their scheduled-out time). Educators will record late fees for processing. Parents will pay the educator directly during this time.

If parents do not arrive to pick up their child from the program by 6:00 pm, educators will first try to contact the parents using all phone numbers provided on the Emergency Contact. If parents are unable to be reached, staff members will try to contact all emergency contact persons. If staff members are unable to contact emergency contact persons, the Director or Supervisor will be notified.

Insufficient Funds

All payments rejected due to insufficient funds will be charged a \$25 penalty. Missed payments and late fees must be paid within two weeks. Repeated incidents could result in termination of child care services. A payment plan should be discussed with the Supervisor or Director if a family is having trouble making tuition payments.

Delinquent Accounts

Families will be charged 1.25% interest per month (15% annum), not compounded, starting on the 16th of the month after payment is due. Families that are behind in payments more than a month without contacting the Supervisor or Director and setting up a payment arrangement may have their child care services terminated. For information about assistance programs that will help cover the cost of child care tuition, please speak with the Supervisor or Director. A payment plan must be agreed upon between family and Center before an account will be considered “in good standing” and no longer eligible for termination. This requires a signed payment plan contract.

Holidays and Vacation

Paid Holidays (staff paid)

KAFRC will be closed in observance of the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- August Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day
- And up to 2 Professional Development days per year (Friday June 2nd & Saturday October 21st)

If the holiday falls on a weekend day, KAFRC will close during the week.

For example, if New Year's Day falls on a Saturday, KAFRC may close on Friday or Monday. Families will be given six months' notice in the event of additional closings.

KAFRC will be closed for the week between Christmas and New Year's.

Paid Holidays and Professional development days are essential to ensuring the highest quality care and education for your child.

Extended Absence

In the event that a child needs to take an extended absence, such as summer break, and wishes to return to the program after a period of time, a fee of 18% of the monthly tuition must be paid each month the child is absent. More than two consecutive weeks of non-payment and no contact with the Supervisor or Director could result in termination of enrollment. If possible, notify the Supervisor or Director at least two weeks before an extended absence.

Policies

Admission Policy

During the enrollment process, all necessary forms are completed, and this parent handbook is reviewed. A tour of the centre will be given and an introduction to program educators is provided. Integration times will be scheduled. It is important that all of these steps are completed before your child is admitted into the centre in order to make him/her feel as welcome and comfortable as possible, and for you to be well-informed of centre practices and policies before the commencement of care.

To confirm enrollment of a child, a non-refundable registration fee is required to secure the child care space. The parent agrees to pay via e-transfer or confirmation of alternate payment methods.

Waiting List Policy

When programs are at capacity, families requiring care will be based on a centralised waiting list. KAFRC will offer spaces to families on the waiting list based on the registration date.

We do have some priorities that we consider when inviting new families to join us. In order of priority, we consider:

- Children currently enrolled and needing to graduate to the next age group.
- Siblings of children currently enrolled.

To ensure we are providing you and your child with the best early learning and care experience as possible, a conversation will occur to ensure we can meet your child's needs and your expectations before a space is confirmed.

If you have any questions as to where your child(ren) is on the list, please contact the office at 613-258-0138

Suspension/Discharge Policy

The programs at KAFRC may not meet the needs of all children. KAFRC reserves the right to suspend or discharge a child, if in the opinion of KAFRC it is not in the best interest of the child, or KAFRC that he/she remains in care.

The following reasons may be considered for a suspension and or discharge:

Suspension	Discharge
<ul style="list-style-type: none"> If your child is displaying behaviours that endanger the health, safety and security of other children or educators 	<ul style="list-style-type: none"> If your child is not adjusting to the child care setting after a reasonable period of time
<ul style="list-style-type: none"> If balancing your child's needs with those of the centre becomes unduly challenging such that the situation unfairly impacts other children, educators, or programming 	<ul style="list-style-type: none"> If your child is displaying behaviours that endanger the health, safety and security of other children or educators
	<ul style="list-style-type: none"> If balancing your child's needs with those of the centre – after reasonable efforts have been made – becomes unduly challenging such that the situation unfairly impacts other children, educators, or programming;
	<ul style="list-style-type: none"> non-payment of child care fees
	<ul style="list-style-type: none"> violation of KAFRC policies

In the event that your child will be suspended or discharged, every effort will be made to provide you with reasonable notice. In exceptional circumstances, however, this may not be possible; in particular when the behaviour of your child poses a safety risk to other children or to educators. Centre policies are contained in this handbook and in correspondence issued to parents from time to time by KAFRC.

Not all conflicts involve just the children enrolled, it is necessary to include a section in this manual strictly relating to the relationship between KAFRC and parents of the children enrolled. KAFRC also reserves the right to give notice of withdrawal of service if the parent does not abide by all policies and procedures.

**Refer to Behaviour Management Policy at the end of the handbook.*

Withdrawal Policy

Written notice of permanent withdrawal must be provided to KAFRC two weeks prior to an anticipated withdrawal date. If notice is not received, the family will be charged for full program fee for two weeks after the withdrawal of their child. *Notice of Withdrawal* forms are available at the office.

Please note that should parents wish to withdraw their child temporarily, there is no guarantee that there will be space available upon the child's return.

Concerns/Complaints Policy

Parents/guardians are encouraged to take an active role in KAFRC 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 KAFRC 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. 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.

An initial response to an issue or concern will be provided to parents/guardians within 2 business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

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

Conduct - Our centre maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Director and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child - Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

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

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

For more information, visit

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

Curriculum

Daily Schedule and Activities

Each program has a Daily Schedule tailored to each age group.

A Daily Schedule will be provided of your child's program.

Free Choice

"Free-play" (also called child-initiated activities, free choice, self-selection) activities are incorporated into the children's schedules. During free-play, teachers actively participate with the children by asking questions about what the children are doing, participating in their pretend play, reading books when prompted, encouraging children to try new activities or play with a new toy, etc. Free play is another opportunity for a child to grow socially and cognitively through the development of relationships.

Outdoor Play

Outdoor play is incorporated into the daily schedule. Educators actively engage in activities when prompted by the children. Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom. In addition, a large amount of social interaction takes place when children play outdoors. Because they are engaged in fewer educator-directed activities and more child-directed play, children are able to choose their friends and who to interact with.

Children will go outside year-round, including winter. Only during extreme weather conditions will the children remain indoors.

