



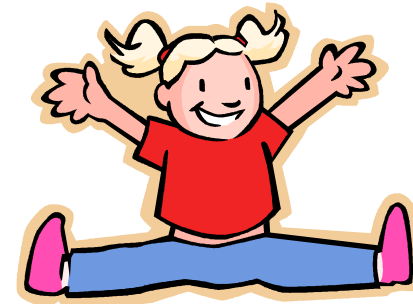
Kinark
CHILD AND FAMILY SERVICES
CARING • HELPING • HEALING

Name of Child Care Centre

Parent Hand Book

Welcome!

We are a licensed, non-profit
Child Care Centre operated by
Kinark Child and Family Services



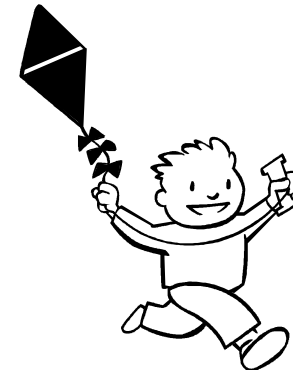
Hours of Operation: 7:00 a.m.— 6:00 p.m.

Ages Served: 4 —12 years old

Lakeside Before and After Program	Kinark Child and Family Services
213 Shorecrest Road	24 Orchard Heights Blvd., Unit 101A
Keswick, ON L4P 1J1	Aurora, ON L4G 6T5
(905) 989-0303	(905) 713-0700

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I Introduction

Throughout this handbook, we make a number of references to "parents". This should be interpreted to mean either parent - mother or father (or both), as well as legal guardian(s), or others who are acting on behalf of the child(ren).



II Kinark Child and Family Services- An Overview

Kinark Child and Family Services is one of the largest Children's Mental Health Centres in Ontario, with program offices in seven areas of the province:

Simcoe, York, Durham, Northumberland, Haliburton, Peterborough and our Outdoor Centre near Minden. Our mission statement that guides the work we do is stated as follows:

To Strengthen the social, emotional and behavioural well-being of children and their families. We seek to achieve this goal by being a provider of choice in the delivery of the highest quality services to our clients in partnership with community partners.

Kinark is well known within the children's services field and within the local communities we serve, for providing services that are family friendly, responsive, and quick and easy to access. A fundamental value, which guides the work we do at Kinark, is the importance of the involvement of parents and families in providing services. Kinark knows that our parents are the best resource to advise us on issues facing their children, their communities and what we need to be to address those issues. Because of Kinark's strong reputation in our work with children and families, we were asked by the Ministry of Community, Family and Children's Services to oversee operations of several non-profit child care centre programs in the York region.

X Parent Complaint Procedure

If at any time a parent or guardian has concerns or questions, please direct them to a staff member. If the staff member is unable to answer the question or handle your concern, you will be directed to the on-site supervisor.

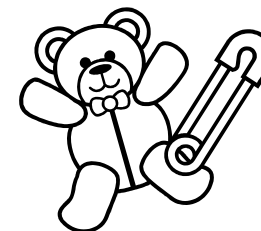
If you are not satisfied after having spoken with the Supervisor, you will be encouraged to speak with the Supervisor of Child Care Services. Failing this, parents have access to the Program Director of Kinark Child and Family Services - York Region, Kinark Corporate Senior Staff, the Executive Director and the agency's Board of Directors.

At all times, you are encouraged to voice any questions regarding the Child Care Centre and the care of your child/ren.

XI Withdrawal of Services

Kinark Child and Family Services reserves the right to discontinue child care services to a child/ren or family upon two weeks' notice for any of the following reasons:

- 1.) The child displays a pattern of behaviour that staff are not trained to deal with and are unable to obtain outside agency support should the behaviour manifest itself into a potential safety hazard for the child, other children or staff.
- 2.) A parent, for whatever reason, becomes abusive to the staff or other clients of the Child Care Centre.
- 3.) A Parent consistently arrives later than scheduled closing or in other ways, uses the program inappropriately.
- 4.) Non- payment of fees.



IX Safety

Fire Drills

Fire drills are held on a monthly basis.

Emergency Closures

In the event that the Child Care Centre is unable to open, the daily fee will not be charged. The reasons for not opening the Child Care Centre will always be determined with the children's safety as the primary consideration.

Emergency Medical Procedures

In the event that emergency medical care is needed, the following steps will be taken:

The Child Care Centre will:

- A.) Attempt to contact a parent or guardian,
- B.) Attempt to contact the child's physician,
- C.) Attempt to contact the emergency contact person.



