

KINDER ACADEMY PARENT HANDBOOK

Information may change and updates will be communicated

PAGE(S)

2	Philosophy, Confidentiality agreement, program development
3	Prohibited Practices, in case of emergency
4	emergency continued, supervision and planned trips
5	safe arrival and dismissal policy and procedures
8	Admission costs and operational information
9	Waitlist policy, discharge policy, arrival and pick up, clothing
11	nutrition, Sample only menu
12	Bagged lunch policy
13	inclement weather, other policies and procedures
14	monitoring compliance
17	program statement, goals and approach
20	parent issues and concerns
24	list for first day of school
25	Daily procedures,
27	Pandemic safety plan, cleaning protocols



PARENT HANDBOOK

PHILOSOPHY:

Kinder Academy Education Centre provides a positive learning environment for your child that enhances his or her level of development. Through various learning experiences and the guidance of specially trained staff, your child will be exposed to situations that will stimulate:

- Curiosity, initiative, and independence
- Self- esteem and decision-making capabilities.
- Interaction and communication with and respect to and for others
- Physical activity, developing gross motor skills.
- Fine motor development

CONFIDENTIALITY AGREEMENT:

It is understood that all discussions between the employees of Kinder Academy Education Centre and the parents/guardians of the children are confidential. We will not divulge any information that is confidential manner to any person without prior written consent from parents/guardians. We will not discuss any situation that involves other children without their parents/guardian present. It is understood that all discussions will be conducted in a respectful and caring manner. We will not participate in discussions that disclose information about children and families enrolled in our school. We respect that the families of children will uphold the same consideration. It is understood that discussions with parents/ guardians will occur during a time in which confidentiality can be upheld (example: not during busy drop- off and pick-up times or in the presence of their child(ren). We will make ourselves available for meetings or phone discussions to ensure they can be conducted in a confidential manner.

PROGRAM DEVELOPMENT: Programs are re- evaluated regularly to reflect changes within the Ministry of Education. Instagram at [kinderacademyec](#) is the form of communication we will use to update you on your child's progress, updates in the preschool programming and any reminders. We will update you on what happened that day and show pictures. Direct message on instagram can also be used to message us. Summer time we may offer camp programs that will be themed such as science and art

PROHIBITED PRACTICES:

Kinder Academy will not permit the following prohibited practices:

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- (c) locking the exits of the childcare centre or home childcare premises for the purpose of confining 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 the licensee's 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.
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

IN CASE OF EMERGENCY:

Staff will follow the emergency response procedures outlined in our full policy by following these three phases:

1. Immediate Emergency Response.
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for, and are supervised at all times during an emergency situation. They will ensure to taking the emergency contact binder at the exit so parents can promptly be contacted.

Parents will be notified by phone when all children are safe and accounted for.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: Corner area located near the plaza on sidewalk area.

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: Niagara Pre Owned 4460 Drummond Rd or Brock Ford Dealership 4500 Drummond Rd.

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

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, Lisa will provide direction to staff for the immediate response and next steps. Staff will follow the directions given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by staff on duty in the daily written record.

Kinder Academy will conduct monthly fire drills, lockdown, and evacuation drills with staff. There will be a first aid bag and Emergency Info binder always located in the front locker area and another first aid kit and binder in the staff area located near the back emergency exit. These are ready and prepared to take in the event of an emergency.

Any person working at Kinder Academy Education Centre will be First Aid, CPR trained.

SUPERVISION OF CHILDREN: VOLUNTEERS & STUDENTS

All children will always be supervised by a Registered Early Childhood Educator. Any volunteer or student and any staff not qualified as a RECE will never be left alone with the children. Group ratios are 8 children to 1 teacher. Volunteers and students are not included in group ratios and always supervised by RECE in the preschool room.

PLANNED OUTINGS / TRIPS:

Kinder Academy Education Centre may plan trips or outings. All trips will require a parent or guardian to attend with the child and provide their own transportation. Permission forms and payment will be required if applicable before any scheduled trip.



Safe Arrival and Dismissal Policy and Procedures

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children attending Kinder Academy.

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 the children, including what steps are to be taken when a child does not arrive as expected, as well as steps to follow to ensure the safe dismissal of children.

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.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- Kinder Academy will ensure that any child attending Kinder Academy is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization that the staff may release the child to, which is located under the contacts tab in the attendance binder. Kinder Academy will only dismiss children into the care of their parent/guardian or another authorized individual. Kinder Academy will only release the child when that person is at the door to pick up the child.
- 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

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child at the door. Doors will open 5 minutes before 9am.