Our educators refer to the Local Weather Network and Leeds and Grenville Health Unit to determine if it is too hot or cold to play outdoors. Please note that days involving excessive heat or humidity, excessive wind or wind chill, the children will remain indoors. It is important for parents to send their children in appropriate clothing and outerwear for the weather conditions (e.g., coat, snow pants, boots, gloves, etc.). Please clearly label all articles of clothing with your child's name. KAFRC has a few extra hats and mittens, but not enough for every child. If a child is not dressed appropriately for the weather, we will contact parents to provide the appropriate attire. Please ask your child's educator if you have any questions about weather-appropriate clothing.

Fall/Winter:

Certain areas will be closed within the playground as the ground becomes frozen when the temperature drops. However, enhancements such as wagons, sleds, and other "sand-type" toys will be offered.

In winter, your child should be dressed in warm, comfortable clothing that will allow them the freedom to enjoy the snow. We strongly recommend a snowsuit, hat, mittens, and boots. The drawstrings or cords on hoods, hats, jackets, or mittens should be taken off if possible, or tied-up or tucked-in. Your child's jacket should be zipped securely, and scarves should be tucked inside their coats.

Neck warmers are recommended rather than scarves. Winter boots should fit securely.

Spring/Summer:

From time-to-time areas of the playground will be closed, e.g., with the excessive heat we will seek other fenced areas that offer shade from the sun.

We strongly recommend your child be protected from the sun by wearing a sun hat, cool cotton clothing, and sunscreen.

Running shoes are flexible and provide a good grip on the climber. If sandals are worn, they should be buckled securely in place. We discourage you from sending your child in vinyl dress shoes or flip-flops, as they can be quite slippery.

Nap/Rest time

The Ministry of Education requires that all children must be provided with resting time from 12:00 pm to 2:00 pm. Children will not be forced to sleep but may be encouraged to lie quietly for a period of time. The length of time a child should have to remain resting varies by child. There is no hard and fast rule regarding the maximum amount of time a child should have to remain resting. Children should be provided alternative quiet activities if unable to rest.

Children are encouraged to bring a familiar item from home to use during nap/rest time, such as a small blanket or stuffed animal. These items will be stored in your child's backpack or on their cot/crib there is limited space for storage of such items. Please take this into consideration when deciding which items to bring. All items should be clearly labeled with your child's name, as all class laundry is sent home weekly to be washed.

Multimedia

The use of multimedia in our program is an extension of the teaching and learning that takes place in our classrooms. Educators may select movie, television, and computer game titles based upon weekly themes. Children are not required to view part or all of a video or television show, or to play computer games. Instead, the activity is offered as one of several centers. All multimedia must have a rating of "PG" or "E" and must possess an educational theme.

Weapons/Violent Play

There is a strict policy of allowing no weapon play at KAFRC. Children are not permitted to play with weapons of any type or size or to pretend that other items are weapons, including their fingers, hands, or blocks. Redirection should be used when a child is engaging in weapon or

violent play. If a child brings a weapon to KAFRC, the weapon should be placed out of sight and sent home the same day with a note explaining the policy about weapons.

Competitive behavior is minimized in our programs. In young children, competition often increases negative behavior and decreases acceptance of others. Bullying is not considered acceptable behavior; all efforts will be made to guide children in finding appropriate ways to interact with others.

Pets & Visiting Animals

Staff may introduce a class pet to the classroom. Please make sure you share any pet allergies with your student's teachers. Pets and visiting animals that are brought into the classroom must be carefully considered for their temperament, health risks, and appropriateness for young children. No animal may be brought into KAFRC without first notifying and receiving permission from the Director. Once approved by the Director, pets and visiting animals must have documentation from a licensed veterinarian or animal shelter to show that the animal(s) is fully immunized and that the animal is suitable for contact with children.

Parent-Educator Conferences/ Assessment Portfolios

Parent-educator conferences will typically be held on an as-needed basis. The goal of the parent-educator conference is to gain insight into your child's development both in the center setting as well as the home setting. During conferences, your child's development, and any goals you may have for your child will be discussed. KAFRC uses the Nippissing Developmental Screening tool to help assess children's development. Parents are encouraged to request conferences whenever they feel it necessary.

Field Trips

KAFRC offers a variety of experiences both at and away from the center. Field trips where students will be transported will require a "Field Trip Permission Form." Parents will be notified at least two months in advance of all field trips requiring a "Field Trip Permission Form." If you do not wish for your child to attend a particular field trip, please find alternative childcare arrangements for that day, as we will not have educators available to stay behind with children not participating in the field trip.

As a participant in our child care program, your child may participate in short, unannounced field trips including but not limited to: walks as a class around the perimeter of the building and/or nearby neighborhoods; trips to local playgrounds; trips to local businesses. Teacher-child ratios are maintained at all times. Walks in the neighbourhood will not have a separate field trip permission form. Parents agree to these outings on the registrations form.

Local field trips are fun for the children and enhance their learning experience. The Kindergarten and School Age Program may have the occasional scheduled field trips. Parents will be notified in writing as to the details of any scheduled field trip two weeks prior to an outing. Permission forms must be returned promptly to confirm participation. If a permission form is not returned by the deadline, the child(ren) will not be able to participate in the field trip. If children do not arrive on time to leave on the field trip, it is the responsibility of the parent to bring them to the field trip

locations or arrange alternate care for the duration of the field trip. Any fees or related costs are the responsibility of the parent and are non-refundable.

Parents are asked to send nutritious lunches/snacks for their child(ren) while on field trips.

A "Parent/Guardian Permissions" form must be completed at the time of enrollment for this type of field trip.

Rules Related to Transportation

KAFRC uses busses for away field trips. Head counts shall be taken before leaving the center, after entering the vehicle, during a field trip, after taking children to the restroom, after returning to the vehicle, and upon returning to the center. When children leave the vehicle, the vehicle shall be inspected to ensure no children are left in the vehicle.

Meals and Snacks

	AM Snack	Lunch	PM Snack
Infant	8:30 – 9:15	11:15 – 11:45	3:00 – 3:45
Toddler	8:30 – 9:15	11:15 – 11:45	3:00 – 3:45
Preschool	8:30 – 9:15	11:15 – 11:45	3:00 – 3:45
Kindergarten	7:30 – 8:15	12:00 – 12:30	4:30 – 5:15
School Age	7:30 – 8:15	12:00 – 12:30	4:30 – 5:15

Food Service Policy

At KAFRC, children are provided a nutritious morning and afternoon snacks as well as the infant, toddler, and preschool programs are provided lunch. KAFRC follows the nutritional guidelines established by Canada's Food Guide. Menus will be posted on at the entrance of each site and in every program room as well as on our website. You may request a copy to take home if you would like. The menu follows a three-week rotation and will be switched seasonally. Children will be encouraged to sample all foods that are offered but will never be forced to eat.

