



College Heights Community Association

operating as

Kool Cats Child Care

- Kool Cats Kid Care - Kool Cats Family Care - Kool Cats Preschool-

Mission Statement

Kool Cats promotes social, physical, intellectual, creative, and emotional growth appropriate to the various individual needs of children. Our program is all about choices within a safe environment.

Philosophy

Our philosophy is to respect every individual: the children, their parents, and the staff, we value family and wish to provide a centre that is an extension to the family. We believe that children learn best through play, positive environments and positive role models for healthy development.

Our play-based curriculum supports the development of the whole child- socially, emotionally, physically, creatively, communicatively, and intellectually. This allows for the recognition of each child's unique learning style, abilities, and developmental level. We believe that it is important to offer hands on learning, where the curriculum can emerge from the children's interests, needs and desires, making learning concrete and meaningful.

Our focus is the growth and development of each child, as well as to encourage individuality and independence in your children. Our centre provides a safe, secure, and trusting environment in which children can develop and grow at their own pace. Creative and stimulating activities are planned which encourage social, emotional, intellectual, physical growth and well-being. Our goal is to promote self-esteem within each child in the centre, while fostering self-discipline and independence. Affirming positive behaviour, redirection, and setting limits will guide children in learning the appropriate skills and behaviours.

As educators we provide the children with encouragement; helping them to know their individuality, to reach beyond themselves and to interact with, and to respect others.

We provide a relaxed learning environment that is colourful and welcoming, while providing the structure and guidance that support a high-quality program. With having separate activity areas, we prepare the environment and plan activities that are appropriate for the age span of the children within the group and consider the different needs, interests, and developmental levels of individual children.

A complete version of policies and procedures is available at the centre and on our website (www.koolcatskidcare.ca) if you'd like to review them in full. Policies are updated periodically.





We believe that positive communication between staff and parents is of the utmost importance, both for the maintenance of an optimal environment and as a model for the children. As a role model to your children, staff will model good hygiene routines, healthy eating habits, and active gross motor play while also encouraging earth friendly qualities.

Early Learning

Our childcare program is established through the value of play that incorporates a wide variety of fine and gross motor skills within small and large group learning opportunities. Young children have an urgent need to communicate - to understand and to be understood; therefore, the childcare learning environment is rich with opportunities to share ideas, listen to the thoughts of others, and engage in creative problem solving. The children's interests and developmental needs are foundational when planning activities.

The daily routine is consistent to give children a sense of security about the happenings of the day. Recognizing that children's individual needs vary from day to day, adjustments are made to facilitate a nurturing environment. The length of time for each component accommodates the gradual growth of interest and ability to participate in the activity.

Our daily schedule at Kool Cats is structured to include each of the following components, we may switch up the order of events to best suit the needs of the children as we flow through our day with the children.

Morning Entry

Indoor Exploration

(Creating/stories/songs, open play etc)

Morning Snack

Outdoor Exploration

(Large muscle activities outside)

Lunch

Bathroom Duties

(Including Brushing Teeth)

Nap/ Quiet activities.

Afternoon Snack

Indoor/Outdoor Play

(Play experiences that facilitate all areas of development)

Bathroom Duties/Personal Care are done throughout the day as needed/required.



Some of the learning centres that will be used to explore the various interests and learning goals include: blocks, puppetry, housekeeping, art, cooking, crafts, water, sand, manipulative toys, play dough, science discovery, pre-math and pre-reading activities, puzzles, dramatic play, painting, creative movement, etc.

Hours of Operation

- Monday to Friday 7am-5:30pm.
- Please have your child at the centre **no later than 9:30am**, so they do not miss out on activities and learning. Please communicate with the classroom if you will be dropping off past 9:30am. **If you do not communicate a later drop off, your child will be marked away and we will shuffle staff as needed.**
- **Late fee of \$5 per minute** will be charged. This late fee will be invoiced if not paid at the time of pick up. If a child has not been picked up by 5 minutes after the program ends and Kool Cats has not been notified, staff will try and contact someone from the authorized list for that child. If these efforts are unsuccessful, the Ministry of Children and Family will be called. If late pick up is a repeated problem, the Facility Manager and the enrolling parent/guardian will meet to try and address the problem. It will be brought to the Board for further penalties or termination of services. If unresolved, one month's notice may be given, and termination of services required.
- Daycare is closed on all Statutory Holidays (stat holidays may be observed on the next business day)
- Notice will be given if any other closures are to happen.
- All Kool Cats Buildings will be closed from December 24th till January 1st and reopen on the day after the statutory holiday is observed. These dates are subject to change year to year and ample notice will be given.
- Preschool follows SD57 School Calander for closures
- If we are ever forced to close due to unforeseen circumstances families and/or staff will be notified as soon as possible and so will Licensing.