- 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 that is on the authorized pick up form located under the contacts tab in the attendance binder or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (by email, text or Instagram message).
- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive and the parent/guardian has not communicated a change in drop-off (e.g., left a message or advised the closing staff at pick-up), the staff in the classroom must:
 - Contact the child's parent/guardian no later than 10am. Staff can send a message using Instagram direct message, if no response by 10am proceed to call
 - If no response continues to call other authorized persons in the child's file
 - Send reminders that it is mandatory to let us know if your child will be absent by direct message on Instagram or can email or call us.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child may be release to.

Where the staff does not know the individual picking up the child

- 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. Photo may be sent by direct message on Instagram.

Where a child has not been picked up as expected (before centre closes)

Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up the staff will wait 5 minutes and then send a direct message through Instagram and if no response they will use the phone number on file of the parent/guardian and the staff shall contact authorized pick up person if parent cannot be reached. Staff will then advise that the child is still in care and has not been picked up. Once the child is picked up staff will record in the daily log and communicate with the supervisor that the child remained in care past the closing/pickup time.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 2:30pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall leave a message by voicemail or Instagram message that an authorized person (insert name) has picked their child.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact an individual listed in the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 3:30pm (one hour after closing) the staff shall proceed with contacting the local Children's Aid Society (CAS) 905 937 7731 Staff shall follow the CAS's direction with respect to next steps.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

CHILDREN ADMISSION REQUIREMENTS:

Morning Program: 9:00am-12:00pm Afternoon: 11:30pm-2:30pm All Day: 9:00am-2:30pm		
Operating 2nd Monday of September to 3rd Friday of June. Kinder Academy is closed on and recognizes all statutory holidays, Christmas holidays 2&1/2 weeks break and 1 week March Break		
BASE FEES:		
2 day program(Tues/Thurs)	Half Day: \$280.00/month	All Day: \$390.00/month
3 day program(Mon/Wed/Fri)	Half Day: \$400.00/month	All Day: \$560.00/month
5 day program(Mon- Fri)	Half Day: \$660.00/month	All Day: \$920.00/month

Age: 2 years.6 months to 5 years

Children will be accepted into the program at 2.6 years of age provided they are well on their way with toilet training and emotionally able to cope. Under 2.6 age extension permission may be granted in special circumstances.

DAYS AND HOURS OF OPERATION, HOLIDAYS AND TUITION:

****Fees subject to change yearly!**

Please note that doors open 5 minutes prior to the start time. Please pick up your child on time. The doors to the school will only be opened when the students are all ready to be dismissed. The morning program ends at 12, noon and the afternoon program ends at 2:30pm. Late pickup will result in an additional fee, the **NON BASE** fee of \$2.00 a minute up to 10 minutes. After 10 minutes you will be called and an additional fee of \$10 (total \$30) will be required to pay by cash when you pick up your child. If more than 15 minutes late our all-day daily rate will apply.

Registration Fee: **BASE FEE** of \$75.00 (nonrefundable). Monthly tuition is due on the first of the month. E Transfers are required. A **NON BASE** late fee for any payment will result in a \$5.00 a day up to 3 days late then \$10.00 a day exceeding 3 days. If more than 5 days late removal from the program may occur if payment schedule cannot be agreed upon. The amount of monthly tuition is the same each month, all holidays are already accounted for and the rate for all of the active school days is divided by 10 months. A receipt will be given in December and June for income tax purposes.

Kinder Academy is not participating in the Canada Wide Early Learning Child Care program, (CWELCC).

WAIT LIST POLICY

Kinder Academy will strive to accommodate all requests for the registration of a child at the childcare centre.

- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Additional Policy Statements

Parents will apply through Niagara Region Child Care Registry site, (OneHSN)
<https://niagara.onehsn.com>

Procedures Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list by email from the Niagara Region Child Care Registry, (OneHSN)

Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to [describe method of determining priority, e.g. children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff, children of employees of nearby organizations, etc.].
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified by email or call that a space has become available in their requested program.
2. Parents will be provided a timeframe of 3 days in which a response is required before the next child on the waiting list will be offered the space.

3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. Lisa Horth will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. Lisa Horth will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Additional Procedures

If a family contacts after the 3 days and the spot has been filled, then they will be added back to the top of the waitlist if agreeable reason was given for not being able to respond within the 3 days.