Food From Home

Children are welcome to bring in treats to celebrate a birthday or holiday. Due to various food allergies and dietary restrictions in our classrooms, we recommend supplying store-bought snacks still in the original packaging. Please check with your child's teacher before bringing any homemade snacks.

Food Allergies/ Action Plans

If your child has a food allergy, please complete an Individualized Plan form. This form will be posted in your child's room, as well as in food preparation areas. If medication for an allergic reaction is provided, please complete a Medication form as well.

Reducing the risk of exposure

1. KAFRC is deemed a nut safe environment. We will do our best to ensure that products that contain peanuts are not on the premises.
2. All food items purchased must be checked for content
3. For special events, such as birthdays, parents will be asked to check all ingredients.
4. Children bringing lunches from home are instructed not to share food. Our brown bag policy states that items that are not nut-free will be returned home.

The information above will be revised as necessary depending on the life-threatening allergies of the children enrolled.

- a. Communication Plan
- b. Upon hire, all program staff, students, and volunteers will be informed of children who have life threatening anaphylaxis. All policies, plans and procedures will be reviewed when substantive changes are made.
- c. Parents are responsible for informing KAFRC of any allergies or anaphylaxis and completing the required documentation.
- d. Whenever a child in the program presents with anaphylaxis, a letter informing parents of this is sent home. A memo will be sent to all KAFRC employees, students, and volunteers.
- e. KAFRC will review the strategies used to reduce the risk on an on-going basis. We will revise our strategy as necessary depending on the life-threatening allergies of the children enrolled.
- f. Allergy lists will be posted in food preparation areas, eating areas and activity rooms.
- g. Individual plans and emergency procedures

An individual plan with emergency procedures will be created for each child with an anaphylactic allergy. This plan is created by the parent/guardian with consultation of a physician. Parents are instructed to advise KAFRC if there are any changes to the individual plan or if their child develops an allergy.

An individual plan with emergency procedures will be created for each child with an anaphylactic allergy. This plan is created in consultation of a physician. Please communicate with KAFRC if there are any changes to the individual plan or if your child develops an allergy.

Individual plans should include:

1. A description of the child's allergy
2. Monitoring and avoidance strategies
3. Signs and symptoms of an anaphylactic reaction

4. Action to be taken by child care centre staff in the event the child has an anaphylactic reaction
5. Whether parent/guardians' consent for the child to self-administer allergy medication has been granted
6. Whether parent/guardians' consent for child care centre staff to administer the allergy medication has been granted
7. Emergency contact information (parent/alternate emergency contact / emergency services)

Individual plans will be reviewed by all KAFRC program staff, students, and volunteers prior to employment and when substantive changes are made to the plan.

Anaphylaxis

Anaphylaxis is a severe systemic allergic reaction that can be fatal, resulting in circulatory collapse or shock. It occurs in response to an allergen such as nuts, latex, rubber, medication, etc. Parents are responsible for advising KAFRC of the child's medical condition including allergies, asthma, or any other life-threatening condition. Parents are responsible for providing the following to KAFRC.

- List of foods, ingredients, items that cause allergic or anaphylactic reaction
- List of symptoms to look for that may be unique/specific to the child if they are having a reaction/attack.
- A completed Anaphylaxis Emergency Plan signed by both a parent and physician.
- A least 2 two epinephrine auto-injector
- Any additional information regarding the child's life-threatening condition.

Updated information at least annually, or any time there is a change in the child's medical condition.

Administration of Medication

Prescription medication must be in the original container as supplied by the pharmacy labelled with the child's name and dosage. A proper measuring device must also be provided. Prescribed medication will be administered for the duration as per instructions of a physician.

Non-prescription medication must be in the original container and labelled with the child's name. A proper measuring device must also be provided. Non-prescribed medication will be administered for two days only. To continue administration of non-prescription medication thereafter will require the written instructions of a physician.

Administration of Medication forms are available from our educators. The parents or guardian must complete the form. Educators will administer both prescription and non-prescription drugs. For the safety of all children, medication is stored out of the children's reach.

Kindergarten & School Age Brown Bag Lunch Policy

Children attending for full days are required to bring a lunch. Please ensure that your child's lunch is nut-safe, nutritious, and that it includes items from the guidelines of the Canada Food Guide. A few examples of recommended food items are:

<i>Fruit</i>	<i>Cheese</i>	<i>Milk</i>	<i>Yogurt</i>	<i>Eggs</i>
<i>Whole Wheat Bread</i>	<i>Granola</i>	<i>Vegetables</i>	<i>Rice</i>	<i>Pasta</i>

We strongly discourage foods with low or poor nutritional value. Should children arrive with these items, they will be allowed to eat them under the following two conditions:

1. Their lunch is complete and balanced, as per The Canada Food Guide.
2. They have finished all of their nutritious lunch first.

Please be aware that any foods that contain nuts is prohibited and the child will not be permitted to eat the item.

If a lunch has been forgotten, parents will be contacted and asked to bring a lunch in. In an extreme case that a lunch cannot be provided, an alternate will be provided by the centre. If this becomes a recurring situation, the parent will be billed accordingly.

Children's names must be clearly marked on lunch containers.

We do not provide refrigeration. Please include "cold packs" in an insulated lunch container for cold foods.

Nut-Safe Policy

As nuts have become a common allergen for anaphylactic reaction, **KAFRC is a nut-safe area.** It is requested that children without nut allergies refrain from eating peanut/nut products prior to coming to the centre. Children will not be allowed to eat items that are not nut-free if provided in their lunches.

Infant, Toddler, and Preschool Programs

The following information is specific to the infant, toddler, and two-year-old program rooms: Parents must supply diapers, diaper cream, bottles, formula, baby food, extra clothing, pacifiers, blankets, and stuffed toys for rest time. Please label all items with the child's name. KAFRC provides Parent's Choice Sensitive Perfume Free or Aloe Baby wipes depending on availability. Children may use pacifiers during rest time. To reduce the likelihood of spreading illness, pacifiers must be kept in a child's cubby or diaper bag during all other times of the day. If you are breastfeeding, please discuss with your child's teacher when your child should be fed breast milk.

Breast milk must be brought in ready-to-use containers. For health reasons, we are not able to store bags of frozen milk for extended periods of time.

We recommend that all new foods be tried at home first since a child could have an allergic reaction to foods they have not had before. Please inform your child's teachers of any new foods your child has tried.