Pets

Being in the company of pets is beneficial for mental, emotional, and physical wellbeing, Kool Cats may have classroom pets and/or visiting animals.

- All Interaction with the pets /animals is always closely supervised.
- Visiting animals must be immunized.
- Children and families are always informed of visiting animals/pets.
- The health and safety of the children/staff is always the priority.

Registration Procedure

- Kool Cats Family Care located at 8008 Malaspina Ave can accommodate 24 children ages 0-36months, 50 children aged 3-5 years.

A complete version of policies and procedures is available at the centre and on our website (www.koolcatskidcare.ca) if you'd like to review them in full. Policies are updated periodically.





- Kool Cats Child Care located at 6989 Gladstone Drive can accommodate various Preschool classes as well as before and after school care for Kindergarten to age 12. **This facility is nut and shellfish free. No "may contain nuts" items are allowed.**
- A completed registration form is required to be submitted, along with a copy of the child's immunization record (if immunized) along with a photo of child being registered.
- When you have completed the forms, you will be able to send your \$50 registration fee and \$100 non refundable deposit (that will go towards your first month fees) by email to payment@koolcatskidcare.ca . Please send the deposit within 5 business days to secure your spot, if payment is not received you herein forfeit your spot.
- Parents who choose not to have their child immunized are asked to state their objection on the registration form. Should there be an outbreak of a disease that the child has not been immunized for, the medical health officer will determine when the child may return.
- While we strive to ensure there is room for children in the next age group/program and give precedence to already enrolled children, we cannot guarantee there will be space for your child in the next age group/program. This may require Management to request a temporary placement with Northern Health Licensing and it will be up to a Licensing Officer to approve or deny any requests.

Attendance

Regular attendance is important if your child is to receive maximum benefits from our programs. Please call if your child is sick, will be late, or unable to attend. It is important to have your child at the centre no later than 9:30am, this allows for daily outings such as walks and time to get settled in with their peers. Please communicate with the classroom if you will be dropping off past 9:30am. If you do not communicate a later drop off, your child will be marked away and we will shuffle staff as needed. As well, please notify staff if your family is taking a vacation (so we can staff accordingly) or of any other changes to your child's routine.

After School Care Pro-D Days/Spring Break

The centre will post a sign up sheet for Pro-D Days 1-2 weeks before the Pro-D Day and/or Spring Break. We are limited to the number of spaces we have available for these days. If you sign your child(ren) up for such days you will be charged for it whether they attend or not. If you give 7 days written notice that you no longer need care, then you will not be charged and we will offer the spot to someone else.

Arrival and Departure

It is important to the child's feeling of security and trust that they arrive and depart at consistent times, again this is why it's important to ensure your child is at the centre no later than 9:30am so they do not miss out on morning play and learning.

- Parent/Guardians must sign their children in and out of daycare

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- Unless prior notice is given in writing by a parent/guardian, no child will be released to anyone not designated in writing on the child's registration form. The daycare staff will assist in making alternate arrangements if parents/guardians appear unable to safely deliver their child home. In the event that there is a concern for the safety of the child due to the adult's ability to drive safely, the police will be notified

