



Kinderplace Childcare Centre Inc. Parent Handbook

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OUR MISSION STATEMENT

Kinderplace Childcare Centre Inc. strives to provide a warm, caring atmosphere for children and their families. We aim to provide quality care in which all aspects of a child's development will be emphasized.

Kinderplace Childcare Centre follows the government document "How Does Learning Happen?" Our programs present a homelike environment where children can freely express themselves.

When we work with the children and families in our care we focus on Well-being, Belonging, Expression and Engagement and embed these concepts throughout our environments, observations, documentation, and reflection of the children's interests.

We believe in learning with the children as we support their interests and value weekly team meetings to network and research how we can understand their theories and discoveries, and to support and challenge their thinking.

The purpose of Kinderplace Childcare Centre Inc. is to provide accessible, affordable, and excellent quality childcare for children and their families.

Kinderplace Childcare Centre Inc. is a non-profit corporation, operated by a volunteer Board of Directors, located in Vance Chapman School. At present, Kinderplace Childcare Centre Inc. can accommodate children from **infant age up to their 12th birthday.**

Kinderplace Childcare Centre Inc. also offers an After-school satellite program at Ecolé Gron Morgan School.

LAND ACKNOWLEDGEMENT

We would like to begin by acknowledging that Kinderplace Childcare Centre, located in Vance Chapman school is located on the traditional territory of the Ojibway people of Fort William First Nation, signatory to the Robinson Superior Treaty of 1850. We also acknowledge all the First Nation, Metis and Inuit who reside in this territory and across our nation; we are committed to moving forward in the spirit of reconciliation and respect for all Canadians.

A word from our Director

Dear Parents and Guardians.

Thank you for choosing Kinderplace Childcare Centre Inc. to be your child's early learning experience.

Kinderplace Childcare Centre Inc. is a non-profit childcare centre that is run by a volunteer Board of Directors.

Kinderplace Childcare Centre Inc. strives to provide a warm, caring atmosphere for children and quality care in partnership with their families. We strive to follow and implement the four foundations of the "How does Learning Happen" document into our programs daily and recognize that "Children are competent, capable of complex thinking, curious, and rich in potential. They grow up in families with diverse social, cultural, and linguistic perspectives. Every child should feel that he or she belongs, is a valuable contributor to his or her surroundings, and deserves the opportunity to succeed. When we recognize children as capable and curious, we are more likely to deliver programs and services that value and build on their strengths and abilities." (pg. 8-How does Learning Happen?' Ontario's Pedagogy for the Early Years)

When we work with the children and families in our care we focus on Well-being, Belonging, Expression and Engagement and embed these concepts throughout our environments, observations, documentation, and reflection of the children's interests. We believe in learning with the children as we support their interests and value weekly team meetings to network and research how we can understand their theories and discoveries, to support and challenge their thinking.

Parents and families are encouraged to become involved in all aspects of their child's program at the Centre and are encouraged to discuss their child's needs and development with the staff.

The purpose of the Parent handbook is to provide families with important information regarding our centre's policies and procedures. Our Parent handbook is also posted on our website at www.kinderplace.ca.

If you have any further questions or need information, please speak with a member of our Childcare Staff, or contact Tina Jameus, Executive Director at our main location.

Thank you for choosing Kinderplace Childcare Centre Inc. and I look forward to working with you.

Sincerely,

Tina Jameus
Executive Director
Registered Early Childhood Educator (RECE)

OUR HISTORY

Kinderplace Childcare Centre Inc. started out of the interest of employees who worked at the Lakehead Psychiatric Hospital and the Northwestern Regional Centre to have a workplace Childcare Centre housed within the hospital and we officially opened on our doors on October 2, 1989.

A second satellite location was established at Ecolé Gron Morgan for after-school children in September 2013. In the future we hope to offer full day programs for children from infant to school-age at Ecole Gron Morgan School.

Over the years, we learned that the Lakehead Psychiatric Hospital would be closing its doors by 2017. In anticipation of this day, the Board of Directors and staff worked tirelessly to find a new location for our main centre. With help with funding from the Ministry of Education and the Thunder Bay District Social Services Administration Board, in 2014, Kinderplace was able to relocate our centre to Vance Chapman school.

BOARD OF DIRECTORS

Kinderplace Childcare Centre Inc. is operated by a volunteer Board of Directors, which are elected by the families of Kinderplace Childcare Centre Inc. at the Annual General Meeting.

If you need to contact a Board Member, please leave a message with Kinderplace Childcare Centre Inc.'s Executive Director/Supervisor/Designate. If you have a comment, concern or would like to attend a Board Meeting, please notify the Executive Director/Supervisor/Designate or any member of the Board of Directors by the 15th of the month.

New members interested in joining the Board of Directors are asked to speak to the Executive Director/Supervisor/Designate or a Board Member regarding the orientation process.

PROGRAM STATEMENT

Program Statement

Date Created: May 18, 2016

Reviewed at staff meeting: March 1, 2023

The Program Statement is to be reviewed by all Staff, Students, Volunteers, and the Board of Directors of Kinderplace Childcare Centre Inc. on an annual basis, or whenever a change is made

Kinderplace Childcare Centre follows the “How Does Learning Happen” document under the Child Care and Early Years Act. We endeavor to follow the four (4) foundations of Belonging, Well-Being, Engagement and Expression.

Kinderplace Childcare Centre Inc. incorporates a play-based learning approach to create the best environment for children to learn and grow at their own pace and to their full potential.

We believe that children are Competent, Capable, Curious and Rich in Potential. Our emergent curriculum is based on observations of the children’s interests and needs. (NB. #46-2)

Our programming leads to children’s sense of belonging. Progressive learning environments and practices focused on play-based learning encourage children’s self-expression, communication, self-regulation, and their ability to deal with stress.

We accomplish this by role modeling, providing children with the tools to be able to control their emotions, pay attention, ignore distractions, and understand the consequences of their actions. We strive to build empathetic, respectful, and caring individuals by creating positive interactions between staff and children each day.

This is done by being respectful of the child and his or her needs, using a calm and nurturing voice and body language. Educators will endeavor to maintain these positive interactions by putting aside personal issues daily. (NB B/C)

We encourage children to manipulate, explore and experiment in their environment. We work toward children learning to investigate, ask questions, solve problems, and engage in critical thinking.

We try to incorporate the natural rhythm of a child’s day by following their lead. Educators create a balance of adult and child directed activities utilizing documented observations of the children. Based on these observations, the educators create an inviting environment, focused on the children’s interests through a variety of open-ended materials. (NB D/E/F)

We attempt to provide smooth transitions and meaningful choices to a child’s day. We allow for flexibility within our schedules to provide the opportunity for activities to be expanded for as long as the children are interested.

Program Statement Continuation

Our physical environment is designed to meet a child's need to be independent and self-reliant. Play materials are accessible for children to choose from. Our cubbies, toy shelves, tables, chairs, toilets, sinks are child-sized, which helps the child to feel secure and gives them a sense of belonging.

The children are encouraged to be self-reliant in routines such as toileting, dressing, washing, eating, and tidying up their play-space. The role of the Educator in the environment is to provide guidance when needed, while allowing the child to be successful in their tasks. (NB F/G)

At Kinderplace Childcare Centre Inc., we feel that parents/guardians are a valuable resource in the needs of their child. We strive to build trusting relationships through open communication that creates a collaborative and cooperative relationship with families.

Families are encouraged to share their unique family dynamics and cultures. This is accomplished through photographs, items of cultural significance, cultural foods, and celebrations.

In addition to daily interactions with program staff, we offer many parent/guardian opportunities for involvement in the programs through parent surveys, open-houses, special events, visitors, and volunteer opportunities for fieldtrips and sitting on our Board of Directors.

We endeavor to provide a consistent environment to make children feel secure and welcome. This is accomplished by our Educators welcoming families at arrival and departure time and conducting the day in a familiar pattern.

Staff communicate with parents/guardians through the following medium: photo-frames, documentation panels, portfolios, "What we did today sheets," observations, assessments, meetings, newsletters, website, and/or through e-mails. (NB B/H)

Kinderplace Childcare Centre Inc. connects with community partners to better support mental health and well-being of children and their families. This may include the following agencies: C.C.T.B. – (Resource Consultant, Preschool Consultation Program), George Jeffrey Children's Centre, Dilico and the Children's Aid Society and Speech Pathologists.

As we feel it is important to have the child and family needs met, we make available the opportunity for in-house consultations and screenings. (NB A/B/I)

Educators can participate in team and staff meetings on a regular basis. At these meetings, staffing teams discuss the needs of the children and the program. Goals, issues, and programming is discussed as well as the "How Does Learning Happen?" document and its incorporation into the programs.

Our Kinderplace Childcare Centre Inc. team is provided with opportunities for and encouraged to participate in continuous learning. This is accomplished by: the provision of training and workshops related to children's cognitive, emotion, physical and language development.

Program Statement Continuation

A bursary is available for educational development for Educators working toward an Early Childhood Education Diploma.

Kinderplace Childcare Centre Inc. will strive to provide opportunities for Registered Early Childhood Educators to work on the College of Early Childhood Educators new requirements for continuous professional learning program when opportunities arise.