If none of these are successful, the Child Care Centre may:

- A.) Call another physician,
- B.) Call an ambulance
- C.) Have the child taken to the emergency department of the hospital in the company of a staff member. The Child Care Centre will make use of the Southlake Regional Health Centre in Newmarket.

Any expenses incurred under these circumstances noted above will be charged back to the parent/guardian.

III Philosophy of the Kinark Child Care Programs

Kinark Child and Family Services believes that: high quality child care Services should be available to every child and family within the community.

We also believe that child care services should be provided in a warm and nurturing atmosphere that recognizes the individual needs of each child, and that respects different cultural and ethnic values.

Kinark believes that quality child care services are best provided through developing a partnership between parents/guardians and professional staff. Through this partnership, parents and guardians can be actively involved and be influential in all aspects of the program.

Kinark believes children should experience a child-centered program that supports all aspects of the child's development, that encourages the child to explore, and that enhances the child's self-image.



IV Goals and Objectives of the Child Care Centre Program



The overall goals of the centre are to provide high quality child care in accordance with, and exceeding the standards set forth by the Day Nurseries Act of Ontario.

Specific program goals include:

- Ensuring a safe, nurturing and stimulating environment to support children to realize their potential by providing:
 - Age appropriate equipment and activities.
 - Qualified, mature Early Childhood Education staff, with a demonstrated understanding of the needs of all children.
 - Ongoing staff training and development opportunities.

- Offering each child an extensive variety of stimulating activities to fulfill his /her needs in every area of development: emotional, social, cognitive and physical.

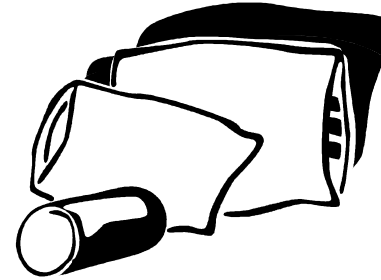
- Promoting maximum independence and positive self-esteem in each child, through appropriate teacher guidance (timely intervention and redirection), with teachers acting as facilitators.

- Consistently offering a friendly atmosphere encouraging children's free expression in both their verbal and physical activities.

- Expanding children's sense of responsibility towards themselves and others.

- Providing a program with an appropriate balance between structure and flexibility to meet the needs of the individual, as well as the group of children.

Emotional Area- Cool Down Zone



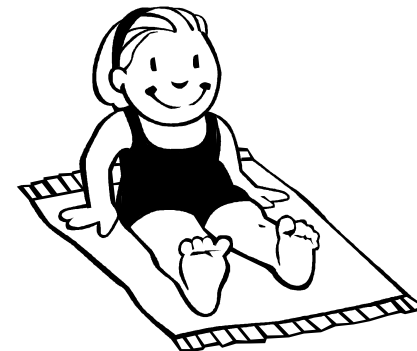
The importance of children's emotions, their developing ability to label their feelings and express them in a socially appropriate manner is an important focus of our program.

The staff are on alert when the children arrive to assess their emotional state, and monitor it closely throughout the day.

Programming will be adjusted as necessary to suit the individual needs of each child.

The "Cool Down Zone" is designated for use by one child at a time. It is located in a quiet area of the room, which, while private, is still open for complete supervision by the staff. In the area, there are soft toys and cushions for "cuddling" or "punching". Posters and pictures relating to feelings are also an important aspect of the area.

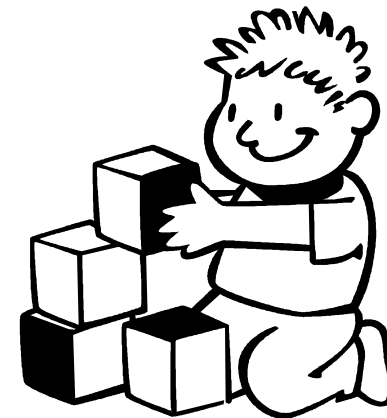
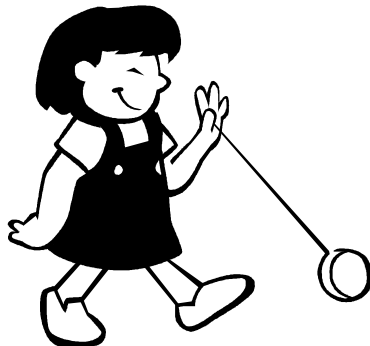
The emotional area is offered as a choice for a child overwhelmed by his/her emotions, or as an area of the room to be alone during the program.



