



# KINARK CHILD CARE PROGRAMS PARENT HANDBOOK

*Welcome!*

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



L'information est disponible en français par courriel à [info@kinark.on.ca](mailto:info@kinark.on.ca).

## CHILD CARE CENTRE LOCATIONS

### **RL GRAHAM CHILD CARE CENTRE**

70 Biscayne Boulevard Keswick, ON, L4P 3M8 905-476-5449

Hours of Operation: 6:45 am to 6:00 pm

Ages Served: 2 – 12 years old.

### **FAIRWOOD SCHOOL AGE PROGRAM**

201 Fairwood Drive Keswick, ON, L4P 3Y5 905-476-5449

Hours of Operation: 6:45 am to 6:00 pm

Ages Served: 4 – 12 years old.

### **LAKESIDE SCHOOL-AGE PROGRAM**

213 Shorecrest Road Keswick, ON, L4P 1J1 905-476-5449

Hours of Operation: 6:45 am to 6:00 pm Ages Served: 4 – 12 years old.

### **JERSEY SCHOOL-AGE PROGRAM**

176 Glenwoods Drive Keswick, ON, L4P 3E9 905-476-5449

Hours of Operation: 6:45 am to 6:00 pm Ages Served: 4 – 12 years old



[WWW.KINARK.ON.CA](http://WWW.KINARK.ON.CA)

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## RESOURCES ABOUT LICENSED CHILD CARE CENTRES

### How Does Learning Happen

- <http://www.edu.gov.on.ca/childcare/pedagogy.html>

### Child Care Information for Families

- <https://www.ontario.ca/page/find-and-pay-child-care>

## AOK-ALL OUR KIDS



### Offered by Kinark Child and Family Services

We believe children should experience a child centered program that encourages children's engagement within the environment and supports all aspects of the child's development. This includes; encouraging the child to explore, investigate, and interact with others in play that enhances the child's self-image and offers the child and family a sense of belonging.

- AOK is free and offered to families with children birth-6 years
- We welcome parents, grandparents and caregivers to visit our AOK programs
- We offer opportunities for families to play and have fun with their children in an environment that supports early learning
- Parents and caregivers will have opportunities to meet other parents and caregivers as well as attend parenting workshops

#### **Our programs are offered at the following locations**

Monday and Wednesday  
9:30-11:30 a.m.

St. Bernadette Catholic School  
(Sutton Multi use facility), Keswick

Tuesday and Thursday  
9:30-11:30 a.m.

St. Thomas Aquinas Catholic  
School, Keswick



Funded by The Regional Municipality of York

**For more information, please call 905-476-5449**

## INTRODUCTION

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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).



## KINARK CHILD AND FAMILY SERVICES — AN OVERVIEW



**Kinark Child and Family Services is committed to helping children and youth with complex needs achieve better life outcomes.**

Kinark is a leading provider of services and supports for children and youth with complex needs and their families. Services are provided in the areas of Child and Youth Mental Health, Autism, and Forensic Mental Health/Youth Justice.

Services are provided to children and youth and their families in Simcoe, York, Halton, Durham, Hastings/Prince Edward County/ Northumberland and Haliburton/Kawartha Lakes/Peterborough. Kinark also operates the Kinark Outdoor Centre in Minden, Ontario and two provincial services.

With oversight from the Ministry of Education, Kinark operates several non-profit Child Care Centre programs in the York Region.

**Please note: We do not provide clinical services or supports at our Child Care Centres.**

For more information about our clinical services or supports, please call Central Intake 1-888-454-6275 or email [info@kinark.on.ca](mailto:info@kinark.on.ca).

KINARK CHILD CARE PROGRAMS — PROGRAM STATEMENT

*Subsection 55 (3) of the Child Care and Early Years Act authorizes the Minister of Education to issue policy statement regarding programming and pedagogy for the purpose of guiding operators of child care 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 Year (2014) as the document to be used for the purpose of guiding license child care programs under subsection 55(3) of the Child Care Early Years Act".*

Kinark supports “How Does Learning Happen” to promote an understanding of children within our environment where they are viewed as competent, capable, curious and rich in potential.