SIDS

Sudden Infant Death Syndrome (SIDS) is the unexpected, sudden death of a child under age 1 for which a cause of death cannot be identified. It is not known what causes SIDS; however, several sleeping practices have been linked to an increased risk for SIDS. Therefore, KAFRC has a strict policy for infant sleep placement.

All infants less than one year will be placed on their back to sleep. Infants shall not be allowed to sleep in a car seat or swing at KAFRC.

Once a child has been placed in his or her crib for nap, if the infant rolls from back to front - and is also able to roll from front to back - it is acceptable to leave the infant sleeping on his or her stomach. NO heavy blankets, stuffed toys, or pillows should ever be placed in a crib. A request for alternative sleeping positions must be accompanied by a signed and dated physician's note stating the reason for the request.

What to Provide

Clothing and Items from Home

Extra clothes, water bottle, sunscreen, small blanket for rest, and weather appropriate clothes.

Play Clothes

Please send your child to KAFRC in comfortable play clothes and shoes. Play is usually active and often messy; comfortable, washable clothes are important if your child is to participate fully in the program. Outdoor play is scheduled every day as an essential part of our planned curriculum.

Children should be dressed appropriately for both indoor and outdoor activities. All children occasionally get their clothes wet and have toileting accidents. Whenever this occurs, it is best to change the child into an extra set of clothing provided by the family. Your child's educator will request that you bring a complete change of clothing, including underwear, to be kept at the centre and replenished as needed. Please be sure to clearly label all items of clothing. Let the educator know whenever your child's clothing or other items cannot be located.

Items from Home

KAFRC allows one stuffed animal or comfort item to be brought to school for nap/rest time. We ask that all items brought to KAFRC from home be placed in your child's cubby shortly after arrival by parents. Please clearly label all belongings brought from home. It is recommended that items of value, such as iPods or handheld gaming systems be left at home, due to the risk of damage or theft. KAFRC is not responsible for lost, stolen, or damaged items.

Arrival and Departure

Arrival

Our child care centres open at 6:00am Children will not be accepted before this time.

Parents are required to accompany their child into the center and into their child's classroom. Parents should also speak with the educator in the classroom, if only briefly. We encourage parents to communicate with their child's teacher about their child's temperament that particular day, how he/she slept the night before, whether he/she has eaten that morning, etc. Most children go through periods of difficulty with separating from their parent(s). This is common and developmentally appropriate.

Try these tips for a successful drop-off:

- Establish a regular, predictable routine. Whether you have a kiss and a hug and go, or help your child put his things in his cubby first, do it the same way every day. What often makes separating stressful for children is the uncertainty. If your child can predict what will happen, the separation won't be as difficult.
- Separate once. If you come back into the classroom again and again, it will increase your child's stress. Remember the moment of separation is the worst part for your child, so doing it more than once makes it more stressful for your child.
- Be reliable. Return when promised. Children who are picked up later than expected may have more difficulty separating. Phrase time in terms your child will understand. For example, you will be back after snack time or before nap time.

If a child will be late or absent, parents are asked to message on HiMama before 10 a.m., specifying the reason for absence (i.e., holiday, illness, other).

Departure

KAFRC closes at 6:00 p.m. Monday through Friday. If you will be late picking up your child, please provide us with as much notice as possible. Please note that there is a late fee for arriving after 6:00 p.m. If someone we are not familiar with is to pick up your child, it is essential that you inform your child's educator in advance of the pick-up. This person must be listed as an authorized person on the Emergency Contact form. Remind the authorized person that they may be asked for identification such as a driver's license to ensure your child's safety. Even if the individual has picked up before, he or she may still need identification if the educator in charge has never met him or her.

If the child must leave earlier than usual, inform educators as soon as possible so they can assist in preparing the child for his/her departure. At no time shall a child be permitted to sign themselves out of the centre.

Be sure to say goodbye to your child's educators so they know you are leaving. Once you have reunited with your child and are departing, KAFRC is no longer responsible for your child. For safety reasons, please do not let your child run ahead of you inside or outside of the building.

If parents do not arrive to pick up their child from the program, educators will first try to contact the parents using all phone numbers provided on the Emergency Contact. If parents are unable to be reached, educators will try to contact all emergency contact persons. If educators are unable to contact emergency contact persons, the Supervisor or Director will be notified, and they will then notify the Child Protection Services/Ministry of Children, Community, and Social Services and/or the Leeds and Grenville OPP Department.

Attendance

Regular attendance is strongly encouraged for the benefit of the child as well as the classroom as a whole. If your child will be absent, please message their program by 10:00 am so your child's educators may make accommodations to the lesson plan.

Health and Safety Policies

Illness

Our first priority at KAFRC is providing a healthy, safe learning environment for all children. A child will be sent home as soon as possible if any of the following is experienced: an illness prevents the child from participating comfortably in activities (as determined by the staff); an illness results in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom; or a child is experiencing any of the following conditions:

- Fever of 37.8 (under the arm or via forehead) or greater paired with other symptoms (e.g., nausea, vomiting), until 24 hours symptoms-improving without fever-reducing medication
- Irritability, continuous crying or requires more attention than can be provided
- Signs/symptoms of severe illness, including: lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, and/or wheezing
- Diarrhea (not associated with diet changes or medications) (Two instances) until diarrhea stops for 24 hours or the continued diarrhea is deemed not be infectious by a licensed health care professional
- Blood in stools not explainable by dietary change, medication, or hard stools
- Vomiting (Two instance within 24 hours) the child can return after vomiting has been resolved for 12 hours or until a health care provider determines the cause for vomiting is not contagious and the child is not in danger of dehydration.
- Persistent abdominal pain (continues more than 2 hours) or intermittent pain associated with fever or other signs/symptoms of illness
- Mouth sores with drooling, unless a health care provider determines the sores are not contagious
- Rash AND a fever, until a physician determines that these symptoms do not indicate a communicable disease

- Pink eye (conjunctivitis) until after treatment has been initiated for 24 hours
- Scabies, until after treatment has been completed
- Tuberculosis, until a health care provider states that the child is on appropriate therapy and can attend child care
- Impetigo, until 24 hours after treatment has been initiated
- Strep throat, until 24 hours after initial antibiotic treatment and cessation of fever
- Chickenpox, until all sores have dried and crusted (usually 6 days)
- Hand Foot and Mouth sores have dried and crusted and no fever
- Pertussis, until 5 days of appropriate antibiotic treatment has been completed
- Mumps, until 9 days after onset of symptoms
- Hepatitis A virus, until 1 week after onset of illness
- Measles, until 4 days after onset of rash
- Rubella, until 6 days after onset of rash
- Unspecified respiratory tract illness accompanied by another illness which requires exclusion
- Herpes simplex, with uncontrollable drooling
- Jaundice, yellow skin and eyes

Included in your registration package is a Leeds, Grenville & Lanark District Health Unit Childhood diseases information sheet. This sheet is what KAFRC uses to determine our exclusion policies around communicable diseases.