Educators and Executive Director/Supervisor/Designate participate in annual evaluations to look at areas of strengths and areas to improve upon. (NB I/J/K)

At Kinderplace Childcare Centre Inc. we believe that a balance of indoor and outdoor play is essential to the Health and Well-Being of a child. Our programs provide spaces for active play and quiet time.

Our programs are flexible and transfer a variety of experiences to differing environments. We will often bring the outdoor nature activities indoors or traditionally indoor play outdoors.

Children's individual needs for rest and play are considered and respected throughout the day. (NB A/D/G)

Our program follows the Canada Food Guide and Child Care and Early Years Act to develop menus. Menus are then reviewed by a registered dietitian and are posted and available on our website.

We promote varying levels of independence and competence during snacks and meals. Children are encouraged to self-serve and participate in varying levels of set-up dependent upon age and abilities. Educators participate and role model during mealtimes by sitting and eating with the children.

We provide nutritious home-cooked meals that incorporate family and cultural preferences and accommodate dietary requirements and food allergies (when possible).

Children's Health and Well-Being is monitored, documented, and communicated to parents, as necessary. (NB A/E/G)

We strive to follow and meet the Health and Safety requirements of the Ministry of Education and local governments. This is achieved through monthly health and safety inspections, on-site health and safety board and training for staff. (NB A/I)

Kinderplace Childcare Centre Inc. documents and reviews the impact of their strategies by:

- Daily observations and program documentation, which will be shared on a regular basis with parents/guardians.
- Individual children's portfolios which document pedagogical development of how children think and learn.
- Monthly staff meetings, weekly team planning, partnerships, and affiliations with other daycares.
- Consultation with outside agencies.

Program Statement Continuation

- Reviewing program goals and objectives.
- Executive Director/Supervisor/Designate commits to observe the program on a regular basis and signoffs on the daily program documentation.
- Annual review of the Program Statement by staff, students, volunteers, and the Board of Directors to ensure that it is in line with the Minister of Education's Policy Statement.
- Executive Director/Supervisor/Designate will ensure that each new staff, student, and volunteer reviews the Program Statement prior to employment.
- Board of Director meetings are held monthly, in which Kinderplace Childcare Centre Inc. parents/guardians are welcome to attend.

(NB K/H)

Thank you for choosing Kinderplace Childcare Centre Inc. We look forward to developing a partnership with you and your family and caring for your child/ren!

Confidentiality

Kinderplace Child Care Centre Inc. staff are trained professionals. We pledge to maintain confidentiality regarding any information contained in child files, confidential family information, and any other aspects or occurrences of Kinderplace Childcare Centre Inc. deemed to be private. Should any outside agency request information, parents/guardians will be asked to sign a consent to authorize the release of information.



Canada-Wide Early Learning and Child Care Agreement between the Province of Ontario and the Government of Canada

I am pleased to share that Kinderplace Childcare Centre Inc. has enrolled in the Canada-wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada.

We believe that childcare provides a strong foundation for early childhood development and well-being of children while parents work, and we are committed to providing childcare services that meet the needs of your children and families. Participating in the CWELCC System will help us continue to provide high quality childcare that is accessible, affordable, inclusive, and sustainable.

Fee reduction through the CWELCC is for children under six years old (and any child who turns six years old between January 1 and June 30 in that calendar year.)

Rates as of January 1, 2023

Infant full day- 6-9 hours--- **\$32.13**

Infant Extended day- after 9 hours --- **\$34.49**

Toddler full day--- **\$24.57**

Toddler Extended day- after 9 hours --- **\$26.96**

Preschool full day--- **\$21.74**

Preschool Extended day- after 9 hours --- **\$24.10**

JK up to the age of six full day- 6-9 hours--- **\$19.37**

JK Extended day- after 9 hours --- **\$22.21**

JK before and after school ---- **\$13.23**

JK before **or** after school --- **\$12.00**

The Ontario childcare fee subsidy program will also continue to be available for eligible families. As we move forward, we will continue to communicate more details to you. If you would like more information about the CWELCC System, please visit the Canada-Wide Early Learning & Child Care (CWELCC) System website.

What to Bring

Listed below are items your child will require at day care:

Infants

- A supply of diapers, wipes, and diaper cream (if used).
- Change of clothes.
- Indoor soft/hard soled shoes
- Appropriate outdoor clothing.
- Prepared formula in bottles (if required).
- Infant cereal and baby food (if required).
- Extra soothers (if used).

Toddlers

- Diapers or pull-ups and wipes.
- Change of clothes.
- Indoor shoes/slippers.
- Appropriate outdoor clothing.

Pre-School, Kindergarten and Primary/Junior

- Change of clothes.
- Indoor shoes.
- Appropriate outdoor clothing
- Diapers/wipes/pull-ups (if not toilet trained)

The definition of times for increased ratios according to the Ministry of Education, Child Care and Early Years Act, 2014 for the **Infant, Toddler and Preschool program** is: the first ninety (90) minutes of opening (7:30-9:00 during any pandemic such as: Covid-19) and the last sixty (60) minutes before closing (4:40pm-5:40pm). Increased ratios can only be maintained inside only.

Infant Program:

Infants are up to the age of 18 months. A highly stimulating program is provided, which includes such activities as: music, storytelling, gross and fine motor development, and feeding skills. This program will emphasize socialization skills through the avenue of play. Parents/guardians of all infant children will receive daily written information about their child's eating, sleeping, and diapering routine. Every attempt will be made to enable mothers who are breastfeeding to maintain their child's schedule. Daily documentation reflecting activities that the infants participated in is posted on the bulletin board located outside of the Infant playroom door.

Food intake, sleep-times and diaper change information is located on the children's individual lockers for parents to review.

The ratio of children to staff is three (3) to one (1) is always maintained as defined in the Child Care and Early Years Act (indoors and outdoors).

Toddler Program:

Toddlers are between the approximate ages of 18 months and two½ years. Programs and activities are designed by offering open-ended materials and by observation of the children in the program. These activities may include music time, story time, arts and crafts, outdoor play time, and special group activities, etc. Special emphasis will be placed on promoting independence in various self-help skills, such as toileting and feeding. A toileting program at Kinderplace Childcare Centre Inc. will only begin after parents/guardians and staff agree to provide this program consistently at home and at day care. Parents/guardians will be asked to sign a toilet-training contract. A sample of the contract will be included in the handbook. (Please see Appendix 2 for a copy of the Toilet-Training Contract.)

Parents/guardians will receive a verbal report of their child's day which will detail your child(ren) sleep times and lunch intake. There is a posting on the whiteboard of your child's sleep-times and food in-take.

Daily documentation reflecting activities that the infants participated in is posted on the bulletin board located outside of the Toddler playroom door.

. The ratio of children to staff in the toddler group is five (5) to one (1) during the main part of the day, inside and outside. When indoors, at arrival time up to 9:00 a.m., departure time after 4:30 p.m. and sleep time, the ratio can go to eight (8) to one (1) to allow for staff shift changes.

Pre-School Program:

Pre-schoolers are between the approximate ages of 2½ years and 4 years. The preschool environment is set up to support children's independence and ability to make choices. Educators use their daily observations to create meaningful activities that allow them to discover and learn alongside the children. Children freely build awareness of the world around them, including socialization and self-care skills.

Posting of each child's sleep times and lunch intakes are found on the white board located next to preschool playroom door.

Daily documentation reflecting activities which the Preschoolers have participated in is posted on the bulletin board located outside of the Preschool playroom door.

The ratio of children to staff in the pre-school program is eight (8) to one (1) during the main part of the day. At arrival time up to 8:30 a.m., departure time after 4:30 p.m., and sleep time, the ratio can go to twelve (12) to one (1) to allow for staff shift changes (indoor only)

Parents/guardians who would like their pre-school child to start toilet training at Kinderplace Childcare Centre Inc. will be asked to sign a copy of the toilet-training contract. (Please see Appendix 2 for a copy of the Toilet-Training Contract.)

Kindergarten Before and After School:

The JSK program supports children in the kindergarten age category. Our program is filled with engaging activities based upon the children's interests, but also allowing for free choice and down time from the busy day. We also offer PA Day full day care that at times includes field trips planned by our educators, with the children's help. Parents have the option to sign up for these days ahead of time.

Children will be encouraged to pursue hobbies. They will be allowed unstructured time and privacy for reading, homework, or small social groups. Children will be encouraged to develop independence in life skills.

The age definition for the Kindergarten Program is four (4) to six (6) years of age.

The ratio of children to staff in the Kindergarten Program is thirteen (13) to one (1) during the main part of the day. During the first thirty (30) minutes after the opening and the last thirty (30) minutes prior to Kinderplace Childcare Centre Inc. closing the ratio can go to twenty (20) to one (1) to allow for staff shift changes (indoors only).

Primary/Junior Before and After School Programs:

In this program educators continue to build trusting relationships with the children to support them in their everyday life. Conversations and observations help educators plan and implement fun and meaningful activities, along with the balance of free choice and down time from the busy school day. We also offer PA Day full day care in this program that requires parents to sign up in advance. Children and educators work together to plan activities and field trips for these days based upon the interests of the program.

The age definitions for the Primary/Junior Program are six (6) years of age up to their twelfth (12) birthday, with a sub-category of Junior being defined as nine (9) years of age up to their twelfth (12) birthday, if numbers permit.

