

COLLEGE HEIGHTS COMMUNITY ASSOCIATION

KOOL CATS KID CARE

ORIENTATION OF NEW FAMILIES

The Facility Manager/ Floor Supervisor of the program will arrange an orientation with each family enrolling a child. Information will be shared about the purpose and philosophy of the child care programs, the policies, the Child Care Operating Board and opportunities for family involvement.

Each family will complete all registration forms, health records, emergency and permission forms, authorization for pick up forms and any other required records.

Each family will sign an agreement between themselves and Kool Cats Kid Care indicating that they understand the policies and procedures and agree to abide by them.

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COMMUNICATIONS WITH FAMILIES

At Kool Cats Kid Care, staff will at all times demonstrate respect for, and recognition of, a variety of traditions, languages, communication styles and cultural diversity.

Information about families obtained during discussions or meetings, recorded on forms, or learned through working with the child and family is confidential and must not be released without consent of the enrolling parent/guardian as outlined in the confidentiality policy.

Staff will be open to discussion with the parents in regards to their child's behaviours and happenings that would affect their child's behaviour. This will be done in a confidential and professional manner.

The organization will respond to the multilingual needs of the families and provide as much written information as possible in translation and whenever possible provide critical verbal information through interpretation in the home language.

If the information to be shared with a family is considered to be confidential and a translator is utilized, the policies regarding confidentiality will be followed by all involved.

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ARRIVALS AND DEPARTURES

It is imperative for staff to know when children arrive and when children leave each day. The parent/guardian or authorized person will be responsible for signing in and signing out on the daily sign in sheet and making contact with staff before leaving upon arrival or departure. Staff will be responsible for completing the daily attendance sheet.

In order to ensure that the caregivers have time to communicate with parents/guardians, and ensure that the children are supervised during this time, the staffing plan will reflect this with enhanced ratios at the busiest arrival and departure times at the end of the day.

INITIAL PICK UP

The staff of Kool Cats Kid Care will only release a child to an adult or person(s) on the Authorization Pick Up list provided by the parents.

When a person authorized to pick up a child is unfamiliar to staff, staff will ask for identification to confirm authorization.

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LATE PICK UP

All families and persons authorized to pick up a child must do so by 6:00 pm. If an emergency arises, it is expected that the centre will be notified as soon as possible and make alternate arrangements for pick up no later than 6:00 pm. A late fee of \$1.00/ minute may be charged. Fees will be payable at time of pickup.

If a child is not picked up by 6:15 pm and the centre has not been notified, the centre will try to contact the family and then someone from the authorized pick up list for that child. If these efforts are unsuccessful, every attempt will be made to leave a message the staff person in charge will call the Ministry of Children and Family Development. The staff person in charge will also try to leave a message for the family and/or with an authorized person.

If late pick up is a repeated problem, the Facility Manager and the enrolling parent/guardian will meet to try to address the problem. It will be brought to the Child Care Operating Board for further penalties or termination of services. If unresolved, one month's notice may be given and termination of services required.

The staff will be compensated by wages.

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UNAUTHORIZED PERSON

If an unauthorized person arrives to pick up a child, the child will remain under the supervision of the childcare staff. The staff person in charge will speak with this individual and explain the policy that no child will be released without written authorization from the enrolling parent.

In a rare emergency situation, verbal permission via the telephone will be allowed from the enrolling parent as long as the parent/guardian confirms the information about this person (name, address, phone number, relationship to the child and description) and the person so authorized presents photo identification to verify the information. Staff will document the time of the call and information share. Whenever difficulties exist, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. If necessary, the staff person in charge may need to call the police for assistance.

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ALLEGED IMPAIRED AUTHORIZED PICK UP

It is the staff's legal responsibility, to the extent that this is possible, not to release a child to an authorized person who is unable to adequately care for a child. If a staff member believes that a child will be at risk, the staff person in charge will:

- a. Offer to call a relative or friend to pick up the person and child
or
- b. Contact the Ministry of Children and family Development.

If the person is driving a vehicle, the staff person will explain that driving under the influence of drugs or alcohol is against the law and staff are obligated to ensure the safety and well being of the children and adult. If the presumed impaired person chooses to get into the car with or without the child, the staff will immediately notify the police. The Facility Manager/Floor Supervisor will call the Ministry of Children and Family Development if they feel that the child is in need of protection.

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CUSTODY AND ACCESS AGREEMENTS

If the parents have agreed to live separately, Kool Cats Kid Care will assume the information from the enrolling parent will be followed. However, without a custody agreement or court order on file at the centre, Kool Cats Kid Care cannot deny access to the non-enrolling parent.