Kinark believes that child care services should be provided in a warm and nurturing atmosphere that develops children’s sense of belonging and well-being within the program, while recognizing the individual needs of each child. How Does Learning Happen states: Grounded in a view of the child as competent and capable and organized around the foundations of belonging, well-being, engagement and expression, the goals will help educators and administrators remain focused on the children first and foremost throughout all elements of the program.

Kinark educators facilitates a child-centered program within an environment that supports all aspects of the child’s development, which allows the child to engage, explore, inquire and interact with others in play.



**Promoting Health, Safety, Nutrition and Well-Being of the Children**

*In partnership with York Region Public Health, Child Care and Early Year’s Act, York Region District School Board and Wholesome Kids Catering we have developed policies and procedure to support the health, safety, nutrition and well-being of children in our care.*

**Health**

Objectives

- To ensure a healthy and safe environment our educators and staff adhere to the implementation of sanitary policies and procedures, which reflect the recommendations of Public Health and Workplace Health and Safety.

- To support a healthy environment our educators monitors daily the children’s well-being for signs of illness and concerns. This will happen upon entry to the program and ongoing throughout the day.

For everyone’s well-being, sick children cannot be admitted to the Child Care Centre. If the staff considers 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.

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



Parents must keep a child home that is suffering from:

- Fever over 101°F/ 38.3°C
- 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 until they have been symptom free for 24 hours, unless a doctor’s note is provided.

If a child is diagnosed with a communicable disease, parents are to inform the Child Care Centre of this disease so the centre can report/ notify all parents. The Child Care Centre will post all communicable disease within the centre at the entrance for families to be aware of. The child care staff will take immediate action to clean and disinfect the classroom. If the Child Care Centre is in an outbreak situation, ill children are required to be symptom free for 48 hours before returning.

### **Immunization Records:**

In accordance with the Child Care and Early Years Act, a signed and full-documented Child Health Record as well as an up-to-date immunization record (immunization records for preschool children only). Parents of preschool children are to provide child care with an up to date immunization record as child receives shots/ immunization. Immunization records are not required for school-age children.

**Medication Administration:**

In addition, the Child Care and Early Years Act require parents to complete and sign the appropriate medication authorization form if staff is to administer any medication to the children.

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

**Children with Allergies:**

Lists will be posted within each classroom and food preparation area for children with identified food allergies or food restrictions and other allergies i.e. medication or environmental.

**Anaphylactic Allergies for Children in Care:**

Anaphylaxis is a serious allergic reaction and can be life threatening. The allergy may be related to food, insects’ stings, medicine, latex, exercise, etc. Upon registration parents complete a health history form for each child. If an anaphylactic causative is identified by the parent or doctor, Kinark will request a written plan to accompany the Epi-Pen. Each site will maintain a file for each child, which includes proof of an anaphylactic allergy along with the child’s individual plan. The emergency procedures will be reviewed by all parties involved. The child’s name and emergency information will be posted in the classroom and kitchen/ food prep area for easy identification. We identify food allergens to our food catering company.

As part of emergency procedures, all individuals receiving emergency epinephrine must immediately be transported to hospital and parent/ guardian contacted.

**Emergency Medical Procedures:**

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

- 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 an ambulance.
- b) Have the child taken to the emergency department of the nearest hospital by ambulance 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. Parent Consent Form for emergency medical care must be presented on or before the first day of care.

## **Safety**

### Objective

- To support a safe environment our child care staff complete daily, weekly and monthly inspections and checklists of the environment to ensure the children's well-being within our care.

### **Arrival and Departure:**

The Child Care Centre opens at 6:45 a.m. Parents are asked to bring their child/ren into the building and ensure that they are under the supervision of the teaching staff before leaving the premises.

The Child Care Centre closes at 6 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 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 believes 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 the 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 not be 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.

### **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.

### **Parking:**

We encourage families to use parking spaces located at school sites/ parking lots for arrival and departure with their children.

### **Emergency Preparedness:**

In partnership with York Region District School Board – Caring and Safe School Policies, the child care participates in safety drills i.e. fire, lock down, hold and secure and severe weather. These drills provide the staff and children with the knowledge of what to do in the event of an emergency situation. Fire drills are held on a monthly basis.