Children will be encouraged to pursue hobbies. They will be allowed unstructured time and privacy for reading, homework, or small social groups. Children will be encouraged to develop independence in life skills.

In the Primary/Junior Program is fifteen (15) to one (1) during the main part of the day. During the first thirty (30) minutes after the opening and the last thirty (30) minutes prior to Kinderplace Childcare Centre Inc.'s closing the ratio can go to twenty-three (23) to one (1) to allow for staff shift changes (indoors only).

A satellite after-school program is also available at Ecolé Gron Morgan School.

Summer Kindergarten and Primary/Junior School-Aged Program:

Due to the limited space availability at Vance Chapman School, enrolment for this program will be determined after the "Summer Intent survey" (emailed to parents/guardians in early spring) results are reviewed.

The survey results will help determine how many spaces will be available for the upcoming summer.

Once the number of spaces is determined families will be notified of the availability of the spaces and made aware that they will be filled on a first come first served basis by returning the completed "Summer contract."

The "Summer Contract" will be attached to the email.

The summer program is offered for children aged 4 years of age up to their 12th birthday.

Parents/guardians will receive a calendar of activities and events at the start of the summer program.

Parents/guardians may be requested to provide a ***peanut free*** "picnic" style lunch on certain days throughout the summer months which do not require preparation assistance from staff.

Parents will be notified of these dates, via the planning calendars, which parents will receive prior to the summer program commencement each year.

This is to allow for the program to be more flexible with their planning and allow for the group to participate in community field trips, picnics, etc.

Group Placement:

Several factors such as age, readiness or available vacancy in the next group will determine when a child graduates to the next program. There may be circumstances where a child has reached the next "group age" but is not able to move due to the lack of space being available. E.g.): Your child may not graduate from the pre-school program when he/she turns thirty (30) months if there is not an available space in that program.

Children may start visiting in the next groups to help in the transition process. Parents/guardians will be notified prior to the visits commencing.

The visits will be for short periods of time throughout the day and may include one of his/her current Educators attend or they may be on their own.

It is a regular part of our program at Kinderplace Childcare Centre Inc. for children to visit with other age groups.

If your child remains in their current group, the same daily rate will apply. Please ask the Executive Director/Supervisor/Designate if you have any questions.

Vacant spots will not be held for a child from a younger age group under any circumstances as the Centre receives Ministry of Education Funding for filled spots only.

Resource Staff

In coordination with Children's Centre Thunder Bay, a Resource Consultant is assigned to Kinderplace Childcare Centre Inc. to provide support for children who may have special rights, support for the Educators working with these children, and support the programs that the children are part of.

Through consultation with parents/guardians and staff, and the use of screening tools the Resource Consultant will determine what resources and/or community agencies may be of assistance to the child, parents/guardians, and program.

If required, the Resource Consultant is also available to aid work with children and families at our Ecolé Gron Morgan site.

Service Co-ordination at Kinderplace Childcare Centre Inc.

The Thunder Bay District Social Administration Board (TBDSSAB) a Service System Manager is responsible for the delivery of special needs services which are provided by Children's Centre Thunder Bay (CCTB).

The TBDSSAB provides support and resources to families and their child(ren) through agreements and protocols with several agencies to provide enhanced services and support to Kinderplace Childcare Centre Inc. The scope of the agreements includes service co-ordination, program observations, consultation regarding child development, parenting support, intervention services, case management, and other global services.

The agencies include (but are not limited to):

- The Thunder Bay District Health Unit.
- Children's Centre Thunder Bay.
- Dilico Anishinabek Family Centre.
- Children's Aid Society.
- George Jeffrey's Children's Treatment Centre.
- St. Joseph's Preschool Speech and Language Services.

At registration time, parents/guardians will be asked to sign the general application form indicating that they understand that childcare centres work collaboratively with agencies and services as listed above. However, any specific individualized services for their child will only be allowed with the parent/guardian's signed authorization.

ADMISSION AND WITHDRAWAL POLICY

Waitlist Policy

Kinderplace Childcare Centre Inc. enrolls children from the One-List, a community wait-list that is found at www.thunderbaychildcare.ca. It is mandatory that all clients register on this waitlist. There is no fee required to be on the waitlist.

We will make every effort to get back to families who are requesting to know where their child is on the waitlist in a timely manner.

The Executive Director/Supervisor/Designate offers spots as they become available based on the following criteria:

1. Priority is given to a family requiring a full-time spot.
 - If a family is at the top of the waitlist but is only looking for a part-time space, the family will be given the option to accept or decline the available full-time space before we move onto the next child on the list.
2. Priority is given to siblings of children who are enrolled in one of the Kinderplace programs.
 - Siblings must still be registered on the One-List
3. If there is not anyone looking for a full-time space the Executive Director, Supervisor/Designate may offer part-time care to families that have complementary schedules. For example: Monday, Tuesday, Thursday family matched with a Wednesday, Friday family. This will ensure maximum use of available spaces.

When families accept a childcare space at Kinderplace, a parent/guardian/child visit is arranged for families to come into the program to meet the staff and a tour of our facility. During this visit, topics such as feeding, dressing, sleep routines, and child temperament are discussed. Kinderplace Childcare Centre Inc. will, when possible, incorporate/modify these "home" routines, to make the transition to daycare smoother for the child.

At this time as well, The Executive Director/Supervisor/Designate will review the more common policies of Kinderplace Childcare Centre Inc. and answer any questions that the parent/guardian may have.

Families are also invited to visit Kinderplace Childcare Centre Inc. website at www.kinderplace.ca for further information on our Childcare centre and to access the parent handbook, forms, etc.

Your child's introduction to childcare will vary according to their age. The transition to Kinderplace Childcare Centre Inc. will be more pleasant if arrangements can be made for the parent/guardian and child to visit Kinderplace Childcare Centre Inc. prior to their starting date.

Kinderplace Childcare Centre Inc. requests written notice of at least fourteen (14) consecutive days prior to your child's last day. Space may not be guaranteed, if you temporarily wish to withdraw your child. Your child's name will be added to the

priority waiting list. Parents/guardians who withdraw their child for the summer, and plan to return in September, may put their child on a priority waiting list.

REGISTRATION POLICY

How to Enroll at Kinderplace Childcare Centre Inc.

1. Fill out application forms.
2. Complete the registration form.
 - provide current telephone numbers where you can be reached in case of emergency,
 - people who have permission to pick up and drop.
 - emergency contact names.
3. Provide a copy of your child's immunization record. Immunizations must be up to date in accordance with the Thunder Bay District Health Unit for a child to attend Kinderplace Childcare Centre Inc. If you have chosen not to have your child(ren) immunized, you must provide a waiver from the Thunder Bay District Health Unit.
4. Pay a \$100 deposit fee (refunded on your last invoice once your child no longer attends Kinderplace) prior to starting date or arrange for subsidy.

Absent Days

Kinderplace Childcare Centre Inc. provides absent days to each full fee child(ren) in the Infant, Toddler and Pre-School Programs. Each full fee family will receive a chart at orientation, which outlines the number of absent days they are allowed for the year. Once a family has utilized all their allotted absent days for the year, the family will be billed full fees for any additional absent days.

Full-time Children

Kinderplace Childcare Centre Inc. will allow each full-time child who is enrolled from January to December each year – eighteen (18) absent days with no extensions.

Part-time and children whose start date is throughout the year

Kinderplace Childcare Centre Inc. will prorate part-time users in the toddler, and preschool programs absent days based on the number of days per week the child attends as well as the month the child starts in the program.

Written notice of an intended vacation must be given fourteen (14) days prior to the first day of vacation.

Vacation will not be used when Kinderplace Childcare Centre Inc. is closed, i.e.: Statutory Holidays, between Christmas and New Years.

Absent days can be used for an unexpected absence such as when a child is ill or as vacation.

Enrolment requirements for the JK/SK and School age programs

Enrollment in the JK/SK and School-age programs is 5 days per week. Kinderplace does not offer flexible schedules in these programs.

Before and After School Full Fee Children (For Kindergarten and Primary/Junior School Aged Programs)

Parents/guardians will be billed for all absent days.

Subsidized Children

Absent days for subsidized children will be in accordance with the City of Thunder Bay Contract. Parents/guardians are responsible for fee payments for any absent days once they have gone over their allotted subsidized days.

Subsidized Spaces

A limited number of subsidized spaces will be available at Kinderplace Childcare Centre Inc., through the City of Thunder Bay. These spaces are set aside for those who need assistance with childcare fees. Please contact the Executive Director/Supervisor for more information about these spaces. Parents/guardians waiting for subsidy approval are responsible for childcare fees. Fees will be paid by e-mail transfer prior to approval. Following approval, Kinderplace Childcare Centre Inc. will provide any reimbursement necessary.

The TBDSSAB will be responsible for paying Kinderplace Childcare Centre Inc. Inc. the subsidized portion of the daily rate up to a maximum of thirty (30) absences per year for each child. Kinderplace Childcare Centre Inc. Inc. will claim absent days for parents/guardians that are students during any school breaks (i.e.: March Break, Christmas Break). It is the parent/guardian's full responsibility to make payment to Kinderplace Childcare Centre Inc. for their daily rate (parental contribution) for these thirty (30) days and the full pay rate for any additional absences. Requests for TBDSSAB to pay for additional absences required due to extraordinary circumstances must be submitted in writing to TBDSSAB and include the dates and reason for absence. The TBDSSAB reserves the right to deny requests for additional day(s). Absent days are pro-rated based on enrollment schedule and start date.