Fees

- The centre is opted in for the Child Care Fee Reduction Initiative and fees have been adjusted to reflect what the Parent Portion amount is. Fees are due by the 7th of every Month, if fees are not paid by the 7th there will be a \$5 a day late charge applied for a maximum of 5 days. After that care will be terminated, fees owing are still required for the child care services that have been provided, if the outstanding balance is not paid in full, the account will be forwarded to collections.
- **Fees as of September 1st, 2025:** Infant & Toddler Care: \$470.00/month (0-18 months)
\$435.00/month (18-36 months)
- **Fees as of September 1st, 2025:** 3-5 Child Care: \$497.00/month
- K-Age 12 Before and/or Afterschool Care & Summer Care: Please inquire as the fees vary based on location, age and time of care required (morning/afternoon/both, etc.)
- Fees are to be paid by e-transfer to payment@koolcatskidcare.ca. The centre will also accept bi-weekly payments to accommodate parental pay periods with a payment plan signed by both the centre and the parent/guardian.
- If fees are paid in advance and Kool Cats is closed unexpectedly due to an event out of Kool Cats' control a refund and/or credit for the time of closure will not be applied.
- The monthly fee is pro-rated for the year, regardless of days absent or any holidays. The monthly fee is guaranteeing your childcare space. Prorated means it is divided up evenly for each month of the year, some months have 20 weekdays total and some have 21, 22, 23 or even 24. So instead of the monthly fee changing every month it remains the same and evens out by the end of the year.
- When a family voluntarily withdraws from the daycare for any reason, they must give written notice by the first of the month and be responsible for the full fee of that month. If notice is given on the 15th of the month or later, then fees for remainder of that month, plus the next month will be owing.
- We encourage all our families to apply for any or all government subsidies available to them such as ACCB and/or MCCB to help lower your childcare fees. Approval can take up to 6 weeks and parents/guardians are responsible for paying their full fees until approved.
- Childcare tax receipts will be issued upon request by the end of February. If someone other than the parent/guardian is paying the fees, the receipt will be issued to the payee.
- Have questions about fees, payment plans or tax receipts, please contact Jessie Cimoszko via email at jessie@koolcatskidcare.ca



Staff

- Staff will have various levels of training given their job positions.
- All staff will have a valid First Aid Certificate and be certified/trained to work with the children in their care.
- Staff will maintain a valid licence to practice where applicable.
- In addition, staff will maintain current in professional development through a variety of community networks, seminars, newsletters, etc.
- Practicum students from local colleges may also participate in the program as a part of their professional training.

Fire Drills / Safety

Monthly fire evacuation drills will be held and yearly emergency evacuation drills will be held.

- In the event of a fire or other danger, children will be evacuated according to plan. If we are unable to safely re-enter the building, the children will be relocated to our other facility in Prince George. Kool Cats Kid Care will relocate to Kool Cats Family Care and Kool Cats Family Care would relocate to Kool Cats Kid Care. Parents will be notified via telephone of the location of their children and pick up will be requested.
- In the event of extreme disaster, the daycare will be closed until it is deemed safe to re-open.

Health

If your child is ill, it is best to keep them at home. Please call the centre if your child is not going to be attending that day. 250-964-2668 and follow the prompts for the correct extension number.

- If your child has an infectious condition please notify the daycare immediately. (headlice, chicken pox, measles, mumps, etc.) So that we can report to Northern Health as needed and watch for outbreaks within the centre.
- If your child becomes ill at daycare, or cannot participate, they will be given a quiet place to rest and the parent/guardian will be notified. Child must be picked up within 30 minutes. If your child is sent home for any reason please keep them home for minimum 48 hours or as outlined in our Illness Chart.
- In case of accident or illness requiring a physician, an ambulance may be called if the parent/guardian has pre-authorized permission on the registration form. The parent/guardian or emergency contact will be called immediately.
- Please keep staff informed of any special circumstances that might influence your child's experience at daycare.
- Prescription and non prescription medications are only administered under predetermined procedures with written permission and instructions from parents and

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must be in original container.

- Immunization should be current and a copy of the record must be submitted along with the registration form. (DPT, polio, measles, rubella, mumps, etc.) **Should there be an outbreak of any of the above, or other diseases, any children who have not been immunized will be asked to stay at home until the medical health officer determines when the child may return to the centre.**
- All Staff are required by law, that we report any suspected neglect or abuse of a child to the Ministry of Children and Families. It is our responsibility to protect the child from mal-treatment of any type.
- Smoking and/or vaping is prohibited on facility property including the parking lot.