DISCHARGE POLICY:

If you wish to withdrawal your child from our program, two-week paid notice is required or a full month tuition will be charged. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. Therefore, your child will be placed on a wait list. Kinder Academy Education Centre may terminate services if policies are not followed, fees not paid or if the program is unsuitable for your child.

ARRIVAL AND PICK UP/PARKING:

Unless otherwise arranged, children will not be released to any person other than those who are specified on the admission form. Parking is available in the plaza parking lot.

CLOTHING AND POSSESSIONS:

Your child should be dressed in clothing that is appropriate for physical activity, the weather and the season. A second set of clothing is to be kept in your child's backpack in case of accidents. Indoor Velcro shoes only with non-marking soles are also required. All clothing and shoes are to be labelled with your child's name.

NUTRITION:

Please read and follow recommendations in our bagged lunch policy. If your child has special diet limitations or requirements, you can speak to Lisa to discuss alternate options. For special occasions we do allow treats such as cupcakes, but they must store bought, packaged and nut free. Homemade treats are not permitted as we cannot be known of any unaware, unintentional cross contaminations.

Sample Weekly Menu

Week of: dd/mm/yyyy to dd/mm/yyyy					
	Monday	Tuesday	Wednesday	Thursday	Friday
AM Snack	Grapes and crackers	Apples and animal crackers	Yogurt and granola	Cucumber and saltine crackers	Cheese and crackers
Lunch	Pease see bagged lunch policy	All lunches are provided by the parents	Following Canadian food guide	All lunches are labelled with child's name	All lunches are served by 12:30 pm
PM Snack	Cheerios and bananas	Goldfish crackers and carrots	Watermelon and arrowroot cookies	Pretzels and grapes	Variety of fruit and vegetables left over and crackers
Week of: dd/mm/yyyy to dd/mm/yyyy					
	Monday	Tuesday	Wednesday	Thursday	Friday
AM Snack	Cheese and crackers	Cucumber and pretzels	Apples and goldfish crackers	Watermelon and animal cookies	Yogurt and granola
Lunch	Pease see bagged lunch policy	All lunches are provided by the parents	Following Canadian food guide	All lunches are labelled with child's name	All lunches are served by 12:30 pm
PM Snack	Grapes and arrowroot cookies	Strawberries and animal cookies	Cheese and crackers and carrots	Goldfish crackers and cucumber	Variety of fruit and vegetables leftover and cookies

These menu items are for example only, all snack that is given will be communicated each day by instagram direct group message.

Bag Lunch policy

Lunches must follow the Canada food guide, sugar must be limited (eg. no juice or candy) Canada food guide is found at food-guide.canada.ca

All lunches must be labeled clearly with your child's name and have appropriate ice packs to keep food fresh.

In the case where a child has forgotten their lunch the parent will be called and asked to bring in their child's lunch. If the child lacks nutrition, we will educate the parents further to provide a balanced nutritious lunch. We always have cheese, crackers, cereal, fruit or vegetables at the school, and we will provide these to the lunch if required.

All parents have been directed to the Canadian food guide website and if required we will provide a copy to the family.

All lunches must be peanut free and allergy aware according to classroom allergies. All allergies and food preferences are posted in the preschool room and kitchen area.

Sample bagged lunches:

~turkey and cheese sandwich, carrot sticks, apple, graham cracker cookie, water

~green salad, pizza, grapes, nutrigrain bar, water

~pasta, whole grain bread and butter, strawberries, yogurt, water

~hardboiled egg, cucumber slices, cheese and crackers, teddy grahams, water

~meat sandwich, caesar salad, fruit cup, animal crackers, water

INCLEMENT WEATHER, SCHOOL CLOSURE:

We follow the news on school board closures due to inclement weather and we will close. We will send a message through Instagram notifying our families. If you are needing clarification Lisa 905 358 4193 is available by phone or text.

OTHER POLICIES AND PROCEDURES

Our full detailed policy and procedures binder is available in the office and may be requested to review at any time!