System Closure/Weather Closure

When there is a city-wide snow closure of schools, Kinderplace Childcare Centre Inc. will also be closed.

Every effort will be made to try to contact parents with their emergency numbers. Parents/guardians should listen to their local radio stations for closures of schools and/or Childcare Centre's. Parents/guardians can contact the school transportation inclement weather information line at (807) 625-1661 or check out the transportation link on their child's school board website.

On the first day of either a city wide or school closure or a disruption in service in which Kinderplace Childcare Centre Inc. is unable to operate (power outage, flood, etc.); parents will not be reimbursed. On the consecutive day or thereafter of a city wide or school closure and/or Childcare Centre is, or a disruption in service in which Kinderplace Childcare Centre Inc. is unable to operate; parents will be reimbursed fifty percent (50%) of their fees for the day. All decisions of closure for Kinderplace Daycare Centre Inc. will be made by the Executive Director/Supervisor/Designate and the Chairperson of the Board of Directors.

Note: Ecolé Gron Morgan satellite After School Program will not run in the event of a school closure.

Emergency Evacuation

In the case of an emergency that makes the Kinderplace Childcare Centre Inc.'s premises unsafe, the children will be evacuated from the building according to the School Evacuation procedure. The primary evacuation area for the Vance Chapman site is the North End Recreation Centre.

If a more long-term evacuation is deemed necessary, Kinderplace Childcare Centre Inc. will follow the Vance Chapman School Evacuation Procedure and Kinderplace Childcare Centre Inc. staff will contact parents/guardians to come pick up their child(ren).

Staff at the Ecolé Gron Morgan site will follow the school's emergency evacuation procedures.

Drills

Kinderplace Childcare Centre Inc. children will be participating in regular fire, evacuation, and lock-down drills, held by the Principal of Vance Chapman School. The Executive Director/Supervisor/Designate will also perform monthly fire drills during the year.

Discussion of fire safety/lock-down procedures may be a regular part of your child's curriculum.

The Executive Director/Supervisor/Designate will perform monthly fire drills at Ecolé Gron Morgan.

Days and Hours of Operation

At the present time, throughout the year, the hours of operation at Kinderplace Childcare Centre Inc.'s Main Site are: **7:30 a.m. to 5:40 p.m.**, Monday through Friday. Kinderplace Child Care Centre Inc. will be closed on Federal and Provincial Statutory holidays:

| | |
|----------------|---------------|
| New Year's Day | Family Day |
| Good Friday | Easter Monday |
| Victoria Day | Canada Day |
| Civic Holiday | Labor Day |
| Thanksgiving | Christmas Day |
| Boxing Day | |

The hours of operation at Ecolé Gron Morgan site are **2:40pm to 5:30pm**.

Kinderplace Childcare Centre Inc. follows the Christmas closure dates associated with the Lakehead Public School Board and will be closed accordingly.

Parents/Guardians who require care full days when Ecolé Gron Morgan School is closed, can register to have their child(ren) attend the main site at Vance Chapman School based on space availability.

Kinderplace may have one or more additional closure days throughout the year for Educators to participate in mandatory Professional Development days offered by the Thunder Bay District Social Services Board and/or when deemed necessary by the Lakehead Public School Board for thorough cleaning, repairs, and maintenance of Kinderplace program spaces.

Parents will be notified at least one (1) month in advance of short-term closures, and (3) three months' notice for closures of 5 (five) or more consecutive days.

Field Trips

The **Educators** will plan field trips in the Preschool, Kindergarten, Primary and Junior programs in which public transportation may be used. **Educators** working in the Infant and Toddler programs will participate in field trips that are within walking distance of Kinderplace Childcare Centre Inc. using the Centre's strollers. Parents/guardians will be requested to sign an authorization form granting permission for their child(ren)'s to attend prior to the field trip. At times Parents/guardians may be required to pay a small fee associated with field trip to help with costs associated with the field trip.

Arrival and Departure – Starting the Day off Right!

Due to the flow of traffic on the grounds of Vance Chapman School, it is highly recommended that parents/guardians hold their child/children's hand, at arrival and departure time, for safety measures. When parents/guardians arrive with their child(ren) to Kinderplace Childcare Centre Inc., they are asked to remove their child's outer clothing. We also ask parents/guardians to take their child to their assigned program.

Parents/guardians dropping off children at the Ecolé Gron Morgan site will follow the same procedure of bringing their children into the classroom drop off area and ensuring that staff are aware that they have arrived.

For safety reasons, parents/guardians must ensure that a staff is aware and acknowledges that their child has arrived in the morning and will be required to sign their child/ren out on the clipboard at the end of the day.

Home Time

Due to staff ratios, it is requested that you inform Kinderplace Childcare Centre Inc. immediately of any changes to your drop-off and pick-up times.

It is recommended that parents/guardians arrive a few minutes prior to closing time, to ensure that their child is ready to depart when Kinderplace Childcare Centre Inc. closes at **5:40 p.m.** Kinderplace Childcare Centre Inc. will open and close in accordance with the Kinderplace clock. If a parent/guardian is late, they/them will be requested to sign a form acknowledging their late arrival.

Parents/guardians may be given a copy of the late policy and it will be reviewed by the executive Director/Supervisor/Designate if parents/guardians are observed to continuously pick up their child/ren late.

Authorized Person(s) to Pick-up your Child

Your application form has a section for parents/guardians to provide the names and telephone numbers of at least one other person who can pick up your child, if you are unable to do so. A child will not be released to anyone other than the person(s) designated by the child's parent or guardian.

Individuals dropping or picking up your child(ren) must be sixteen years of age or older.

Note: Parent/Guardians are responsible for ensuring all contact information is up to date.

Parents/guardians are encouraged to introduce us or provide Kinderplace Childcare Centre Inc. with a picture of the individual(s) picking up your child, prior to the occurrence.

Kinderplace Childcare Centre Inc. will not release your child to anyone, other than the parent/guardian, or authorized pick-up person(s), as listed on the application,

unless prior written or verbal authorization is received by Kinderplace Childcare Centre Inc.'s staff. Identification will be requested until all staff are familiar with the person who is picking up your child.

Custody Policy

If a family has a custody agreement upon registration, a copy of the existing custody agreement will be requested and will be retained in the child's file.

If a separation/divorce occurs after a period at Kinderplace Childcare Centre Inc., it will be the parent's/guardian's responsibility to provide this documentation to Kinderplace Childcare Centre Inc.

If there is not legal arrangement, Kinderplace Childcare Centre Inc.'s position will be that the parent/guardian registering the child(ren) is the client of Kinderplace Childcare Centre Inc. and will be given the authority to make all childcare arrangements.

Documentation of the child(ren) files will be accessed by the client only unless specifically addressed in the custody agreement.

If both parents/guardians are not authorized pick-up people, the custodial parent/guardian (client) must advise the staff when the child(ren) will be picked up by their biological parent/guardian. If this is not arranged prior to pick-up time, the child(ren) will not be released until the client has been contacted.

Staff will not offer opinions, in writing or verbally, supporting or acknowledging the parenting abilities of either parent. Any discussions involving contentious aspects of the situation will not be discussed in the presence of children.

Child Booster Seats and Child Restraint Systems

In accordance with the Highway Traffic Act, O. Reg 613, all parents/guardians/designates must ensure that their child(ren) is transported to and from day care in the proper child seating and restraint systems based on the birth date, age, height, or weight of the child(ren). The system must be installed in accordance with the manufacturers recommendations and be certified by the Canadian Motor Vehicle Safety Standards (CMVSS).

Parking

At Vance Chapman School, the parking lot is located to the East of the school. Parents/guardians are asked to park in the assigned lot and use the Primary school-aged doors, located at the top of the stairs.

At Ecolé Gron Morgan School, the pick-up area is determined annually based on which classrooms have been designated for the after-school programs.

Students and Volunteers

Kinderplace Childcare Centre Inc. provides student placements for the Confederation College Early Childhood Education Program, Indigenous Early Childhood Education Program, as well as high school parenting and co-operative education programs.

Students and volunteers are not counted in the staffing ratios. Students and volunteers are assigned a supervising mentor/staff member throughout their placement. Direct unsupervised access (when an adult is alone with a child) is not permitted for people who are not employees of this Centre. No child will be directly supervised by a person less than eighteen years of age. Students and volunteers will receive a complete orientation to Kinderplace Child Care Centre Inc. including a review of key policies such as behavior management and anaphylactic policies and procedures, etc.

Special Events and Visitors

Parents/guardians will be notified in advance of any special events that may be organized. A newsletter will be distributed electronically to inform parents/guardians about your child's program and activities.

The newsletter is also available on the website, www.kinderplace.ca

TV Policy

The Executive Director/Supervisor/Designate may approve movies rated F or G as part of the program in the Preschool, and School Aged groups. Movies will be shown occasionally, or for special events, and will extend the children's learning.

Movies will be documented on Group Program plans and parents/guardians will be notified in advance.