Please note that for the purposes of this policy children must be fever free without the use of fever reducing medications, such as Advil or Tylenol, for at least a full 48 hours before they can return to the centre. Children must also not have vomited or had diarrhea for a minimum of 48 hours from the time of day that they were sent home from the centre. For example, if your child was sent home for vomiting or diarrhea, etc. at 10:30 AM on Tuesday and they don't have any more incidents after that they are welcome to attend no earlier than 10:30am Thursday. Please keep them home to monitor their symptoms until they are 48 hours vomiting/diarrhea/fever free, if they continue to exhibit these symptoms at home the 48 hours restarts.

Sibling Illness Policy

To help maintain a healthy environment for all children and staff, our centre is implementing a **Sibling Illness Policy** in addition to our general illness guidelines.

Many illnesses spread easily among close household contacts, **when one child in a sibling group is sent home due to a suspected or confirmed illness as outlined in our illness chart, their sibling(s) enrolled at the centre will also be required to go home.**

Purpose

- To reduce the spread of illness throughout the whole centre
- To support consistent, proactive health practices among families and staff

To minimize illness transmission in our centre, siblings will be treated as a single household unit. If one child is sent home for an illness as outlined in our illness chart, all siblings enrolled in the centre must also be picked up, even if they are not yet showing symptoms.

Siblings may return to care once the ill child meets our return-to-care requirements *and* the sibling remains symptom-free. This policy helps protect all children and staff and reduces the likelihood of outbreaks within the centre.



DISEASE	SYMPTOMS	INFECTIOUS?	REMOVE FROM CENTRE
CHICKEN POX	Fever, Blister type rash	YES Five days after onset	YES From when spots first appear and 5 days after
COVID	Fever, Chills, Fatigue, Coughing, Sneezing, Vomiting, Diarrhea, Headache, Sore Throat	YES	YES Until 5 days from onset and 48 hours after fever breaking
COLD WITH FEVER	Runny nose, clear discharge, doesn't want to eat, slight cough, plus fever-above 37.6 °C. Runny nose, green discharge, tired, severe cough, hurts all over	YES Before and during symptoms	YES, until 48 hours from fever breaking without medication and symptoms return to a common cold.
COMMON COLD	Runny nose, clear or colored discharge, doesn't want to eat, slight cough, fever etc.	YES Before and during symptoms	YES, if can't partake in the program or symptoms worsen. Until 48 hours from fever breaking without medication.
DIARRHEA #1	Runny stools. If no other symptoms, it could be normal or because of diet or teething.	NO	YES, if more than 2 in a day
DIARRHEA #2	Runny stools, fever above 37.6 °C., bad smell, fussy, cranky, pain and/or vomiting	YES	YES, until 48 hours after last Diarrhea and 48 hours from fever breaking without medication
EAR INFECTIONS	Fever, clear discharge from nose, cranky, pulls on ear, can't partake in the program	NO	YES, until on Antibiotics for 24 hours
FLU	Fever is above 37.6 °C., cranky, in pain, may have runny nose, nausea or vomiting	YES	YES, until 48 hours from fever breaking without medication and symptoms are gone
HAND FOOT AND MOUTH DISEASE	Spots on palms of hands, fingers and soles of the feet. Sometimes on buttocks; for 7-10 days.	YES	YES. May return once blisters have scabbed over. Minimum 5 days away.
HERPES SIMPLEX	Common cold sore, Fever blister or sore around mouth	YES	Decide each individual case with a Public Health Nurse
IMPETIGO	Crusty rash, mostly on face, arms or legs	YES	YES, until on antibiotics 24 hours
NAUSEA or VOMITING	Vomiting, Stomach ache, can't partake in program	YES	YES, until 48 hours after last vomit
PINK EYE	Thick discharge from one or both eyes, redness or itching of one or both eyes	YES	YES, until on antibiotic eye drops for 24 hours
RASHES	Red spots anywhere can be measles, chicken pox, allergies, impetigo	YES	YES, until doctor says it is not contagious
SORE THROAT	Fever, red throat, hurts to swallow (could be strep throat)	YES	YES, until doctor says it is not contagious or on antibiotics for 24 hours



Nap/Rest Time

Every Child will be given the opportunity to rest to allow for decompression and emotional regulation. All children will be supervised by qualified staff during rest/nap times. Infant and Toddler rest/nap rooms will be closely supervised by qualified staff.