Medication Policy**Monitoring Compliance & Contraventions Policies and Procedures****Wait List Policy****Staff Training Policy****Emergency Management Policy****Criminal Reference Policy****Supervision of Volunteers and Students Policy****Parent Issues and Concern Policy****Serious Occurrence Policy****Sanitary Policy****Fire Evacuation Procedure**

Policy and Procedures for Monitoring Compliance and Contraventions

Monitoring and Observations

Kinder Academy will monitor each staff, student and volunteer to assess whether policies, procedures and individualized plans are being implemented, as follows:

- Lisa Horth will observe and monitor the supervisor of the child care centre;
 - The supervisor will observe and monitor the qualified staff in each program room (i.e. RECE or otherwise approved staff);
 - The supervisor and fellow RECE will observe and monitor other program staff (i.e. assistants);
 - The supervisor and RECE in the room will observe and monitor placement students; and
 - The supervisor and RECE in the room will observe and monitor volunteers.
- Monitoring and observations will be conducted on an ongoing basis through various means including, but not limited to:
 - participating regularly and informally in the program;
 - collecting feedback provided from parents and families; and
 - reviewing written documentation (e.g. medication administration forms, daily written record, attendance records, etc.).
- Monitoring will be conducted at different times of the day (e.g. morning, after school) to observe that policies, procedures and individualized plans are being implemented as required for different parts of the program and daily routines.

Documentation and Records

- Documentation of observations will be completed at the time the observations are made or at least one time a year, and will include concrete examples of observed compliance and non-compliance.
- All records will be stored in staff files for at least three years from the date they are created.

Follow-up

- Any areas of concern with an individual's ability to comply with policies, procedures and individualized plans will be brought forward to the supervisor or designate.

- Lisa will address their observations through a review and discussion with the individuals observed every year or as needed and will seek to or provide them with appropriate supports to achieve and maintain compliance (e.g. additional training).

Dealing with Contraventions of Policies, Procedures or Individualized Plans:

- Kinder Academy will make every effort to clarify expectations and encourages staff, students and volunteers to raise their questions and concerns about implementing policies, procedures and individual plans on an ongoing basis to support clarity, learning, development and ongoing compliance.
- Progressive discipline may be used to address observed non-compliances with policies, procedures and individualized plans, taking into consideration the nature and severity of the incident, and the individual's history of previous non-compliances.
- Where a staff, student or volunteer is observed to be non-compliant, the licensee, supervisor or designate will take one or more of the following actions:
 - Inform the individual that a non-compliance was observed, including the review of any pertinent records or documentation that provide evidence of the non-compliance;
 - Re-review the relevant policies, procedures, and/or individualized plans with the individual.
 - Issue a verbal warning
 - Issue a written warning
 - Temporarily suspend the individual from their position at the child care centre for up to one month
 - Terminate the individual from their position;
 - Inform any relevant parties (e.g. College of Early Childhood Educators, College of Teachers, College of Social Work and Social Services, the contact person for the program from which a student has been placed, CAS, police, etc.); and/or report violations with the College of Early Childhood Educators' Code of Ethics to the College.
- Where an observed non-compliance meets the criteria for a reportable serious occurrence (e.g. an allegation of abuse or neglect), the serious occurrence policy and procedures will be followed.
- Where appropriate, the supervisor or designate will follow up with the family of a child in accordance with our policies and procedures on parent issues and concerns.

Additional Policies and Procedures

Kinder Academy requires all staff/volunteers and students to review the policies, procedures, and individualized plans at the time of hire and/or as frequently as needed due to changes and/or concerns.

- All Staff/Students/Volunteers will read and sign a chart above indicating they have read/understood and agree with Little Academy's Policies, Procedures, and Individualized Plans at the time of hire or as frequently as needed if changes occur. The chart will clearly indicate the policy/procedure, date and allow for observation/comments made at the time of review.
- Statement program expectations are conducted annually or as frequently needed.

Policy and Procedures for Recording Compliance and Non-Compliance

- Signature of Staff/Student/Volunteer acknowledging all policies and procedures on a chart template below.
- Annual Review (or as frequently deemed necessary) checklist with staff expectations to be conferenced with staff/student/volunteer.

Policy and Procedures for Addressing Compliance and Non-Compliance

Compliance of policies and procedures

Signature required by each policy and procedure.

- Ask questions if need clarification on any policy.

Non-Compliance of policies and procedures

- First offence: Verbal Warning
- Second offence: Conference with supervisor/licensee reviewing all policies/procedures and a written warning.
- Third offence: Suspension without pay or dismissal as deemed appropriate by licensee.
- In the event of a criminal offence or a serious occurrence contravention inflicted by staff/student/volunteer, immediate dismissal will occur.