If custody has not been legally determined and conflict between parents/guardians and/or family member is evident, Kool Cats Kid Care may not be able to care for the child unless both parents and/or other family members sign a written agreement confirming details re: authorization for pick up and access to information about the child.

If a family has custody or court order, a copy must be placed in the child's file and details about all arrangements contained in the legal documents will be followed at all times.

Staff of Kool Cats Kid Care will call the police if assistance is required to enforce a custody agreement or court order.

Verbal and written information about the child will be shared with the enrolling parents/guardian unless otherwise agreed upon. Permission to share information with others will reflect the policy on confidentiality.

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CONFIDENTIALITY

Confidentiality at Kool Cats Kid Care refers to all verbal and written information about potential, enrolling and former:

- Children and Families
- Employees

It also refers to information related to “in camera” board discussions and decisions.

All staff and board members will be expected to fulfill their obligation to respect protection of privacy. Each individual will ensure that no private or personal information is revealed that may cause another individual harm.

This excludes the responsibility that service providers and other have outlined in legislation and/or when information is subpoenaed by court.

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DISCIPLINE POLICY

We will model relationships based on respect for the child, mutual trust, concerns and appreciation of the individual child. We will reward positive behaviour and ensure that negative behaviour is not rewarded. We will encourage children to take responsibility for their own behaviour and consequences. We will provide positive opportunities for each child to make choices and decisions.

We will clearly define limits and expected behaviour for the child to assist understanding the reasons for the limits. Self respect, respect of others and respect for the community property will be the guidelines used to limit behaviour. We will support the child in reaching the behaviour expectations of the Centre. We will try to anticipate and prevent unacceptable behaviour by distraction, redirection and physical intervention if necessary. We will approach the child in a caring manner to help the child express feelings in words and provide support by acknowledging appropriate behaviour in an emotional situation.

We will recognize and respond to both positive and negative feelings of children, recognizing that to become a healthy individual we need to express our emotions. In recognizing negative emotions we will provide opportunities for actions which do not harm the child or others harm the child or others but which do use up the energy generated by strong emotion. Physical intervention will only be used when a child or staff person is in danger.

We will provide creative activities with the opportunities to “pretend” with music, dramatic play, stories, songs and conversation to explore childhood emotional experiences. With the opportunity to make decisions and help in overcoming negative behaviour we will meet our goal of a happy healthy, self discipline child.

We believe in positive discipline that builds a child’s self esteem, not corporal punishment.

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GUIDELINES FOR DISPLINARY ACTIONS

These are guidelines that staff will follow if there is a child being uncontrollable, hitting another child, staff member or any other incident requiring these actions. These 5 steps will be taken, in order, when major incidents occur.

1. Talk with the parents to come to a solution or work out a plan of action for staff, child and parents.
2. Written warning detailing consequences if behaviour does not improve or incidents happen again.
3. 2 day suspension after Emergency Board decision. The parents will be informed of this decision later that evening.
4. 5 day suspension same procedure as 2 day suspension
5. Expulsion from program

After any of the first 4 steps, there will be a 3 month probation period. If the child's behaviour improves with the absence of instances, during this time, then the procedure will start at Step 1.

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NUTRITION POLICY

Kool Cats Kid Care will provide an afternoon snack with healthy nutritious food according to the Canada's Food Guide. We will encourage children to have fruit or vegetables with every snack and a choice of the planned drink or water. We will provide an alternative snack if they are unable to eat the planned snack due to cultural, religious or due to allergies. Our snacks will be hearty and sufficient for school age children. Our snacks are designed to feed the children because they are hungry when they come to us after school wither due to lack of time during lunchtime at school or normal growth spurts. Our snack menu is available with the month program calendar and our philosophy is always in the monthly newsletter for the parents to refer to.

Kool Cats Kid Care is a Nut Free Zone. We inform new parents and provide a list of snacks that are considered nut free. We inform the families in our monthly newsletter and we have notices throughout the daycare stating that we are Nut Free.

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BULLYING

Kool Cats Kid Care has zero tolerance towards bullying.

Any offensive behaviour towards another child or staff will not be tolerated. Any vindictive, cruel, malicious or humiliating attempts to undermine an individual or group of child or staff member will have consequences.

Staff will endeavour to provide a positive and safe environment for all children. The staff will be aware of all actions of the children as well as listen to complaints from children regarding their safety and other's safety. The staff play a strong role in accepting or not accepting negative behaviour in the groups.

The daycare will encourage the children to speak out about any issues of bullying. If needed, the daycare will provide a safe place for children to report any incidents, if the children feel uncomfortable. Not speaking out about issues will only protect the bully while harming the daycare environment. Teaching the children the difference will help to encourage them to fight against the bully.