Alcohol Policy

If a parent/guardian or alternate picking up their child(ren) is under the influence of alcohol or drugs (i.e.: smelling of alcohol, slurred speech, staggering, etc.) the following steps will be taken by Kinderplace Childcare Centre Inc.'s staff:

1. The Executive Director/Supervisor/Designate will be notified.
2. The staff will offer to call a taxi or get an alternate to pick up the child(ren). If possible, this is to be done away by the children.
3. The staff will not continue the discussion if the person becomes loud, obnoxious or in any way belligerent.
4. If the person insists on leaving with the child(ren), the staff will phone 911 and give Police/CAS as much information as possible, including the name and address of the parent/guardians or person under the influence, colour/make of vehicle and license number.

Smoke Free Policy

Kinderplace Childcare Centre Inc. located in Vance Chapman School and Ecolé Gron Morgan School, will follow the Smoke Free Ontario Act. This act prohibits smoking in all day nurseries, schools, and private home day care locations. This includes both the premises and the playground. All parents/guardians/designates are required to follow this policy.

HEALTH AND SAFETY

Medication Administration

When required, Kinderplace Childcare Centre Inc. staff will administer non-prescription medication (Acetaminophen/Ibuprofen) to Infants and Children who have a medical condition and are prone to seizures due to elevated temperatures only.

Parents/guardians of children with medical conditions will be required to provide a physician's note which stipulates the reasons for the required medication, the dosage and administration instructions. This note will be placed in the child's file.

Please be advised that although Kinderplace Childcare Centre Inc.'s staff will make every effort to administer the medication at the time the parent/guardian specifies, an allowance of half an hour before or after the time specified is considered the acceptable parameters.

Since all medications can have potentially harmful effects on children, please let the staff of Kinderplace Childcare Centre Inc. know if your child(ren) has/have received any medication (including over the counter) prior to your arrival at Kinderplace Childcare Centre Inc.

Kinderplace Childcare Centre Inc. will administer prescription medications to all ages. Medication will be accepted by the Executive Director/Supervisor/Designate/staff member, who will ensure that it is securely locked away and that all necessary forms are filled in.

Legislation requires that parents/guardians provide:

1. Written authorization form, including dosage and times any medication is to be administered.
2. The medication must be in the original container, clearly labeled with the child's name, name of medication, the dosage, the date of purchase, and instructions for storage and administration.
3. Information regarding whether your child has had any other medication prior to arrival at Kinderplace Childcare Centre Inc.
4. In the case of a Controlled Drug/Narcotic, i.e.: Ritalin, the parent/guardian will be requested to:
 - a. Have the medication divided in the required dosage.
 - b. Provide no more than one month's supply to be left at Kinderplace Childcare Centre Inc. (The Executive Director/Supervisor/Designate will count and record the

number of pills in the parent's/guardian's presence before the medication is signed in.

School aged children at both Kinderplace Childcare Centre Inc.'s Main site and Ecolé Gron Morgan site will be allowed to carry their own asthma medication or emergency allergy medication, in accordance with a written procedure by a legally qualified Medical Practitioner or Registered Nurse under the Health Disciplines Act.

Kinderplace Childcare Centre Inc. requires that parents/guardian understand:

1. Staff only administers medication in accordance with a written Physician's order or the medication label, with all appropriate information.
2. Staff will not administer any medication that requires staff to insert the medication into the anal, vaginal canal or penis.
3. Staff will not take specimens, i.e.: stool or urine.

To ensure clarity of instructions, parents/guardians must give all medications to the Executive Director/Supervisor/Designate, who will place it in a locked medication box. Parents/guardians will be expected to sign the medication in and out in the medication book. Please double check the child's bag to ensure that all medicine has been accounted for and locked in the medication box.

Allergies and Special Diets

Kinderplace Childcare Centre Inc. realizes that children may have special diets due to allergies/ethnicity. For children who fall into this category, parents/guardians may be asked to provide a substitute on the days that a food item is not suitable. It is the parent/guardian's responsibility to review the menus and to consult with dietary staff in advance.

Parents/guardians are also requested to notify the Executive Director/Supervisor/Designate, in writing, if their child has an allergy to a particular food. If a parent/guardian would like their child's name taken off the allergy list, they are requested to also notify the Executive Director/Supervisor/Designate in writing and to provide a physician's note stating that the child is no longer allergic/sensitive to a particular food. The parent/guardian is responsible for any costs associated with obtaining this note. The Supervisor/Designate will notify all staff of an allergy and keep an up-to-date posting in each playroom of each child's allergies/sensitivities/ethnicity exclusions.

Anaphylaxis Policy

An individualized plan will be developed for each child with an anaphylactic allergy that includes emergency procedures in the event of exposure to the allergen. Staff, students, and volunteers will receive training on procedures to be followed if a child has an anaphylactic reaction.

It is highly recommended that every child with an anaphylactic reaction have 2 Epinephrine injectors on site at Kinderplace Childcare Centre Inc., in case of delay of Emergency Response. While staff receive training on the use of epinephrine

injectors, it is still the parent/guardian's responsibility to show the staff how their child's specific epinephrine injector is to be used.

If the parent/guardian deems necessary that the emergency medications be kept on the child's person, then written documentation shall be provided by a health care professional, stating the rationale as to the request.

Bagged Lunches

A policy for the use of bagged lunches was adopted by Kinderplace Childcare Centre Inc.

Bagged lunches made at home and brought to the Kindergarten and Primary/Junior School Age Group programs may be used during the following:

- Full-day programs
- PA days
- Specified summer days.
- Community field trips
- First day of school and
- Scheduled school breaks such as March Break and Christmas Break.

Bagged Lunch Procedures:

- Parents/Guardians will be notified by memos and newsletters in advance of any known allergies in the Kindergarten and Primary/Junior School Age Programs and will be advised not to send food that contains these allergens.
- Parent/Guardians will inform the staff if a child has a food allergy, a food sensitivity, or a diet of choice (i.e.: pork-free, vegan), and whether the allergy or sensitivity is due to ingestion or proximity to the allergen.
- It is an expectation that parents/guardians will comply with the nut-safe environment and follow the Canada's Food Guide when providing food and drink choices for the children.
- Allergy lists are posted in classrooms and in program clipboards for easy access during mealtimes.
- If a bag lunch contains items with nut products or unhealthy choices, the items will be returned un-opened.
- Please do not send pop, "junk food" or candy.
- The Kindergarten and Primary/Junior School age programs will always have water available.
- If a bag lunch is forgotten at home, the parent/guardian will be contacted and expected to make provisions for the child for their lunch.
- Lunch items that are required to stay cold should contain an ice pack. Access to a refrigerator is not always available.
- Bag lunches must be "picnic" style and not require heating.

Illness and Communicable Diseases

If a child becomes ill or exhibits symptoms of a communicable disease at the Kinderplace Childcare Centre Inc., the Executive Director/Supervisor/Designate will contact the child's parent(s)/guardian or designated emergency contact person. For your child's well-being, and the protection of others, your child should be kept at home if he/she exhibits signs of a communicable disease.

If a child is not well enough to attend school, Kinderplace Childcare Centre Inc. will not be able to provide care for the child. If a dispute arises between a parent/guardian, staff and/or Executive Director/Supervisor/Designate, regarding the re-admittance of a child following an illness, the staff and/or Supervisor/Designate may:

- Request a note from a physician stating that the child may safely return to daycare.
- Consult with the Thunder Bay District Health Unit.

If your child is ill for five (5) consecutive days or less, the parent/guardian is responsible for the fees, or may **use their allotted absent days**. The Kinderplace Childcare Centre Inc. will cover the cost from day six (6) to day ten (10). If the child continues to be absent after day 10 (ten) he/she will be withdrawn from the program and placed on the priority waiting list.

For subsidized parents/guardians the sick time will be in accordance with the City of Thunder Bay Contract.

Kinderplace Childcare Centre Inc. follows the Thunder Bay District Health Unit's guidelines for exclusion regarding communicable diseases. A chart outlining the exclusion criteria is available upon request if you would like a copy.

Please note that as of April 2015, the Thunder Bay District Health Unit has changed their exclusion criteria. Children will be excluded for **48 hours after 2 bouts of diarrhea and/or vomiting** as per the guidelines.

If a child has a temperature of **38 degrees or higher**, they will be excluded for a full **24 hours** after the temperature returns to normal. (Please see Appendix 3 or <http://www.tbdhu.com/NR/ronlyres/A6D7031F-6413-4511-885D-A015C34D077B/0/CommonChildhoodInfectionsManual2013.pdf>.)

Kinderplace Childcare Centre Inc. will consult with the Thunder Bay District Health Unit regarding any disease/illness that is not listed on the chart.

On occasion, Kinderplace Childcare Centre Inc. staff may be required to perform head lice checks on the children.

Immunization Record

Prior to admission, Kinderplace Childcare Centre Inc. will require proof of your child's up-to-date immunization record. The Thunder Bay District Health Unit

requires up-to-date notification of your child's immunization. It is the parent/guardian's responsibility to contact the Health Unit with current information. Failure to comply with this guideline may result in your child(ren) being suspended from Kinderplace Childcare Centre Inc. until the immunization is completed and recorded with the Health Unit. Once a year, parents/guardians will be requested to update their child's Ontario Health Card version code.

