



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 of 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. Monthly newsletters will be posted on our entrance bulletin board informing you the curriculum, events and preschool news. Instagram at kinderacademyec is the form of communication we will use to update you on your child's progress, what happened that day and show pictures. Direct message on instagram can also be used to message us.

PROHIBITED PRACTICES:

Kinder Academy Nursery School 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 high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care 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: Brock Ford Dealership 4500 Drummond Rd or Lai's Restaurant both located at the front of the plaza, 4497 Drummond Road

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, Alana or Lisa will provide direction to staff for the immediate response and next steps. Staff will follow the direction 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 located in the front locker area at all times 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 be supervised by a Registered Early Childhood Educator at all times. Any volunteer or student and any staff not qualified as an 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. Some planned trips may include pumpkin patch, zoo, heartland forest etc.

CHILDREN ADMISSION REQUIREMENTS:

Age: 2.6 to 5 years

Children will be accepted into the program at 2.6 years of age provided they are toilet trained and emotionally able to cope. Age extension permission may be granted in special circumstances.

Morning Program: 9:00am-12:00pm	All Day: 9:00am-2:45pm	
Operating 2nd Monday of September to 3rd Friday of June. Kinder Academy is closed on and recognizes all statutory holidays, Christmas holidays 2 weeks break and 1 week March Break		
2 day program(Tues/Thurs)	Half Day: \$270.00/month	All Day: \$380.00/month
3 day program(Mon/Wed/Fri)	Half Day: \$380.00/month	All Day: \$540.00/month
5 day program(Mon- Fri)	Half Day: \$645.00/month	All Day: \$920.00/month

DAYS AND HOURS OF OPERATION, HOLIDAYS AND TUITION:

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

Please note that doors open 5 minutes prior to 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 2:45pm. Late pickup will result in an additional 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: \$50.00 (nonrefundable). Monthly tuition is due on the first of the month. Ten (10) postdated cheques or E Transfer are required. A fee of \$25.00 will be charged on NSF cheques. A 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 prorated for all of the active school days.

A receipt will be given in December and June for income tax purpose.

WAITLIST POLICY:

- In the event of a waitlist scenario, Kinder Academy will place a numbered sheet in the Registrations Binder. This numbered sheet will correlate to sequence children in the waitlist are currently listed at.
- Parents are encouraged to call the center so we can indicate what number their child stands at. No names shall be given but rather “your child is number 2 out of 15 on our waitlist”.
- If a space opens up we will call the next child in order of the list to offer space to that child

DISCHARGE POLICY:

If you wish to withdrawal your child from our program, two week written 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:

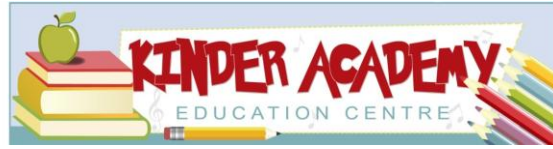
Unless otherwise arranged, children will not be released to any person other than those who are specified on the admission form. Parking is available in the plaza parking lot.

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 at the school in case of accidents. Indoor Velcro shoes only with rubber soles are also required. All clothing and shoes are to be labelled with your child’s name.

NUTRITION:

A nutritious/ peanut, nut free snack will be provided. A list will be posted of snack options that will be offered. Our instagram page at kinderacademyec will include what your child ate for snack and other daily activities. Children’s special dietary needs and allergies will be posted in the kitchen and within the classroom. Children staying all day will be able to purchase lunch from the LUNCH LADY. The ministry will not allow lunches to be brought into the preschool by the parents or guardians. The LUNCH LADY has a website for easy online ordering. If your child has special diet limitations or requirements you can speak to Lisa or Alana and 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	All lunches are catered by the lunch lady	All lunches are ordered online by the parents	All lunches are paid for by the parents	All lunches are labelled with child's name	All lunches are brought in by 12:30 and handed out
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	All lunches are catered by the lunch lady	All lunches are ordered online by the parents	All lunches are paid for by the parents	All lunches are labelled with child's name	All lunches are brought in by 12:30 and handed out
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

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 and facebook notifying our families. If you need clarification Alana 289 228 2814 or Lisa 905 358 4193 are available by phone or text.

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.

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 Education Centre Lisa Horth and Alana Stefanidis 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 3 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/childrensaidd/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding 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>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 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:
Student- / Volunteer- Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to info@kinderacademy.ca, direct message on instagram; [kinderacademyec](https://www.instagram.com/kinderacademyec), by phone to Lisa 905 358 4193 Alana 289 228 2814 or verbally in person within 5 days.

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

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

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

[Lisa Horth 905 358 4193 horthlisa@gmail.com](mailto:horthlisa@gmail.com)

[Alana Stefanidis 289 228 2814 infor@kinderacademy.ca](mailto:infor@kinderacademy.ca)

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

PROGRAM STATEMENT

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

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;

- **Monthly newsletters created for and pertinent information, posted on our parent board. Instagram at kinderacademyec 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;

- **Wellness Retreat Days for Staff will be organized.**

- **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 monthly staff meetings 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.**

Please see the following page for a checklist to make sure you and your child are ready for the first day of Preschool!



This is a list of reminders we would like you to check off once you have read it. 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.
- Have all completed forms ready and 2 copies of immunization records, and post dated cheques or other payment schedule ready for Sept 1st to June 1st.
- **Large** back pack for your child for any communication and art work.
- Pick up time is at 12:00p.m /2:45pm. A late fee will be charged if continuously late, see policy binder. 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 exit as quickly as possible, lingering around will upset the students who do not see his/her guardian.
- **Please label everything!** It is very important to label your child's shoes and place them under your child's name under their locker. Indoor shoes will be kept on the white racks where you see your child's name and must be Velcro or slip on easily to promote independence.
- No breakfast foods to be brought in the classroom in the morning time.
- Please ensure a change of clothes that are labelled is at school in case of an accident.
- No toys are to be brought in from home unless it is something for the Special Helper to show.
- We understand accidents happen but we cannot change bowel movements. A phone call home will be made if such an issue occurs. Dirty diapers, underwear cannot be left in the school garbage.
- 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.
- Parent hand book 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 the same Christmas and March Break as the school board. We are open on PA Days.
- Please contact us if your child will be absent any time throughout the school year by email info@kinderacademy.ca, by Himama app, by phone or text
- Feel free to contact Alana 289 228 2814 or Lisa 905 358 4193 for any questions or concerns.

We are looking forward to having all our Little Learners this school year.
We thank all of you for joining our Kinder Academy family!!