In partnership with York Region Public Health, policies and procedures have been created to support the centres in the event of no water, electricity, flooding. In the event that the Child Care Centre is unable to open for any of the above reason or closure due to inclement weather 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 primary consideration.

### **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 closure will be communicated to parent in one of the following ways, via email, phone or posted note on the child care entrance.

### **Crisis (Emergency) - Protocol:**

#### **Purpose:**

To ensure, in the event of an emergency, that all staff are aware of the pre-planned response to a threat of disaster or crisis situation to reduce/ prevent injuries/ fatalities, reduce damage to the building, equipment and restore normal operations as timely as possible. In coordination with staff from York Region District School Board, Supervisor and Child Care Staff will meet to discuss emergency procedure and coordinate responses, expectations and responsibilities.

#### **Procedures**

##### **1. Immediate Response**

A manager/delegate (leader – in child care Supervisor/ Designate) is to be notified immediately in the event of a potential or perceived emergency or crisis situation. The role of the leader is to provide leadership, structure and direction during this time. He/she is expected to remain calm, while gathering information on the situation and assist in making a quick assessment of the seriousness of the situation, including:

- What is going on?
- Why is it a problem?
- Who is involved (staff/clients)?
- Where is the emergency/situation (location)?
- Notify staff of emergency situation.
- Potential safety concerns (risk factors)?
- Accurate count of individuals in the workplace.

##### **2. Intervene Appropriately**

The leader will coordinate the following:

- Supervisor will post appropriate communication to parents/ guardians.
- If required to relocate at one of the designated place of emergency, transportation arrangements can be made through Parkview Simcoe Bus Lines 905-476-4396.
- The Aurora Office Administrative Staff will call parents to notify where the children have been re-located for pick-up.
- Supervisor or Designate will contact Director of York Program for Kinark – Chris Simmons-Physick at 905-713-3509 or cell# 905-251-2326.
- Supervisor or Designate will work with any Emergency Personal involved in the Emergency and follow their instructions.
- Supervisor or Designate will report evacuation as Serious Occurrence to Ministry of Education – Category – “Unplanned Disruption of Normal Operations.”

### **3. Follow up (Recovery) and De-briefing – After an Emergency Situation has Ended.**

Follow up would occur as soon as feasible:

- Supervisor/ Designate will contact Program Director and/or Manager on call to provide an update (if not already done) and CEO.
- Supervisor/ Designate will complete appropriate paperwork i.e. Incident Report / Critical Injury Report.
- Supervisor/ Designate will prepare written communication to be sent to families regarding the follow up to the emergency.
- External resources should be utilized to lead a crisis debriefing (e.g. E.A.P. provider) for those involved or affected by the incident. This shall take place as soon as possible after the emergency, in a secure location.
- Notify the Joint Health and Safety Committee (JHSC) and/or worker representative of the situation and conduct an internal investigation if necessary to determine if any changes to safety/emergency policy are required.
- Senior Management (Corporate Level) will complete any communication to the media and/ or community inquiries.
- Steven Boily – Property Manager for Kinark will take the lead role in assessing property damage and notifying our Insurance Company.
- If required Supervisor/ Designate will notify catering company of temporary relocation.
- The events of an emergency will be communicated to parents in one of the following ways, email, phone call or written communication.

#### **Smoke-Free Ontario Act:**

The Smoke-Free Ontario Act came into effect on May 31st, 2006, prohibiting smoking in enclosed workplaces and public places, to protect workers and the public from the hazards of second-hand smoke. Parents, staff, students, volunteers and visitors are prohibited from smoking in the Child Care Centre and playground areas whether the children are present or not.

#### **Safe Drinking Water:**

In June 2007, the Ministry of Environment introduced more stringent requirements for flushing and testing of drinking water taps, in school, private schools and Child Care Centres under Ontario Regulations 243/07 (O. Reg. 243/07) (Schools and Day Nurseries) made under the Safe

Drinking Water Act, 2002.

In partnerships with York Region District School Board the flushing of water is completed regularly prior to children's arrival to the centres/ school-age programs. Lead Testing Requirements are completed and results are posted.