General Aspects of Effective Positive Behaviour

Management

- Staff must be in close physical proximity to the children and speak softly to respect their privacy, during all interactions.
- Follow-up behaviours (both positive and negative) must be immediate to ensure effectiveness.
- All behaviour management techniques must be age-appropriate and flexible to meet individual needs (and must take into consideration the emotional state of the child at the time of the incident).
- Consistent limits and responses are necessary to provide security and fairness to all the children. Rules are established with the children's input and posted in the room
- Programs are planned with the children's involvement , to respect the developmental level of each child.
- An environment is established where positive social interactions are the expectation, thus encouraging feelings of caring, and respect among children and staff. This environment would therefore be supportive of individual children.
- All staff will model appropriate behaviours.
- Ensuring maximum parental input into the program to achieve the best possible care for each child and his/her family.
- Involving the community in the daily operation of the Child Care Centre to ensure strong support for each developing child.
- Communicating a strong sense of "fun" in learning, which will enhance each and every child's development .
- Providing information to parents to assist in the development of solid and effective parenting skills.
- Providing consultation to parents with respect to specific parenting concerns or issues.



V Activities to Meet Goals and Objectives

Parent Participation

Goals that pertain to parent participation will be met through:

- Including parents on the Advisory Committee
- Involving parents as volunteers in the day-to-day operation and program delivery where possible and appropriate
- Using parent expertise in specific areas e.g. If a parent is skilled in drama, creating opportunities for the parent to share his/her expertise

Parent Education

These goals will be addressed both informally and formally through:

- Discussions with Centre staff
- Provision of workshops
- Scheduling of parent meetings
- Using professional resources of Kinark Child and Family Services to provide teaching or training when identified by parents or Centre staff as being helpful

Program Goals for Children

Program goals for the children will be met both through the provision of a wide variety of activities by the staff of the centre, and using available resources from the community and Kinark. Activities will include such things as short pre-planned trips within the community to the fire station, the library and other community-based resources. Day-to-day activities will include:

- Science-based projects
- Nature activities
- Music making and singing
- Learning about various cultures through significant events (Chinese New Year, Hanukkah)
- Story-telling and listening

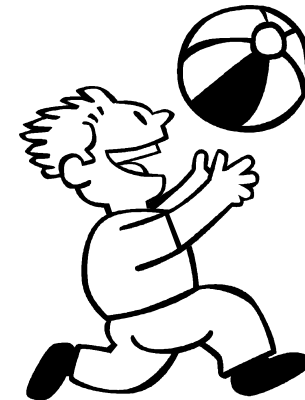
In addition, the possibility of connecting with the resources and students of the neighbouring school will be explored, perhaps in such areas as reading-buddies, playmates and other special relationship-based roles.

Positive, constructive behaviours are recognized on their own merits, to reinforce the child in a meaningful way. In this regard, the child and his/her positive behaviours are reinforced, thus strengthening the child's self-esteem.

Conversely, inappropriate or repeated unsafe behaviours are consequence, and the child's need which caused that behaviour is then addressed through a positive follow-up (thus separating the child from the behaviour and avoiding the interpretation of a child being "bad", as opposed to the behaviour being "bad", i.e. inappropriate or unsafe.)

Steps Towards Managing Behaviour

- 1.) Anticipate and re-direct.
- 2.) Have clear, consistent rules and consequences.
- 3.) Give warning - gentle reminder.
- 4.) Follow through with natural or logical consequences.
- 5.) Removal from activity. (Time out for aggression -i.e. hitting, name-calling.)



VIII Behaviour Management

Policy Statement



We implement the techniques of the Triple P, Positive Parenting Program. This approach assists with the healthy development and adjustment of children and is the core of the behaviour management training that staff receives. In a safe and engaging setting, children have the opportunity to explore and create in a positive learning environment. With realistic expectations and reasonable limits in place the children and staff move through the day on the same path. Consistency, a key component of the Triple P Program is essential in the child care setting.

Procedures

Certain actions are specifically prohibited:

- A) No child shall receive corporal punishment by a staff member or by another child or group of children, condoned by staff.
- B) No child shall be disciplined by harsh or degrading actions that could result in humiliation of a child or the undermining of a child's self-respect. This would include demeaning, humiliation or using profane language.
- C) No child shall be deprived of basic needs including food, shelter, clothing or bedding.
- D) No child shall be contained in a locked area.