- Supervision may include, staff sitting in the nap rooms with children, use of baby monitors, and/or leaving the top half of the barn door open for staff to view the sleeping children.
- Staff will not leave the classroom unattended while children are napping.
- Children are welcome to bring a comfort item from home. It is strongly suggested that a comfort item and/or pacifier (if used) be brought to the centre to stay. Pacifiers will be sanitized by use of sitting in a cup of boiling water daily and blankets/soft comfort items will be laundered weekly at a minimum.
- A white noise machine or speaker for spa music/white noise will be used during rest time.
- Children who do not nap will still be required to have quiet time on a rest mat and provided with quiet toys, activities or books. This allows them some calm time for decompression and emotional regulation as well as time to cool down in the summer heat, or to warm up from the winter weather.
- Staff cannot force children to stay awake, if a child falls asleep and parents/guardians do not wish for their child to nap, staff will do their best to wake the sleeping child after 30 minutes.

Active/Outdoor Play

Children will be provided opportunities for active play/outdoor play every day no matter the weather outside.

- Kool Cats will follow and adhere to The Canadian Physical Activity Guidelines [active_play_june_2016.pdf \(gov.bc.ca\)](#)
- Infants (less than 1 year) are physically active several times daily-particularly through interactive floor-based play. – Toddlers and preschoolers should accumulate at least 180 minutes of physical activity spread throughout the day. – Children (5 and older) should accumulate at least 60 minutes of physical activity daily”.
- “Licensed child care programs must ensure a minimum of 60 minutes per day of outdoor active play (indoor active play is acceptable when weather is poor or outdoor physical space is limited). Active play may be accumulated through 15 minute portions of time throughout the day or continuously”. [active_play_june_2016.pdf \(gov.bc.ca\)](#)
- Safety checks of all playground equipment and grounds will be done daily prior to children going outside and any waste will be cleaned up and disposed of accordingly.

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- Parent/guardian are to supply their child with appropriate clothing and a water bottle to stay at Kool Cats, water will always be available for children.
- During seasonally nice periods, snacks and lunch may be consumed outside.
- Please ensure your child is dressed appropriately for the weather.
- We go outside in all weather conditions such as sun, rain or snow, please ensure your child has appropriate outdoor clothing for the seasons and sunscreen labeled with their name for the staff to apply to your child for the summer months.
- We go outside daily unless the weather conditions make it unsafe to do so, such as extreme cold, extreme heat we will follow Sd.57 Policy.

Clothing

- To maximize your child's involvement in activities, they should wear clothing suitable for active play and painting. (Paint shirts are worn to prevent major paint spillage)
- Children are required to bring a pair of slippers or indoor shoes (for infant and toddler) or Velcro indoor shoes (for older children) to wear while inside.
- Please ensure your child is dressed appropriately for the weather.
- We go outside in all weather conditions such as sun, rain or snow, please ensure your child has appropriate outdoor clothing for the seasons and sunscreen labeled with their name for the staff to apply to your child for the summer months.
- We go outside daily unless the weather conditions make it unsafe to do so, such as extreme cold, extreme heat we will follow Sd.57 Policy.
- On sunny/cold weather, please make sure that your child has an appropriate hat to wear.
- Please bring 2-4 changes of clothing to stay in your child's basket at the centre, more if your child is toilet learning.

Children's Toys

The centre is well stocked with equipment for your child's use; therefore, any toys brought from home should remain in your child's cubby. This prevents major issues concerning a possible breakage or loss of the item. If a child is set on having their home toy with them, staff will wait till the child puts down the item or until the child is ready to put it safely in their bin.

Electronics/Screen Time

Media and electronics will be used appropriately at Kool Cats as we believe in hands on active learning. On occasion, electronic devices/screen time is used when written into a child's individual care plan created by the staff, parents/guardians and possibly support staff/outside agencies.