**Confidentiality and Reporting of Suspected Abuse/ Neglect:** 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 direct 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.

If staff of the Child Care Centre has 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.

**Serious Occurrence Reporting and Notification:**

The Child Care Centre staff work diligently to provide a safe, creative and nurturing environment for each child in our care. In spite of all the best precautions, serious occurrences may take place. A serious occurrence may include: serious injury to a child; fire or other disaster on site; complaint about service standard. When a serious occurrence happens we report the incident to the Ministry of Education, which is responsible for child care licensing. In addition to reporting serious occurrences to the Ministry we will be posting information regarding serious occurrences that have taken place at the centre for a period of 10 days. We will post information about the incident and outline follow-up actions and the outcomes, while respecting the privacy of individuals involved. Longer term actions taken will also be included to help prevent similar incidents in the future. Many factors may lead to a serious occurrence report.

A serious occurrence does not necessarily mean that our program is out of compliance with licensing requirements or that children are at risk. The purpose of this policy to ensure the safe and well-being of our children within our child care program.

**Criminal Reference Checks/ Vulnerable Sector Screening:**

Kinark Child Care Programs will include Criminal Record Check, including Vulnerable Sector Screening as part of the recruitment process for all positions including employees, students, and volunteers. The Ministry of Education, "Child Care and Early Years Act" requires this

standard to ensure the safety and well-being of those for whom it has the responsibility to provide or ensure proper care.

**Nutrition:**

To support the nutritional well-being of children within our Child Care Program we work in partnership with, York Region Public Health and our catering company “Wholesome Kids Catering.”

Wholesome Kids Catering menu features a variety of nutritious foods that are appealing to children both in taste and texture. The menus meet Canada’s Food Guide’s recommendations for children. Wholesome Kids Catering menus are reviewed by Registered Dietitian and member of the College of Dietitians of Ontario and Dietitians of Canada.

Snacks and lunch menus are posted in the Child Care Centre. Any changes to these menus are posted and logged as needed.

For children with allergies or other special dietary requirements snacks and meals will be provided by Wholesome Kids Catering Company. Any food or drink supplied by parents to support food allergies need to be labeled with the child’s name, date received and expiry date.

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 Centre to serve to all children.

**Packed Lunches Policy for School Age Children:**

Kinark Child and Family Services require school-age parents to supply a packed lunch for their child for the weeks their child is registered in our summer camp program only. Lunches will continue to be provided during PA Days, Christmas and March Break for school-age children.

Kinark will continue to provide school-age children with morning and afternoon snacks during the summer months. Snacks are catered to us by “Wholesome Kids Catering”; snack menus are posted in the classrooms and hallway for parents to view. Copies are also available in the hallway for

parents to take home. Wholesome Kids Catering menus are reflective of the Canadian Food Guide and are reviewed by a Nutritionist for approval.

Please do not send any foods that are required to be heated up (i.e. frozen dinners or hot dogs), as we cannot reheat food at the centre. Parents are required to pack cold lunch items only. Kinark will continue to provide milk to the school-age children during the summer with the exception of days when there is a planned field trip.



## **Our Learning Environments**

*Kinark supports "How Does Learning Happen" Ontario's Pedagogy for the Early Years (2014) to promote an understanding of children within our environment where they are viewed as competent, capable, curious and rich in potential. Kinark believes children should experience a child- initiated program in an environment that provides positive learning and supports all aspects of the child's development. Staff provides adult- supported experiences and learning environments to encourage the child to engage, explore, inquire, and interact through play.*

### Objectives

- We believe that child care services should be provided in a warm nurturing atmosphere that develops children's sense of well-being. Our learning environments recognize individual needs of each child, and supports children to express themselves. The child care environment and educators respect different cultural and ethnic values to ensure children feel inclusive in our programs. This is implemented by inviting parents/ children to share with us their cultures, through books, celebrations, photos etc.
- Our environments are created to support the children's interests, skills and learning through inquiry and meaningful play. Educator's view children as being competent, capable and curious, therefore our curriculum is built on their emerging interests and development. Our educators are responsive to the children's interests which enable them to build on learning opportunities and experiences which are reflective of the child's interests.
- Through pedagogical documentation educators are able to reflect upon children's thinking, learning and development, which allow them to further build on the child's cognitive, gross/fine motor, language and social/ emotional development.
- Our educators provide balance to the children's day by incorporating active play opportunities, rest and quiet time. As well as giving consideration to the individual needs of children receiving care.