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PARENT BULLY

When the Bully is a parent, the incident needs to be reported to the Facility Manager immediately. Record what was said, when and where the incident happened.

Do not engage. Ensure that children are safe including the parent's child. If the parent becomes violent, phone the RCMP.

The Facility Manager will try to reason with the parent while ensuring their safety as well. If the Facility Manager feels the situation has escalated, they may try to ask the parent to leave or they will call the RCMP.

The Facility Manager will discuss the bullying situation with the parent once the parent is calm and ready to talk. At a later date would be ideal.

If the situation continues and the parent continues to bully the staff, the Facility Manager will request that the parent not come to pick up or to withdraw the child from the program.

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ACTIVE PLAY POLICY

Active play for children is something that is taken very seriously at Kool Cats Kid Care. Active play is physical activity which includes moderate to vigorous bursts of high energy, raising children's heart rate.

Active play promotes healthy growth development and supports body control and movements. It helps build strong bones and muscles, helps improve balance, coordination and assists with development of gross motor and fine motor skills. It is also a great way to teach teamwork and to help build confidence. The daycare is very aware of these things and are serious in implementing active play in our programs.

The daycare follows the School Age daily 40 minutes minimum outside requirement, weather permitting. We will also be following the short bursts of active play throughout the program when sitting for too long during crafts or circle time. Having the children jump up to walk around and stretch or other fun and silly things like jumping around and shaking/wiggling for a few minutes will be implemented.

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MOVIE WATCHING

Kool Cats Kid Care will endeavour to provide safe and appropriate choices of movies. The parent approval of selected movies is important and paramount to the child's attendance on the field trip or activity at the daycare.

If it is decided that the children will watch movies for an activity or field trips, the parents will be informed and sign a permission form indicating they approve of the choice of movies.

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SCHOOL PROGRAM TO SUMMER PROGRAM

Kool Cats Kid Care believe to best accommodate our families during the summer months, we offer a separate Summer Program. Families can sign up for the Summer Program and choose the days/weeks they require if they choose to attend.

If Families do not require summer care, their space for the new school year is guaranteed if they still require care again in the fall. They will have to indicate they want the space for the fall prior to the Summer Program. There will be no fees required during the summer while the families are absent.

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TERMINATION OF SERVICES

At Kool Cats Kid Care, staff are committed to providing a caring supportive environment for all children and families. However, termination of services may be required if:

1. Fees for service are not paid according to the financial policies in the family agreement and suitable arrangements cannot be agreed upon.
2. The family does not abide by the expectations in the family agreement and successful resolution of the differences is not achieved.
3. The child is no longer in custody of the enrolling parent/guardian.
4. A family member harasses, threatens, abuses or commits a violent act toward a staff person, child or other families involved in the child care program.
5. The possible threat towards child/ren, staff persons or other families in the day care program. The threat will be determined by the Board and Manager of the daycare.
6. The child's behaviour is severely disruptive or physically threatening to the well being and safety of other children or staff and additional support to accommodate the child is unavailable.

If the parent/guardian wishes to terminate service, one month's written notice is required. A parent/guardian requesting termination may make payment of one month's fees in lieu of notice.

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REFUND POLICY

Kool Cats Kid Care will enter into an agreement with the parents about when a refund shall be given.

Kool Cats Kid Care will refund the parents the fees which were paid, for any emergency effecting the daycare to close. The fees will be prorated for the amount of days remaining for which the payment was given. If the daycare is only closed for a short time period, the days will be credited to the parents account upon reopening.

This will not include the registration deposit at the time of registration. This amount is non-refundable and will be explain to the parent at the time of registration.

This will also not include parent withdrawing the child from the program without notice to the daycare.

This is a draft policy and will be reviewed and adopted by the Child Care Operating Board on June 27, 2018

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CLIENT INFORMATION

The principle of 'need to know' will guide all service providers and board members in judging who will have access to information about children and their families and how much information about a child and/or their family will be shared.

No information will be released about a child and the enrolling parent/guardian without first receiving written permission of the enrolling parent/guardian.

CUSTODY AND CONTROL OF RECORDS

Custody and control of the children's record will belong solely to Kool Cats Kid Care unless contractual arrangements and/or legislation after this policy.

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STORAGE OF CLIENT INFORMATION

All written information of current clients that is confidential will be properly kept in files and stored in the locked filing cabinet in the child care office. Access to these files will be restricted only to those 'who need to know' such information.

The storage of information past clients will be stored under the the daycare in the crawlspace. This information will be until the child has reached the age of majority.

This excludes the responsibility service providers have as outlined in legislation (i.e. duty to report need for protection) as well as access to information that is subpoenaed by the court.