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- Children must leave electronic devices at home and/or in their backpack. (i.e., iPads/tablets, cell phones, and other gaming devices.)
- On occasion the school aged programs have electronics day, and parents/guardians will be notified of these days.
- Sometimes a CD player/Bluetooth speaker/cell phone is used for active movement activities.
- Special activities that may be a demonstration/science activity can be used (under 30 minutes) for occasional, educational purposes.
- Screen time (i.e., T.V. Computer, electronic games) is limited to 30 minutes or less a day.
- Screen time is not offered to children under 2 years of age.

Snack

Allergy Alert: 6989 Gladstone is a nut and shellfish free centre*

-we have staff & children with anyphylaxis allergies to the above-

You will be notified if any foods will no longer be permitted due to allergies. Should there be a life-threatening allergy, we urge your cooperation to avoid packing these foods. Parents are requested to pack healthy morning snacks and lunch each day. Please ensure that the snack includes 3-4 items of the Canada Food Guide. Thank you for not sending candy, chips, or chocolate bars.

- Children are encouraged not to share their snacks with other children unless it is a birthday celebration. (Many other sharing opportunities present themselves during the daycare day.)
- Afternoon snacks will be provided by the centre and the monthly menu will be posted.
- Water is always offered/available to all the children.

Holiday Celebration

- Both of our facilities are inclusive programs that encourage and acknowledge all Birthdays, Holidays and Cultural Events. Parents/Guardians are welcome to add to your child's birthday celebration by bringing a special treat, story, party favor, etc. Families are also encouraged to share and teach their culture with the staff if they feel comfortable doing so.
- If you would like to invite daycare friends to your child's party, please do not place invitations in the cubbies. Rather, give them to a teacher to distribute to the adults at the end of the day. This is so that the children who are not invited do not feel left out, understanding that it is not usually feasible to invite all the children to the party.

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Pictures

Individual photos are taken of each child for their file and cubby bin.

Throughout the year, photos will be taken and posted on our Facebook page or emailed to individual parents. We hope that these photos will be a memorable collection that you and your child will enjoy. If you do not wish to have your child photographed or are okay with photos posted in the facility but not on social media platforms, please indicate your preference on the registration form.

Parent Involvement

Kool Cats Family Care welcomes parent involvement in the centre and we believe it benefits both the program and the child/parent. We see it as a privilege to have parents share their expertise and knowledge with their child's classmates. If you have a special skill or talent that you would like to share, please contact the staff to make arrangements to do so.

There are times throughout the year when parents are invited to join us for celebrations and a "potluck snack" or Community BBQ. These occasions will be announced in a newsletter and posted in the daycare, along with social media platforms.

Parent Communication

- You will be receiving monthly newsletters to inform you of daycare happenings, including possible field trips, interests, reminders, special celebrations, etc. Emails will also be sent on some information that is not in the newsletter or as a reminder.
- We also use a communication board to showcase information of the day's events.
- Please notify staff of any pick-up changes, days your child will be away or any other specific details you'd like us to know about.
- Parents are always encouraged to dialogue with the staff and receive updates on their child's participation/development.
- Parents are encouraged to discuss any concerns they may have, and afterhours meetings can be arranged with managers at the convenience of the parents/guardians and managers.

Guiding Behavior

We strive to create an environment that fosters positive social behaviors. This is accomplished by these prevention strategies:

- Using positive statements with children.
- Providing appropriate choice opportunities to encourage independent decision-making.

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- Involving children in establishing rules, giving them ownership of logical simple rules
- Allowing natural consequences to happen
- Teaching/modeling problem solving skills
- Being an active listener
- Anticipating problem situations before they occur and making necessary changes
- Structuring the environment by providing curriculum which is interesting and stimulating
- Providing predictable guidelines
- Providing routines and appropriate spaces for productive play
- Giving 10-minute and/or 5-minute advance notice before changing activities
- Modeling the behavior expected from the children

The prevention strategies help create a positive play and learning environment. However, when unacceptable behavior occurs, the following strategies are implemented, not necessarily in order. At all times the child's dignity is kept intact:

- Gaining the child's attention in a respectful way, such as eye level contact
- Asking the child to try to use their words to explain how they feel about the situation
- Reminding children of classroom rules
- Moving close to the situation helps the child re-establish self-control
- Acknowledging the child's feelings
- Asking the children what they think would solve the problem, giving suggestions and modeling problem solving skills as necessary
- Redirecting the child to another activity, removing the play option
- Teaching how to ask for turns and use timers as a tool for knowing when it is their turn.
- Offering the child a place where they can "take a break" and re-join play when he/she is ready.
- Physical restraining (holding) is only used when a child is out of control and is in danger to him/herself or others and authorized in a child's care's plan if the care plan includes instructions respecting behavioural guidance. Even when authorized in a care plan this is a reportable incident to licensing.