PROGRAM STATEMENT

KINDER ACADEMY EDUCATION CENTRE BELIEVES ALL CHILDREN ARE COMPETENT, CAPABLE, CURIOUS AND RICH IN POTENTIAL. FOR THIS REASON, KINDER ACADEMY WILL NURTURE SUCH CHARACTERISTICS IN ALL PRESCHOOL STUDENTS. THUS, A SET OF GOALS HAS BEEN SET IN THIS POLICY TO IMPLEMENT SPECIFIC APPROACHES IN OUR PRESCHOOL PROGRAM.

This program statement is consistent with Ontario's policy statement: How does learning happen? Ontario's Pedagogy for early years (2014) as the document for guiding the childcare program

Program Statement Implementation Policy

Staff will review the Program Statement Policies and Procedures at the time of hire and/or after each review of the Program Statement has been made.

There will be an annual reflection review. However, staff may be monitored more frequently if required. If staff are in contravention of any of the expectations the following steps will take place; a verbal warning with direction on how to modify behavior/practice, a written warning, followed by suspension without pay.

GOAL & APPROACH

A. promote the health, safety, nutrition and well-being of the children

- A healthy snack is a mandatory component in our program that has been included in our tuition price.
- Each student shall wash their hands prior to snack. There will be proper steps to hand washing in the bathrooms so children can follow along by themselves and model the children in the visual picture.
- For special occasions we do allow treats such as cupcakes but they must store bought, packaged and nut free. Homemade treats are not permitted as we cannot be known of any unaware, unintentional cross contaminations.

B. support positive and responsive interactions among the children, parents, child care providers and staff

- Instagram page kinderacademyec will be a mode of communication regarding our program, what children are learning and asking about, and what parents feel about certain topics being explored at school.

- Engage in authentic, reciprocal communication with children allowing children to be initiators and equal partners.

C. encourage the children to interact and communicate in a positive way and support their ability to self-regulate

- A key component to the program is to allow for children to have time, space and materials which enhance opportunities to share, play as a team, collaborate and work independently.

- Soft spots or quiet areas will be enforced in times of difficult behaviour to allow for cool down time to think and reflect.

D. foster the children's exploration, play and inquiry;

- A selection of provocations will be available with time for exploration and questions from children along with varied materials in the centers for construction, and ample art forms for creativity.

- A Daily Routine (Flow of the Day) will be used to ensure there will be open ended materials used for investigating and prompting questions with large blocks of time to do so.

E. provide child-initiated and adult-supported experiences

- A shift from adult monthly themes towards what children are interested to explore as a starting point for planning.

F. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported

- Exploration and provocations will foster all areas of learning. Literacy, Cognition including math and science, Social, Physical, Fine Motor, and Gross Motor focusing on what draws children's' attention for exploration.

G. incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care

- Blocks of time will be used for active play with various activities/equipment such as balls, balancing beam, cottage house, trains, cars, plasma cars, hula hoops, yoga and dance.

- Music and movement also allows for active play through movement

- Soft spots or a Quiet Zone will be readily available

H. foster the engagement of, and ongoing communication with parents about the program and their children;

- Instagram at kinderacademyec is where we will post pictures and use as direct message to inform of child's day. Permission to post pictures will be in your child's folder and will only post if permission by parent granted.

- Supply the accurate modes of technology such as iPad, computer and printer for staff to use consistently.

I. involve local community partners and allow those partners to support the children, their families and staff;

- Staff appreciation outings will be planned throughout the year.

- Accessible information on resources for families to aid in specific health concerns will be available such as dental clinics, and immunization clinics in our information area at the front doors.

- A list of workshops/classes available to parents/guardians/educators will be sent home when received to by ECCDC.

- QCCN (DPS) tools will be used along with correlating resources.

J. support staff who interact with the children in relation to continuous professional learning;

- All staff members will be members of the ECCDC upon hire at the expense of Kinder Academy.

- All staff are required to attend scheduled staff meetings throughout the year to accept/welcome and discuss positive criticism and offer such to others.

K. document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families

- The approaches must be adjusted if not suitable for the children/families as frequently as needed.

- Daily observations and documentation of children's engagement and when they are most engaged allows for proper approaches to be attained for the set goals.