### **Building Partnerships with Families, Professional Partners and Community**

*Kinark believes that quality child care services are best provided through developing a partnership between parents/guardians, communities and other professionals. Through this partnership everyone can be actively involved and influential in all aspects of the program. Our Educators value and respect the unique and diverse characteristics of our families. Kinark believes through engagement of families and community we develop the children's sense of belonging.*

#### **Families:**

Our learning environments are set up in an inviting way to welcome parents/ guardians to allow for opportunities for parents to participate in our programs. Our educators view parents as co-

learners in their child's learning and strive towards engaging families' participation in our program.

Goals that pertain to viewing parents as co-learners will be met through:

- Daily communication by both parents and educators to share information about child's well-being.
- Written communication by educators to share information about child care program i.e. newsletters, documentation and picture boards.
- Distribute parent surveys/ questionnaire to receive valuable feedback regarding our child care services.
- Engaging parents to extend their children's learning experiences from child care to home (i.e. Inquiry base questions/ documentation).
- Using parent expertise in specific areas (i.e. presentation regarding their work like a dental hygienist who speaks to children about healthy teeth).
- A sense of belonging is developed by providing an Annual Social Event for all parents/ guardians, educators and children.

### **Professional Partnerships:**

We engage in partnerships with the York Region District School Board, Early Intervention Services, Region of York, Children's Mental Health and other Professional to support children, their families and staff within our child care programs.

- Educators identify through screenings i.e. Erik and Nipissing where referrals are needed.
- Educators will support parents to seek referrals as identified.
- In partnerships with our community professionals we collaborate to develop Individual Support Plans and Inclusive Programming as required to support children, families and staff.
- We seek funding opportunities to enhance our program ratios where identified supports are required within our care.
- We seek resources and staff training/ professional development for staff to obtain knowledge that enhances their abilities to support children and families within their care.

### **Community:**

Kinark believes that the community in which the child lives is an important aspect of a child's well-being. Our educators provide children an opportunity to engage with people, places and nature within our community. Forming connections between child and community fosters a sense of belonging for the child.

We provide the children in our program opportunities to explore what their local community

has to offer, through outings and special visitors.

Educators take children on field trips within the local community to explore and learn about the environment they live in.

Educators invite local community partners to the Child Care Centre to enhance the child's learning through sharing of information (i.e. recycling, local food bank).

Educators invite local community partners to the Child Care Centre to share their specific skills, creativity and enhance the child's diversity (i.e. artist, exercise, and drumming).

Educators take the children to local parks and trails to explore all that nature has to offer.

### ***Social/ Emotional Development of Children***

*Kinark believes our educator's and learning environments support the development of positive interaction, communication and self-regulation within children.*

In a safe and engaging setting, children have the opportunity to explore and create in a positive learning environment. Educators provide children with choices in their learning environment that includes a balance between active and quiet/ calm. Positive, interactions between children are acknowledged in a meaningful way. This is implemented by Educators giving the children descriptive and specific praise that is specific to their positive interactions with others. In this regard, the child and his/ her positive interactions are reinforced, thus strengthening the child's self-esteem.

Environments are created to encourage positive social interactions, thus encouraging feelings of caring, support, respect and sense of belonging amongst children. Educators will adjust the program as necessary to respond to the individual needs of each child. This environment would therefore be responsive and supportive to the needs of all children, which allows the child to engage, explore, inquire and interact with others in play.

The importance of children's emotions and their developing ability to label their feelings and express them is an important focus of our program. Educators will foster and support the development of problem solving and conflict resolution within the Child Care Program. This will be implemented by staff role modeling, providing children with words for their feelings and emotions as well as giving ideas or solutions to resolve their conflicts or problems. The staff will ask older children for their ideas to resolve conflict or problems. This will support positive interactions and communication amongst the children.