An effective behaviour management approach involves the use of positive reinforcement (praise) for safe, acceptable behaviour. Negative behaviours are consequence and, in a step-by-step process, are eliminated through the introduction of positive, safe, alternative ways to meet individual needs. The children are treated as individuals within the same general framework, ensuring the consistency necessary for safety, while respecting their individuality.

VI Administrative Policies

Admission

You have registered your child/ren and are now in the process of enrolment. The enrolment package includes:

- An Admission Information form
- Child Health form
- Parent Consent form
- Agreement for Service

The enrolment package needs to be completed and returned prior to the admission date.

Fees due at time of registration

- A one time, non refundable registration fee of \$25.00 per child care space.
- A deposit equivalent to one weeks fees. This will be credited to your account for your child's last week in the program (provided proper notification is given.)
- The first month's fees—via a post dated cheque, Direct Withdrawal form or Authorized Payment.



Payment of Fees

Fees are to be paid monthly, on the first day of each month. Listed below are the daily rates effective April 1, 2009:

Preschool	\$33.50 per day
Kindergarten	\$28.50 full day and \$ 26.50 alternate day
Kindergarten B&A	\$16.50 per day and summer rate \$34.00/day
Nursery School	\$13.00 per day

Before & After School Program

School day rate of \$14.50/ day, full day rate of \$29.00/day, summer rate of \$31.00

Fees are prorated September to August. The prorated amount may vary depending on the enrollment date.

Fees are subject to change.

Parents will be given one month's notice of any change.

Fee assistance may be available. Contact Region of York at 905-830-9487, or 1-888-703-KIDS (5437)

Please contact the Centre Supervisor for more information.

FOR PART TIME CHILDREN—our monthly rate reflects the school year calendar. If your child requires additional care on PA days, or other school holidays you will be required to register in advance and pay the daily fee as indicated.

A financial agreement setting out fees and payment details is required on enrolment and must be updated annually or on any change. Fees are due on the first day of each month. We accept payment by 1) Direct Withdrawal (EFT) 2) Visa or MasterCard 3) Other

Please make Cheques payable to "Kinark Child and Family Services" and date for the first day of each month.

If paying by cheque three post-dated payments are required at the beginning of each quarter (January, April, July and October).

All medication must be in original container with current prescription label attached. Non-prescription medication can be administered only if accompanied by a doctor's note (e.g. Tylenol, cough syrup, etc.) Whenever possible, we recommend that medication be administered at home.

Health policies are based on the York Region Public Health Department guidelines.

It is essential that the staff be able to locate the parent(s) or designate should an illness or emergency arise.

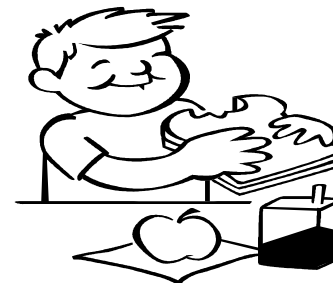
Nutrition

Snack and lunch menus are posted in the Child Care Centre. Any changes to these menus are also noted.

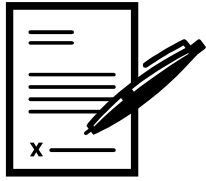
Individual menus for children with allergies or other special dietary requirements will be developed upon admission or onset of allergy.

A note detailing the special requirements will be necessary. Parents may be asked to provide substitute items.

Due to severe allergies, public health guidelines and restrictions, only food from approved sources as per the public health guidelines may be brought in to the child care. Please do not bring in any food from home without prior authorization from the program supervisor



Custody, Access and Visitation Arrangements



There are a variety of custody, access and visitation arrangements, which many families have in relation to their child/ren. The Child Care Centre requires official documentation of custody, access or visitation agreements before the staff of the Centre can accommodate drop-offs or pick-ups as per these arrangements.

Health

For everyone's well-being, sick children cannot be admitted to the Child Care Centre. If the staff consider a child too sick to be exposed to other children or if a child develops an illness at the Child Care Centre, the child will be isolated and the parent notified. The parent is expected to make arrangements to pick up the child immediately following this notification.

Parents must keep a child home that is suffering from :

- Fever over 101°F
- Diarrhea
- Vomiting
- Communicable disease (measles, mumps, etc.)
- Unidentified skin rash or sores

Please note that if the parent is required to pick up their child from the Child Care Centre due to any of the above illnesses, the child will be required to stay home from the Centre the following day, unless a doctor's note is provided.