Children will not be subjected to:

- Shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;
- Confinement or physical restraint by an employee, except as authorized in a child care's plan if the care plan includes instructions respecting behavioural guidance;
- Harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self-respect

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- Spanking or any other form of corporal punishment;
- Separation, without supervision by a responsible adult, from other children;
- Deprivation of meals, snacks, rest or necessary use of a toilet.
- Emotional abuse, physical abuse, sexual abuse, or neglect

Bullying

Kool Cats Kid Care and Kool Cats Family Care has **Zero** tolerance towards bullying of any nature.

- Any offensive behaviour towards another child, staff or parent will not be tolerated.
- Any vindictive, cruel, malicious, or humiliating attempts to undermine an individual or group of children or staff members will have consequences.
- Staff will endeavour to provide a positive and safe environment for all children and their families.
- Staff will be aware of all actions of the children as well as listen to complaints from children and/or parents/guardians regarding their safety and other's safety.
- Staff play a strong role in accepting or not accepting negative behaviour within the groups.

Inappropriate Behavior of Parents towards the Centre's Employees

Policy: To ensure a safe and respectful environment for all employees of the Centre. The centre is committed to addressing any inappropriate behavior from parents towards employees through a gradual response system, ensuring fairness and clarity in handling such incidents. This policy applies to all parents and guardians of children enrolled in either centre.

Procedure of Gradual Response System:

1. Verbal Warning (First Incident)

- Upon the first incident of inappropriate behavior, the parent(s) will receive a verbal warning from the Centre's director or designated staff member.
- The incident will be documented, noting the date, time, and nature of the behavior, but no formal action will be taken beyond the warning.

2. Written Warning (Second Incident)

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- If a second incident of inappropriate behavior occurs, the parent will receive a written warning.
 - The written warning will detail the nature of the inappropriate behavior, reference the prior verbal warning, and explain the consequences of further incidents.
 - This warning will be placed in the client's file.
- 3. Notice of Termination of Services (Third Incident)**
- Upon the third incident of inappropriate behavior, the parent will receive a notice of termination of services.
 - The notice will explain that due to repeated incidents of inappropriate behavior, the daycare centre will no longer be able to provide services to their child.
 - The termination will be effective immediately or as specified in the notice.
- 4. Immediate Termination of Services (Exceptional Circumstances)**
- Certain behaviors will result in immediate termination of services due to their severe nature. These include, but are not limited to:
 - Threats or acts of physical violence
 - Racist comments and/or hate speech
 - In these cases, the parent will receive a written notice of termination of services, detailing the nature of the behavior and the immediate cessation of services.

Procedure

- 1. Documentation**
- Each incident will be documented, including the date, time, individuals involved, and a detailed account of the inappropriate behavior.
 - Documentation will be kept confidential and stored securely in the client's file.
- 2. Communication**
- All warnings and notices will be communicated clearly and professionally to the parent(s).



- For verbal warnings, the discussion will be followed by a brief written summary for the record.
- Written warnings and notices of termination will be delivered in person or via registered mail to ensure receipt.

3. Support for Employees

- The daycare centre will provide support to employees who experience inappropriate behavior from parents.
- Employees will be encouraged to report all incidents of inappropriate behavior immediately.
- Counselling or additional support may be offered to employees affected by severe incidents.

4. Oversight

- The board of directors will oversee the implementation and adherence to this policy.
- The board will review all documentation related to incidents and ensure that the policy is applied consistently and fairly.

By implementing this policy, the daycare centre aims to foster a safe and respectful environment for all employees, ensuring that inappropriate behavior from parents is addressed promptly and fairly.

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