Medical Emergency Procedures

In the event of a serious accident or medical problem, where the child requires medical attention, the following steps will be taken:

1. First Aid will be given.
2. A copy of the Accident/Incident Report will be given to the parent/guardian.
3. Staff will assess the medical emergency and transfer to a local emergency room, if necessary, by ambulance or taxi. Staff will accompany the child and wait there until a parent/guardian is able to meet them. Staff will not use their own vehicle to transport a child.
4. Parent or guardian will immediately be contacted.

If medical attention is necessary at the Ecolé Gron Morgan site, staff would follow the above steps except for accompanying the child to the emergency room.

Please Note: it is the parent/guardian's responsibility to ensure updated Emergency Contact Numbers are on record.

Serious Occurrences

Effective November 1, 2011, the Ontario Government has introduced a new policy that requires licensed Child Care Centre's and Private Home Day Care agencies to post information about serious occurrences that happen at a Centre or a Home Location. To support increased transparency and access to information, a "Serious Occurrence Notification Form" must be posted at Center or Home Location in a visible area for ten 10 days. There have been updates in the definitions since 2015 to include:

- The death of a child whether it occurs on or off the premises.
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving care at a childcare Centre.
- A life-threatening injury to or a life-threatening illness of a child who receives childcare at a home childcare premises or childcare Centre.
- An incident where a child who is receiving care goes missing or is temporarily unsupervised.
- An unplanned disruption of the normal operations of a childcare centre which poses a risk to the health, safety or well-being of children receiving childcare.

A Serious Occurrence could include:

- Serious injury to a child, requiring medical attention from a licensed Medical Professional.
- Fire or other disaster on site.
- Complaint about service standard.

Licensed Child Care Centres and Private Home Day Care agencies are required to report Serious Occurrences to the Ministry of Education, which is responsible for Child Care Licensing. This new policy requires Child Care Operators to post information in their facilities so that parents/guardians have access to it.

This posting will give parents/guardians information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the Child Care Program. This new policy supports the Government's efforts to increase access to information about licensed Child Care Programs in Ontario. This includes the recent launch of Child Care Licensing Inspection findings on the licensed Child Care website, which is available at: <http://www.iaccess.gov.on.ca/LCCWeb/childcare/search.xhtml>.

Nutrition

Our food planning follows the recommendations of the Canadian Food Guide as well as the Child Care and Early Years Act. When children enter the day care as young babies, they are normally on formula or breast milk, given at three to four-hour intervals. If the parent/guardian is unable to maintain their child's breastfeeding schedule, it is important that the child be introduced to a bottle before he/she starts day care, so they will accept it from the Infant Educators.

Infants under one (1) year of age will be fed according to the parent/guardian's direction. Parents/guardians are asked to provide formula, infant cereal and "baby food" if the infant is not yet able to eat the Kinderplace Childcare Centre Inc.'s food. Parents/guardians will be asked to make regular entries in the Infant Feeding Book. This documentation will outline when their child is being introduced to new foods.

Kinderplace Childcare Centre Inc. will provide milk and food when parents/guardians indicate that their child is ready to eat the meals prepared by the cook.

If your child is on baby formula, it is the parents/guardians' responsibility to supply it to the Centre. The formula should arrive prepared and ready to be used in bottles labeled with their child's name. In addition, parents/guardians are required to provide a backup can of formula for emergency purposes, which is kept in the Infant program.

All food supplies and containers must be labeled with the child's full name.

If a parent/guardian requests that their child be given a bottle in their crib at rest time, the parent/guardian will be asked to authorize it in the Infant Feeding Book. After the child has fallen asleep, the bottle will be removed from the crib.

Kinderplace Childcare Centre Inc. provides a morning snack, lunch, and an afternoon snack to children approximately twelve (12) months to six (6) years

attending Kinderplace Childcare Centre Inc. School Aged children will receive an after-school snack during the school year.

During the summer and school breaks, there will be a balance between Kinderplace Childcare Centre Inc. provided lunches and parent/guardian packed lunches. The dates for each will be made available once the School Aged Programs have been planned. For parent/guardian information menus will be posted in the main hallway, for the current and the following week.

Mealtimes and snack times are an opportunity for the children to build many skills. They learn to serve themselves, how to take turns, language development and socialization skills. Food will not be withheld from children at any time. Children will be encouraged, not forced to eat at mealtimes.

An afternoon snack only will be provided for children attending the Ecolé Gron Morgan After School Satellite Program.

Sleep Supervision

The staff at Kinderplace Childcare Centre Inc. realize that for healthy development, children must have an adequate amount of sleep. Nap time is respected, and we will make every effort to help children relax and enjoy the experience. Each age group has a different nap routine, but we endeavor to adapt the procedure to each individual child as much as possible.

- All children under twelve (12) months of age are placed for sleep in a crib and in a manner which is consistent with the recommendations set out in a joint statement of Safe Sleep (i.e.: placed on their backs) unless a child's physician recommends otherwise in writing. Educators in the infant room will do visual checks every fifteen (15) minutes and document these checks on a form outside of the sleep-room door. Educators in the toddler and preschool rooms will do visual checks every hour and document these visual checks in their logbooks daily.
- Children will be assigned to individual cots or cribs (or mats where the Supervisor/Designate has approved) has been granted for children eighteen (18) months to five (5) years of age.
- Any significant changes in a child's sleeping patterns or behaviour during sleep will be communicated to the parents/guardians and adjustments will be made accordingly.
- When Parents/guardians deem that they would like a sleep limit for their child they will be asked to provide a letter of intent which will be kept in the child's file. Every attempt will be made to accommodate this request.

Guidance techniques

When the need arises, the child's inappropriate behaviour will be addressed in a positive manner, at a level that is suited to the child's development and/or age, and actions. The goal is to promote self-discipline, ensure health and safety, practice respect for the rights of others, and to maintain equipment. The three main models of guidance used at Kinderplace Childcare Centre Inc. are:

Redirection and shadowing techniques will be the primary guidance techniques used in the younger Infant and Toddler age-groups.

Redirection: If a child were climbing a fence outside, the staff would redirect the child to the climber and state: "This is where you can climb when you are outside. The fence is not for climbing." If two Toddlers were fighting over a toy, staff would redirect one of the children to another toy or activity.

Shadowing: If a child were repeatedly biting, and redirection was not working, the staff would focus more attention and stay closer to the child biting, during play and activities.

Time-in: Time-in is a brief period, where the child will be removed from the activity and spend time with a staff member. This allows a child a chance to calm down after losing self-control. It halts the behaviour and allows the child to re-orient toward positive behaviour and regain self-control. The length of time-in will be determined by the child's chronological age.

Relocation: If a child is so upset that he or she is upsetting the entire group, a staff may decide to accompany the child into another area until he/she has calmed down and can rejoin the group.

Educators will not use harsh or degrading measures on the child that would humiliate or undermine his or her self-respect, deprive the child of basic needs including food, shelter, clothing and or bedding, lock the exits of the childcare centre or premises for the purpose of confining the child, or using a locked or lockable room or structure to confine the child if he or she has been separated from the other children.

Kinderplace Childcare Centre Inc. staff cannot accommodate parent/guardian requests that their child(ren) be excluded from an activity at Kinderplace Childcare Centre Inc. as a carryover discipline from home or school. Kinderplace Childcare Centre Inc. cannot exclude any child from any activity that is a regular part of the program, i.e.: computer, outside time, etc.

The Guidance Policy is available to any parent/guardian requesting further details. Staff will discuss methods of Guidance Techniques at staff meetings to ensure understanding. Educators and Parents/Guardians will collaborate concerning their child's behaviour, to provide continuity and consistency between the program and home.

Unacceptable Guidance Techniques

The following practices will not be tolerated in the program at Kinderplace Childcare Centre Inc.:

- Corporal punishment of a child, such as confining the child to a highchair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purposes of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is **no** longer imminent.
- Locking the exits of Kinderplace Childcare Centre Inc. for the purpose of confining a child, or confining the premises for the purpose of confining the child, or confining the child in an area or room without supervision, unless such confinement occurs during an emergency and is required as part of the emergency management policies and procedures of Kinderplace Childcare Centre Inc.
- Use 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 a child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

Should behaviour be deemed by the Executive Director/Supervisor/Designate, to be beyond the expertise of Kinderplace Childcare Centre Inc.'s staff, a recommendation to be withdrawn will be made.

Whenever possible, parents/guardians will be given at least two weeks' notice to make alternate arrangements at a facility where their child's needs may be better served. If a child's specific behaviour poses a direct threat to the other children of staff the Executive Director/Supervisor/Designate will notify the parent/guardian in writing that they will be required to immediately withdraw the child from Kinderplace Childcare Centre Inc.

The Board of Directors and Staff of Kinderplace Childcare Centre Inc. reserves the right to determine if your child can be accommodated by our program. If we are unable to provide a suitable program for your child every effort will be made to assist you to find appropriate childcare.

This procedure is followed only as a last resort.

To ensure a safe, well-run facility, Kinderplace Childcare Centre Inc. may terminate services after due warning or notice, if policies are not followed.

Code of Conduct

A Code of Conduct policy is followed at Kinderplace Childcare Centre Inc. to ensure that Kinderplace Childcare Centre Inc. offers a safe, child-friendly, environment that promotes quality care.