Parent Issues and Concerns Policy and Procedures

Purpose

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

Definitions

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

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

Licensee: LJT Childcare Academy's O/A Kinder Academy

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Kinder Academy and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

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

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

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

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

For more information, visit

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, toilet use, indoor program activities, snack arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 3 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

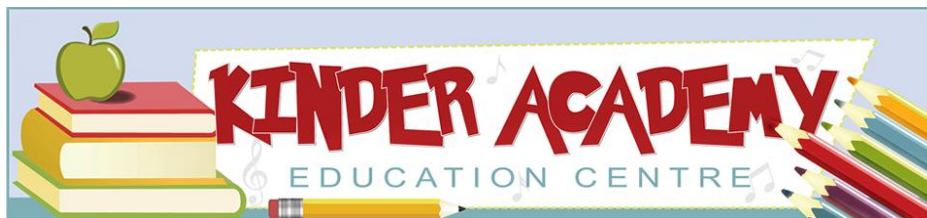
Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
		<p>-Monitor and notify supervisor of any misconduct of the policies and procedures.</p> <p>-If issue or concern between staff and volunteer or student arises such as not complying with policies and procedures or not understanding what is the responsibilities of each individual, a conference with the supervisor will be privately discussed with both parties if solution can be made and the suggestions and recommendations will be followed then continuing with the program will be allowed, if solution cannot be made, a possible recommendation to not continue with the volunteer or student.</p> <p>-If issue or concern with the volunteer or student involving children such as child does not feel safe or does not particularly like the individual, the supervisor and staff will monitor closely the complaint and if needed removal of volunteer or student will take place.</p>



**This is a list of reminders we would like you to have available at all times.
This will ensure the school year runs as smoothly as possible.**

- Drop off time is at 9:00am for the morning session. Doors will not open before 8:55a.m.
- Children are to be dropped off to the teacher outdoors please monitor and screen your child for any illness
- First day please have all completed forms ready and a copy of immunization records
- **Large** back pack for your child: for change of clothes, and art work etc.
- Pick up time is at 12:00pm /2:30pm. A late fee will be charged if continuously late, as per our policy. One warning will be given at no charge. We will open the door and dismiss each child as we see a parent/guardian who is here for pick up.
- Please drop off your child and leave as quickly as possible, our window door cover allows us to see outside and most of the time is only a mirror when looking in; lingering around will upset the students who do not see his/her guardian.
- **Please label everything!** It is very important to label everything and please make sure your child's shoes have non marking soles, be velcro or slip on easily to promote independence.
- Please ensure a change of clothes are labeled are in your child's back pack in case of an accident, with a bag for soiled items.
- We understand accidents happen, please provide all necessary change of clothes, wipes, bag for soiled clothing, pull ups, etc.
- For special occasions we do allow treats such as cupcakes but they must be store bought, packaged and nut free. Homemade treats are not permitted as we cannot be known of any unaware, unintentional cross contaminations.
- The parent hand book has been emailed to you and is available in the office for your review and will be on our website [www. kinderacademy.ca](http://www.kinderacademy.ca)
- We are closed statutory holidays and have a 2 &1/2 week Christmas and 1 week March Break. All inclement weather closures are the same as the school board. We **are open** on PA Days. Reminders will be sent through Instagram group chats.
- Please contact us if your child will be absent by direct message on our instagram [kinderacademyec](https://www.instagram.com/kinderacademyec)
- Feel free to contact Lisa 905 358 4193 for any questions or concerns.

We are looking forward to having all our Little Learners this school year.



Daily Procedures

All staff have completed all required vaccinations.

All staff will self screen and stay home if they feel ill. Staff will sanitize their hands after arriving to the school and may choose to wear a non medical mask. Teacher will sanitize their hands after each child they assist. Teacher will monitor throughout the day themselves and the children of any symptoms of any illness.

The entrance we have a shelf with PPE , masks and face shields, hand sanitizer, disinfecting wipes, and binder for attendance, contact information, daily log and visitor information. Hand sanitizer is also at mounted at the entrance wall.

All children are required to be screened for any illness prior to coming to school by parent and or caregiver. Child will not be permitted entrance if they show any signs of illness. No parent will enter school with their child. Attendance will be recorded and daily log filled out.

Child will sit on the red bench and a teacher will assist with removing of coats and hanging back packs. Teacher uses portable hand sanitizer pump to administer to child to sanitize their hands and go play.

Teacher will disinfect with a disinfectant wipe 4 minute contact time the door handle and light switches. Check label to insure contact time.