A child who becomes ill while at KAFRC will be isolated in their classroom in order to limit exposure of other children to communicable disease. An ill child will be isolated to wait for his/her parent to arrive. For this reason, we ask families to make every effort to pick up a sick child as soon as possible.

KAFRC reserves the right to make the final determination of exclusion due to illness. Any exceptions to our illness policy will require a written note from a licensed health care professional stating that the child is not contagious.

*Parents will be notified by telephone and HiMama. Please contact KAFRC via phone or HiMama by as soon as possible whenever your child is ill.

Notice of Exposure & Reporting Disease

If your child is exposed to a communicable disease, families who are signed up for HiMama will receive a notification of the illness. If your child or anyone in your household becomes ill with a communicable disease, please notify the Director or Supervisor immediately.

In the event a child is reported to have a communicable disease, the Director will notify the communicable disease department of the Leeds, Grenville & Lanark Health Unit.

Hand Washing

Frequent hand washing with soap and warm, running water is the most effective way to reduce and prevent the spread of illnesses commonly found in childcares such as the flu, diarrhea, and pink eye. Parents are encouraged to assist their child in the hand washing process upon arrival.

Other times your child (and educators) will be expected to wash their hands:

- Upon arriving at the center or when changing classrooms
- After each diaper change or using the toilet
- Before and after meal times
- Before and after administering medication
- After handling bodily fluids (mucus, blood vomit)
- Before and after using the sensory table
- After coming indoors from the playground
- After handling pets and other animals
- After cleaning or handling garbage

Warm, running water (no colder than 60 degrees F) and soap must be used. Hands must be rubbed vigorously for at least 20 seconds, including the backs of hands, between fingers, under nails, and under any jewelry. A disposable paper towel should be used to dry hands and turn off the faucet. Help reinforce the importance of hand washing by encouraging frequent hand washing at home as well.

Medications

Prescription and over-the-counter medications must be given to an educator in the original container, clearly labeled with the child's full name and birth date. KAFRC educators will not administer any medication without a signed Medication Form. The medication form and instructions on the medication must match. Forms can be obtained from KAFRC's website.

Medications are stored in a locked box while in use at KAFRC. The Medication Form must always remain with the medication. Unused medications must be immediately returned to the family and will not be stored at KAFRC.

Medications are administered only by full time program educators. When a medication is given, the educator will document the type of medication administered, the dosage, and the time it was given in the program log book and HiMama.

Physicals and Immunizations

Each child must have a current immunization record on file at KAFRC to attend. Immunization records must be updated whenever a new immunization is received.

Documentation of Accidents/Incidents

Educators shall document accidents and incidents that occur at KAFRC using an Accident/ Incident form and Incident report on HiMama. The parent shall sign the report the same day as the incident. A copy may be given to the parent on request. All Accident/Incident Reports must be given to the Administrative Assistant to be placed in the child's permanent file.

Documents of Health Incidents

Each time a parent is contacted regarding an ill child or symptoms of illness, parents/guardians will be contacted on HiMama. All parents will be notified of any communicable illnesses present in the center via a sign posted on the main entrance to the center explaining the illness as well as HiMama.

Documents of Allergies

A child with allergies must have a Special Requirements form and/or Anaphylaxis Emergency Plan. All information will be input into the Allergy and Intolerance list for the designated program. The Anaphylaxis Emergency plan and Allergy and Intolerance list must be posted in a visible location in the classroom. If the special requirement is food-related, the information must also be posted in the kitchen area. All staff working in the classroom of a child with allergies must review the Allergy and Intolerance list to ensure understanding of emergency procedures should the child have an allergic reaction.

Documents of Special Health Care Needs

An Individualized Plan will be on file for any child with special health care needs (seizures, etc.). A copy of the Individualized Plan must be kept in the classroom emergency binder and posted in every program room the child uses each day. All staff working in the classroom must familiarize themselves with this plan, should an emergency arise. If necessary, staff will receive training regarding a child's specific health care needs.

Emergency Medical/Dental Procedure

It is important that parents complete and update, as needed, an Emergency Contact. This form contains contact information for both the parents as well as the individuals authorized to pick up the child in the event of illness or emergency.

- If a child becomes ill or injured after arriving at the center, the educators will attempt to contact the parent(s) at all available telephone numbers. If a parent cannot be reached, the individuals listed as emergency contacts/authorized pick-up persons on the Emergency Contact form will be called.
- Children who are ill or seriously injured will remain in the program until a parent arrives.
- If the child requires immediate medical attention: The educator who witnessed the emergency will remain with the injured child and instruct someone else to call 911. If no one is available, first ensure the child is stable and if possible, bring the child with you to call 911.
- An educator who witnessed the emergency situation will accompany the child to the hospital, bringing the child's physical exam, immunization records, and Emergency Contact Form.
- The Director or Supervisor will contact the parent(s).

Sunscreen & Insect Repellent

Sunscreen will be provided by the centre at a cost, per child, per season. If you wish to provide your own sunscreen, please inquire with educators to fill out the Authorization for Non-Prescription Skin Products form. Educators will apply sunscreen to your child a ½ hour prior to going outside.

Duty to Report

As childcare professionals who interact with children on a daily basis, each educator of KAFRC has a duty to report any potential child abuse and neglect and must contact the Children's Aid Society whenever abuse or neglect is suspected.

Tobacco Use

Cigarettes/ Vapes and smokeless tobacco products are prohibited on premises, including parking lots and outdoor play areas.

Suspected Impairment

With respect to alcohol and drugs KAFRC will ensure the safety of all children within our care. Should a parent or designate arrive to pick up a child with the intent to drive home; and be suspected of being under the influence of drugs or alcohol, educators will respectfully request that the parent or designate choose an alternate method of transportation. Educators can call a taxi, family member, or friend to pick up the adult and child. If the parent insists on driving home, educators will contact the police.

Court Orders

If there is a Court Order in effect that documents specific access arrangements of the child, we must have a copy of the order on file at the centre to uphold the Order. Please provide clear written instructions regarding custody/access as it related to the pickup/drop off the child. When an attempt is made to pick up a child by a non-custody parent, we will contact the custodial parent and uphold the court order access arrangement, unless other instruction is provided by custodial parent.