The following principles of conduct will be followed at Kinderplace Childcare Centre Inc.:

- Treating children, families, and staff with dignity and respect.
- Respect for equipment.
- No Profanity.
- No yelling at children, staff, and parents/guardians.
- No threatening to harm others.
- No bullying behaviours.

The following steps will be taken if conduct is unacceptable:

- Meeting set up with Executive Director/Supervisor/Designate to discuss inappropriate conduct and why it is unacceptable.
- A letter of warning will be issued explaining why it is unacceptable, how it can be improved and what the next step will be if it continues.
- The next step will be suspension of childcare until further notice (in the case of the parent/guardian) and or suspension of work until further notice (in the case of a staff member).
- The final step will be termination of childcare (in the event of a parent/guardian) and or termination of work (in the case of a staff member).

Please note that in extreme circumstances, immediate termination may result.

Clothing and Possessions

Clothing:

Your child should wear comfortable clothing suitable to the weather and the season. **An extra set of clothing should always be available in their/their locker**, in case of accident or illness. A pair of comfortable running shoes is also recommended for active play. Please label the clothing, as well as items such as soothers with your child's name. Unfortunately, Kinderplace Childcare Centre Inc. is not responsible for lost clothing. It is recommended that parents/guardians provide a zippered bag to keep their child's clothing in, to minimize the chance that clothing may get passed from one locker to another. If a child does not have spare clothing in their locker, and Kinderplace Childcare Centre Inc. does not have any extra clothing available, parents/guardians will be called to drop off extra clothing at the site where their child is attending.

Play is a big focus of our program, please expect your child's clothing to get a little dirty from time to time.

Toys:

Parents/guardians are asked to limit personal toys brought from home. Kinderplace Childcare Centre Inc. staff request that personal possessions remain at home to prevent a situation with lost or damaged toys. However, a small stuffed animal or doll is permitted for comfort at nap times. Children will be encouraged to keep the item in their locker. Please label your child's toys. Unfortunately, we are not responsible for lost or damaged items.

Soothers:

Infant soothers supplied by the parent/guardian will be stored in an individual, labeled container with your child's name on it, and will be cleaned regularly. It is Kinderplace Childcare Centre Inc.'s policy that when your child leaves the Infant Program, the soother will be given back to the parent/guardian. Soother holders will be taken off at rest time. Parents/guardians are required to supply an extra soother that will stay on-site in case a soother is forgotten at home.

Bibs:

Bibs will only be worn during snacks and lunch times. All bibs will be removed at naptime.

Diapers and Diapering:

Parents/Guardians will be asked to supply a quantity of diapers and wipes for their child and diaper cream if used. If cloth diapers are being used, parents/guardians are required to provide a labeled diaper pail or container for soiled diapers.

Outdoor Play

According to the Child Care and Early Years Act, each child under thirty (30) months of age that is in attendance for six (6) hours or more in a day is outdoors (weather permitting) for sleep or play, or both, for a period of up to two (2) hours per day.

It is not always possible for the Infant and Toddler Groups to go outside in the winter months due to the practical difficulties, i.e.: deep snow, icy conditions, etc.

Each child over eighteen (18) months and up to and including five (5) years of age, may play outdoors (weather permitting) for at least two (2) hours each day.

It is the parent/guardian's responsibility to ensure that proper outdoor apparel is always available in their child's locker.

Ontario Regulation 137/15 47(1) Every licensee shall ensure that the program in each childcare centre it operates is arranged so that each child who receives childcare for six hours or more in a day spends time outdoors for at least two hours each day, weather permitting, unless a physician or parent of the child advises otherwise in writing. It is, however, Kinderplace Childcare Centre Inc.'s recommendation that children too ill to play outside should remain at home. Please note that if a parent/guardian requests that his/her child stay indoors for any reason, Kinderplace

Childcare Centre Inc. will not guarantee that your child will not have to go outside due to ratio requirements.

Intent:

All children benefit from time spent outside playing and exploring where they can connect with the natural world and their community. Opportunities for gross motor and highly active play are often easier to offer in outdoor play spaces. Integrating physical activity into the daily routine in a childcare centre helps develop a foundation and enjoyment for movement and physical activity that will support health and well-being throughout the child's life.

Every effort will be made daily to ensure a safe, healthy, and meaningful outdoor playtime is available for children during the various seasons.

Summer

During the hotter summer months, the use of sunscreen is important to protect children from the sun's rays. It is mandatory that all children over the age of 6 months wear sunscreen with a minimum SPF of 30 during the months of June, July, and August. Parents are asked to apply sunscreen to their child in the morning and the educators will reapply it in the afternoon.

Infants under the age of 6 months will go outside covered in light clothing and seek shade to protect their skin from sunburn.

It is recommended that all children wear sun hats.

Educators will monitor the temperature/UV rating and limit time outdoors between 11:00 a.m. and 3:00 p.m., offer water to drink, seek shade, use misting fans, and incorporate water play while outside.

During the summer months children will not go outside if the UV level is extreme (11+), during rainstorms that include thunder and lightning, or if a heat/humidity warning/extreme weather warning has been issued.

Winter

Winter can be cold and snowy. During the colder months educators will watch for areas of bare skin such as, but not limited to, cheeks, wrists, ankles, ears, and fingers that may become exposed during activities.

Children are encouraged to come to the Centre with proper clothing to keep warm outside which includes snow pants, winter jacket, warm jacket, mittens, boots, and neck tube.

During the winter months children will not go outside if there are severe weather conditions such as storms, winter weather advisories or if the temperature is -25 (twenty-five) degrees, including Windchill, or colder.

To maintain 2 hours of daily outdoor time in our Infant program the following will be observed:

Infants- can participate in a walk/stroller ride and those who require a nap can do so in the stroller.

- When taking groups of Infants outdoors when some are napping, the educators will be sure to rotate the children so equal opportunity is given.
- Staff leaving the Centre to take children off the premises will take the program cell phone and backpack.
- Infant ratios are always maintained both indoors and outdoors and when participating in activities off the premises.

Infant, Toddler and Preschool groups - Staff will use their discretion for the length of time spent outside during inclement weather by observing the children's cues.

School-aged –. Weather permitting, school-age children are outside for thirty (30) minutes daily.

Sunscreen Policy: Parents/guardians are requested to pay a small fee per child toward the cost of sunscreen at Kinderplace Childcare Centre Inc. A bottle will be available for staff to apply to the children. As per the guidelines from the Thunder Bay District Health Unit, sunscreen will not be used on babies under six (6) months of age. Every attempt will be made to keep children less than one (1) year of age, out of direct sunlight. In the event of a child having an allergic reaction to the daycare sunscreen, the parent/guardian will be asked to supply their own bottle of sunscreen.

A waiver is available for those parents/guardians not wanting sunscreen applied to their child.

Financial Information (updated as of Jan. 29th, 2019)

- Invoices will be issued at the beginning of each month for care received in the previous month.
- A 2% interest charge will be applied to all overdue accounts.
- Interest will accrue monthly until the bill is paid in full.
- Invoices that are overdue will receive a letter of warning.
- After one (1) missed payment, the parent will prepay for any upcoming childcare fees and a payment plan will be set up to pay any outstanding accounts.
- If prepayment is not an option, the child’s spot will go on hold until there is a zero (0) balance.
- If placed on hold, a specific payment plan may be agreed upon by Kinderplace and the payee. All payments will be made bi-weekly. Fifty percent of the total invoice is due immediately, 25% next payment and 25% last payment.
- If the payment plan is not followed, the account will be sent to a collection agency (Two missed payments).
- Once the account is good standing the family has the option to return to Kinderplace with the following conditions: They must prepay childcare fees at the beginning of the month. (For example: February’s payment is due Feb.1)

Late submissions and payments may result in loss of childcare space for the upcoming months.

The payment options available at Kinderplace Childcare Centre Inc. are:

- E-transfer payment sent to etransfer_kinderplace@tbaytel.net
- Please use the password **daycare1** and include your child's name in the comment or note section.
- Kinderplace can also be added as a **bill payment** for families who bank at **TD Canada Trust**
- Cash will not be accepted.

Receipts will be issued annually or when you cease using childcare services at Kinderplace Childcare Centre Inc. Please keep these for income tax purposes.

Late Fee Schedule (per child)

- 5:41pm – 6:00pm \$20.00/child
- 6:01pm – 6:15pm \$20.00/child additional
- 6:16pm – 6:30pm \$20.00 additional

e.g.: if you arrive at 6:05pm you will be billed \$40.00/child.

At the end of the day staff will attempt to reach the parent/guardian/emergency contact by 6:30pm to arrange for the child(ren) to be picked up. If at the end of the day, staff are unable to reach anyone by 6:30pm, they will notify the Executive Director/Supervisor/Designate who will contact The Children’s Aid Society or Dilico.

In the case of chronic lateness, a meeting with the Executive Director/Supervisor/Designate will be arranged. Kinderplace Childcare Centre Inc.

Inc. may terminate services if the problem cannot be resolved or if late fees are not paid.

Ecolé Gron Morgan School closes at 5:30pm. The same late fee charges will apply after 5:30pm.