Children will play in the preschool centres while practicing physical distancing if possible and will have their hands sanitized between each activity centre. All toys, materials, tables, stools and surfaces will be cleaned between each use. Activity centres include, table games, puzzles, train table, painting area, colouring, gluing, cutting, printing, play kitchen centre, doll centre, ipad, small blocks, science and math activities. Children will have their own crayons and play dough to use. Markers, scissors, glue pots and paint brushes are provided and sanitized after each use with alcohol wipe.

Lysol wipes are used between each use of all table games, etc., as well as alcohol wipes on electronics. Hand sanitizer on all our hands between activities.

After activity centre time children will gather for a learning activity. During this time one teacher will disinfect all activity centres and the children will not participate at these activities until the afternoon, then this teacher will prepare snack. Teacher disinfects

with bleach and water solution of 1000ppm 20ml bleach to 1 ltr of water, spray all areas, toys and equipment and let air dry 1 minute and spray with plain water and let air dry.

After the learning gathering the children, 2 at a time will use the washroom and get ready to eat snack. The teacher is the only one that administers the soap and paper towels to each child. The toilets are sanitized between each child with disinfectant wipe. After use, clean the toilet bowl with comet, use disinfectant wipe i on all touch areas, taps, sinks, flusher, toilet seats outside of toilets and light switch.

One teacher sets up gross motor activities while the children eat. After snack one by one the children put away their water bottles. At this time the children use the riding toys, balance beam, balls, rocker, slides, play house and large blocks. Teacher cleans snack area, tables, floors and kitchen counters, etc. 100ppm 1 tsp Bleach and 1 ltr water is used to clean kitchen surfaces, 5 minutes contact time. Chlorinated dishwasher detergent is used to wash dishes as well as toys. 1hr and 30minute wash cycle.

After gross motor time the children get their mat and end the morning with a gathering circle. One teacher runs the activity the other teacher puts everything away and disinfects all gross motor equipment and activities with the bleach and water solution of 1000ppm 1 minutes contact time and spray water rinse and lets air dry.

After the morning ends children are assisted with their coats and one by one, we sanitizer their hands and they go home.

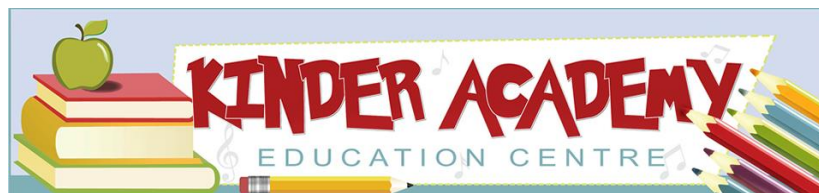
Teacher disinfects all mats and door handles, switches with disinfectant wipe.

During the afternoon, the children play in all centres until lunch, all above protocols are followed as we do in the morning.

Any visitor such as public health, ministry or resource teacher, supply staff, or any essential person will have to self screen and sign in our visitor log. All logs of attendance and visitors are located in the binder at the front door.

There is a cleaning checklist to be completed with initial and times when completed. At least 3 times a day.

Any goggles or eye protection shields left at school must be disinfected with a wipe, air dried then placed in a labeled container with a lid or clean zip lock bag.



Pandemic Safety Plan

All our procedures are reviewed and updated with the guidance from the Ministry of Health. Lisa Horth has been responsible to communicate to all staff at Kinder Academy education and the families that attend the preschool.

Screening of all staff, students and visitors

To ensure all staff, students and visitors are healthy and able to attend the preschool we ask that all screening be reviewed. The screening must be complete and passed every day before entrance to the preschool.

Ongoing monitoring for any symptoms are done throughout the day.

PPE is available at the school entrance, masks, face shields, disinfecting wipes, and hand sanitizer.

Cleaning protocols to control any risk of transmission

All staff must frequently wash their hands with soap and water for at least 20 seconds and or use the provided hand sanitizer, they must wear a medical mask provided and eye protection by either wearing a face shield or goggles. Maintain at least 6ft from each other and when engaging with children. We have 6 staff members that do not change in our cohorts. All tables and sitting is limited and gathering times are separated by placing mats for the children to sit on. Teachers sit on a stool or chair. When distancing is not possible ie. working one on one with a child, the area must be disinfected after each use and the teacher and child must use the hand sanitizer.

At least 3 times a day... times may vary and be added all times are recorded and initialed by staff throughout the day on our clipboard cleaning checklist.

All high touch areas: door handles, light switches are to be disinfected with a Lysol wipe after all person's have entered and left the preschool.

