

Parent



Book

Key Highlights of Parent's Handbook

Thank you for choosing Happy Kids Child Care Inc. for your family. We hope that through mutual co-operation and communication your years with us will be enjoyable and fulfilling.

Hours of Operation

Happy Kids Child Care will be operational from 6:00 a.m. to 6:30 p.m

Happy Kids learning centres offer full and part time care for:

Infant Room – 6 weeks to 18 months

Toddlers – 18 months to 2.5 years

Preschoolers – 2.5 to 5 years

Refer to daily schedules by classroom for more information on programming.

The Center will be closed for all statutory holidays

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Day, Labour Day, Thanksgiving Day, Christmas Day, and December 26 (Boxing Day). The centre also closes early on Christmas & New Year's Eve.

Program Development

Happy Kids Learning Centre provides opportunities for indoor and outdoor activities. Weekly program plans are posted in each room. Parents are encouraged to take a look at these plans and talk to teachers about their child's development. Happy Kids Learning Centre uses the Emergent Curriculum as a guideline for program development. This program uses the skills outlined in the ELECT (early learning for every child today)

Parents of infants and toddlers will be receiving a daily record of their child's day. This will include any milestones achieved, activities they participated in, as well as a record of food eaten, and diaper changes.

PROGRAM STATEMENT

At Happy Kids Child Care we view children as competent and curious individuals who are rich in potential and capable of complex thinking. Happy Kids teachers and management provide a variety of classroom materials and learning opportunities with the children's interests in mind to help guide the children to reach their full potential and make educated choices.

Happy Kids Child Care is dedicated to supporting children's learning, development, health and well-being through caring and responsive Early Childhood Educators, who focus on active learning, exploration, play and inquiry, and who see children and their families as competent and able, and as active participants in all aspects of the program.

A key feature of the Child Care and Early Years Act, 2014, is the focus on strengthening child care programs and ensuring high quality experiences for children. The CCEYA authorizes the Minister of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of child care and early year's programs. *How does learning happen?* Ontario's pedagogy for the Early Years (2014) is the document used by Happy Kids Child Care Inc. The document has a strong pedagogical focus, indicating that the pedagogy is not a prescriptive formula that lays out a specific curriculum or activities but instead challenges the status quo and explores how learning happens for children. *How Does Learning Happen?* is organized around four foundational conditions that are considered essential to optimal learning and healthy development for children:

Belonging refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

Expression or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

The four foundations apply regardless of the child's age, ability, culture, language, geography, or setting. Unlike a structured curriculum, the conditions are high states of being that children naturally seek for themselves and should not be viewed as separate elements.

Our Goals

- All staff will promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment, nutrition based on the Canada's Food Guide, access to drinking water throughout the day, limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and reducing hazards that may cause injury. Educators will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements, and parental preferences in respect to diet, exercise and rest time.
- All staff will support positive and responsive interactions among the children, parents, and child care providers. The Director and Board of Directors will support this through the hiring of qualified, responsive, and well trained Early Childhood Educators who support families in their role as primary caregivers, and understand the needs of each child as an individual.
- All staff will encourage children to interact and communicate in a positive way, and support their ability to self-regulate; acknowledging that each child is competent, curious and rich in potential. Staff will support self-regulation in children (defined as the child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention) Self-regulation in early development is influenced by a child's relationship with the important adults in that child's life, including the ECEs in the program. All staff will provide the experiences, support and encouragement that help young children learn to self-regulate, which is a crucial component of quality care.
- All staff will foster the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content, that encourages choices, and active play, supported by qualified, attentive and interactive Early Childhood Educators
- All Staff will provide child-initiated and adult supported experiences. The Early Childhood Educators will observe the children and use that information to plan and create a positive learning environment that is based on the interests of the child, and supported by all the adults in the child care environment. Educators will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.

- All Early Childhood Educators need to be reflective practitioners who learn about children through listening, observation, documentation, and discussion with others, families in particular, to understand children as unique individuals. They will observe and listen to learn how children make meaning through their experiences in the world around them, and use this to have meaningful interactions, and engage children on a daily basis.
- Each child will experience indoor, and two hours of outdoor play (weather permitting) daily, as well as a time to rest and sleep if needed, quiet and active times, always being mindful of each child's needs and parental direction.
- Regular and ongoing communication with parents is an important component of the day. Communication may be in person, by phone, e-mail or through written and posted communication tools. Communication needs to come from all members of the organization, the Board of Directors, the Executive Director and all staff.
- Parents will be directed to resources outside of the centre if necessary, and community partners such as early year's services, speech therapists, support services, occupational therapists, counsellors, etc., this will be an important part of the centres support to all children and their families.
- We view the community as a valuable resource and our educators plan learning opportunities to engage the community in our programs. We seek out opportunity to share our knowledge and to learn from others in the community.
- The organization will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning.
- All staff will build a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all children and their families, building and maintaining healthy professional relationships that encourage growth and offering support and mentorship.

How We Will Meet Our Goals

- All staff, students and volunteers will read the Program Statement and sign off in the Policy and Procedures Sign Off binder prior to employment or prior to interacting with children, and when the statement has been modified, and on an annual basis.
- The Director will review all sign offs by staff, students and volunteers and sign the review sheet to indicate that the process has been completed. The Director must be confident that the staff, volunteer or student is fully aware, and understands the Program statement and its implementation.

- Each classroom will maintain a binder containing observations, plans and documentation to support their understanding of the program statement. Copies of the documentation, relevant to their child, will be shared with all parents or guardians of the children in the program.
- Staff will reflect on How Does Learning Happen?, by working through the reflection exercises in the document, by reviewing their observations and engaging children in meaningful activities, by maintaining communication with parents and building trusting relationships with the families, by working with their co-workers to create a safe and healthy environment and by taking the time to engage in self-reflection in a regular basis.

Happy Kids Child Care wants to ensure that your children have a safe and positive experience that promotes their growth as a learner. To this end, the Director or designate will observe staff interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions. The following practices are not supported by our facility:

1. The corporal punishment of a child;
2. 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;
3. Locking the exits of the child care center 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;
4. 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;
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. Inflicting any bodily harm on children including making children eat or drink against their will.

In the event that the Director or Supervisor observes or is made aware of any practice that is not supported, they will address the issue with the staff according to the strategies outlined in the Disciplinary Policy that is outlined in the Employee Manual.

Additionally, all Early Childhood Educators have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators Code of Ethics and Standards of practice. All Early Childhood Educators hold themselves accountable, and will use the Code of Ethics, the Standards of practice and the CCEYA to guide their decisions and practice.

We keep records pertaining to monitoring of our Program Statement for 3 years.

CURRICULUM

Each classroom's Lead Teacher is a graduate of a recognized Early Childhood Education program. The teacher plans the children's activities, stories and songs around the children's interests in the classroom, taking into consideration their development as individuals and as a group and "How Does Learning Happen?". Please check the bulletin boards to see what your child is involved in each week so you can further their learning at home. This information is also available on our website. It is also important to take home your child's artwork, as he/she is very proud of his/her accomplishments. Artwork can take many forms and teacher's love taking many pictures throughout the day to showcase what the children are doing and learning in the classroom. Sometimes art is not paper and glue but rather an intricate block tower with beads and ribbon. Teachers will take pictures of these master pieces to send home so you can see exactly where their creativity is. Your child will benefit most from the program if they arrive no later than 9:30 AM. For more information on "How Does Learning Happen?" click

Fee Schedule

Group	Daily/Weekly Fee
Infant Full Time	275.00 Per week (55.00 per day)
Infant Part Time	55.00 Per Day
Toddler Full Time	245.00 week (49.00 per day)
Toddler Part Time	55.00 Per Day
Preschool Full Time	230.00 Per week (40.00 per day)
Preschool Part Time	50.00 Per day
School Age Summer Camp	235.00 Per Week
School Age Part Time	47.00 Per Day

All fees are required on the first day of each week. (Post-dated cheques are accepted). Failure to remit payment on time will result in the immediate withdrawal of your child from the centre. There will be no exceptions.

For your convenience payments will be accepted by cash, debit, cheques, visa/mastercard, paypal.

A late charge of \$5.00 per week, per child will be added if payment is not made on time.

NSF cheques will result in a charge of \$35 per cheque after which the centre has the right to only accept cash or money order.

Receipts will be provided regularly as payments are processed.

There is no reduction of fees if your child is absent due to illness or vacation.

There is no reduction of fees for centre closures for statutory holidays or any closure, dates and times listed in the Parent Hand Book.

Please feel free to contact the Supervisor if you have any questions or require any further information. In person or Info@happykids.com

WAIT LIST

Happy Kids Child Care does not charge a fee for placing a child on our wait list.

The following is required to be placed on the wait list:

- Parents first and last names
- Best contact telephone number(s) or email addresses
- Your expected start month
- Your child's name
- Date of Birth (unborn children may be added to the list with expected month and year of birth)

****All personal information collected is available to the Supervisor, Designate or Director and maintained in a secure/locked cabinet to ensure the privacy and confidentiality of children listed.

A waitlist will be formed when a classroom reaches full capacity of enrolment. There is no fee to be put on the waitlist.

Each age group at the Centre has its own individual waiting list.

An estimate of when an opening will come available will be provided to the family. Please note that there are several moving parts when completing this process. The date is only an estimate created with the information we have at that time. It may take more or less time for the space to become available. If you can be flexible with your scheduled days of the week, or flexible with your start date, it will be easier to get your family a space.

Children will be accepted into the program on a first come first served basis when spots become available in the required age group. Priority is established by the date of the tour/application, however siblings of children currently enrolled in our program will be given priority status.

When a space becomes available, the family at the top of the waitlist, with a child of the required age, and required schedule, will be contacted and invited to accept a child care spot. If the family accepts the offer we move to the next step. If the family, for any reason, declines the spot then we will offer the spot to the next family on the list. Any family that declines a spot will remain on the list in the same sequence unless they request to be removed from the waiting list.

When a family accepts an offered spot, a \$200 deposit will be required which will come off your first month's tuition. At this time, we may also request a meeting in order to have parents and

child meet the teachers, ask questions, receive necessary forms, learn what supplies they need to bring the first day and to observe the classroom routines.

Spaces are only created when a child moves up to another classroom, a family takes a maternity/paternity leave, or when a family leaves the school. There is no specific time, however the months of July, September, and January have the most movement, Spaces can be available at any time of the year and at any point in the month.

A record of the wait list will be kept in the office. Parents who wish to know their position on the wait list are to call the office where the supervisor or designate will inform the family verbally of their number in line. Additionally, families who wish to visit the centre to know their current position on the wait list will be informed verbally by the supervisor or designate what their current position is.

Admission and Discharge Policy

Upon enrolment at Happy Kids Learning Centre,

- Parents must fill out a registration package.
- An interview with the supervisor will be arranged in order to review policies and to give the parent a chance to become familiar with the centre and staff.
- A minimum of 1 month (20 daycare days) written notice is required if you plan to withdraw your child from the centre. If written notice is not received, full child care fees will be charged in lieu of notice. Deposits will not be refunded if proper notice is not given.
- Please defer to the registration / payment policy in the registration package for more information.

DISCHARGE POLICY

In the case of a missed payment, the following payment and NSF fee will be applied to the next billing cycle, amounting in a double payment plus all applicable NSF fees. If an NSF fee is incurred in the following billing cycle, all outstanding fees (regular bi-weekly payments plus NSF fees) must be paid via a certified cheque one (1) week after the last billing cycle. The center supervisor will request in writing the date that the certified cheque is to be due.

If a certified cheque is not submitted one (1) week after the last NSF charge and payment does not occur, immediate termination will follow and a letter informing parents of the last day of care will be sent. If payments are continuously missed it is at the discretion of the Director to determine whether or not to continue child care.

PARENT INVOLVEMENT & COMMUNICATION

Happy Kids prides itself on involving our parents and families in a mutual support system. Staff and parents must work together to provide the most suitable environment for the child. It is important for you to have regular information about your child's experiences. The staff is always open to questions, comments or suggestions regarding the program. Our staff has a wealth of

knowledge about child development and experience relating to the growth of children.

Communication may be in the form of emails, phone calls, or individual parent teacher meetings.

To help facilitate information sharing, Happy Kids website has menus, blog posts and special events such as fundraising events, field trips, etc. will be included on the website with all the information you may need. Permission forms will go out to families for any off-site field trips.

Pursuant to Canada's Anti-Spam Legislation that went into effect July 1, 2014, by providing your email and signing the registration package, you allow Happy Kids to use your email for communication regarding your child and center events or announcements. We will not release any of your information to outside agencies.

DAILY REPORTS via our APP

A comprehensive daily report on your child's activities and routines will be provided via our app. Parents are encouraged to read these reports daily and be aware of your child's activities during the day. This ongoing communication will ensure that your child receives the best care possible. We encourage parents to provide comments on how their child's night and/or morning was via our app as this gives your child's teacher a better understanding of the needs of your child before the day starts with us.

Our systems allow for accurate and detailed information regarding your children's daily routine as well as provide the opportunity to participate in your child's learning experience.

Accident reports, illness reports, Medication Administration Authorization forms, and other like forms will be completed by staff and upon parent's arrival you will be required to sign these documents. A copy of these reports will be sent via our app for your records.

SUPERVISION POLICY

It is the responsibility of each staff, volunteer and students to ensure the safety and well-being of each child in attendance at Happy Kids. Children must be supervised during all routines such as indoors and outdoors, washroom routines, and any time the children leave or enter the classroom. No child is to be supervised by a person under 18 years of age. Children are not to be left alone under any circumstance at any point in time.

Upon arrival and departure, and during transitions, each child's attendance must be recorded on the classroom attendance log with the accurate times. This is to be done immediately upon arrival when the child is released into the care of staff, and when children are released to the parent/guardian at departure. Any absences, including vacation and illness, must be noted in the classroom communication log. The attendance must accompany the staff and children at all times. In the event that with a small group, some of the children are outside, the attendance remains with the staff who is staying inside with their group of children.

It is the responsibility of each staff to ensure that they have an emergency card for each child on their attendance, and in their care. Emergency cards should be reviewed and signed by the child's parent/guardian.

Any person other than the parent/guardian who attends to pick-up a child from Happy Kids must be listed on the child's emergency card. In the event of an emergency when there is an alternate designated pick-up, the parent/guardian must provide written confirmation of the designated adult. The staff will verify they are releasing the child to the correct person by reviewing the person's identification with the parent/guardian's written confirmation.

Upon reporting for the start of their shift, each staff must confirm with the staff-on-duty the number of children currently in attendance, and then verify it with the attendance. If at any time a staff is over ratio, they must notify the Centre Supervisor immediately in order for an additional staff to come and support as soon as possible.

Head counts must be done regularly throughout the day, especially when transitioning to/from outdoor play, washroom breaks, emergency procedures (e.g. fire drill), etc.

Any hazards or broken toys/equipment must be reported to the centre supervisor immediately. A repair order must be completed by the staff and submitted to the centre supervisor.

All cleaning materials must be kept out of reach of children, including 'soap and water' bottles and 'bleach solution' bottles. This also includes the laundry room which must be closed at all times.

SUPERVISION OF VOLUNTEERS AND PLACEMENT STUDENTS

Placement students from a recognized College obtaining their ECE are to be completing their placement as per their College outline. All students are required to adhere to all policies and procedures and to act in a professional manner while at Happy Kids Child Care. Students are gaining important work experience and should participate fully in the day to day tasks. At no point will a student be left alone with children. Classroom staff are to monitor students to ensure they meet all requirements in adhering to policies and procedures. Classroom Early Childhood Educators who are the students Host Teacher are to take the responsibility of grading the student fairly on the college's requirements. The supervisor must be made aware of any break in these policies and procedures.

Volunteers are in the classroom as a support for classroom teachers to help with transitions, interacting with children and participating throughout the day. Volunteers are required to adhere to all of Happy Kids policies and procedures and act in a professional manner while at Happy Kids. Volunteers are gaining important work experience and should participate fully in the day to day tasks. At no point will a volunteer be left alone with children. Classroom staff are to monitor volunteers to ensure they meet all requirements in adhering to policies and procedures. The supervisor must be made aware of any break in these policies and procedures.

The relationship between Happy Kids Child Care and the Volunteer/Placement Student is governed by the same principles that govern employment the centers employees. An acknowledgement of the company's employment handbook and a Placement Offer Letter is to be completed before start of placement.

PARKING

Our Centre has designated parking at its location. Please ensure that children are closely always monitored while in the parking lots to ensure their safety. We ask that parents do not park in-front of the centers door as this may pose a safety concern for emergency personnel who may have to have access to the center in an emergency. Happy Kids asks all parents to park on the side near the fenced play area.

PARENT CODE OF CONDUCT

We all have the right to be safe and feel safe in our school community. Happy Kids Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our centre community including parents or guardians, volunteers, teachers, and/or board members.

These standards apply whether they are on Happy Kids property or at centre-sponsored events and activities.

All members of the Happy Kids community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code.

All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting, etc.) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour or harassment of any kind towards a child, student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

No weapons are allowed on centre property or at centre functions. Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.

The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via electronic mediums such as Facebook, Myspace, personal blog sites or other forms of electronic information sharing.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURE

Name of Child Care Centre: **Happy Kids Child Care Inc.**

Date Policy and Procedures Established: **September 13, 2017**

Date Policy and Procedures Updated: **September 30, 2021**

PURPOSE

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

DEFINITIONS:

Licensee: Happy Kids Child Care Inc. (HKCC) is responsible for the operation and management of each child care centre it operates

Staff: Individual employed by Happy Kids Child Care Inc. (HKCC)

GENERAL

Parent/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 an 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 all staff members 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 1 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, home child care providers, other persons in the home child care premises, 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 organization 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 and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to Supervisor/Director.

CONCERNS ABOUT THE SUSPECTED ABUSE OF 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](#). (Durham Children's Aid Society 1320 Airport Blvd, Oshawa, Ontario, L1H 7K4, 905 433 1551 (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/childrensaid/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
Program-Related E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the home child care provider directly or - the Centre Supervisor or Designate 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within 1 business days. - Provide contact information for the appropriate person if the person being notified is unable to address the matter.
General, Agency- or Operations-Related E.g: fees, placement, etc.	Raise the issue or concern to: <ul style="list-style-type: none"> - the Centre Supervisor or Designate or - Program Director 	<ul style="list-style-type: none"> - Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days
Staff-and/or Licensee-Related E.g: conduct of provider, home visitor, agency head office staff, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the Centre Supervisor or Designate or - Program Director <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head offices soon as parents/guardians become aware of the situation.</p>	Document the issues/concerns in detail. Daily Log Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who raised the issue/concern; - the name of the person who received 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.
Related to Other Persons at the Home Premises	Raise the issue or concern to <ul style="list-style-type: none"> - the Centre Supervisor or Designate or - Program Director <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to Program Director as soon as parents/guardians become aware of the situation.</p>	Complaint Escalation Form: If the in-class educator or site supervisor are unable to deal with the concern/issue they should complete a Complaint Escalation form (inclusive of all information above) and email it to the appropriate member of the management team. A copy of the form should be included in the child's file, and a notation placed in the daily log.
Student- /Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the person responsible for supervising the volunteer or student or - the Centre Supervisor <p>Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation..</p>	Concern/Dispute resolution forms must be completed for all incidents that need to be escalated, a copy of the resolution form will be offered to the parents and placed in the child's file.

Allow your child to be a 'Happy Kid' in a place where learning is fun!!

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 Executive Director or Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 must 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

Site Supervisor: Info@happykds.com

Executive Director: Kelly@happykds.com

Any pictures taken at the centre or during centre events are for the private use of Happy Kids families only. These pictures cannot be posted in on-line photo albums or social media (i.e. Photobucket, Facebook, Myspace, etc.)

School cubbies are to be used solely for the purpose of communicating between parents and centre staff. They are not to be used for business promotion.

SMOKING POLICY

Happy Kids is a smoke free building, including the playgrounds whether the children are present or not, according to the Smoke Free Ontario Act. Smoking will not be permitted on Happy Kids Child Care property or within 65 feet of the playground.

IMMUNIZATION POLICY

Parents must provide updated Immunization records before starting with Happy Kids and once enrolled records must be updated within a reasonable timeframe. All records must be from a medical officer of health. Any immunizations that are not updated to Happy Kids may cause termination of care.

If parent's object to immunizing their child, they must complete the "Statement of Conscience or Religious Beliefs" or "Statement of Medical Exemption". This form must be notarized. It will be placed filed in the child's personal file.

HAPPY KIDS CHILD CARE INC.
603 Church Street North, Unit 1, Ajax, Ontario, L1T 0B8
905 239 5437 (KIDS)
Info@happykds.com

Allow your child to be a 'Happy Kid' in a place where learning is fun!!

Nutritious Meals and Snacks

We at Happy Kids Learning Centre believe that nutrition plays a vital role in a child's ability to learn. We provide **home cooked freshly nutritious and delicious lunches and snacks**. Menus will be emailed for your review inclusive copies are placed in the parent communication centre. We will be regularly introducing new nutritious meal alternatives that cater to our growing communities, including Halal options. Please to not hesitate to ask for a copy for your reference.

Happy Kids Child Care is peanut free so parents are not permitted to bring in home made goods. Store bought, sealed birthday cakes are permitted as long as they are nut free. Infant food and snacks may be brought in if the child is not on a regular diet. If there are diet restrictions, a parent may bring in a substitute when necessary.

ILLNESS POLICY

Happy Kids staff members will not admit any children showing signs of illness upon arrival at the center. Symptoms include vomiting, diarrhea, rash, hives, fever, foreign matter in the eyes or ears, head lice, or ring worm. Signs of communicable diseases include chicken pox, hand foot and mouth thrush etc. Upon determining or suspecting illness, the child will be separated from the other children and the child's parent, or guardian will be notified immediately and asked to pick the child up from the center as soon as possible. If the parent or guardian notifies the staff that he/she will be a certain period before coming to pick up the child, staff are required to make the child feel comfortable in a quiet place within the classroom by offering food, water, a cot to sleep/rest, a teddy bear etc. Should the centre supervisor suspect something contagious, a doctor's note or an increased symptom free time period may be implemented.

Diarrhea/Vomiting

Children at the center who have one episode of diarrhea/vomiting need to be monitored. If the diarrhea/vomiting stops and the child does not seem to be ill, parents will be informed at the end of the day. If a child has three episodes of diarrhea/vomiting in one day; parents or emergency contact must be notified immediately. The child is to be picked up and may not return until stools/vomiting have gone back to normal and all symptoms of illness have been absent for 24 hours. Should the centre supervisor suspect an outbreak, a doctor's note or an increased symptom free time period may be implemented. This will be determined in conjunction with the Health Department. If your child is sick for more than 2 days a doctor's note is required to prevent an outbreak and to maintain the safety of the children and staff of Happy Kids

Fever

A fever is usually a symptom of an illness and may be caused by germs called bacteria or viruses. Parents must list their children's history of communicable diseases detailing the diseases; the date the child was diagnosed, and if there are any complications. Happy Kids asks to be informed upon discovery of any health problems, food restrictions, or physical restrictions of any child. Upon determining a fever of 101F (38.5C), the child's parent or guardian will be notified immediately

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and asked to pick the child up from the center as soon as possible. If the parent or guardian notifies the staff that he/she will be a certain period before coming to pick up the child, staff will make the child feel comfortable within the classroom by offering food, water, a cot to sleep/rest, a teddy bear etc. At no point will the child be segregated from the program. An illness report will be completed for parents to sign.

MEDICATION ADMINISTRATION POLICY

All Staff, students and volunteers will review anaphylactic plans and medical needs plans for each child where applicable. There will be a record of review as legislatively required in the policy & procedure manual inclusive individual files.

STRATEGIES TO REDUCE THE RISK OF EXPOSURE

Happy Kids does not claim to be, nor can it be deemed to be totally free of food items and non-food items that may lead to a severe allergic or anaphylactic reaction. The center will make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis in accordance with this policy.

- Children with extreme allergies to food that the centre cannot accommodate will be asked to bring their own food from home under the approval of the center supervisor and food will be properly labeled with child's name, parent's name, temperature it must be stored at, received date, open date, expiry date and staff and supervisor signature
- All labels will be read by the kitchen staff member prior to serving and an ingredient book will be kept in the office for reference
- Staff purchasing foods items for menu use or for craft and sensory play on behalf of the centre must read food ingredient labels every time they purchase a product to ensure there are no allergens
- All children, staff, students and volunteers will wash their hands before and after handling food
- Children, staff, students and volunteers will be instructed to not share food with each other
- All surfaces will be cleaned with a cleaning solution prior to and after preparing and serving foods
- All cleaning supplies, medications and any other products that may be of danger and/or commonly produce allergic reactions will be stored away and out of reach of children
- Extra supervision of anaphylactic children during eating will ensure the child does not encounter a potential allergen
- During field trips children with anaphylaxis will sit within view of a staff member
- Playground areas will be checked and monitored for insects such as wasps
- On or off-site trips, parents will be notified that the staff in charge will bring the EpiPen or emergency medications
- Staff will take a cell phone on all excursions with the supervisor's permission for emergency use only in accordance with Happy Kids cell phone policy

Intake of Medication

Parents who intend for their child(ren) to have any medication must first bring it to the office for intake. Upon intake, the parent will be asked to fill out a Medication Authorization Form in full and sign it. This form will then be signed by the supervisor as well as the classroom staff. This form will explain the details of the medications including the name of the medication, the dosage to be given, the time(s) to be administered and a description of when it is to be given (i.e. "when temperature reaches 38C"). This form MUST be filled out prior to the administration of ANY medication. Failure to provide the office with the

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required form will result in the medication not being administered. ECE's can only administer medication with the Medication Authorization Form completed in its entirety.

Over the Counter Medication

Must be in its original package and will not be accepted unless it is a completed authorization form is signed by parents, centre supervisor or designate. Supervisor must ensure authorization form states the child's name, name of drug/medication, dosage and instructions. Form must be completed before medication can be administered. Over the counter medications will only be permitted to stay on Happy Kids Nursery and Childcare premises for five (5) days upon which it will be sent home. In the case of an emergency allergy medication such as Benadryl being needed for a child with an anaphylactic allergy or Tylenol for a child with febrile seizures, this medication may be on Happy Kids premises longer than 5 days IF the child's ICP or IMP has been signed by a doctor, parent and supervisor requiring the Benadryl to be administered before the epinephrine or Tylenol at the sign of a high fever.

Prescription Medication

Prescription Medication that the center's staff needs to give to a child, must be in its original package, with start date, end date, child's name, and recommended dosage. If it comes in a box, pharmacist should also put a label on the inside on the bottle. All prescription medication to be administered to the child by the center must be prescribed by a doctor and in its original container. Parents must complete and sign a Medication Authorization Form before medication can be administered which is signed by parent, staff and supervisor or designate and completed in full.

Emergency Medication

Children who require emergency medication due to a severe allergy or medical condition will be posted in our food and allergy report and an Individual Care Plan (ICP) or Individual Medical Plan (IMP) detailing information pertaining to the allergy/medical condition such as type of allergy/medical condition, symptoms, emergency procedures and medications needed will be filled out and signed by a parent, doctor and the center supervisor. This ICP/IMP will be posted in each cooking and serving area, in each play room or play area and in any other area which children may be present. As well, ICP/IMP's will be printed and placed in the emergency classroom backpacks that accompany staff and children when they are in the hallway or outside on the playground and a copy will be placed in the child's file.

Medication Storage

Staff, students and volunteers that will be directly caring for the child will be aware of all children with an ICP/IMP and staff will have access at all times to the emergency medication, either in a pouch hanging in the classroom, in a pouch with the staff outdoors or in a case that the class is doing small groupings and the child is inside, it will be placed in a bin labeled "Emergency Medication" and kept out of reach of children. Emergency medication is to ALWAYS travel with the child it belongs to. Over the counter medication or prescription medication that is to be administered for the length of time outlined on the Medication Authorization Form is to be kept inaccessible to children and kept in accordance with the medication label and Medication Authorization Form in a locked box either in the classroom or in the fridge.

ADMINISTRATION OF DRUGS AND MEDICATION

Before administering any medication to a child, the supervisor or trained staff must ensure the following:

- Ensure the child has a Medication Authorization Form and is filled out completely by the child's parents
- The supervisor or designate, parent and staff have signed the Medication Authorization Form on
- Ensure that the supervisor or designate or trained staff is the one to administer medication correctly
- Ensure that the medication that is being administered is for the correct child

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• If medications are to be administered on an "as needed basis" (such as Tylenol for febrile seizures), the written instructions must clearly indicate the situations under which the medication should be given i.e. physical symptoms that must be present, the behaviour the child must be exhibiting or the child's temperature. **"As needed" is NOT acceptable**

Administering Medication

1. The entire Medication Authorization Form including signatures (staff, parent and supervisor) and Medication Label (attached to medication) must be filled out with the child's name, date of birth, name of the medication, doctor name, required dosage, instructions for storage, start date, and expiry date before administering medication
2. Proper hand washing practices should take place prior to administering medication and gloves must be worn
3. Ensure that the medication being administered is for the correct child checking the name on the bottle and ensuring it is the correct medication
4. Medication should be dispensed in a well-lit area and, where possible, it is preferable to remove a child from the activity area to administer medication in a quiet environment with the least possible interruption
5. The center's supervisor or knowledgeable staff is the one to administer all medication to the children in the center
6. Administer the medication to the child
7. Document on the Medication Authorization Form after each administration of medication documenting the time, by who it was administered by the dosage amount and if there were any reactions
8. Unused portions are to be returned in the original container to the parent of the child or discarded with parental permission
9. non-emergency medications are to be kept in a locked box that is inaccessible to children in the classroom or in a locked box in the refrigerator should it require refrigeration
10. Active Medication Authorization Forms will be kept in the Medication Binder and for medications that are finished; forms will be filed in child's file

If Medication is Not Administered Appropriately

If medication is not administered per instructions given by the parent on the Medication Authorization Form such as not being administered at the time set out, staff are to call parents immediately to inform them of this to determine what the next steps will be. If medication is not administered to the instructions given by the parents on the Medication Authorization Form such as the medication was administered to the wrong child or there was an error in the dosage given, staff must document this on the Medication Authorization Form and notify the supervisor. The supervisor must inform the parents as soon as possible. The Medication Authorization Form is still to be filled out and accompanied by an explanation of why the medication was not given correctly as well as an Incident Report for all children involved.

POSITIVE CHILD GUIDANCE PRACTICES

Discipline should be:

- a) related to the nature of the troublesome behaviour
- b) appropriate to the developmental level of the child
- c) used in a positive and consistent manner; and d) designed to assist the child to learn appropriate behaviour

Throughout the day there will be times when children have difficulty coping with a situation. The following is a list of positive child guidance practices permitted at Happy Kids Child Care Inc.

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1. Direct the child's attention to the activity or area that is appropriate at that time through clear communication. Staff must foster communication and see children as capable communicators. Under no circumstances should physical measures be used to direct the child.
 2. Speak with the child at eye level. Give the child a chance to try again now or later. Be clear, specific and follow through with consequences set down. Staff will speak with the child in a calm voice, giving the child the opportunity to explain his/her motives.
 3. The staff will be clear to the child regarding specific natural and logical consequences that is developmentally appropriate.
 4. Separate the child from the situation by redirecting them and refocusing his/her energy on a quiet activity. The child always remains in the classroom as a part of the group.
 5. After no more than 5 minutes, go back to the child who was redirected and offer for them to re-enter the activity they were having a hard time with. Allow for them to show you that they are ready to use the activity or play with the other children correctly.
 6. Incident report will be filled out by the staff, notifying the parents about the behaviour modification.
 7. Inform the center supervisor if all other techniques have been unsuccessful. The center supervisor will help assist the situation in the room. If necessary, a meeting with parents will take place to discuss alternate behaviour modification and or a daily journal to open communication with the parents.
 8. With parental consent, external resources may be contacted (i.e. Region of Durham)
 9. Staff is expected to handle all situations in a consistent and professional manner.
 10. Staff must interact completely throughout the day with children including mealtime, activities, circle time and outdoor time. Interaction is a key point to the teacher's job.
- Note: if all these alternate measures fail Happy Kids supervisor will write up a letter asking the child's parents to withdraw him/her from the program.

PROHIBITED CHILD GUIDANCE PRACTICES

The following is a list of prohibited child guidance practices by Happy Kids Child Care Inc.

1. The corporal punishment of a child;
2. 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;
3. Locking the exits of the child care center 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;
4. 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.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or

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6. Inflicting any bodily harm on children including making children eat or drink against their will.

REST TIME

Happy Kids provides all cribs and cots. The current recommendation set out in the Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada. is that children up to their first birthday be placed on their backs for sleep. This has been Health Canada's recommendation since 1993, as a means to reduce the risk of sudden infant death syndrome (SIDS). It is important to note that the Joint Statement sets out that once infants can roll from their backs to their stomachs or sides, it is not necessary to reposition them onto their backs.

The requirement for an infant sleep position may only be waived if a medical doctor/physician recommends differently in writing.

SLEEP POLICY

At the time of enrolment and at any other appropriate time such as during tours of the centre, transitions into a program or upon a parent's request, parents will be advised of Happy Kids Child Care policies and procedures regarding children's sleep. Parents will be required to read the Sleep Supervision Policy as outlined below and in Happy Kids Parent Manual.

Handbook and sign off indicating they are aware of the procedures that Happy Kids staff will abide by.

Staff will consult with parents to receive information on the child's sleep preferences, required accommodations and precautions. This information will be shared with all staff, students and volunteers and will also be indicated in the following areas:

- For **infants** in a display pocket located in the infant sleep room above each crib with each child's photo and description of sleep/resting patterns, arrangements, precautions in the Sleep Binder.
- For Toddlers and Preschoolers on the Daily Sleep/Rest Time Monitoring Chart that is in the classroom and kept in the Sleep Binder.

All children will be assigned to individual cribs/cots which is identified with their name located directly on the crib/cot itself.

A staff person is physically present beside the child conducting direct physical checks every 15 minutes in the infant sleep room and 30 minutes for Toddler and Preschool Children set out in the Sleep Supervision Practices while looking for indicators of distress or unusual behaviour.

Staff must be able to visually monitor sleeping children and conduct direct physical checks regularly to monitor breathing, body temperature and sleep environment.

Staff completes documentation of direct visual checks being conducted for infants. Monitoring is indicated on the Daily Infant Sleep Monitoring Chart. For Toddlers and Preschool children, direct visual checks are conducted, monitoring is indicated on the Daily Sleep/Rest Time Monitoring Chart.

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Any change in a child's sleep pattern or behaviour will be documented on the Daily Infant Sleep Monitoring Chart and will be revised on the Infant child's Sleep Preference Form. Staff will also verbally inform parents of this change at the time of pick up.

If there is significant change in child's sleep pattern where a child experiences distress or unusual behaviour, staff will call parent immediately to inform them of this concern.