Children who are too ill to go outside and play are too ill to attend the Child Care Centre.

In accordance with the Day Nurseries Act, a signed and fully-documented Child Health Record and Parent Consent Form for emergency medical care must be presented on or before the first day of care. It is the parent's responsibility to provide the Child Care Centre with up-to-date medical information. In addition, the Day Nurseries Act requires that if staff are to administer any medication to the children, parents sign and complete the appropriate medication authorization form.

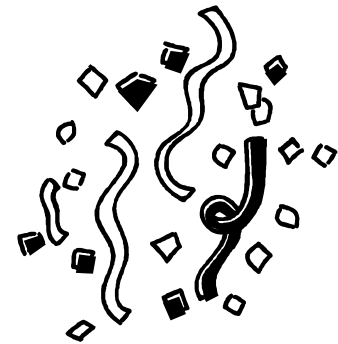
Kinark Child Care Centres are non-profit, therefore fees are calculated based on operating costs so that all revenues are put back into the program.

A lapse in payment will result in a written reminder with one week's grace period to forward any outstanding balance. Failure to comply will result in a 2 week notice of withdrawal from service.

If a payment is returned NSF, parents will be required to replace the amount within one week by cash, certified cheque or money order. A fee of \$25.00 is also payable by the parents.

Statutory Holidays are as follows:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day



For safety and accounting purposes,

Parents are asked to notify staff

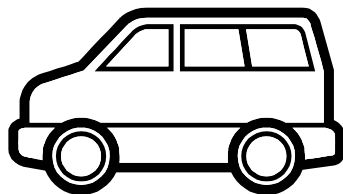
When your child will be away from the Centre

(sick, absent, holiday, etc.)

VII Program Policies

Arrival

The Child Care Centre opens at 7:00 a.m. Parents are asked to bring their child/ren into the building and see that they are under the supervision of the teaching staff before leaving the premises.



Departure

The Child Care Centre closes at 6:00 p.m. Children will be allowed to leave the program only with their parent(s) or another designated pick-up person, unless otherwise stated by the parents.

Requests to release children to another person other than the child's parent(s) or designate will be verified by the Centre. The Child Care Centre staff will request identification if someone new to the staff is picking up the child/ren. Designated "pick-up" people must be at least 18 years of age.

A child will not be released to their parent or designated pick-up person if, in the opinion of the Child Care Centre staff, there is any reason for concern regarding the child's safety. For example, if the designated pick-up person arrives for a child and the staff believe that person is intoxicated, the staff will not release the child to him/her. Every effort will be made to explain the concern to the parent or "pick-up" person, however, the staff will take necessary steps to enforce their decision.

In these cases, the Child Care Centre staff will attempt to contact the other parent/guardian (if applicable), the emergency contact or other designated pick-up person to come for the child. Should this be not possible, the staff may contact the Children's Aid Society. These precautions are necessary to ensure the safety of all of the children.

Late departures are subject to a late fee of \$1.00/minute following a grace period of 5 minutes. Lateness will be recorded. Repeated abuse of the grace period limit will result in its denial.

Any late charges will be recorded and collected with fees.



Please phone the Centre if you will be late. We recommend calling your back-up person to avoid paying a late fee.

In the case of emergency where parents select alternate transportation for their child (Taxi) we require written confirmation that releases Kinark from responsibility or liability that may arise from this decision.

If a child has not been picked up by 7:00p.m. without notification, the police and the Children's Aid Society may be contacted.

Confidentiality

Every child and family has a legal right to privacy and confidentiality and as such, the highest standard of confidentiality is a mandatory requirement of the Child Care Centre. In providing services to children and families, the Child Care Centre is privy to personal and sensitive information. Confidential information will be released only with the informed consent of the parent/guardian except where authorized by legislation or directed by the courts.

The exceptions include:

- When a child discloses to a staff member an allegation of abuse or other indication the child may be in need of protection; or
- When there are reasonable grounds to believe the health and safety of the child or another person is at serious risk or where the law requires or allows disclosure without consent.

Reporting of Abuse

If the staff of the Child Care Centre have reasonable grounds to suspect that a child is suffering or may have suffered abuse, they are obligated by law to report their suspicions and the information upon which it is based to the Children's Aid Society.

Parents /guardians will be informed of the report unless such notification is determined by the Children's Aid Society to interfere with its investigation.