EVALUATION – LET US KNOW HOW WE ARE DOING

Kinderplace Childcare Centre Inc. is here to meet your needs! Throughout the year, we will be requesting your input, both informally, and formally, to indicate your level of satisfaction with our programs etc., and to offer suggestions. Please do not hesitate to contact the Executive Director/Supervisor/Designate at any time if you have any questions or concerns.

The Board of Directors and staff of Kinderplace Childcare Centre Inc. are required to review the Parent Handbook on an annual basis, as a requirement for the Early Years Act Licensing.

Questions or Concerns

Providing quality day care services requires teamwork, therefore, Kinderplace Childcare Centre Inc. welcomes your input. Questions or concerns should be brought to the attention of the staff by following the format listed below. If deemed necessary, the Executive Director/Supervisor/Designate may then bring any of these concerns to the Board of Directors.

Kinderplace Childcare Centre Inc. would like to encourage all parents/guardians to voice any suggestions or concerns regarding the care of their child(ren) and Kinderplace Childcare Centre Inc.'s Programs. To eliminate the possibility for miscommunication and to ensure appropriate action on concerns or suggestions, Kinderplace Childcare Centre Inc. asks that parents/guardians use the following process:

1. Parent/guardian and staff discussion (if appropriate).
 - a. Parent/guardian and Executive Director/Supervisor/Designate discussion.
 - b. Parent/guardian Executive Director/Supervisor/Designate and staff discussion.
 - c. If the matter has not already been resolved, or if further discussion by the Board of Directors is required, the final step would be for the Executive Director/Supervisor/Designate to raise the issue at a Board Meeting, after all of the necessary information has been gathered through the aforementioned steps.
2. If after following the above steps, your problem is unresolved; Kinderplace Childcare Centre Inc. welcomes you to contact our Ministry Program Advisor responsible for Daycare Licensing to discuss the matter further. They can be contacted on (807) 474-2986.

Thank you for choosing Kinderplace Childcare Centre Inc. to meet your childcare needs, we look forward to building a relationship with you and your child(ren)!

Appendix 1

Minister's Policy Statement on Programming and Pedagogy made under the Child Care and Early Years Act, 2014

Date of Issue: June 8, 2015

Effective: Subject: Application:

Until revoked or modified

Minister's Policy Statement on Programming and Pedagogy

Licensed childcare centres.

Licensed home childcare agencies/providers

Subsection 55 (3) of the Child Care and Early Years Act, 2014 (CCEYA) authorizes the Minister of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of childcare and early years programs and services in developing their programs and services.

This policy statement is made under such authority and names "How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)" as the document to be used for the purpose of guiding licensed childcare programs under subsection 55 (3) of the CCEYA.

This policy statement, together with the regulations that guide program development, pedagogy, and practice in licensed childcare settings, is intended to strengthen the quality of programs and ensure high quality experiences that lead to positive outcomes in relation to children's learning, development, health, and well-being.

The regulations made under the CCEYA also provide for the use of How Does Learning Happen? by licensed childcare programs. Section 46 of O. Reg 137/2015 (General) requires that, "Every Licensee shall have a program statement that is consistent with the Minister's policy statement on programming and pedagogy issued under subsection 55 (3) of the Act and shall review the program statement at least annually for this purpose." Subsections 46 (2) and (3) of the Regulation address the content of the licensee's program statement.

This policy statement shall be in effect until the day that it is rescinded or replaced.

Taken from <http://www.edu.gov.on.ca/childcare/programCCEYA.pdf>

Appendix 2

Sample Toilet Training Contract

Dear Parent/Guardian:

It is our understanding that you would like to start toilet training. We will work together with you on this next step of your child's life. We ask that there be a partnership in this to make this training process effective both at home and at daycare. During the day, your child will be asked and encouraged to use the toilet, however, we will not force them to sit on the toilet. We will use a sticker system outlining their successes on the toilet. For this process to work and your child does not have to go into a pull-up at some point in the day, we ask that you please supply us each day with the following:

- 3 pairs of underwear
- 3 pairs of pants
- 3 pairs of socks
- Extra pair of shoes (in case they get soiled)
- Extra outdoor clothing (based on the seasons)

If these items are not available, your child may be put into a pull-up if an accident does occur.

We will also need to know if you want a pull-up put on your child at some point during the day. Please circle times when you would like a pull-up placed on your child:

Outside Time

Quiet/Rest Time

Sincerely,

Date: _____

Room Educator: _____

Parent/Guardian Signature: _____

Appendix 3

Thunder Bay District Health Unit Common Childhood Infections Updated: January 2022

Symptoms that suggest a child is ill:

| | |
|-----------------------------|---|
| Unusual behaviour | If illness prevents participation in normal activities. If child looks or acts differently, is unusually tired, difficult to wake, irritable, inconsolable crying, pale, confused, or lacking appetite. |
| Respiratory symptoms | If breathing is difficult or rapid, severe cough. If child makes a high-pitched croupy or whooping sound after coughing OR if child is unable to lie comfortably due to continuous cough. |
| Vomiting | If two or more episodes of vomiting within a 24-hour period. |
| Diarrhea | If two or more abnormally loose stools within a 24-hour period. Observe the child for other symptoms such as fever, abdominal pain, or vomiting. |
| Fever | If axillary (e.g.: under the armpit) or oral (e.g.: mouth) temperature reaches 38 degrees C or higher. This high temperature is a concern especially if accompanied by other symptoms such as vomiting, sore throat, diarrhea, headache, stiff neck, rash, or change in behaviour. |
| Eye/Nose Drainage | If thick mucus or pus is draining from the eye or nose. |
| Itching | If child experiences persistent itching/scratching of body or scalp. |
| Rashes | If a child has sores with crusty, yellow, or green drainage which cannot be covered by clothing or bandages. Children who have a rash but no fever or change in behaviour can continue in school or daycare, although they may need to be seen by a physician. |
| Unusual Colour | If eyes or skin are yellow (jaundice). If urine is dark or tea coloured. If stool is grey or white. |

<http://www.tbdhu.com/NR/rdonlyres/A6D7031F-6413-4511-885D-A015C34D077B/0/CommonChildhoodInfectionsManual2013.pdf>

Appendix 4

Parent/Guardian Issues and Concerns Policy and Procedure

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare licensee, and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each childcare centre it operates (i.e., the operator).

Staff: Individual employed by the licensee (e.g., program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers, and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. 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 Kinderplace Childcare Centre Inc. 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 three (3) business day(s), depending on the issue and/or concern that was brought forth. Kinderplace Childcare Centre Inc. will make every attempt to investigate the issue/concern and will contact all parties involved. 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 the 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

Kinderplace Childcare Centre Inc. maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated by any party.

If at any point a parent/guardian, provider, staff, student, or volunteer feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor/designate 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 express concerns that a child is being abused or neglected, the parent will be advised to contact the Thunder Bay 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/childrensaidd/reportingabuse/index.aspx>

Procedures

| 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.:</p> <ul style="list-style-type: none"> • Schedule • Sleep arrangements • Toilet training • Indoor/outdoor program activities, and • Feeding arrangements | <p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> • The classroom staff directly, or • The supervisor or licensee. | <ul style="list-style-type: none"> • Address the issue/concern at the time it is raised, or • Arrange for a meeting with the parent/guardian within three (3) business days. <p>Document the issues/concerns in detail. Documentation should include:</p> |
| <p>General, Centre- or Operations-Related</p> <p>E.g.:</p> <ul style="list-style-type: none"> • Childcare fees • Hours of operation • Staffing • Waiting lists, and • Menus, etc. | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> • The supervisor or licensee. | <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 |
| <ul style="list-style-type: none"> • Staff • Duty • Parent • Supervisor and/or • Licensee-Related | <p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> • The individual directly, or • The supervisor 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 supervisor as soon as parents/guardians become aware of the situation.</p> | <ul style="list-style-type: none"> • Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. • Provide contact information for the appropriate person if the person being notified is unable to address the matter. • Ensure the investigation of the issue/concern is initiated by the appropriate party within three (3) business days or as soon as |

| 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: |
|----------------------------------|--|---|
| Student/Volunteer-Related | Raise the issue or concern to: <ul style="list-style-type: none"> • The staff responsible for supervising the volunteer or student, or • The supervisor and/or licensee. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. | reasonably possible thereafter. Document reasons for delays in writing and <ul style="list-style-type: none"> • Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. |

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to [Click here to enter text..](#)

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g., local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.



Contacts:

**Kinderplace Childcare Centre Inc.
Tina Jameus- Executive Director**

Main site
1000 Huron St. (Vance Chapman School)
Thunder Bay, Ontario
(807) 983-4363 – Office Number
(807) 632-8561 – Work Cellphone

**Kinderplace Childcare Centre Inc.
Ecole Gron Morgan School after-school site
Amanda LeClair – Supervisor**

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P7G-4G4
(807) 633-5587 – Work cellphone

Board of Directors – Chairperson

Erin Modin
(807)251-6108

Board of Directors – Vice-Chairperson

Amy Restoule
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**Program Advisor, Northern Region
Child Care Quality Assurance and Licensing Branch
Early Years Division, Ministry of Education**

Kristy Wick
Program Advisor - [updated March 9, 2023](#)
[Nukw|Z JfnC rgwdulrJfd](#)

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Notes: