# Kids Connection Care and Education

# Parent Handbook

**Last Update July 15, 2026**

75 Waterbridge Lane, Unionville L3R 4G3
www.kidsconnectionce.com
contact@kidsconnectionce.com

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# LOCATIONS

***CHRIST THE KING CHILD CARE CENTRE***
*329 Valleymede Drive. Richmond Hill, ON L4B 1G2*
*Tel: (905) 771-6247 Fax: (905) 771-0442*
*Age Groups: 18months-12yrs*
*Hours: 7 am-6 pm*
***Designated Evacuation Site:***
***Ed Sackfield Arena***

***ST. MONICA CHILD CARE CENTRE***
*290 Calvert Road, Markham, ON L6C 1V1*
*Tel: (905) 887-9120 Fax: (905) 887-5985*
*Age Groups: 18months –12yrs*
*Hours: 7 am-6 pm*
***Designated Evacuation Site:***
***Ashton Meadows PS***

***CARNEGIE CHILD CARE CENTRE***
*575 Via Romano Drive. Vaughan, ON. L6A 0G1*
*Tel: (905) 879-6006 Fax: (905) 879-1057*
*Age Groups: 18months-12yrs*
*Hours: 7 am-6 pm*
***Designated Evacuation Site: Pleasantville PS***

## SCHOOLAGE PROGRAMS

***KIDS CONNECTION @ Michaelle Jean***
*320 Shirley Drive, Richmond Hill, ON L4S 2P1*
*Tel: (905) 883-5353*
*Age Groups: 6ys-8yrs*
*Hours: 7 am-7:45 am & 2:25 pm-6 pm*
***Designated Evacuation Site:***
***Redstone PS***

***KIDS CONNECTION @ Beverley Acres***
*283 Neal Drive, Richmond Hill, ON L4C 3L3*
*Tel: (416) 895-0501*
*Age Groups: 9yrs-12yrs*
*Hours: 2:20 pm-6 pm*
***Designated Evacuation Site:***
***Crosby Heights PS***

***KIDS CONNECTION RICHMOND HILL***
*155 Red Maple Drive, Richmond Hill, ON L4B 4PS*
*Tel: (416) 452-0403*
*Age Groups: 4yrs-12yrs*
*Hours: 7 am-8:30 am & 2:55 pm-6 pm*
***Designated Evacuation Site:***
***Bert Cook Fire Dept.***

***KIDS CONNECTION @ Spring Lakes***
*431 Bakers Hill Blvd, Stouffville, ON L4A 5G3*
*Age Groups: 6ys-12yrs*
*Hours: 7 am-8:00 am & 2:25 pm-6 pm*
***Designated Evacuation Site***
***Glad Park PS***

***KIDS CONNECTION @ ALL SAINTS***
*130 Castlemore Ave. Markham, ON L6C 2P9*
*Tel: (647) 212-9465*
*Age Groups: 4yrs –12yrs*
*Hours: 7am=9am & 3:30 pm-6 pm*
***Designated Evacuation Site:***
***Castlemore PS***

***KIDS CONNECTION @ BLACK WALNUT***
*30 John Allan Cameron Street, Markham, Ontario L6B 0P4*
*Tel: (647) 454-0579*
*Age Groups: 4yrs-12yrs*
*Hours: 7 am-9 am & 3:30 pm-6 pm*
***Designated Evacuation Site:***
***Rouge Park PS***

***KIDS CONNECTION @ BECKETT FARM***
*78 Beckett Avenue, Unionville, Ontario L6C OT3*
*Tel: (647)-454-2178*
*Age Groups: 4yrs – 12yrs*
*Hours: 7 am-9:10 am & 3:40 pm-6 pm*
***Designated Evacuation Site:***
***Stone Bridge PS***

***VISION***

Inspiring our children to imagine and reach infinite possibilities.

***MISSION STATEMENT***

Provide excellent, inclusive, and nurturing high-quality care for children and families in the diverse communities we serve.

***MONTHS OF OPERATION***

Our Childcare Centres that serve children 18 months - 30 months of age (***Toddler & Preschool)*** operate 7:00 am-6:00 pm January-December except all Statutory Holidays and the last Friday in August before Labour Day.

Our FDK & School-age Programs serve children 4 years- 12 years and operate from September – June. During the summer months of July and August, we operate a summer camp program at specified locations.

All programs will close at noon on Christmas Eve and at 3:00 pm on New Year's Eve. All school-age programs are closed on Easter Monday. Advanced notice will be given for any exceptions. PA Day Camps take place at various locations and offer creative, stimulating, fun, and engaging full-day opportunities for kindergarten and school-age programs. Hours of operation for programs may change based on many variables, with little or no notice.

***AGE GROUPS ACCOMMODATED WITH RATIOS:***

| | | |
|---|---|---|
| Toddlers | 18 months or older but younger than 30 months | 1:5 |
| Preschool | 30 months or older but younger than 6 years | 1:8 |
| Kindergarten | 44 months or older but younger than 68 months | 1:13 |
| Primary/Junior School age | 68 months or older but younger than 13 years | 1:15 |
| Junior School age | 9 years or older but younger than 13 years | 1:20 |

*****The above ratios and age groups are guidelines outlined by the Childcare Early Years Act for operators. Please note that KCCE and its Board of Directors have elected to end care until the end of the Grade 6 year.***

*Our Parent Handbook contains valuable information regarding Kids Connection Care and Education programs. We hope you find it useful in helping you to feel more secure about your selection of a childcare program. Where parent handbooks/program statements are already printed, changes to any policies will be communicated to parents via an addendum memo and the information will be incorporated into the parent handbook at the next publication.*

*We also hope that it assists you in feeling comfortable and confident. We see parents as worthy and important partners of our program. We welcome any comments regarding this handbook or any aspect of our programs. Please feel free to speak directly with your Area Supervisor at any time.*

***In September 2022, KCCE opted into the Canada Wide Early Learning Child Care System. This system will give families access to more affordable, high-quality childcare options and helps to lower childcare fees for parents of children under the age of six.***

***KCCE has emergency management policy and procedure in place to handle emergency situations. In the event of an emergency, please call your childcare centre and listen to a recorded message that will provide up updates hourly, as well information will be posted on our website and through other social media groups such as Facebook and Instagram. In the event of an emergency affecting our programs located in the school board we will follow the school's emergency management policies and procedures.***

Kids Connection Care and Education is a non-profit, charitable, community-based organization, licensed under the Childcare Early Years Act of Ontario (formerly DNA). We became incorporated in 1991 and operate with a volunteer Board of Directors elected by parents and community members.

We view each child as being competent, capable, and curious. Our program is built on the foundations of belonging, well-being, engagement, and expression. These foundations are a vision for all children's future potential and what they should experience every day.

Strong connections with families, educators, and the environment are vital for the healthy growth and development of young children in our program. These will be cultivated through the four foundations for learning, as outlined in "*How Does Learning Happen",* Ontario Pedagogy for the Early Years:

**Belonging**

- ✓ Each child in our program will have a sense of belonging where they are connected to others and the world around.
- ✓ We aim to cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.

**Well-Being**

- ✓ Each child in our program will develop a sense of self, health, and well-being.
- ✓ We aim to provide a program that nurtures children's healthy development and supports their growing sense of self.

**Engagement**

- ✓ Each child is allowed to be an active and engaged learner who explores the world with body, mind, and senses.
- ✓ Our programs provide environments and experiences that engage children in active, creative, and meaningful exploration, play, and inquiry.

**Expression**

- ✓ We encourage children to be capable communicators and express him or herself in many ways.
- ✓ We foster communication and expression in all forms.

**Goals for the programs are to:**

a) Promote the health, safety, nutrition, and well-being of the children.
***Approach:*** *To provide a well-balanced catered lunch for our Toddler and Preschool children. Two snacks that promote healthy eating according to Canada's Food Guide for all children.*

b) Support positive and responsive interactions among the children, parents, childcare providers, and staff.
***Approach:*** *Through daily interactions with the children, with parents during pick up and drop off, parent-teacher meeting interviews (Toddler & Preschool), staff meeting, and events such as holiday parties, parent appreciation social, and family BBQ.*

c) Encourage the children to interact and communicate positively and support their ability to self-regulate.

***Approach:*** *To ensure staff are using a strength-based approach to promote positive interactions. Monitoring of positive practice will be ongoing, and reviews will be conducted quarterly.*

d) Foster the children's exploration, play, and inquiry.
***Approach:*** *to provide a curriculum that offers children choices, an environment that promotes freedom of exploration, and educators who engage the children in an inquiry-based learning.*

e) Provide child-initiated and adult-supported experiences.
***Approach:*** *To implement learning opportunities through our daily programs that develop from the interests of the children and are supported by the staff.*

f) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported.
***Approach:*** *Staff will use the foundations from HDLH when planning and implementing their daily program plans to ensure all areas of development are being met.*

g) Incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and consider the individual needs of the children receiving childcare.
***Approach:*** *Revise our daily schedules based on the season, i.e., wintertime allows the children to go outside earlier, implement sleep room policy, and respect individual sleep requests from parents.*

h) Foster the engagement and ongoing communication with parents about the program and their children.
***Approach:*** *Provide daily communication, monthly newsletters, and social media posts for each center. To maintain ongoing daily communication through Lillio for families in our Toddler & Preschool program.*

i) Involve local community partners and allow those partners to support the children, their families, and staff.
***Approach:*** *To collaborate and network with Early Interventionists, Speech Pathologists, and the Children's Mental Health Network when necessary.*

j) Support staff in relation to continuous professional learning.
***Approach:*** *To be done through our staff training and development policy.*

k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.
***Approach:*** *Conduct annual review based on data collected from parent surveys, children, and staff feedback, and evaluate program plans*

**Review**

This program statement will be reviewed annually by the KCCE Board of Directors and Management Team. In addition, all employees, students, and volunteers will review and acknowledge the program statement before employment, annually, and in the event of modifications.

**Implementation practices will be visible through:**

- ✓ The daily Program plan that utilizes the HDLH in setting goals and learning outcomes.
- ✓ Positive relationships that support interactions and engagement.

- ✓ Reflective and responsive educators will evaluate their program every month, which will be reviewed by the Supervisors.
- ✓ A safe and diverse environment will be seen as the third teacher, will challenge and prompt the child to explore, expand, and reflect.
- ✓ Children's learning will be visible through ongoing documentation posted in the classrooms as well as on social media.
- ✓ Inclusive program that is accessible to all and considerate of the needs of each child and family.
- ✓ Health and well-being of the child will include strength-based strategies for self-regulation, managing stress, and providing a supportive environment.
- ✓ Pedagogical leadership will support and promote quality early learning environments through building an intentional culture that includes ongoing professional development and reflective practices.

**Contravention of the Program Statement**

The program statement is intended to ensure that staff, students, and volunteers of KCCE share the common vision on programming and Pedagogical learning.

**Monitoring Procedures**

Supervisors are responsible for ensuring that all staff, volunteers, and students receive an orientation and review the program statement before commencing work with the organization and is reviewed and signed off annually, or when substantial revisions are made, and maintained for three years.

Supervisors will monitor the implementation of the program statement on an ongoing basis through observation, team/staff meetings, and reviewing monthly program evaluations submitted by staff.

In the event of non-compliance, the Supervisor will meet with staff and develop a formal action plan that includes goals to address the problems. The action plan may include, but not be limited to, ongoing staff training, workshops, and mentoring. This will be documented and reviewed with the staff to ensure compliance is met. Failure to comply with the KCCE Program Statement will lead to progressive disciplinary actions, including but not limited to termination.

**Procedure**

The following steps will be taken in the event of non-compliance in implementing or adhering to our Statement:

Discussion with the Supervisor to:

- ✓ Identify the difficulty and reasons for it.
- ✓ Discuss the implications with respect to the program.
- ✓ Commit the results of the above discussion to writing and have both parties sign it
- ✓ At this time, a verbal warning will occur, noting the date and the nature of the discussion in the employee's file.

At this time, there will be a three-month probationary period whereby the staff member will have the opportunity to improve and implement the Program Statement practices while the Supervisor supports and observes. If no improvement is shown or if there is a repeat occurrence or if the adult clearly disagrees with the program statement, then termination of employment may be required.

**Staff Qualifications**

Our staff are Registered Early Childhood Educators, Child & Youth Workers, Childcare Practitioners working towards their ECE Diploma, and Ontario Certified Teachers. All staff undergo a Vulnerable Sector Screening before employment and are renewed every 5 years thereafter. In addition, our staff are Standard First Aid and Level C CPR trained and renewed every 3years.

**How Does Learning Happen** *sets out a shared understanding of children, families, and educators. Reflecting on these views about children, families, and educators in the context of the early years' environment is a starting point for developing programs and practices to*

# TABLE OF CONTENT


***1.*** **Registration Information**
1.1 Privacy Policy
1.2 Waiting List Policy
1.3 Registration
1.4 Withdrawal

2. **Payment Procedures**
2.1 CWELCC Fees and Regular Fees
2.2 Late Fees
2.3 NSF/Return Item Policy
2.4 Summer Camp Registration

**3. Program Information**
3.1 Arrival/Departure
3.2 Late Pick Up Policy
3.3 Closure
3.4 Observations, Photography, Audio/Video Taping
3.5 Parent Participation and Communication
3.6 Health, Illness, Injury and Absence
3.7 Allergies/Anaphylactic/Auto-Injector/Inhaler
3.8 Medication Policy
3.9 Safety Policy
3.10 Safe Arrival and Dismissal Policy
3.11 Off-Site Excursion and Transportation Policy
3.12 Students and Volunteers Policy
3.13 Positive Practices
3.14 Inclusionary Policy
3.15 Code of Conduct
3.16 Respect for Diversity
3.17 Serious Occurrence
3.18 Confidentiality Policy
3.19 Harassment and Discrimination
3.20 Grievance & Parental Concern Policy
3.21 Smoking Policy
3.22 Discharge Policy
3.23 Pandemic Policy
3.24 Emergency Plan
3.25 Extended Closure Policy

**4. Toddler & Preschool Program**
4.1 Program Description
4.2 Rest Time
4.3 Arrival & Departure
4.4 Snacks and Lunches
4.5 Illness
4.6 Registration

**5. Before & After School Programs**
5.1 Program Description
5.2 Arrival & Departure
5.3 Registration
5.4 Snacks and Lunches
5.5 Illness
5.6 P.A. Days and School Breaks
5.7 Shared Space
5.8 Suspension

**6. Organizational Information**
6.1 KCCE History
6.2 Board of Directors
6.3 Accessible Customer Service Policy
6.4 Organizational Structure


**Personal Belongings**

Kids Connection and its employees are not responsible for any personal items that are lost, stolen, or damaged. Please refrain from sending in any items that are valuable, this includes all electronics, hand-held games, iPads, iPods, clothing, and or cell phones. In addition, please ensure that you label all personal items (extra clothing, hats, shoes, and jackets) belonging to your child. Many children will have the same items as your child.

# SECTION 1

## Registration Information

1.1 **Privacy Policy**
1.2 **Wait List Policy**
1.3 **Registration**
1.4 **Withdrawal**

## 1.1 Privacy Statement

KCCE respects the privacy of its clients, employees, and volunteers and will act responsibly in the collection, handling, and storage of personal information. Personal data is collected to better meet clients' needs, to ensure safety, to inform clients of service information, and comply with any government or regulatory obligations.

## 1.2 Waiting List Policy

It is suggested that prospective parents visit our website and complete and submit a "wait list registration form" to the center of their choice. Once the form is received by the Supervisor, you will receive an automated reply acknowledging receipt of your waitlist form, your child's name will then be added to the waitlist ***(please note the waitlist form is not the registration form, therefore submission of the form is not an automatic registration into the program).*** Our waitlist is updated periodically so we encourage you to follow up with the centre and update us with any changes.

When a space becomes available you will be contacted by the Supervisor and be provided more details about the registration process. We welcome and encourage potential parents and their children to arrange a tour of the program, meet with the Area Supervisor, and obtain information regarding the program.

Your child's orientation to the program will vary according to his/her age and adaptability to the setting. Any concerns or recommendations regarding the child's adjustment to our program will be discussed with you to ensure a smooth transition.

Should you be offered a space within the program, but are unable to use it at that time, your name will remain on the waitlist. However, subsequent refusals will result in your child's name being removed from the waitlist. A child's name is also removed if telephone calls made by the Supervisor to offer space are not returned.

KCCE, by Supervisors and/or Staff Designates, will provide parents on the waitlist the status of their placement on the list through phone calls and/or emails. This process will continue to maintain the privacy and confidentiality of the children listed on it, but still allows the position of a child on the list to be ascertained by the affected persons or families.

KCCE will determine the order in which children on the waitlist are admitted based on the following factors:

- Children within the immediate school community who require care within our spectrum of programs.
- A sibling of a child already enrolled in our program.
- Children requiring full-time care (5 days)
- Children who do not live within the immediate school community, but who meet the admission requirements of the respective elementary school within the jurisdiction of the York Catholic District School Board and York Region District School Board.

- If additional spaces exist, children shall be admitted from the immediate school community or the broader community, with priority given to families living within York Region needing care on a part-time basis.

### 1.3 Registration

Admission of a new or returning child (**who previously withdrew from the program**) is decided upon by the Supervisor based on the waiting list established under the following priorities, as ranked above.

Once your child's enrollment has been confirmed, it is the responsibility of each parent/guardian to provide the following documents to the Supervisor before the child's start date:

- ✓ *Completed enrollment package.*
- ✓ *Copy of child's immunization record (Toddler/Preschool)*
- ✓ *Completed Pre-Authorized Debit forms (for monthly fees)*
- ✓ *Anaphylactic /Medical/Individual Support Plan*
- ✓ *Non-refundable fee of $50 per child (grade 1-6)*

To keep records current and to meet health, safety, and licensing requirements, annual updates will be conducted by KCCE. Upon enrolment, parents will be given a link to our website www.kidsconnectionce.com where they can find an electronic copy of the Parent Handbook.

**IT IS EXPECTED THAT EACH PARENT/GUARDIAN WILL READ THIS MANUAL AND SIGN TO ABIDE BY ITS POLICIES AND PROCEDURES**.

### 1.4 Withdrawal

Parents/Guardians must give the Supervisor **one month's written notice** in case of withdrawal from the program and **must sign a Discharge Form**. No refund or exceptions will apply.

Families who are previously withdrawn and who wish to re-register will be subjected to the $50 registration fee upon returning to the program.

Please note that once children are discharged from the program, files will be kept for 3 years as required by CCEYA.

# SECTION 2

## Payment Procedures

2.1 CWELCC Fees and Regular Fees
2.2 Late Fees
2.3 NSF or Returned Item Policy
2.4 Summer Camp Registration

## 2.1 Fees

Kids Connection Care and Education fees are set according to the ongoing cost of operation and will be provided to the parent with our updated fee schedule at the time of enrolment. Fees are due on the 1st of each month and are collected by pre-authorized payment or Electronic Fund Transfer. Fees are not adjusted, refunded, or credited for statutory holidays, absence due to illness, withdrawal without proper notice, or any other reason. In the event of a circumstance that restricts our ability to access the schools (e.g., storm closure, strike, power outage, or any other such event), fees will remain in effect for the first five days. After five days, the situation will be reviewed by the board of directors. Refunds will be provided if there is a credit on the parents' account because of a. program change, b. fee change or c. mandated shutdown.

### Registration Fees

Upon registration, a registration fee of $50 per child is charged, and $35 for each additional child being registered in our non-CWELCC programs.

Families registering in our CWELCC program are exempted from paying a registration fee. A copy of our updated fees can be found on our website at **www.kidsconnectionce.com**

### CWELCC Fees

With the new Canada-Wide Early Learning Child Care system (CWELCC) our fees for the eligible programs are now being calculated at a daily rate as set out under the Region of York for families who are eligible for a reduction under CWELCC. CWELCC eligibility is for children ages birth to 6 years.

Our programs that are eligible for CWELCC include *Toddlers, Preschool, and FDK Before & After school programs up to 6 years old.* Children who are turning 6 years of age, between January 1st to June 30th, are no longer eligible for CWELCC reductions after July 1st. Children who turn six from July 1st to December 31st are eligible for CWELCC up to the last day of the month that they turn 6 years of age. The new fee will take effect on the 1st of the following month.

For families eligible for CWELCC, fees will be calculated at the approved daily rate based on the program you are enrolled in. If this program is canceled or funding is no longer available from the government, families will be responsible for paying full market rates to maintain their current enrollment status. Our base rate fees (*Schedule A*) do not include our late fees, changes to the summer camp schedule, and NSF charges.

The following locations have opted in for CWELCC: Christ The King, St. Monica, Carnegie, Black Walnut, Beckett Farm, All Saints, and Kids Connection Hill. Michaelle Jean, Beverly Acres, and Spring Lakes do not meet the age eligibility criteria set by the province for CWELCC fee reduction.

### Fee Assistance

Parents may qualify for a partial or full government subsidy for childcare services. The Regional Municipality of York is responsible for administering subsidy money that is directed from the province. The region determines eligibility using provincial guidelines and establishes eligibility

criteria using an income test. KCCE accepts families who are eligible for subsidy, as we have entered into a Purchase of Service Agreement with the municipality to provide subsidized services.

**Non-CWELCC Schedule B & Schedule C Programs Fees**

Our non-CWELCC programs are the following: the *Before School program* and all other *programs for children ages 6-12 years*. Fees in this program are equally billed based on a 10-month operating cycle. Winter/Spring Break weeks have not been calculated in our fees; these are designated vacation weeks in the program. Your regular monthly fees still apply.

Families registering for our Before School program only are not eligible for CWELCC, as the daily rate is already at a reduced rate.

Your first month's fees, as well as subsequent months, will be collected on the 1st of each month through a pre-authorized debit system with your bank. Pre-authorized payment forms are included in your enrollment package. Fees are charged for all days, including statutory holidays, school board closures, inclement weather, and sick or absent days.

PA Days, Winter/Spring Break, and Summer Camp are an additional cost and are charged on a per-user basis. A summer camp program is offered for our CWELCC FDK and school-age children in July and August at selected locations. Fees for PA Days, Winter/Spring Break, Summer Camp, and other fees can be paid via EFT (Electronic Funds Transfer). Fees are posted on our website www.kidsconnectionce.com.

***Please note:***

- ✓ September fees will be charged based on your completed September survey returned in April of each year.
- ✓ Accounts that are 60 days or more in arrears will be sent to collections and are subject to additional fees and penalties.

**Non-Base Rate Fees**

| | |
|---|---|
| **Late Fees** | **$1/minute after 6 pm** |
| **NSF or Returned Item Fee** | **$48** |
| **Summer Camp Schedule change** | **$25/per change** |

## 2.2 Late Fees

If the pickup of your child occurs after 6:00 pm, a fee of **$1 per minute (per family per location)** is charged. Late fees are not tax-deductible, nor will a receipt be issued for this money. This money (only cash will be accepted) is given to the staff that is present at the time of pick-up. You will be asked to sign a late pick-up log. This log is used to track lateness.

## 2.3 NSF or Returned Item Policy

If we receive an NSF payment or a returned item, the parent/guardian will be required to replace the amount owing within 5 days by money order or certified chq. In addition, a charge of $48 will be levied. If receipt of payment is a recurring problem, please see our Discharge Policy

## 2.4 Summer Camp Registrations

Kids Connection Care and Education may reduce the number of locations open during July and August and will open additional centers if enrollment permits. A non-refundable registration fee of $50 is due when registering for our non-CWELCC school-age camp. Weekly fees are collected via EFT payment.

Registration for summer camp will begin in the spring on a first-come, first-served basis; priority will be given to KCCE families. Changes to summer camp week selection will be accepted up to June 15th each year. If additional care is required above and beyond the original registration, we will try our best to accommodate if space is available, but space cannot be guaranteed and is subject to a scheduled fee charge of $25 per change.

**Summer Safety,** as the warm weather and summer approach, brings the need for a change of clothing for children. We would like families to be aware of a few safety issues and ask for your cooperation in the following areas:

- ✓ Sunscreen must be applied to all children before arriving at the center and will be reapplied as needed throughout the day. Please label your child's sunscreen, as we encourage children not to share due to so many children with various allergies.
- ✓ Parents must complete and sign off on the "**Authorization for the Administration of Non-Prescription Topical Medication**" & "**Alcohol Based Hand Rub**" forms.
- ✓ Running shoes, extra clothing, bathing suits, shorts, towels, and hats should be kept at the center clearly labeled.
- ✓ Water bottles will be refilled throughout the day as needed.
- ✓ In keeping with the recommendations from our local Public Health Department, parents must provide helmets for their child/ren when riding bikes, tricycles, wagons, scooters, and scooter boards. Children will not be permitted to use this equipment if they do not have a helmet.
- ✓ A hot lunch and two snacks will be provided for children in our Toddler and Preschool Program only. Children registered in our FDK or school-age camp must provide their own lunch or order lunch from our catering company. We will provide two nutritious snacks daily.
- ✓ **Please note that our summer camp facilities are not air-conditioned**.

## Fee Schedule 2025/2026
## Effective as of January 1, 2025
## Schedule A-Base Rate CWELCC Fees

| CWELCC Programs | Approved Daily Rate | Parent Rate | 2025 CWELCC |
|---|---|---|---|
| Toddlers | $49.24 | $22.00 | $27.24 |
| Preschool | $39.22 | $18.53 | $20.69 |
| **FDK** | $21.42 | $12.00 | $9.42** |
| PA Day-FDK | $21.42 | $12.00 | $9.42** |

***Notes:***

- Families registered in our CWELCC programs are exempt from paying registration fees.
- Our Toddler/Preschool program operates 12 months, and our FDK program operates 10 months.
- We are open 7 am-6 pm in our full-day program and before & after school in our FDK programs.
- Our programs are CLOSED for all Statutory Holidays, including the last Friday in August before Labour Day, and fees are due for all Statutory Holidays.
- One month's written notice is required for withdrawal from the program. No refund or exceptions will apply. Changes to the child's/children's schedule are subject to availability and require a 2-week written notice.
- Children who are registered in our Toddler & Preschool programs are eligible for CWELCC.
- Children who are turning 6 years of age, between January 1st to June 30th, are for CWELCC. Children who turn 6 years on July 1st to December 31st are eligible for CWELCC up to the last day of the month that they turn 6 years of age. The new fee will take effect on the 1St of the following month.
- No sibling discount is offered to families enrolled in a CWELCC program.
- The FDK AM-only program does not qualify for CWELCC.
- Fees reflect a 52.75% reduction as per CWELCC.
- KCCE has a Purchase of Service Agreement with the Region of York. For more information on fee assistance, please contact 1-888-703-5437
- Fees are due on the 1st of each month and are collected by pre-authorized payment or Electronic Fund Transfer.
- Non-base rates apply to Late fees, Summer Camp Schedule Changes, Registration, and NSF charges.

## Effective as of January 1, 2026
## Schedule B- Regular Fees
## Christ the King CCC, St. Monica CCC, Carnegie CCC, Kids Connection Richmond Hill, Kids Connection locations at All Saints, Beckett Farm, Bevely Acres, Black Walnut, Michaelle Jean, Spring Lakes.

| NON-CWELCC PROGRAMS | MONTHLY | 5% Discount Rate | Notes |
|---|---|---|---|
| **FDK- AM only | $189 | | |
| | | | |
| SA AM ONLY | $173 | | |
| *SA BA 5 DAYS | $369 | $350* | |
| *SA AFTER | $343 | $326* | |
| SA BA 3 DAYS | $225 | | |
| SA BA 2 DAYS | $155 | | |
| **OTHER PROGRAMS** | **Per Use** | | |
| SA- PA DAY | $52/per use | | |
| Spring/Winter Break Camp | $94/daily | | |

***Notes:***

- Non-refundable registration fee of $50 per child is due upon registering, and $35 for each additional child.
- 5% discount will be applied to the lowest *fees for the second child registered in a 5-day program as indicated above.
- Fees are due on the 1st of each month and are collected by pre-authorized payment or Electronic Fund Transfer.
- Our programs are CLOSED for all Statutory Holidays, including the last Friday in August before Labour Day and fees are due for all Statutory Holidays.
- Hours of operation are based on school start and end times.
- Regular monthly fees are due for all Statutory Holidays.
- Fees in our before-and-after-school program are equally billed based on a 10-month operating cycle.
- PA Days require registration, and fees are payable only when you register and use the program.
- Winter/Spring Break has not been calculated in our fees, as these are designated vacation weeks in the program. Registration is required if care is needed.
- One month's written notice is required for withdrawal from the program. No refund or exceptions will apply. Changes to a child's/children's schedule require a 2-week written notice.
- KCCE has a Purchase of Service Agreement with the Region of York. For more information on fee assistance, please contact 1-888-703-5437.

# SECTION 3
## Program Information


3.1 Arrival/Departure
3.2 Late Pick Up Policy
3.3 Closure
3.4 Observation, Photography, Audio/Video Taping
3.5 Parent Participation and Communication
3.6 Health, Illness, Injury, and Absence
3.7 Allergies/Anaphylactic/Auto-Injectors/Inhalers
3.8 Medication Policy
3.9 Safety Policy
3.10 Safe Arrival and Dismissal Policy
3.11 Field Trips/Off-site Excursions and Transportation Policy
3.12 Students and Volunteer Policy
3.13 Positive Practices
3.14 Inclusionary Practices
3.15 Code of Conduct
3.16 Respect for Diversity
3.17 Serious Occurrence
3.18 Confidentiality Policy
3.19 Harassment and Discrimination Policy
3.20 Grievance/Parental Concern Policy
3.21 Smoke-free Policy
3.22 Discharge Policy
3.23 Pandemic Policy
3.24 Emergency Plan
3.25 Extended Closure Policy

## 3.1 Arrival and Departure

Upon arrival in all our programs, it is the responsibility of the parent/guardian to escort the child into their room. This allows the staff to ensure the child arrives safely and provides an opportunity to speak with the parent, hand out notices, etc. It is imperative that upon arrival you sign your child in on the sign-in sheets provided.

Arrival in our Toddler & Preschool programs should be **no later than 9:00 a.m.** This will allow your child to settle into the program and maintain the continuity and smooth operation of the planned activities.

Arrival in our Kindergarten-School Age programs (Before & After) is more flexible if the child enters before dismissal from school (AM program).

Arrival in our summer camp program **should be no later than 9:00 am** to allow your child to participate in the daily activities, special camp, and weekly electives.

Please call the centre if your child will be dropped off late (*see **"Locations"** for contact info for each site*)

Our programs close promptly at 6:00 p.m. Therefore, all children must be picked up before then.

A parent must phone and advise the center of a late drop-off, pick-up, or absence. Please refer to our Safe Arrival (*3.10*) and Late Pick-up Policy (*3.2*).

When departing, children will not be allowed to leave unescorted. If a child is to be picked up by someone other than a parent/guardian or an individual who is authorized, it is the responsibility of the parent/guardian to notify the centre in advance. Written notification is preferred. If we are not notified, the child cannot be released until we receive consent from the parent/guardian at which time that individual must provide picture Identification to the staff when they arrive.

Please note that **authorized pickups** must be at least 16 years of age or older.

In the case of parental divorce/separation and both parents have legal access and/or custodial rights to the child, both will be allowed to authorize alternate individuals to pick up their children on their scheduled days. KCCE staff will not deny pick up by an individual authorized by either parent.

According to the law, both biological parents have equal access to the child and to information regarding the child. Staff can only deny access to a biological parent when there is a written separation agreement or legal court order. A copy of this documentation is required to be in the child's file.

Staff will not release a child to a parent/guardian or authorized individual if there is a reason to believe the child would be in danger. (E.g., if the person is intoxicated or violent)

To ensure the safety of your child, staff is required to record attendance immediately upon arrival or departure; therefore, if your child is sick and will not be in attendance, please call to notify the Supervisor.

### 3.2 Late Pick-up Policy.

If the pick up of your child occurs after 6:00 pm, a fee of $1 per minute (per family) is charged. Late fees are not tax-deductible, nor will a receipt be issued for this money.
This money (only cash will be accepted) is given to the staff that is present at the time of pick-up. You will be asked to sign a late pick-up log. This log is used to track lateness. If your child is picked up late more than three times in 3 months, you will be in non-compliance with KCCE policy, and this can result in a withdrawal of services.

If a child is still at the centre at 7:00 pm, and we have been unable to contact parents or the emergency contacts, the staff will call the York Region Children's Aid Society at (905) 895-2318.

### 3.3 Closure

In the event of bad weather, a recorded message will be left on the centre's answering machine advising parents/guardians if the program is closed. In addition, an announcement will be made via Facebook www.facebook.com\kidsconnectionce, Instagram @kidsconnectionce, and our website www.kidsconnectionce.com.

If the programs must close early during regular operating hours, we will notify you by telephone. We will ask that you arrange for your child to be picked up as soon as possible.
If a school where we hold our Before/After School Programs closes early for any reason, we cannot admit children to the program before the regular school end time.

**Please note: For families registered in the Before School program operating out of Michaelle Jean that have children attending Beverley Acres Public School: in the event of inclement weather, and buses are canceled, it is the responsibility of the parents to transport their children to Beverley Acres, as we cannot provide transportation from Michaelle Jean to Beverley Acres.**

### 3.4 Observation. Photography, Audio/Video Taping

While enrolled in our program, your child will be regularly observed by ECE students, staff, and other childcare professionals. Occasionally, parents and children may be audio/video taped or photographed by staff and ECE/community service students for a variety of initiatives approved by KCCE. Lillio is an application that our educators use to document child/ren development in the Toddler/Preschool programs. These will only be used for research, displays, and educational resources to assist in training or professional development.

### 3.5 Parent Participation and Communication

Parents are encouraged to visit the center. We always welcome suggestions. We have an open-door policy unless this proves to be stressful for the child.

Parents/guardians are welcome to participate in a variety of centre activities that may include:

- ✓ Assisting in fundraising activities
- ✓ Volunteering to assist on field trips. All volunteers must adhere to our Volunteer Guidelines and are required to submit a Vulnerable Sector Screen and a Health Assessment.
- ✓ Visiting the centre to share a special skill or knowledge with the children.

To ensure a strong partnership with families, we like to provide parents/guardians with a monthly newsletter highlighting activities within the program as well as regular social media updates. We offer parent/teacher information sharing sessions twice a year for your toddler and preschool child. We frequently change bulletin boards, so that parents are aware of what is happening within our environment, and items of interest are posted for viewing.

Where parent handbooks/program statements are already printed, changes to any policies will be communicated to parents via an addendum memo, and the information will be incorporated into the parent handbook at the next publication.

## 3.6 Health, Illness, Injury, and Absence

Under the Childcare Early Years Act (CCEYA), a medical emergency consent form must be signed before the first day of attendance at the centre. This is included in the enrollment package. It is the parents' responsibility to provide the Centre with up-to-date medical information.

The Public Health Department requires that all children & staff (staff will comply with guidelines set out in the personnel manual) are immunized, and up-to-date records are kept. If a parent chooses not to have their child/children immunized, a ***"statement of conscience or religious beliefs"*** must be signed and kept in the child's file. When an outbreak occurs, non-immunized children will be exempted from the program, and no adjustment to fees will be made.

In the event of an accident or extreme illness, KCCE will make use of Mackenzie Health in Richmond Hill and Markham Stouffville Hospital in Markham. Parents/guardians will be notified immediately. It is imperative that parents/guardians can be located should an emergency arise.

For everyone's well-being, sick children cannot be admitted to the program. Under Public Health regulations, staff is required to perform a daily health check on each child as they enter the center. Our staff, because of their continuous association with the children and trained observation of their performance, are quickly aware of changes in appearance or behavior.

If the child develops an illness while attending the program, the child will be isolated, and the parent will be notified. Parents are expected to pick up the child after being notified. Parents must keep a child at home who is suffering from fever, diarrhea, earache, vomiting, skin rashes or sores, and communicable diseases, according to the public health exclusion policy.

**Diarrhea-** stools are often more frequent than usual bowel movements, and the child loses bowel control. Fever, loss of appetite, stomach pain, nausea, and vomiting may sometimes accompany diarrhea. The stools may have a strong odor. The causes can be infectious (e.g., Norovirus, Rotavirus) or non-infectious (food intolerance or reaction to a medication).

If a child has more than one episode of diarrhea in one day, parents will be notified to pick up the child immediately. Children can return to the center no sooner than 48 hrs after the last bout and when the stool returns to normal.

**Vomiting** is the forceful expulsion of liquid or food from the stomach through the mouth. Young children sometimes vomit because of a fever, especially a high one. If the child also has episodes of diarrhea, you should suspect an infectious cause. If more than one bout of vomiting occurs, parents will be notified to pick up the child immediately. Keep the child home until they have completely ceased vomiting for a minimum of 48 hours.

**Fever** is an elevation of body temperature above normal. The normal temperature range, taken in the armpit, is around 36.4°C – 37.4°C (97.5°F – 99.3°F). A fever is usually a symptom of an illness and may be caused by germs called bacteria or viruses. If a child's temperature is severely above normal, parents will be notified to pick up the child immediately. **Please do not give your child Tylenol or Tylenol** before arriving at the center to reduce fever. If your child is sick, please keep them home to avoid the spread of any germs or illness. Children must be 24 hours fever-free before returning to the program.

**Fifth: Possible** mild fever, sore throat, facial rash (slapped face appearance), and possible lace-like rash on trunk extremities, which may be exaggerated by exposure to sunlight. This may come and go over 1-3 weeks. The incubation period is 4-20 days. Fifth disease is most harmful to our staff that is pregnant within their first trimester. Children will be sent home if they are unable to participate in the program.

**Head lice** are tiny insects that live on the scalp, where they lay their eggs. Nits are whitish-grey, tan, or yellow ovals, approximately the size of a grain of sand. They stick to the hair close to the scalp and can look like dandruff. If head lice are found, parents will be notified to pick up the child immediately. Children can return after successful treatment of head lice, with no return of nits.

**Conjunctivitis (Pink Eye)-**itching, redness, pain, and discharge from the eye. If the discharge is pus-like (i.e., yellow, thick), parents will be notified and asked to pick up the child immediately. Children will be accepted back into the program after one full day of treatment (antibiotics).

**Communicable Disease**

- Pink Eye
- Impetigo
- Strep Throat
- Scarlet Fever
- Chickenpox
- Fifth Disease
- Whooping Cough
- Gastrointestinal (e.g., like Norovirus)
- Measles, Mumps, Rubella

For a more detailed list, please refer to www.york.ca

If your child becomes ill with any of the above-listed communicable diseases, please keep your child home.

***Please note: For the safety and well-being of our staff and children, anyone with a confirmed communicable disease will not be accepted back into the program without a doctor's note confirming their ability to return and participate in the program. If you have any questions, please speak with a member of our teaching staff. In the case of an outbreak (3 or more confirmed cases), parents will be notified immediately. It may be a requirement in the case of an enteric outbreak that parents collect stool samples using a kit provided by York Region Public Health. Public Health Investigators* will provide support and instructions to the childcare center at this time.**

In the unfortunate event that a child has a minor accident/incident/injury while in our care, the parent /guardian will be advised, and an accident report will be completed by the staff. Upon pick up, the parent/guardian will be asked to sign the accident report. A copy of the report will be given to the parent/guardian, and a copy kept in the child's file.

In the event of a more serious accident that requires medical attention, the parent/guardian will be notified immediately of the situation, and depending on the severity, the child will be accompanied by our staff to the nearest hospital and transported by ambulance or taxi. The expense that occurred because of calling 911 services will be absorbed by the families. KCCE staff members are trained in Standard First Aid and Level C CPR.

If the medical attention required and treatment received are deemed as Serious Occurrences, KCCE is required to report the incident to the Ministry of Education within 24 hours.

### 3.7 Allergies, Anaphylactic/Auto-Injector, Asthma/Inhaler

In compliance with "**Sabrina's Law**", it is our goal to ensure that all children enrolled in our programs are not at risk of exposure to anaphylaxis-causing agents. For every child with a life-threatening allergy, we will develop an individual plan and emergency procedure with input from the child's family. This plan must be reviewed and signed by the parent. A doctor's signature is required when non-prescription medications are included in the plan. The plan will include a description of the child's allergy, monitoring and avoidance strategies, signs and symptoms, and any action that needs to be taken in the event the child reacts. This plan will be shared with all staff, and they too must be trained and sign off on the plan, which is reviewed annually.

The parent must come and train a supervisor/staff designate on the procedures to be followed in the event of their child having an anaphylactic reaction, how to recognize the symptoms, and how to administer medication. The Supervisor/Staff Designate will receive training and consent from the parent to train any new staff, students, or volunteers. Any new staff, students, and volunteers who commence after the initial training will be trained by the Supervisor. Additional training on how to use an Auto-Injector/Inhaler will be done at the First Aid training that will be conducted by a certified trainer.

If your child develops a life-threatening allergy or any other allergy once enrolled in our program, you must inform the Supervisor. If the medication expires, it is the parent's responsibility to replace it. If a child who is authorized to carry their auto-injector/inhaler arrives without it, all measures will be taken to contact the parents to either supply an auto-injector or pick up the child from the program. All auto-injectors must have a pharmacy label directly on the injectors. A list of causative agents will be posted on our Parent Board.

**Food from Home**
Kids Connection Care and Education promotes the healthy development of all children, recognizing the importance of a balanced diet. Keeping with this expectation, when bagged lunches or food from home is necessary, the expectations are:

**Parent and Guardian's Responsibilities**

- The bagged lunch adheres to Canada's Food Guide.
- Lunch is provided in a labeled lunch bag with an ice pack.
- The lunch must be nutritious and well-balanced. Please refrain from sending candy, pop, and chocolate to your child. Please visit https://food-guide.canada.ca/en/guidelines/what-are-canadas-dietary-guidelines/ for healthy options and guidelines of Canada's Food Guide
- Inform staff of any allergies your child/children may have.
- We promote a nut-free environment, and we ask parents not to pack anything containing nuts in their child's lunch. Food that says "may contain nuts" is not allowed in your child's lunch. ***DO NOT SEND YOUR CHILD TO THE CENTRE WITH ANY NUTS OR PEANUT PRODUCTS.***
- If your child forgets to bring a lunch, an alternative lunch will be provided.
- When food is being provided for a child, specifically in our Toddler /Preschool Program, the parent must also give written instructions on the storage and reheating of the food.

**Staff Responsibilities**

- All surfaces will be cleaned with a cleaning solution before and after the children have their lunch. (Public health-approved cleaning solutions only)
- Staff will ensure they wash their hands before assisting children with their lunches.
- Staff will ensure children wash their hands before eating lunch.
- Staff will monitor lunches to ensure lunches do not contain nuts nor have the warning sign "may contain nuts".
- An alternate lunch will be provided if a child forgets their lunch (sandwich, raw vegetables, fresh fruit, and milk). A courtesy call to the parent or guardian will be made, and the food served will be recorded in the logbook.
- Staff will monitor children so that they do not share lunches.
- Staff will supervise closely any child who has a life-threatening allergy by sitting next to them or across from them during lunchtime. Children with sensitive, life-threatening allergies will eat their lunch in a separate area away from the group.
- Staff will monitor each child's lunch, and should a child's lunch consistently not adhere to Canada's Food Guide, then they will work with the parent to provide sample menus. Sample lunch ideas will be available at the center to support families. Please visit https://food-guide.canada.ca/en/tips-for-healthy-eating/meal-planning/ for sample menus and suggestions.
- For children in the Toddler /Preschool Rooms, the staff will follow the parents' written instructions regarding storage and reheating of food.

**In compliance with "Ryan's Law",** we recognize that there are students enrolled in our centers who have asthma, and it is our goal to ensure that they have immediate access to their inhalers as outlined on their authorization for Medication form. For every child with asthma, a medical plan must be developed that includes medical procedures with input from the child's parent.

**Responsibilities of parents/guardians of students with asthma**

- Arrange a meeting with the Supervisor before your child/children start in the program.
- Inform us of your child's asthma and provide information regarding current treatment.
- Provide instructions for administering medication by completing our authorization Drug/Medication Administration form.
- Provide the center with up-to-date inhalers with your child's name on them.
- Teach your school-age child:
    - to recognize the first symptoms of asthma and to alert an adult.
    - to properly self-administer their inhaler
    - to communicate clearly when they feel asthma symptoms starting.
    - to carry their inhaler (e.g., fanny pack)
    - to assume as much responsibility as possible for their safety

**Children with Medical Needs**

For every child with a medical need, we will develop an individual medical plan and emergency procedure with input from the child's family. This plan must be reviewed and signed by the parent. The plan will include a description of the child's allergy, monitoring, and avoidance strategies, signs and symptoms, and any action that needs to be taken in the event the child reacts. This plan will be shared with all staff, and they too must be trained and sign off on the plan, which is reviewed annually.

## 3.8 Medication Policy

The Child Care Early Years Act requires staff to administer any prescription drugs that the children require provided the parents sign the Scheduled/Emergency Medication Consent form and complete the written instructions. If a parent/guardian requests staff to administer "over the counter" medication, a medical doctor must approve in writing (in the form of a doctor's note), the administration as well as the duration of the drug. Any "over-the-counter" drugs must be in their original containers. Staff members receiving medication will communicate to other staff members that the child/children have medication by documenting the information in the communication logbook, as well as making notes on the staff notice board in the kitchen or in the fridge/cupboard area.

Kids Connection Staff or a child is permitted to carry the child's medication if it is in accordance, the drug and medication administration policy and procedures, and the child's individualized plan, where applicable and,

- the medication is for asthma, emergency allergies, diabetes or epilepsy; or
- Kids Connection has documentation on a child's Medical/Anaphylactic Plan from a regulated health professional who is authorized to prescribe drugs, as defined in the Drug and Pharmacies Regulation Act, indicating that the nature of the child's medication is such that, without immediate access to the medication by the child, the child's health could be significantly at risk.

Any sunscreen, insect repellent, lip balm, hand sanitizer, skin lotion, or diaper cream for which a DIN (Drug Identification Number) requires parents to fill out an authorization for the administration of non-prescription topical medication.

**Medication of any kind, as well as vitamins, lozenges, etc., must not be left in a child's cubby or bag.**

## 3.9 Safety Policy

The staff shall make every attempt to ensure that the children are playing in a safe environment. No child shall be left without adequate supervision.

While in the playground, staff will ensure that the children are visible to at least one staff member. Equipment, which poses a higher level of risk to the children, shall have a staff member positioned at that point to minimize hazards. A playground inspection is done daily by staff, and a licensed third-party inspector performs a full safety inspection of the playground yearly. In inclement weather, our playgrounds will remain closed.

In keeping with the recommendations of the local Health Department, children riding tricycles, bicycles, or scooters are required to wear helmets while using this equipment. Since helmets must be fitted to the child's individual head, and considering the risk of head lice, parents are required to bring in their own child's helmet if the children are going to use the riding equipment. Helmets should be clearly labeled with the child's name and can either be left at the centre or taken home daily.

All poisonous and hazardous substances, including cleaning products, will be stored in a secure space that is inaccessible to the children.

All programs have an evacuation plan, lockdown drills (quarterly), and fire drills (monthly). All staff are trained on appropriate fire drills and evacuation procedures.

### Accidental Injuries

Our primary responsibilities are the safety and well-being of the children we serve; however, accidents do occur. Our staff can assist the children should accidents or illnesses arise; however, KCCE and its staff will not be held responsible for accidents, injuries, sickness, or disease that may occur to any child while in attendance at any of our facilities, including, but not limited to, any resulting costs and expenses. If injuries are not serious, the staff will apply first aid and notify the parent(s) at the end of the day. In the case of a serious accidental injury to a child, we will assist the child/children and contact a parent. If necessary, we will call 911 and an ambulance will take your child to the nearest hospital, accompanied by a staff member. Any accidents or injuries that have occurred at our facility will be documented by way of a written report signed by a staff member and the child's parent or guardian. Expenses incurred because of calling 911 services will be absorbed by the families.

## 3.10 Safe Arrival and Dismissal Policy

### Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care. KCCE considers the health, safety, and well-being of children our main priority.

Reasons for absence vary from enjoying a day at home or illness but could include potential jeopardy. In the event of their child's absence, parents and guardians are required to call or email the center. This policy will provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare center as expected, as well as steps to follow to ensure the safe dismissal of children. For children enrolled in our full-day childcare programs, our programming for the children begins at 9:00 am, and therefore, for the benefit of the children, we ask that you drop off your child no later than 9:00 am so that he/she can participate in the program. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

## Policy

KCCE will ensure that any child receiving childcare is only released to the child's parent/guardian or an individual to whom the parent/guardian has provided written authorization; the childcare center may release the child.

➢ KCCE will only dismiss children into the care of their parents/guardian or another authorized individual. The center will not release any children from care without supervision.

➢ Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## Procedures

### Accepting a child into care

***When accepting a child into care at the time of drop-off, program staff in the room will:***

➢ greet the parent/guardian and child.

➢ ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up).

***Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's emergency card or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).***

➢ document the change in the pick-up procedure in the communication book.

➢ Sign the child in on the classroom attendance record.

**Where a child in a full-day program (*Toddler/Preschool & FDK/SA on Non-instructional school days*) has not arrived in care as expected**.

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

➢ inform the supervisor/staff designate, and they must commence contacting the child's parent/guardian no later than 10:00 am. Supervisor/Designate/Staff shall call the parent/guardian either by phone, then by email, or send a message through the Lillio app (if applicable). If there is no response, they will leave a message and continue to try to contact the parent or guardian several times until 3:00 pm. If, after two days, the child is still absent and there is still no response from the parent/guardian, despite continued daily attempts to contact them, the Supervisor will call the police at the non-emergency line and request a wellness check.

➢ Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record/Lillio (if applicable) and any additional information about the child's absence in the communication book.

***When a child who is registered in the Before Program does not arrive to the program, staff will:***

➢ Provide the school office with a list of children who did not arrive at the Before School program so they can cross-reference with the school's Safe Arrival policy.

3. If the child does not arrive at the after-school program designated meeting space, staff will:

➢ Take attendance.

➢ Check with the classroom teacher, then check in with the school secretary.

➢ Notify supervisor (if working alone, utilize walkie talkie to communicate with the supervisor), who will then contact parents/authorized pick-up.

➢ If the parent cannot be reached to confirm absence, then the supervisor or designee will contact the authorized pick-up or emergency person listed on the emergency card.

➢ If after 15 minutes staff/supervisor is unable to reach parents, then the staff is to call York Region police and report a missing child, then contact CAS, and follow the direction of CAS, as well as file a Serious Occurrence report and follow protocols.

**Releasing a child from care**

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

➢ confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.

➢ Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

*Where a parent/guardian or authorized individual who was supposed to pick up a child from care has not arrived by 6 pm, staff shall ensure that the child is given a snack and activity while they await their pick-up.*

➢ One staff member shall stay with the child, while a second staff member proceeds with calling the parent/guardian to advise that the child is still in care and inquire about their pickup time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent first, then the emergency contact/authorized pick-up

➢ If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child by 7:00 pm, the staff shall notify the supervisor and then proceed with contacting York Region Police and local Children's Aid and follow CAS direction for next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

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

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

### 3.11 Off-site Excursion and Transportation Policy

Throughout the year, we do leave the premises to go on neighborhood walks. This allows children to become familiar with their community, people, and places.

Field trips provide children with exciting learning experiences. Parents are welcome to join as volunteers on trips (*see Volunteer Policy*). Parents who do not permit their child to participate in a trip must arrange for alternate care. We provide a picnic lunch on full-day trips (*except for summer camp*) for each child and our preschool volunteers. **Please note that staff-to-child ratios are decreased on trips to ensure the safety of children.**

KCCE will use chartered school bus transportation for trips and special events. Children are not required to use seatbelts while traveling on a school bus. School buses are exempt from requiring seatbelts as per the Ministry of Transportation, Highway Traffic Act.

When boarding the school bus, a staff member will be at the door of the bus assisting and guiding the children up the stairs. Upon disembarking from the bus, a staff member will be on the bus at the top of the stairs assisting the children down the stairs, and another staff member will be at the bottom of the stairs to ensure the child is safely off the bus.

The last person off the bus will be a staff member whose responsibility is to ensure all personal belongings and children have left the bus.

**Please note: Children in our toddler program do not participate in off-site excursions that require bus transportation.**

### 3.12 Students and Volunteer Policy

We welcome students and volunteers within our programs, which can enhance the environment and the learning of the children, and provide support to the teaching staff. Students and volunteers must submit a Health Check. All students and volunteers will review all policies before commencing their start date and at least annually thereafter. Copies of sign-off and annual sign-off will be kept on-site in the Volunteer Policy Binder for up to 3 years.

In addition, students and volunteers are required to review the anaphylaxis plans for each child as well as the required policies and procedures of the centre. They are not counted in the staffing ratios while in the childcare centre or during field trips. All students and volunteers will always be supervised by an employee at all times and NOT permitted to be alone with any child. We ask that they sign in/out daily.

Arrival and departure from the program are the responsibility of the volunteer and not our staff. Even though students and volunteers are not left alone with the children at any given time, volunteers (over the age of 18) are required to submit a copy of an updated (within 6 months) Vulnerable Sector Screen before starting at the childcare center. If the Vulnerable Sector Screen is more than 6 months, then an Offense Declaration form is to be completed. It is the Supervisor/Staff Designates responsibility to review all policies and procedures with all volunteers and to designate the staff responsible for supervising placement students and volunteers.

Parent /Adult Volunteers: must be 18 years or older and will only assist the staff in the event of an outing or while at the centers. They may be asked to drive themselves to our trip destination. They MUST have a Vulnerable Sector Screen and must remain with a staff member of KCCE for the duration of the trip. A true certified copy of the Vulnerable Sector Screen is to be submitted. When the Vulnerable Sector Screen is in a QR code format, the information will be scanned and verified with notification of the date, and a copy will be placed in the staff/volunteer file. If the Vulnerable Sector Screening is older than 6 months, then an offense declaration form must be signed. Under no circumstances will volunteers be left alone supervising children during a trip.

## Volunteer Guidelines

We are thankful for the extra help and look forward to having a wonderful time with you on our trips. The following is a brief outline explaining the role, responsibility, and expectations of all parent volunteers during our excursions. Please read through our guidelines/policies and then sign off, indicating that you have read, understood, and will comply with our Volunteer Guidelines for Kids Connection. A copy will be provided for you once you return your signed copy to the office.

1. **Lunches:** Kids Connection will not be providing lunch for volunteers during full-day trips. Please bring along a packed lunch that is like the children's picnic lunches (sandwiches, water, juice box, fruit, and vegetables)
2. **Washroom**: If a child in your group needs to go to the washroom, please inform one of the staff since volunteers are not allowed to accompany children to the washroom on their own.
3. **Purchases:** We also ask that parents not purchase lunches or special treats for either themselves, their child, or the children in their group, as this is not fair to the other children. This also includes any souvenir items.
4. **Other:** As a parent volunteer, you will be responsible for a small group of children, one of whom is your child. Due to this, we ask that other siblings or extended family members not accompany us on our trips. Volunteers may be asked to drive themselves to the trip destination. In addition, we ask that volunteers remain with another group led by staff for the duration of the trip. Under no circumstances should Volunteers be left alone during a trip.

### 3.13 Positive Practices

We will use a strengths-based approach to promote positive interactions between adult-child and child-child. We understand that self-regulation is an important component of children's development. Our educators will support children by providing environments that reduce stressors, being responsive and attuned to children's cues while helping children learn strategies for modulating behaviors and emotions, as well as having awareness of the effects of their actions on others.

Monitoring of positive practices for all staff working with children will be ongoing. Reviews will be conducted three times per year with the Supervisor and kept on file for three years.

### Prohibited Practices

**(1)** Kids Connection Care & Education will not permit:

a. Corporal punishment of the child:
b. physical restraint of the child, such as confining the child to a highchair, car seat, stroller, or any other device for discipline or in place of supervision, unless the physical restraint is to prevent a child from hurting himself, herself, or someone else, and is only used as a last resort and only until the risk of injury is no longer imminent:

c. locking the exits of the childcare center to confine the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of KCCE emergency management policies and procedures **:
d. use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth:
e. depriving the child of basic needs, including food, drink, shelter, sleep, toilet use, clothing, or bedding:
f. inflicting any bodily harm on children, including making children eat or drink against their will: or
g. sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the Early Childhood Educators Act, 2007. O. Reg. 137/15, s. 48; O. Reg. 126/16, s. 34; O. Reg. 197/26, s. 15.

(2) No employee or volunteer of KCCE, or student who is on an educational placement with the KCCE shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care.

***Exception will be given to the prohibited practice regarding "locking children in confined space" during an emergency where the **Emergency Situation Plan** is activated. Children could be confined to a room temporarily until the emergency is resolved.*

**Excessive Prohibited Practices**

From time to time, there may be a child who exhibits behavior that conflicts with the goals and mandate of KCCE. Behaviors that disrupt the program, harm others, or damage the property of the program may be considered an excessive prohibited practice issue. Staff will work with children and families to promote positive behavior. If continued communication and strategies are not sufficient for the child to be safely enrolled in the program and withdrawal is necessary, communication with the family will be clear and transparent.

**Expectations**

Expectations for the child must be realistic and age-appropriate. If you expect the child to come away from an activity s/he is involved with, then give the child notice that in X amount of minutes, s/he is to finish up and come to another activity. For example, if it is time to tidy up toys and come to a circle, then you might say, "In 5 minutes, we will tidy up and have a circle. Please finish what you are doing." Another reminder when there is 1 minute left may also be helpful.

**Self-Regulation**

Understanding the stages of physical, emotional, social, and intellectual development is essential to promoting self-regulation in children. The self-regulated child can benefit from having a calm and nurturing environment that includes a balance of structure and flexibility.

Staff will recognize and support a strong sense of self by increasing competence in children and mastery through daily interactions and observations. Self-regulation strategies will include:

- ✓ Modulating emotions
- ✓ Learning to inhibit impulses.
- ✓ Recognizing their stressors
- ✓ Learning strategies for returning to a calm, focused state.
- ✓ Problem-solving and conflict resolution.
- ✓ Understanding the effects of their actions on others.

**Some self-regulation techniques may include:**

Redirecting and offering age-appropriate, relevant choices, identifying feelings using language, using simple explanations of why certain behaviours are unacceptable, guiding children through problem solving, and providing various calming strategies.

### 3.14 Inclusionary Policy

KCCE supports inclusive practices and will make every effort to accommodate children with special needs. In doing so, the staff will work with both the parents/guardians and community agencies to ensure that our programs are accessible to all children. This includes not only programming (i.e., developing and amending plans to meet varying developmental needs of the children), but also recognizing the need for other supports, including the use of technology if/when possible, adaptive furniture/equipment to make activities more accessible, training and development of staff, etc.

In the attempt to both identify and meet the needs of all children, staff must work in conjunction with parents to ensure that care is consistent and geared to the child's individual needs by developing an ISP (Individual Support Plan). Parents in our school-age program will be asked to sign a "consent to disclosure form" so that the childcare staff can work cooperatively with the school staff in planning a program for the child, as well as identify any other agencies involved with the child.

- ✓ We believe all children are of equal value and that all education and care providers have the responsibility to make high-quality, balanced provisions for all children to help them achieve their full potential.
- ✓ We believe that all children benefit from the opportunity to participate and learn in inclusive and diverse communities. We recognize the right of all children and families to participate regardless of ability, gender, race, religion, culture, sexual orientation, or economic status.
- ✓ We strive to ensure that young children and families in our community have access to a quality early learning and care environment that is developmentally and individually appropriate, regardless of differing abilities and needs.
- ✓ We believe successful inclusion is based on increasing participation by removing barriers, building bridges, and celebrating diversity.

**At KCCE, our inclusion policies are based on the following principles:**

1. Every child is welcome. No child will be excluded based solely on level or exceptionality.
2. The centre provides a mainstream setting. The proportion of children with disabilities accepted into the program is roughly that which occurs in the surrounding community.
3. All children and families will have the same enrollment options for days and hours of attendance.
4. All families are welcome. The parents', or guardians', role in the care, well-being, and development of their child is honoured and supported. Parents will be able to participate in the program to the full extent of their comfort level.
5. The centre advocates on behalf of individual children and their families for enhanced funding to support inclusion in the program.
6. Inclusion is successful when it is a positive experience not just for the child and family but also for educators, peers, and the program. The centre will actively problem solve with all participants to achieve an inclusion process that is positive for all involved.
7. KCCE will work in partnership with staff, parents, and support agencies to develop and implement an individual support plan for children with needs. This will be kept in the child's file and reviewed on an annual basis.

## 3.15 Code of Conduct

In keeping with CCEYA, all staff that has their ECE qualifications are required to be a member in good standing with the College of Early Childhood Educators.

Kids Connection Care and Education has adopted the same Code of Ethics as the College of ECE. This code reflects a core set of beliefs and values that are fundamental to our field and serve to inform our practice as Registered Early Childhood Educators.

They include our obligations to children, our obligations to families, our obligations to colleagues and leaders, and finally, our obligations to professional competence. The following expectations are intended as a guide to maintain an atmosphere within our centres that is happy, comfortable, and safe.

### Parent Code of Conduct

Effective June 2010, the Ministry of Labour enforced Bill 168. Bill 168 states that all organizations in Ontario with more than 5 employees are required to have a Violence & Harassment Policy in place. The legislation requires employers to create new policies, assess the control of risks, train employees, and develop procedures to investigate complaints.

KCCE is committed to providing a safe environment for all children, staff, and parents while in our care, and therefore, we are requesting that the following policy "Parent Code of Conduct" be read and signed by anyone who will be entering our childcare centers or before & after school programs to pick up or drop off your child.

Adults and children always shall:

1. Be courteous to one another.
2. All staff, students, and volunteers have the right to work and train in an environment that asserts the personal worth and dignity of everyone. To achieve this objective, Kids

Connection Care and Education will not tolerate any violence, discrimination, or harassment in its employment or business dealings. We have a zero-tolerance policy, and any instance of inappropriate behavior will be sent to the Board of Directors for review and resolution.

3. Conduct themselves in a manner that allows each child and staff to feel safe from abuse of any kind.
4. peacefully resolve conflict.
5. Respect the building and equipment as well as all personal belongings of staff and children.
6. Show respect for all individuals through his/her behavior and words.

**Please note:** KCCE is committed to providing a safe environment for all children, staff, and parents while in our care. All parents/guardians/adults involved in your child's experience at KCCE must sign and abide by the terms and policies stated in the Parent Code of Conduct.

### 3.16 Respect for Diversity

KCCE respects the diversity of the children and families in the program and will endeavor to demonstrate diversity in the programs that are offered. We recognize that the children in our programs represent a variety of races, cultures, religious beliefs, socioeconomic backgrounds, and family structures.
We will ensure that all children are treated equally and that their families are not subjected to any biases and/or racism. We will make every effort to accommodate and celebrate their diversity.

### 3.17 Serious Occurrence

In the event of a Serious Occurrence within any of our Childcare Centres or Before & After School Programs, KCCE is required and obligated to report all serious occurrences to the MEDU Childcare Licensing Unit, and a notification of a serious occurrence will be posted within the Childcare Centre or Before and After School Program in a conspicuous location.

Definitions of serious occurrence include:

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

**Serious Occurrence Reporting Procedure**

- Serious Occurrence Notification will be made by the CCLS website www.earlyyears.edu.gov.on.ca within 24 hours by the Supervisor of the site.
- Parents will be notified that a serious occurrence has taken place, but details of the incident or personal information will not be disclosed (e.g., child's name, classroom information, age, gender, birth date, or staff name)
- All Serious Occurrences are also reported to the Region of York, both school boards, as well as Program Advisors.

### 3.18 Confidentiality Policy

Any information about children, their families, and any business related to Kids Connection Care and Education is to be considered strictly confidential. Discussion of the above-mentioned information outside of this center or with persons not associated with the center is strictly prohibited. All staff, students, and volunteers must abide by and sign a contract of confidentiality.

### 3.19 Harassment and Discrimination

Kids Connection Care & Education intends to provide an environment free from all verbals, physical, and visual forms of harassment. All parents, employees, and volunteers are expected to be sensitive to and respectful of other parents, their co-workers, and others with whom they come into contact while representing the Corporation. The Corporation prohibits all forms of harassment, whether due to sex, sexual orientation, race, color, religion, national origin, age, disability, political ideology, or any other reason.

Harassment can be difficult to define, and misconceptions abound. We urge parents, employees, and volunteers to use our harassment reporting policy without worrying about whether the conduct involved would be considered harassment in the legal sense. If the employee considers the conduct to be harassment, report it. This policy is intended to assist the Corporation in addressing not only illegal harassment but also any conduct that is offensive and inappropriate in this work environment.

**Reporting procedure:**

If at any time a parent, employee or volunteer believes s/he is being subjected to harassment or discrimination, or if an individual becomes aware of such conduct being directed at another individual, or if the individual believes another individual has received more favorable treatment because of discrimination, please promptly notify the Executive Director, Manager of Operation, School Age Coordinator or Supervisor. This applies to harassment or discrimination caused by anyone with whom you come into contact, administrators, co-workers, parents, community or board members, and others.

All reported incidents will be investigated under the following guidelines:

- ✓ All complaints will be kept as confidential as possible and will be disclosed only to the Board of Directors, as necessary, to allow an investigation and response to the complaint.
- ✓ Only those involved in the incident will be involved in the investigation and follow-up.

Anyone who is found to have violated our harassment policy is subject to disciplinary action up to and including immediate discharge. Disciplinary action will depend on the gravity of the offense. We will take whatever action we deem necessary to prevent an offense from being repeated. We will not permit retaliation against anyone who makes a complaint or who cooperates in an investigation.

Report all incidents of harassment, discrimination, or other inappropriate behavior as soon as possible. Kids Connection Care & Education is committed to providing our parents, employees, and volunteers with a pleasant and productive environment, but issues must be brought to the attention of the Executive Director and the Board of Directors.

### 3.20 Grievance/Parental Concern Policy

KCCE has an open-door policy, and we welcome parent feedback and concerns in a verbal and written format. It is the responsibility of KCCE and its staff to investigate to resolve the complaint brought forth. If a parent/guardian wishes to make a complaint on any issue, the following procedure must be followed:

**Procedure:**

1. Speak directly to staff, Staff Designate, or Supervisor regarding concerns.
2. The supervisor, Staff, or Staff Designate will meet with the parents to address the concern. The Supervisor will investigate (*within 24 hours of receiving the complaint*) into the concern that is brought forth.
3. Meet with individuals named in the complaint, document the staff accounts to the complaint, and file the Staff Declaration of Complaint once signed by staff.
4. Follow up with the parent (*within 24hrs-48 hrs*) to share the outcome of the investigation.
5. If not satisfied, the parent is advised by the Supervisor to put the complaint in writing to the Manager of Operations.
6. Once received by the Manager of Operations, she/he will follow up with the Supervisor to obtain details of the investigation and meet with the complainant. If a resolution cannot be reached, the matter is presented to the Executive Director, who will, in turn, share it with the Board of Directors.
7. The Board of Directors will meet (*monthly or special meeting called depending on the severity of the complaint*) and review the incident, a conclusion will be reached, and a letter will be issued to the complainant regarding the outcome of the event and notification of complaint, investigation, and resolution placed in a sealed envelope in the child's file.

### 3.21 Smoking Policy

We are a smoke-free environment. Individuals are prohibited from smoking (E-cigarettes and Vaping) or handling cigarettes on the premises, as well as in the presence of children, including when participating in events and field trips.

## 3.22 Discharge Policy

Kids Connection Care and Education reserves the right to withdraw services from any family for the following reasons:

a) A child's willful destruction of school/center property
b) A child's use of profane or improper language.
c) A child's conduct, which is injurious to the moral tone of the program or the physical or the mental well-being of others in the program.
d) A child's persistent opposition to authority.
e) A family's refusal or inability to abide by the policies and procedures as set out in the Policy Manual
f) A child's behavior is consistently causing excessive disruption to the program, harm to the other children, harm to staff, or harm to the property.
g) A family's conduct is harassing, belligerent, abusive, or in any other manner inappropriate or harmful.
h) Fees are outstanding (i.e., regular weekly fees or any other fees such as those due for late pick-up)

### Withdrawal for Special Circumstances

If a child's behavior is disrupting the program, harming others, or harming to property of the program, a family may be withdrawn from the program. This extreme measure would only take place after consultation with the child's family. All decisions are made considering the best interests of all the children enrolled in the programs.

### Procedure:

**1st incident:** Staff will speak with the child, and both parents/guardians will be informed through daily verbal communication and discussion. Staff will inform the Area Supervisor.

**2nd incident:** Parents, staff, and Supervisor will sign a written warning. The Area Supervisor will inform the Manager of Operations.

**3rd incident:** Suspension for 3 days. The Supervisor will consult with the Manager of Operations/School Age Coordinator. (No refund of fees)

**4th incident:** The Manager of Operations will consult with the Executive Director, who will, in turn, inform the Board of Directors. After the above steps, the parent will be notified in writing of the termination of services.

Please note: If a school-age child has been suspended from school, then they are not permitted into the Before/After School Program for the duration of their suspension. No adjustment to fees will be made.

**Discharge Due to Child's Inappropriate Behaviour**

Each situation involving extreme behavior and issues will be monitored and assessed by the program supervisors and, if necessary, executive directors and the board of directors. Each family and child will be treated with respect and dignity, and procedures and recommendations will be made with the best interests of all children in mind.

Two weeks' notification may or may not be given if a family is asked to withdraw a child. Regular fees and fees due during notice will be levied. Families are required to sign an acknowledgment when the care has been withdrawn.

**Discharge Due to Family Issues**

Kids Connection recognizes that families, as our clients, must be treated with the utmost respect. If a family does not comply with the Parent Code of Conduct, they may be withdrawn from a program. Each situation is assessed and reviewed individually and in consultation with the executive director, program supervisors, board of directors, and the Harassment Code of Ontario.

a) **Parents who fail to make payment**:

***Procedure***

**1st incident:** The Executive Director will notify the family in writing. If fees are not received within one week of the notice, the family will be notified in writing of the termination of services.

b) **Parents whose fees are consistently returned NSF (non-sufficient funds).**

***Procedure***
**1st incident**: The Area Supervisor will notify the parent to replace fees, along with a $48 NSF service charge.

**2nd incident:** The Manager of Operations will notify the parent in writing to replace fees, along with a $48 service charge. A written warning will be given to the parent.
**3rd incident:** The Manager of Operations/School Age Coordinator will notify the parent to replace the fees along with a $48 service charge, and a letter will be issued informing the family of the withdrawal of services.

1. If any parent/guardian becomes verbally/physically abusive to Management, Staff, Board Members, Students, Volunteers, and children of the center.

**Procedure for Physical Abuse:**
The Executive Director will consult with the Chairperson of the Board of Directors. The family will be notified in writing of the automatic termination of services.

**Procedure for Verbal Abuse:**
**1st incident:** The staff documents the incident, and the parent is provided with a written warning that must be signed by the parent, staff, and Supervisor. The Supervisor will notify the Executive Director.

**2nd incident:** The Executive Director will consult with the Chairperson of the Board of Directors. The family will be notified in writing of the termination of services.

## 3.23 Pandemic Policy

### PURPOSE

It is the goal of Kids Connection Care and Education (KCCE) organization to provide support and services to families and children in an environment that is as safe and healthy as possible. We will make every effort to continue to operate our services and protect employees and clients/families from emergencies, including pandemics.
In the event of a pandemic, our goal is to remain as available as possible until authorities dictate otherwise.

The purpose of this policy is to provide a framework for KCCE to mitigate and prepare for the potential impacts of a pandemic, from reduced services to potential closures.

### WHAT IS A PANDEMIC

A pandemic is a global event. A flu pandemic starts with a new strain of virus to which people have little or no immunity. To be considered a pandemic, the new virus must be able to spread easily from person to person and cause illness in many of the people who are infected. When it spreads around the world, it is called a pandemic. The World Health Organization (WHO) sets the pandemic alert level globally. The pandemic level is set based on the spread of the virus, not the severity of the illness.

### POLICY

KCCE is required to follow guidelines set out by the Public Health Agency of Canada, the Ontario Ministry of Health, and the Regional Public Health/Medical Officer of Health for proper infection prevention. Our responsibility is to ensure infection prevention practices are carried out properly to prevent the spread of illness among employees, placement students, children, and volunteers. Policies and procedures are assessed and monitored to ensure our employees, placement students, and volunteers are consistently and carefully carrying them out.

KCCE will ensure our pandemic plan and service continuity/interruption plans align with the Regional Municipality of York

## IMPACT PLANNING

KCCE will review and plan for the following:

- ✓ Sudden increase in employee and child absenteeism
- ✓ Maintaining staffing ratios
- ✓ Interruption of supplies and services (food, paper products, cleaning products)
- ✓ Regular program services and supplies scaled back or not available (in-house activities, field trips, etc.)
- ✓ Cleaning services reduced or cancelled.
- ✓ Administration activities are changed, reduced, or cancelled.
- ✓ Cross-training additional employees to ensure organizational stability in case the Executive Director is unable to be in charge (Area Supervisors and Staff Designate)
- ✓ Reduction of outside supports (consultants, children's services, etc.)
- ✓ Temporarily laying off employees
- ✓ Potential closure (short-term and long-term)
- ✓ Financial loss due to decreased revenue, funding, and increased or additional costs
- ✓ Potential changes or additional duties for employees
- ✓ Spread of the infection within the centre and within the community
- ✓ Communication of the plan with employees, families/clients, funders, and community
- ✓ Re-opening of the organization after a shutdown

## INFECTION PREVENTION

KCCE will take all steps required to ensure a safe and healthy environment in all our programs, including:

- ✓ Early identification of ill employees and children
- ✓ Isolating children who become ill during the program until they are picked up
- ✓ Sending employees home should they become ill during the day.
- ✓ Sending children home if they have been exposed to an identified contagion.
- ✓ Sending staff home if they have been exposed to an identified contagion.
- ✓ Following all governmental/public health recommendations related to removing staff, children, and parents from the program if they have been exposed to a potential health risk.

## COMMUNICATION AND MONITORING

The Board of Directors and the Executive Director oversee the implementation of the organization's emergency communication plan.

Internal communication to all employees, families will be by phone, email, posted on all entrances/exits, social media, parent board, and on our website.

Information will be specific to the nature of the situation:

- Safety and well-being of everyone at the centres/programs
- Reduction of services and programs
- Changes in the delivery of services and programs
- Shutdown of the organization
- Refund/no refund policy to be shared with clients.
- Status updates
- Evacuation plan/location
- Reopening of the organization

External communication to the region, licensing bodies, public health, and other community agencies will be by email. The external contact information for the following agencies/individuals is located/posted in the childcare centres, licensing binder, and emergency preparedness binder.

KCCE will establish the following system to communicate with employees and with clients/families. The organization will provide timely updates regarding the status of the closure by email and on our website. KCCE will monitor information and updates from the local Officers of Health and the Provincial Government

## AUTHORITY TO SHUT DOWN THE ORGANIZATION

KCCE will follow all directions and recommendations from public health officials, the municipality, the Ministry of Education, and the Provincial/Federal Government, should a pandemic be declared.

The Public Health Act and the Emergency Measures Act authorize all levels of government to order a shutdown of services during a pandemic.

## RECOVERY

KCCE will follow the directions of the Government, Public Health, and the school boards regarding reopening the center (s) once the shutdown has been lifted.

### Families/Clients Returning to the Organization

- Send out an email welcoming families and thanking them for their understanding during a very difficult and challenging time.
- The invitation to return should include specific details regarding start dates and what has changed.
- Reassure families regarding new practices that will be put in place regarding how suspected illnesses will be handled.
- Review updated policies in the Parent Handbook

### 3.24 Emergency Plan

1. In the event of an Emergency Situation (i.e., fire, flood, etc.) that requires the children to be evacuated from the center, the children will be taken to the designated Emergency Shelter. Each family will be advised at the time of enrolment of the location of the evacuation shelter, which is also listed on the front cover of the manual.
2. If the neighborhood around any of our locations involves the risk of widespread contamination, Kids Connection Care and Education will follow the direction of York Region Catholic and York Region Public School Board Emergency Evacuation Plan or directions from York Region Children's Services and York Region Public Health.
3. In the event of an emergency cancellation of service at any Kids Connection Care and Education locations, we will follow the direction of York Region Catholic and York Region Public School Board. This applies to situations such as severe weather conditions, etc. Local radio and TV stations will carry information such as cancellations. These include, but are not limited to:

4. 680 News 680 Toronto
5. CP24 Channel 24
6. CHFI-FM 98.1 Toronto
7. CHUM-FM 104.5 Toronto
8. Q107-FM 104.5 Toronto
9. YRDSB www.yrdsb.ca or Twitter @YRDSB
10. YCDSB www.ycdsb.ca or Twitter @ycdsb
11. Facebook www.facebook.com/kidsconnectionce
12. Twitter @kcceYR
13. Instagram @kidsconnectionce

**As with statutory holidays, regular fees will apply for such days.**

### 3.25 Extended Closure Policy

We strive to provide a safe, healthy environment for your child (ren). However, despite our best efforts, there may be times when the center may have to be closed for an extended period. Decisions to close for an extended period are made based on recommendations by one or more of the following ministries, the provincial and federal ministries of health, education, and labour as well as municipal departments of health and childcare licensing bodies. The reasons for an extended closure may include but are not limited to, faulty construction, mold, flooding, serious illness outbreaks, pandemic, etc.

In the event of a serious illness outbreak or pandemic, you may be required to sign a declaration confirming that you and your child have not been exposed to the identified contagion. Based on recommendations by the federal, provincial, or municipal (school boards) public health you may be asked to remove your child from the program for a specified period, if they or any family member residing in the home, have been exposed to an identified contagion. If your child has been removed from the program for any of the above health reasons, you may be required to provide a doctor’s letter confirming that your child is fit to return to the program.

In the event of closures beyond our control, no refunds of fees will be issued and your child's spot in the program will not be affected by the closure.



# SECTION 4
## Toddler & Preschool Program

**4.1 Program Description**
**4.2 Rest Time**
**4.3 Arrival & Departure**
**4.4 Snacks and Lunches**

# 4.5 Illness
# 4.6 Registration

*KCCE, "Inspiring our children to imagine and reach, infinite possibilities."*

## 4.1 Program Description

Children participate in a variety of daily activities which include creative arts, small group activities, music and movement, language and listening, and sensory both indoors and outdoors.

## 4.2 Rest Time

Each child enrolled in the program will have an opportunity for a rest time of up to a maximum of two hours. It is the parent's responsibility to provide their child with a blanket, stuffed animals, diapers, wipes, and diaper cream if required. Staff will monitor sleeping children regularly and perform direct visual checks every 30 minutes for toddlers and preschoolers, and every 15 minutes for infants by being physically present beside the children and looking for indicators of stress or unusual behaviors. Sleep areas will have sufficient light to conduct direct visual checks. These checks will be recorded on the Sleep Room Monitoring Logs. Children will be assigned individual cots.

## 4.3 Arrival/Departure

Parents/guardians of children who are participating in the program should accompany their child/ren into the program each day. We ask that you sign your child/ren in and out of the

program to ensure the safety of the children. **Please note children should not be left in the hallway.**

### 4.4 Snacks and Lunches

Two nutritious snacks are offered in the program. Our AM/PM snack follows the Canada Food Guide and is prepared on-site by our staff. A hot catered lunch will be provided daily by Yummy Catering. Accommodations are made with the catering company for children with food allergies or restrictions. Due to the various food allergies, Public Health has advised that we restrict outside food from being brought into the centers. For exceptions to this policy, please refer to *section 3 3.7 about "Food from Home"*

### 4.5 Illness

If your child is absent from the program due to illness, we ask that you call your respective centre to report your child's absence. For everyone's well-being, sick children cannot be admitted to the program. Under Public Health regulations, staff are required to perform a daily health check on each child as they enter the centre. Our staff, because of their continuous association with the children and trained observation of their performance, are quickly aware of changes in appearance or behaviour.
If the child develops an illness while attending the program, the child will be isolated, and the parent will be notified. Parents are expected to pick up the child after being notified. Parents must keep a child at home who is suffering from fever, diarrhea, earache, vomiting, skin rashes or sores, and communicable diseases (please ***refer to Section 3: 3.6 Health and Illness Policy for more information***).
**Please note: For the safety and well-being of our staff and children, anyone with a confirmed communicable disease will not be accepted back into the program without a doctor's note confirming their ability to return and participate in the program. If you have any questions, please speak with a member of our teaching staff.**

**In the case of an outbreak (3 or more confirmed cases), parents will be notified immediately. It may be a requirement in the case of an enteric outbreak that parents collect stool samples using a kit provided by York Region Public Health. Public Health Investigators will provide support and instructions to the childcare center at this time.**

### 4.6 Registration

Existing families who withdraw from the program and wish to re-register later must complete and submit the online waitlist form and follow up with the Supervisor for space availability. If a space becomes available, you will be required to pay the non-refundable registration fee upon returning to the program.

**The environment as educator**. The environment plays a key role in the quality of children's exploration and play. Indoor and outdoor spaces, materials, and furnishings (including how they are positioned), accommodations to ensure equitable learning opportunities and participation for children with special needs, as well as the general design of the space, and the organization of time, all have a significant influence on children's level of engagement and the possibilities for in-depth exploration and learning.

# Before and After School Program

5.1 Program Description
5.2 Arrival & Departure
5.3 Registration
5.4 Snacks and Lunches
5.5 Illness
5.6 P.A Day and School Breaks
5.7 Shared Space
5.8 Suspension from School

*KCCE, "Inspiring our children to imagine and reach, infinite possibilities."*

## 5.1 Program Description

Our Before/After school program provides care for children ages 4 years to -12yrs. We offer daily programs that support growth and development based on the children's interests and needs. The philosophy of the program is that children learn best through purposeful play-based experience that fosters and support our program statement.

## 5.2 Arrival/Departure

To ensure the safety of your child/children, we ask that you walk your child/children into the classroom and sign them in/out of the program daily. Parents/guardians are responsible for confirming their child's arrival with a staff member. **Staff cannot be responsible for children who are left in the hallway or arrive at the childcare center unescorted.**

When departing from the program, children will not be permitted to leave the program unescorted or to walk home with a friend. Parents must have a responsible person, who is a minimum of 16 years of age, pick up their child from the center.

## 5.3 Registration

Existing families who withdraw from the program and wish to re-register later must complete and submit the online waitlist form and follow up with the Supervisor for space availability. If a space becomes available, you will be required to pay the non-refundable registration fee upon returning to the program.

## 5.4 Snacks and Lunches

Two Nutritious snacks are offered in the program and prepared by staff. Both the AM/PM snacks follow the Canada Food Guide. A catered lunch will be provided on P. A Days and during the Winter/Spring Break.

## 5.5 Illness

If your child is absent from the program due to illness, we ask that you call your respective centre to report your child's absence. If your child becomes ill during school hours, the school staff will be responsible for notifying parents. Alternatively, if the child becomes ill during the before/after school program, the childcare staff will be responsible for notifying parents/guardians. For everyone's well-being, sick children cannot be admitted to the program. Under Public Health regulations, staff are required to perform a daily health check on each child as they enter the centre. Our staff, because of their continuous association with the children and trained observation of their performance, is quickly aware of changes in appearance or behaviour.

If the child develops an illness while attending the program, the child will be isolated and the parent will be notified. Parents are expected to pick up the child after being notified. Parents must keep a child at home who is suffering from fever, diarrhea, earache, vomiting, skin rashes or sores, and communicable diseases.

**Please note: For the safety and well-being of our staff and children, anyone with a confirmed communicable disease will not be accepted back into the program without a doctor's note**

**confirming their ability to return and participate in the program. If you have any questions, please speak with a member of our teaching staff.**

**If the case of an outbreak (3 or more confirmed cases), parents will be notified immediately. It may be a requirement in the case of an enteric outbreak that parents collect stool samples using a kit provided by York Region Public Health. Public Health Investigators will provide support and instructions to the childcare center at this time.**

### 5.6 P.A Day and School Breaks

If your child is enrolled in our program and you require care on a scheduled P.A. Day, a separate registration form will be given to you to sign, and an additional fee will apply.

### Winter Break/Spring Break

A survey and registration forms will be provided to parents/guardians seeking information regarding childcare requirements for both the Winter Break and March Break.

Each year during these two holidays, our programs experience a significant decline in enrollment as children and their families take the opportunity to enjoy the season and take a break from work and school.

**Please note**: At times, due to low enrollment, and to be efficient and viable, some locations may be closed for P.A Days and Winter/March Breaks, however, an alternate location will be offered.

### 5.7 Shared Space

Our Before and After School programs operate out of shared space classrooms in the school and in collaboration with our school board partners, we work together to address storage, classroom set-up and access to shared common areas. In some locations it is necessary for the use to rotate our shared space classrooms every month, but rest assure we will keep you informed prior to us moving rooms. It should also be noted that many classrooms are not air-conditioned.

### 5.8 Suspension from School

In the instance of a school-age child being suspended from the school, for whatever reason, the child will not be able to attend the before/after school program until the suspension is over. The policy of the York Region District and York Region Catholic School Board is that a child who is suspended is not allowed on school property. Since we are in the schools, we are compelled to support the policy. Your regular childcare fees still apply for these days, and no adjustments will be made to fees.

# SECTION 6

## Organizational Information

6.1 Kids Connection Care and Education History
6.2 Board of Directors
6.3 Accessible Customer Service Policy
6.4 Organizational Structure

*KCCE, "Inspiring our children to imagine and reach, infinite possibilities."*

## 6.1 History

Kids Connection Care and Education is a non-profit, charitable, community-based organization, licensed under the Childcare Early Years Act of Ontario (formerly DNA). We became incorporated in 1991 and operate with a volunteer Board of Directors elected by parents and community members. Currently, we operate three Childcare Centres and six Before and After School Programs in the Public and Catholic School Boards in York Region serving families with children aged 18 months up to 12 years old.

We opened the following centers/programs:
1991: Christ The King CCC
1994- St. Monica CCC
2001- Kids Connection @ All Saints
2003- Kids Connection Richmond Hill
2004- Kids Connection @ St. Matthew…program CLOSED June 2018
2007- Kids Connection- North: Michaelle Jean PS & Beverly Acres PS
2008- Carnegie CCC
2012- Kids Connection @ Black Walnut
2014- Kids Connection @ Beckett Farms
2025- Kids Connection @ Spring Lakes…opening Sept. 2025

## 6.2 Board of Directors

The Boards of Directors are members recruited from across our centers and the York Region community, who are parents/guardians of the children enrolled. Based on the organization's by-laws, the Board of Directors consists of at least 4 Directors to a maximum of 10 Directors, including those who have been elected to the positions of Chair, Vice Chair, Treasurer, and Secretary.

Directors must be at least eighteen years of age and cannot be employed by Kids Connection Care and Education. Directors are required to be available one evening per month to attend a board meeting and to support the board in its ongoing activities. Our Annual General Members Meeting is held yearly in February, and parents are welcome to attend. New board members are recruited yearly or as necessary from both parents and community members. Parents interested in serving on our Board of Directors should contact the Executive Director or speak to their supervisors.

The role of the Board of Directors is to work in cooperation with the Executive Director in establishing long-term goals for the organization and to ensure that the community needs are being met through the childcare services that are provided by Kids Connection Care and Education.

**The Board's main roles are the following**:

1. Setting Goals and Policies
2. Long-Range Planning and Evaluation
3. Financial Management
4. Employee Relations
5. Community Relations

**Note**: Board policies determine what the Corporation will do. The Management Team implements policy and determines how staff will carry out the policies effectively.

Parents interested in volunteering or participating in the program should speak to the center's Supervisors. Volunteers must provide a Police Background Check, including a Vulnerable Sector Screen, dated within 6 months of the volunteer's first interaction with children, and supplemented with a signed offense declaration annually thereafter to a maximum of five (5) years, after which a new check will be required.

The goal of Kids Connection Care and Education is to provide quality childcare services. The input of parents/guardians is not only necessary but valued by the Board of Directors and staff of the organization. We will continue to aim to work together in providing the highest quality of care to our families in our community.

We all have one thing in common: children! We have an obligation to each other to make their progress one of growth and happiness, and of course, to have some fun along the way. Enter the endeavor enthusiastically. Your rewards will be many.

### 6.3 Accessible Customer Service

Kids Connection Care and Education is committed to excellence and serving all families with respect and dignity, including people with disabilities, respecting their independence and the need for integration.

## 6.4 Organizational Structure

Kids Connection, as a non-profit, charitable organization, has a volunteer Board of Directors who are responsible for the oversight and accountability of the organization. The day-to-day operations fall under the responsibility of the employees who are hired by the organization to manage and deliver the organization's programs.