Educators are on alert when the children arrive to assess their emotional well-being, and monitor it closely throughout the day.

#### **Comfy Zones:**

The "Comfy Zone" is designated for use by one child at a time. The comfy zone 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.

It is located in a quiet area of the room, which, while private, is still open for complete supervision by educators. In the area, there are soft toys and cushions for “cuddling”. Posters and pictures relating to feelings are also an important aspect of the area.

Educators will monitor this area, when they see that a child has moved into this area they will check in with the child, offering support as required.

**Certain actions are specially prohibited:**

- No child shall receive corporal punishment.
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the Child Care Centre or home child care premises for the purpose of confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self- respect, dignity or self-worth.
- Depriving the child of basics needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will.

***Educator’s Professional Development***

*Kinark supports our Educators in continuous professional development, we recognize the importance of our educators to be up to date on current knowledge and best practices in the field of child care.*

Kinark supports our Educators to participate in workshop, conference, webinars, mandatory training, internal and external training opportunities. This is implemented through our Professional Development Policy where staff is supported to register for educational training and are compensated financially as well as time off.

Through team and supervision meetings, our Educators have opportunities to discuss, collaborate and reflect about pedagogy and practices within the child care field.

Annual goals and performance appraisals identify areas of growth and support the development of continuous learning for our educators.



## ADMINISTRATIVE POLICIES

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### 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, nonrefundable registration fee of \$25.00 per child care space.
- A deposit equivalent to one week’s 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 postdated cheque, Direct Withdrawal form or Authorized Payment.

### Withdrawal

Two weeks written notice is to be given to the Supervisor from the parent before withdrawal. Full payment of fees is required for this two week “notice” period, regardless of whether the child is in attendance.

### Payment of Fees

Fees are to be paid monthly, on the first day of each month. Listed below are the daily rates effective January 1<sup>st</sup> 2019:

Preschool .....	\$38.75 per day/ \$840.00 monthly
Kindergarten Extended Day Program: ( <i>Fees reflect the school year calendar</i> )	
Kindergarten Before & After.....	\$23.25 a day/\$438.00 monthly
Kindergarten Before Only .....	\$15.75 a day/ \$296.00 monthly
Kindergarten After Only .....	\$22.05 a day/ \$415.00 monthly
<i>Note: Preschool &amp; Kindergarten Programs are open Christmas Eve and New Year’s Eve from 6:45 a.m. to 3:00 p.m.</i>	

Before & After School Program: ( <i>Fees reflect the school year calendar</i> )	
School day Before & After.....	\$21.60 a day/\$406.00 monthly
School day Before Only.....	\$14.75 a day/ \$280.00 monthly
School day After Only .....	\$19.50 a day/ \$367.00 monthly
PA days, Christmas and March Break fees: ( <i>Please register for days you require care</i> )	
\$40.00 per day for school age children	
\$40.00 per day for kindergarten children	
<i>Note: School-Age programs are open Christmas Eve from 6:45 a.m. to 3 p.m.</i>	
Kindergarten Summer Care:	
Monday to Friday .....	\$44.00 a day/\$220.00 weekly
School-Age Summer Care:	
Monday to Friday .....	\$42.00 a day/\$210.00 weekly

Registration for summer care will commence in April. Once you register your child for summer camp this space will be held for your child.

The summer fee includes all costs related to trips and programming which are booked in advance. In case of cancellation, less than 1 month before camp starts, an administration fee of \$50.00 for each week will be charged to cover these expenses

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.

**Payment Conditions Policy**

Parents are required to pay one month in advance and continue with advance payments. **Payments are due on the first day of each month** and can be made by EFT (electronic funds transfer), Visa, MasterCard or post- dated cheque. Cash payments are **strongly** discouraged and can **only** be made directly to the **supervisors at R.L. Graham Child Care. Please ensure that you receive a receipt as evidence of payment.** Teachers and other staff have been instructed not to accept any cash fee payments.

Please make cheques payable to the Kinark Child and Family Services. Full fees are required regardless of days missed due to illness, inclement weather, vacation, etc. A charge of \$25.00 will be added to your account for any NSF (non-sufficient funds) cheque, EFT or credit card. Parents will be required to replace the amount within one week by certified cheque, money order, Visa or Mastercard.