In situations of custody, separation/divorce, or parental disputes, please keep in mind that KAFRC is a neutral and safe place for your child. If staff are placed in uncomfortable or stressful situations by parents in conflict, or are harassed or threatened, KAFRC reserves the right to discharge your family from care.

Access Policy

Any person in the center who is not an owner, educator, supply educator, or subcontracted staff or volunteer who has had a record check and approval to be involved with child care shall not have unrestricted access to children for whom that person is not the parent, guardian or custodian, nor be counted in the staff to child ratio. Unrestricted access means that a person has contact with a child alone or is directly responsible for child care.

Persons who do not have unrestricted access will be under the direct supervision and monitoring of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the Supervisor unless he/she delegates it to the Director due to a conflict of interest with the person. KAFRC buildings are locked at all times and only educators may open doors for visitors. If an educator doesn't know the visitor, they shall ask for ID or get the Director or Supervisor. Educators will approach anyone who is on the property of the center without their knowledge to ask what their purpose is.

If an educator is unsure about the reason, the Director or Supervisor is to get approval for the person to be on site. If it becomes a dangerous situation, educators will follow the "Dangerous Adult" procedure. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc., will be monitored by a paid staff member and will not be allowed to interact with children on the premises.

Affidavit Policy

At times families may be dealing with difficult situations at home. When legal matters are present in the home, families may need to collect affidavits for their legal team. Due to the nature of the relationship between caregiver and child, families may choose to ask a KAFRC educators to provide such a statement. Our program's priority is providing the best possible care when children are away from home and our focus will remain on the child, making sure all their needs are met during what could be a difficult time at home. KAFRC educators will not provide written statements or affidavits of a professional nature to families.

Emergency Contact Information

It is extremely important that your emergency contact information is kept up to date in our records at your child care centre. Please ensure you provide all your contact information (telephone number and extension at work, mobile phone number, home phone number, etc.) and those of the individuals you have designated to be contacted in the event of an emergency when you cannot be reached. When any of these numbers change, please advise us immediately.

Guidance Strategies

Reasons for Misbehavior

Every adult who cares for children has a responsibility to guide, correct, and socialize children toward appropriate behaviors. These adult actions often are called child guidance and discipline. Positive guidance and discipline are crucial because they promote children's self-control, teach children responsibility, and help children make thoughtful choices. The more effective caregivers are at encouraging appropriate child behavior, the less time and effort adults will spend correcting children's misbehavior.

Effective guidance and discipline focus on the development of the child. They also preserve the child's self-esteem and dignity. Actions that insult or belittle are likely to cause children to view their caregivers negatively, which can inhibit learning and can teach the child to be unkind to others. However, actions that acknowledge the child's efforts and progress, no matter how slow or small, are likely to encourage healthy development. Teaching children self-discipline is a demanding task. It requires patience, thoughtful attention, cooperation, and a good understanding of the child. KAFRC educators will use only positive guidance techniques.

When interacting with young children, educators should ask themselves the following questions: "Am I..."

- Validating feelings?
- Asking open-ended questions?
- Encouraging problem solving?
- Respecting children's choices?
- Using praise and positive reinforcement?
- Talking with children – not at them?
- Circulating throughout the classroom?
- At the child's eye level?

Understanding Misbehavior

If caregivers understand why children misbehave, they can be more successful at reducing behavior problems.

Listed here are some of the possible reasons why children misbehave:

- Test whether caregivers will enforce rules.
- They experience different sets of expectations between school and home.
- A child does not understand the rules or are held to expectations that are beyond their developmental levels.
- They want to assert themselves and their independence.
- They feel ill, bored, hungry, or sleepy.
- They lack accurate information and prior experience.
- They have been previously "rewarded" for their misbehavior with adult attention.

Preventing Misbehavior

Intervention strategies include but are not limited to the following:

1. One-on-one relationships building activities such as the I Love You Rituals
2. Utilize mental health, social workers, and psychologists in service of the child and family. Refer to special needs programs if available.
3. Class-made books individualized for the student. Individual picture cards to support behavioral expectations.
4. Ways for the student to be of service to the school, others or his or her community.
5. Noticing and describing the child's body, face, and actions, labeling of feelings, and acknowledging or true intent.
6. I Am: Feeling Chart, I Choose: Self-Control Board, and intense work with the Feeling Buddies.
7. Assessing, teaching, or scaffolding missing executive skills.

Biting Program

Before age three, biting is somewhat common. When a child repeatedly bites:

1. Identify stressors—not enough structure, too much structure, not enough rest, eating, bowel habits, connection, attunement, etc.
2. Start a stress reduction program at home and school.
 - More touching (skin to skin), massage games (I'm saying goodnight to your legs, arms, hands, fingers, head, etc.)
 - I Love You Rituals with attuned interactions
 - Chest and lap time

- More schedules and routines
3. Shadow the child and use a teething necklace. There is nothing you can do to help a child learn other ways of getting needs met after the bite has occurred. You must catch the child before the bite. Most bites occur during transitions and unstructured time. Have a person shadow the child who is biting. When the child begins to bite:
- Toss the teething cloth into the child's open mouth. The mouth will close.
 - Firmly say, "STOP. No bite! Ouch! (make pained face) Biting hurts."
 - Say, "You wanted _____ (take an educated guess as to what the child wanted). Say _____ (acceptable words) or do _____ (acceptable action)!"
 - Make visuals of alternatives to biting: Say, "My turn," put up a STOP hand, play with a different toy, move away, etc.

While biting is an age-appropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment.

Severe Biting Policy

The following process will be followed if a child's behavior continuously takes away from the care or safety of others.

- Meeting with parent, teacher, administration to discuss a plan of action to increase positive behavior at school and home. If necessary, an evaluation will be recommended for the child and the parent will be supplied contact information for the evaluation.
- Logs must be kept to seek out triggers and patterns for repeated undesired behavior. Upon written request, these logs will be made available to the parents and/or evaluator.
- If aggressive behavior/ biting occurs two times in the same day the child must be picked up from the center immediately. The child will be removed from the classroom while waiting to be picked up. If the behavior occurs a third time in the same week, the child must be picked up immediately and take the following day off.

Prohibited Practices Policy

The following behaviour management practices will not be permitted by anyone, including staff, volunteers, and students.

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

- Locking of exits of the child care centre for the purpose of confining a child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will.