9am 12pm 2:30pm

All tables, stools, toys and equipment are to be disinfected with 1000ppm bleach solution with a drying time of 1 minute then rinsed with water and air dried. AirX ready mix disinfectant is used at the last time of disinfecting and left to air dry as school will be then be closed for the day.

10:30 am 11:40am 2:30pm

Washrooms are cleaned after each use with Lysol wipes on taps, sink, toilet handles, toilet seats and around outside of toilets, change table, light switch and comet in the toilets. Teachers are the only ones to flush and touch taps and administer toilet paper, the soap and paper towel to each child.

11:00am 12:30pm 2:15pm

Kitchen counters and picnic tables any food surfaces are disinfected with 100ppm bleach and water solution, microwave and sinks, taps and cupboards and fridge surfaces are all wiped down and left to air dry. Before snack, lunch and after snack and lunch and afternoon snack. Floors swept after each time.

11:20am 1:00pm 2:20pm

Mopping is done daily after all children leave for the day. AirX disinfectant is used on floors when mopping follow label directions.

2:30pm

Vacuuming and floor sweeping done as required

Windows, blinds and ledges are dusted and disinfected when needed

Potential Case or suspected exposure to illness

If the case of potential contact or exposure to illness while at the preschool we will follow all public health guidelines outlined on the Niagara Public Health website.

niagararegion.ca and call 905-688-8248

We have an isolation area located in the back of the preschool where we can pull in our child size couch for the child to rest. When the family arrives they will be brought to the back door to retrieve their child as to avoid any further exposure in the preschool. Here we have a tote with the necessary PPE for staff to wear, the items in the tote are as follows. Gowns, masks, face shields, gloves, AirX disinfectant spray bottle, disinfecting wipes, kleenex, garbage bags. There is full size garbage can with lid to remove all PPE and other garbage after infected person leaves and area is disinfected. Garbage must be removed and brought out to the dumpster available outside.

Attendance and contact information is available and completed every day for fast convenient access for contact tracing. It is all in the binder at the entrance of the preschool.

If staff feels ill during the day they will leave immediately and inform us of any diagnosis and follow up with their doctor or advice from public health.

If any person develops symptoms of illness that person must self isolate for 5 days after symptom onset. Must be symptom free for 24 hrs or 48hrs if gastrointestinal symptoms are present.

All persons are kept up to date on any and all changes occurring with any pandemic. Public health information at niagararegion.ca can be reviewed frequently for any changes and updates.

[905-688-8248](tel:905-688-8248) can be called for anyone having questions

Health screening is available for all staff, children and visitors and is updated frequently. Screening tool can be found on the ontario.ca website.

PPE is available at the school entrance, masks, face shields, disinfecting wipes, and hand sanitizer.

Physical distancing and separation is followed as best as you can by maintaining 6 ft apart and proper PPE and disinfecting when unable to.

When working with children one on one proper disinfecting of the area must be done after each use and both child and teacher must sanitizer their hands.

All areas of the preschool will be disinfected 3 or more times a day by following the cleaning checklist clipboard. All times and initials will be recorded to be sure it is being done according to our procedures available in our Safety Plan.

All counters and tables in the kitchen 100ppm bleach and water solution, 5 minutes contact time. Area swept after each use.

2 times a day All equipment toys, tables and stools in preschool area 1000ppm, 20ml bleach to 1 ltr of water, drying time 1 minute, rinse with water let air dry

End of day All equipment, tables, stools in preschool sprayed with AirX disinfectant and left to air dry, 4 minute dry time and mopping of floors with AirX solution.

3 times a day High touch areas, door handles, light switches, use a Lysol wipe 4 minute contact time, air dry

3 times a day clean washrooms, teacher touches all flushers, taps and paper products to hand to children, clean flusher, taps, sink, toilet seats, and around the outside of toilets, and light switch with Lysol wipes after each use, comet in toilet bowl with toilet brush.

Any soiled or mouthed toys will be removed and cleaned via dishwasher or sprayed with 1000ppm solution 1 minute contact time and rinsed before returned.

With any suspected case follow procedures and go to our isolation area. Contact family and prepare yourself by adding PPE to existing PPE and wait with the child to be picked up in isolation area. The Safety Plan outlines what is to be done in the Isolation area,

this area has documentation on how to properly use the provided additional PPE, disinfect the area after use, and proper removal of the PPE. Family will be brought to the back door to pick up their child to avoid further exposure.

If Staff becomes ill they must leave immediately and follow up with public health and keep us informed.