### **Late Fee Payment Policy**

Fees are due on the **first day** of the month. Payment of fees by post-dated cheque should be made quarterly (four months ahead) in order to avoid being assessed a late fee payment fine. Any family with difficulty meeting the payment deadline should approach the Child Care Supervisor, **in advance**, to arrange other payment terms.

Payments are due on the first day of each month or a late penalty of \$10 will be added by the 1st day of the following month to your account.

A financial agreement setting out fees and payment details is required on enrolment or on any change.

A lapse in payment will result in a late fee penalty of \$10.00 and 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. Kinark Child Care Centres are non-profit; therefore fees are calculated to cover operating costs.

### **Waitlist Policy**

Waitlists are used to support family's access to Kinark child care spaces in the community of Georgina. To be placed on the waitlist, a parent/ guardian must call the Child Care program and speak to a supervisor. On the date of the phone call, the child will be added to the waitlist and parents/guardians will receive an update every six months.

Child care spots within a program are determined in the following order:

- Requests for full-time spots
- Siblings of current clients/ children
- Families waiting to transfer from another Kinark Child Care site
- Requests for part-time spots

Once a child is at the top of the waitlist, a supervisor will call to inform the parent/guardian. The supervisor will call a total of three times over a two-week period in order to reach the parent/guardian. If the parent/ guardian does not return the supervisor' call within three days of the third call, the child will be removed from the waitlist.

It is the parent's/guardian's responsibility to contact the Centre if your child is on the waitlist and no longer requires child care in order to have the child removed from the waitlist.

## ACTIVITIES OFF PREMISES

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We believe regular excursions into our community enhance the children’s experience of the world around them. By regularly participating in community events and daily activities a sense of actively belonging is developed, an important aspect in everyone’s life.

Upon registration and part of our registration package includes parent authorization for children to use all play equipment and participate in all of the activities of the child care centre. Parents authorize their child to leave the premises under the supervision of staff members for neighborhood walks. Parents authorize their child to leave the premises of the child care from time to time to participate in excursion to places of interest, planned as part of the children’s program. It is understood that supervision will be provided by members of the staff and every precaution will be taken for the safety of the child. Parents will also receive written notification prior to each full day field trip or excursion to enable them to decide at that time if they wish their child to take part.



## VOLUNTEERS/STUDENTS

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Kinark Child Care Centres support Early Childhood Education (ECE) Student Placements within the Centre to enrich the learning opportunity for students in the child care field.

We encourage Volunteers within our facility to augment and enrich the services provided to children and their families by Kinark staff.

Students and Volunteers may not be permitted to work alone with children and are not counted in staffing ratios. Students and Volunteers are supervised by Kinark staff during their placement time with our Centres.

The learning environments in our child care centres are set up in an inviting way to welcome parents/ guardians and to create opportunities for their participation. Our educators view parents as co-learners in their child's learning and strive to engage families as much as possible.

Goals that pertain to viewing parents as co-learners will be met through:

1. Daily communication by both parents and educators to share information about the child's well-being.
2. Written communication by educators to share information about the child care program i.e., newsletters, documentation and picture boards.
3. The distribution of parent surveys/ questionnaires to obtain valuable feedback regarding Kinark child care services.
4. Engaging parents to extend their child's learning experiences from child care to the home (i.e., inquiry-based questions/ documentation).
5. Using parent expertise in specific areas (i.e., presenting about their work as a dental hygienist and speaking to the children about healthy teeth).
6. Developing a sense of belonging by hosting an Annual Social Event for all parents/ guardians, educators and children.

To protect the privacy of clients and their families, and to adhere to Ministry requirements in the Early Year's Act, we do not accept parents as ongoing volunteers in our child care programs.

Parents are encouraged to attend and participate in the child care program but are not considered to be volunteers when they:

1. Engage (i.e. read a book; have a conversation) with their child and/or other children at arrival or pick up time.
2. Attend a child care or school event but do not assist with the supervision of children (i.e. special occasion including "Winter Social").
3. Engage in child care for a specific event (i.e. presenting about their work as a dental hygienist and speaking to the children about healthy teeth).

## 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 - Community Mental Health, Central; Vice President, Program Services and Chief Operating Officer – Kinark Child and Family Services.

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

### Example of Issues and Concerns and who to report to:

Nature of Issue or Concern:	Who Parent/ Guardian Report Issue or Concern to:
Program Related i.e. classroom schedule, sleep arrangements, toilet training, indoor/ outdoor program activities etc.	<ol style="list-style-type: none"> <li>1. First raise concern or issue to the classroom staff directly.</li> <li>2. If concern or issue is not resolve speak to Program Supervisor.</li> </ol>
Student/ Volunteer Related <i>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 Program Supervisor as soon as parents/guardians become aware of the situation.</i>	<ol style="list-style-type: none"> <li>1. First raise concern or issue to the classroom staff directly.</li> <li>2. If concern or issue is not resolve speak to Program Supervisor.</li> <li>3. If concern or issue is not resolve speak to Program Director, Community Mental Health – Central.</li> </ol>
General Centre or Operations Related i.e. child care fees, hours of operation, staffing, waiting lists, menus etc.	<ol style="list-style-type: none"> <li>1. First raise concern or issue to Program Supervisor.</li> <li>2. If concern or issue is not resolve speak to Program Director, Community Mental Health – Central.</li> <li>3. If concern or issue is not resolve speak to licensee/ Vice President, Program Services &amp; Chief Operating Officer – Kinark Child and Family Services.</li> </ol>
Staff, Supervisor and or Licensee Related All issues or concerns about the	<ol style="list-style-type: none"> <li>1. Raise the concern to individual directly.</li> <li>2. If concern or issue not resolve speak to Program Supervisor.</li> </ol>

conduct of staff that puts a child’s health, safety and well-being at risk should be reported to the Program Supervisor as soon as parents/guardians become aware of the situation.	<p>3. If concern or issue is not resolve speak to Program Director, Community Mental Health – Central.</p> <p>4. If concern or issue is not resolve speak to licensee/ Vice President, Program Services &amp; Chief Operating Officer – Kinark Child and Family Services.</p>
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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 Educations Child Care Quality Assurance and Licensing Branch. 1-877-510-5333  
[childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Issues/ concerns may also be reported to other relevant regulatory bodies as listed in “Contact List” below.

**Contact List:**

<b>Contact Agency/ Department</b>	<b>Contact Name</b>	<b>Contact Number/ Email</b>
Kinark Child and Family Services – Program Supervisor RL Graham Child Care Centre	Mojhgan Ansari	905-476-5449 <a href="mailto:mojhgan.ansari@kinark.on.ca">mojhgan.ansari@kinark.on.ca</a>
Kinark Child and Family Services – Program Supervisor for Fairwood, Jersey and Lakeside Programs	Aquanetta Henry	905-476-5449 <a href="mailto:aquanetta.henry@kinark.on.ca">aquanetta.henry@kinark.on.ca</a>
Kinark Child and Family Services – Director of Programs and Operational Support	Larry Shaw	905-713-0700 ext. 1367 <a href="mailto:larry.shaw@kinark.on.ca">larry.shaw@kinark.on.ca</a>
Ministry of Education, Licensed Child Care Help Desk		1-877-510-5333 <a href="mailto:childcare_ontario@ontario.ca">childcare_ontario@ontario.ca</a>
York Region Children’s Aid Society		905-895-2318
College of Early Childhood Educators	Professional Regulation Department	416-961-8558 <a href="mailto:discipline@college-ece.ca">discipline@college-ece.ca</a>
Ontario College of Teachers	College’s Investigations and Hearing Department	416-961-8800 or 1-888-534-2222
York Region Public Health Department		1-877-464-9675
York Regional Police	Non-Emergency Number	1-866-876-5423
Ministry of Labour	Health and Safety Contact Centre	1-877-202-0008
Ministry of Environment		416-325-4000 1-800-565-4923

## WITHDRAWAL OF SERVICES

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Kinark Child and Family Services will make all attempts to provide child care services, but if a situation presents itself, we reserve the right to discontinue child care services to 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.