Home and School Partnership

HiMama

HiMama is an app to help parents stay connected with their child and teacher during school hours. This is where you can communicate directly with your child's teachers throughout the day. It can also be used to pay your bill with KAFRC.

Talk to Jessica or Sonya to get set up.

New Family Orientation

Each family is strongly encouraged to schedule a time with the Supervisor to complete a "New Family Orientation." This orientation is a great time for parents to drop off routine care items (diapers, bottles, etc.) as well as an opportunity to participate in a portion of classroom activities with their child, familiarizing themselves with their child's routines at KAFRC. Important policies and procedures are also reviewed with the Supervisor at this time, as well as the paperwork required for enrollment completed. Typically, "New Family Orientation" is scheduled based on family needs prior to the start date.

Daily Communication

KAFRC uses HiMama to communicate, share photos, notes, and incidents.

Parental Communication

There is a Parent Information Board near the entrance of each program where important information is posted such as our license, serious occurrence information, weekly menu, and newsletters. Parents are encouraged to read this board, and discuss their child's care, development, or health with educators regularly.

Newsletters

A quarterly newsletter will be posted on the bulletin board in your child's class. If you sign up for HiMama a copy will be sent to you. This newsletter provides you with general information and announcements about the center and the detailed weekly themes and announcements.

Cultural Competence

KAFRC is committed to respecting each child's and family's culture and diverse needs. We recognize that culture influences every aspect of a child's development and is reflected in childrearing beliefs and practices. We believe it is important to support and preserve the child's home language usage, faith and beliefs, and cultural traditions. We recognize that children can and will acquire the use of English even when their home language is used and respected.

KAFRC carries out this philosophy of cultural competence in the following ways:

- Families are treated with respect and sensitivity from our first meeting.
- Families' financial limitations are respected when planning for activities that could potentially result in additional costs, through the acceptance of DHS payments, and clear understanding of payment expectations from the time of enrollment.
- We attempt to learn accurate information about each family, their culture, faith and beliefs, and cultural traditions (we encourage each family, if they feel comfortable, to share this information with us at the time of enrollment). This information is part of the child's daily plan as it relates to meals and snacks, holiday recognition, etc.
- Families are encouraged to be actively involved in what their child is doing in our program through family "homework", dress up days, holiday parties, and volunteer opportunities such as chaperoning field trips.
- Families are asked to inform us of the best way for them to receive communication (i.e., verbal, written, text, email, etc.)
- Families where English is their second language are encouraged and assisted in becoming knowledgeable about the cognitive value for children of knowing more than one language and providing them with strategies to support, maintain, and preserve their home language. KAFRC will continue to acquire training annually to further our knowledge of culture, language, and diversity.

Room Transitions

Your child will transition to a new classroom when they have reached the developmental milestones for a particular classroom. As the time for a transition to a new room approaches, you will receive a letter containing information about your child's transition into his/her new classroom. Both your child's current and future teacher is available to address any questions or concerns you have during the transition process. Before the transition into a new classroom has

been completed, the educators will send a welcome message to get to know you and learn more about your child's interests and needs.

Space is not guaranteed from one program to another. Children are transferred from one program to another within the centre based upon age, readiness, and available space. The centre Director will do their utmost to ensure that your child has a space in the program for his/her next age group.

Parent Participation

Parent participation is strongly encouraged in our program. Some possible opportunities to participate and contribute to your child's KAFRC experience:

- Field trip transportation and supervision
- Leading or assisting special projects (sewing, carpentry, cooking, etc.)
- Construction or collection of raw materials for art projects, dramatic play props, etc.
- Eating lunch or snack with your child – please inform the teachers one day in advance
- Volunteering in your child's classroom
- Putting your name forward for consideration as a volunteer member of the agency's Board of Directors

Volunteer/Student Policy

At KAFRC all volunteers/students will be supervised by an employee at all times. Direct unsupervised access (i.e., when an adult is alone with a child) is not permitted for people who are not employees of the centre. Volunteers/Students will not be counted in ratios.

An orientation will be provided to help volunteers and students understand the operation of KAFRC and the expectations for their placement/volunteer experience. It will include the required policy and procedure reviews set out in the Child Care and Early Years Act.

Educators will post on HiMama an introduction for the volunteer or student. The volunteer or student is also expected to introduce themselves to all families at the door within their first week at KAFRC.

Program Feedback

KAFRC asks parents to complete a program feedback survey annually. The information gathered from these anonymous surveys is used by the staff to develop goals for our center and to improve the overall quality of care at our center. A parent's point of view is different from a teacher's point of view. Therefore, parent feedback on the program evaluations is very important to the success of our program and satisfaction of our families.

Questions/Concerns

If you have a question or concern, do not hesitate to bring it to the attention of the teacher most directly involved.

If the concern is not resolved, the Director or Supervisor can be reached at 613-258-0138 or supervisor.kafr@cogeco.net / kemptvillefamilyresource@cogeco.net.

The Director is available to assist parents and staff in resolving 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>Program Room-Related</p> <p>E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to the classroom staff directly.</p>	<ul style="list-style-type: none"> • Address the issue/concern at the time it is raised <li style="text-align: center;">or • arrange for a meeting with the parent/guardian within 2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> • the date and time the issue/concern was received; • the name of the person who received the issue/concern; • the name of the person reporting the issue/concern; • the details of the issue/concern; and • any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to the Director or licensee.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Staff-, Duty parent-, Director-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> • the individual directly. <li style="text-align: center;">or • the Director or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Director as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>

		Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
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Emergency Procedures

Evacuation Locations

For situations that require an evacuation of the child care centre, the meeting place to gather immediately will be located at:

House Location: double gate at the back of the play yard

School Location: Sidewalk outside of fenced area

Church Location: Parking lot behind church

If it is deemed “unsafe to return” to the child care centre, the evacuation site to proceed to is located at:

House Location evacuate to the North Grenville Church

School Location evacuate to the North Grenville Church

Church Location evacuation to South Branch Public School

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

Fire or other Emergency Situations

Fire regulations procedures are posted near the exits in each classroom. Fire drills are conducted monthly; all classrooms are required to participate. In the event of a fire, tornado, bomb threat, or other evacuation emergencies, the children and teachers will immediately leave the building and go to each class’s designated spot.

Parents will be called as soon as safely possible following an emergency situation. For the safety of children, parents, and staff, we ask that parents do not attempt to pick up their child during an emergency situation.

Fire drills and emergency evacuation procedures have been written in conjunction with the local fire authority. Children must always have proper footwear. In cases where shoes are forgotten, they will be asked to wear their boots.

KAFRC has Emergency Management Policies and Procedures; should an emergency occur; we will reach you through HiMama or by phone. We will also post any updates on our Facebook page.

Blizzard/ Severe Winter Weather

The Director will monitor the weather and local news stations throughout the day to determine when it is appropriate to close the center early or cancel care for the following day. The Director will post on HiMama to inform parents of the situation. Routine classroom activities will continue until parents arrive.

Power Failure

Staff members and children should remain in the classroom and if possible, proceed with activities as usual, or may go to the outdoor playground until power resumes.

- If power cannot be restored within a reasonable amount of time, the center will close, and parents contacted.
- The Director and Supervisor are responsible for contacting parents to inform them of the closing and of the need to immediately pick up their child.
- Activities will resume as possible until parents arrive.

Running Water Shortage

If KAFRC does not have access to running water and it will not be restored within a reasonable amount of time, the center will close, and parents contacted.

Special Needs Care Policy

KAFRC is committed to the principle of inclusion. We are committed to every child equally, regardless of their special needs, and will commit to learning more about each child's specific needs and finding the best resources necessary to accomplish our common goal of finding the best care for each child. We believe that including children with special needs can enrich the experience of learning for all children and KAFRC will make accommodations for children with special needs within the guidelines of special needs resourcing.

To assure that we are meeting the individual needs of each child enrolled with an identified special need, the following procedures and programs are followed:

- Staff receive ongoing training on inclusion and special needs as related to the specific needs of enrolled children.
- Confidentiality of children and families is respected and maintained at all times.
- Children with special needs will be included and encouraged to participate to the fullest extent of their abilities.

- Staff and families collaborate to meet the individual needs of the child.
- Communication with families is ongoing and is responsive to the needs of families.
- Physical environment is free of barriers.
- A variety of teaching strategies are used to meet the individual needs of each child.
- An individualized special needs care plan will be created with help of the parent/guardian, doctor, and KAFRC to ensure that all parties are aware of the care practices which need to be in place.
- The special needs care plan will be completed annually or more frequently at the request of the parent/guardian or child's doctor.

We promote and offer an inclusive early learning and child care environment at KAFRC. Children with a variety of special needs are fully integrated into our child care programs, and to that end, our educators work in cooperation with integration advisors, child behavior management consultants and other specialists, as applicable. When required, and when access to funding permits this, program assistants are hired to provide enhanced staffing support to enable full inclusion in the program.

Behaviour Management

It is important to our staff at KAFRC that all children and their parents have a positive experience in a quality program with a warm, nurturing, accepting, and safe environment. We strive to maintain some very basic expectations of behaviour for maintaining the safety and well-being of all the children. Please read our expectations below and ask any questions that you have to help you better understand our rules for this program.

General Program Expectations

- There will be no physical roughness whether it is in play, anger, or retaliation. Pushing, hitting, kicking, spitting, etc. are not acceptable.
- Appropriate, positive, and respectful language will always be used, avoiding disrespectful or rude behaviour. No swearing, yelling, name calling, talk back, put downs or intimidation of others, etc.
- Repeated disruptions to programming and classroom activities will not be tolerated
- Everyone is responsible for their own possessions (KAFRC is not responsible for personal items brought to daycare) and children will respect items that belong to the daycare or others
- To ensure safety of children and staff, instructions given by Educators and other staff should be followed at an age-appropriate level.
- Always stay with the group, indoors and outdoors, particularly when taking part in field trips. Ask an Educator before leaving the area for any reason (bathroom, talking to friends, etc.)

Unacceptable Behaviours:

- Violent and/or aggressive behaviours will not be tolerated for the safety of both children and staff.

- What is violent or aggressive behaviour?
 - Violent kicking, hitting, punching, spitting, etc. ... of staff or another child
 - On-going, problematic biting (more than 14 in 2 weeks) [N/A in infant/toddler rooms]
 - Any event deemed excessively violent or threatening.
- What is Not a violent or aggressive behaviour?
 - Age-appropriate behaviours (i.e., infant/toddlers biting, normal temper tantrums, attention seeking behaviours, emotional meltdowns etc.)
 - Minor disruptions to programming.

Consideration and respect will be given to the developmental abilities, needs, illness and recent family changes of each child within our program. Decisions will be made by our management team in the best interest of all individuals affected.

Intervention plan for unacceptable Behaviours

Incident 1

- Written warning & private, verbal discussion with the family by Educators
- Identification of triggers and offer of strategies to both family and Educators

Incident 2

- In person (pre-arranged) meeting with the family, Educator, Supervisor, and Director
- Identification of triggers and offer strategies for family and Educators
- Early pick up

Incident 3

- In person (pre-arranged) meeting with the family, Educator, Supervisor, and Director
- Identification of triggers and offer strategies for family and Educators
- Reduced care until behaviours decreases and child is successful in a group setting

Incident 4

- In person (pre-arranged) meeting with the family, Supervisor, and Director
- Child discharged from care

Intervention Plan for Unacceptable Behaviours: Children with Exceptionalities

*Child must have identified diagnosis with supporting documents and be receiving support from a third-party community partner

Incident 1

- Written warning & private, verbal discussion with the family by Educators
- Identification of triggers and offer of strategies to both family and Educators

Incident 2

- In person (pre-arranged) meeting with the family, Educator, Supervisor, and Director
- Identification of triggers and offer strategies for family and Educators
- Early pick up

Incident 3

- In person (pre-arranged) meeting with the family, Educator, Supervisor, and Director
- Identification of triggers and offer strategies for family and Educators
- Reduced care until behaviours decrease and child is successful in a group setting

Incident 4

- In person (pre-arranged) meeting with the family, Supervisor, and Director
- Child discharged from care but may be considered for re-entry after 3-month suspension, pending a family meeting, waitlist availability, notable improvements, & discretion of the Director.

KAFRC Handbook Agreement

You can find the KAFRC Handbook agreement at Appendix A. A handbook agreement must be signed and initialed before your child starts their first day.

Acknowledgement, Understanding, and Agreement

I/We, being the family of the child(ren) named in the registration form, acknowledge, understand, and agree with the following clauses to the KAFRC: Family Handbook: Multi-Site Program, Exploration-Based Curriculum.

Date: _____

Applicant Signature: _____

Date: _____

Co-applicant Signature: _____

Updates:

Date: _____

Applicant Signature: _____

Date: _____

Applicant Signature: _____

Date: _____

Applicant Signature: _____

Date: _____

Applicant Signature: _____