Signs of distress or unusual behaviour include:

- Change in skin colour
- Change in breathing
- Signs of overheating

Any adjustments to the way a child is supervised during sleep time will be in consultation with the parents. Staff will accommodate parent recommendations to the best of their abilities in conjunction with the established Sleep Supervision policies and procedures.

Lighting in the sleep room must allow for easy visual monitoring. Lights will be dimmed, but staff must be able to see sleeping children clearly. Nature sounds or lullabies will be played softly to create a soothing sleep environment.

All staff review the document: **Joint Statement on Safe Sleep** and sign off annually that they will abide by the recommendations contained within.

The Executive Director or Designate will ensure that the Sleep Supervision policy is reviewed with staff, volunteers and students at the start of employment or placement and annually thereafter. This policy will be monitored for compliance and contraventions in accordance with the Child Care Early Years Act (CCEYA).

Birthdays

Birthdays are always a cause for celebration at the centre. Happy Kids Child Care is peanut free so parents are not permitted to bring in home made goods. Store bought; sealed birthday cakes are permitted if they are nut free. We would also encourage parents to possibly bring in individually sealed treats labelled 'nut free'.

Photographs and Media

On occasion parents and/or staff members take photographs of the children while at play during the day.

These photographs are used for personal reasons only. The Centre will post some photographs for displays.

Names of the children are not used when photographs are displayed. Parental consent will be obtained at the time of registration of all children new to the daycare.

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Field Trips and Off-Site Activities

As part of the curriculum, field trips and other off-site excursions are planned periodically throughout the year. Parents will be notified in advance of field trips on the monthly calendar and will be required to give written permission for their child to attend. There may be a moderate fee for trips. Smaller off-site activities such as neighbourhood walks are also part of our curriculum planning. Parents are required to sign a permission form to cover all such informal excursions prior to enrolling their child as such activities are not always planned.

OUTDOOR ACTIVITY

Children participate in outdoor activities for at least two hours daily, weather permitting. Please provide seasonally appropriate clothing such as a hat, gloves, snow pants, jacket, and boots in winter, a hat with a brim during summer and rain boots during wet seasons. While we do not go outside while it is raining, children will go outside after it has rained thus the ground may be wet. As well, Happy Kids asks that a supply of extra clothing and swimming diapers during the summertime is provided for water play at the center, unless a parent of the child advises otherwise in writing.

INCLEMENT WEATHER

Childcare centers across Ontario implement an Inclement Weather Policy to ensure safety measures are followed when weather conditions become dangerous. Happy Kids foremost concern is to ensure the safety of our students, families and staff and to ensure that every possible measure has been taken to prevent injury and to maintain a safe environment, inside and outside our centers.

In the event of serious inclement weather, every effort will be made to keep the centre operational during regular hours, however, we may be forced to cancel some of our services.

On severe weather days we ask all our families to please call the center before leaving home. Parents/guardians need to be aware that families will not be reimbursed for days missed due to severe weather conditions.

CLOTHING POLICY

Since the focus of our program is active involvement, we recommend that your child be dressed comfortably, casual, durable and seasonally appropriate clothing. Children who are not appropriately dressed will not be able to participate in our routine program. We ask that parents bring indoor and outdoor shoes, especially in the rainy/winter months to avoid slips and falls in the classroom. During the summer months, we ask that NO flip flops/open backed footwear is to be worn and advise that all parents provide children with a pair of shoes with a closed backing for the children's safety.

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The children will be playing in the sand, gluing or finger painting and their clothing may accidentally become soiled. We provide smocks, roll up the children's sleeves and try our best to avoid messes, but sometimes the children are so caught up in the "fun" that their clothes do become soiled. Happy Kids will not be held responsible for soiled clothing. Please label all your child's clothing including boots, tops and underwear, mitts, hats, coats, and bags. Laundry markers on the tags work best.

PERSONAL ITEMS AND TOYS

All personal items brought from home (personal stuffed animals, blankets, etc.) must be labelled with the child's name. Toys brought in for show and tell should not be of a violent nature. Happy Kids will not be held responsible for any lost or broken articles brought from home. Bottles, soothers, sippy cups, or teething rings provided by the parents must be handed to the teacher for labeling (child name) prior to us using it in our programming rooms, any personal items being left unlabeled in the child cubby or hallway will not be used.

Registration Process

Please visit to the centre to pick up a registration package. When all required forms have been filled out and submitted, and registration fees and deposits are made, the child is considered as registered with the start date indicated on the registration form.

Prohibited Behaviours

Happy Kids Child Care is a safe place for children, staff, parents, students and volunteers. There is a zero tolerance against any abuse to a child, parents, staff members or volunteers. If a serious incident has occurred where a staff has contravened the policies of the centre and rights of the child, then an immediate suspension of duties will occur. A follow-up investigation will occur immediately, and the Supervisor/Owner will make a decision of termination if it is deemed necessary. Any allegations of abuse will be addressed as per Happy Kids Child Care Abuse Policy.

Staff are encouraged to contact the Supervisor or Owner to report any incidents that will be properly investigated and addressed according to the process for monitoring compliance and contravention. Any repercussions of true and false allegations will be dealt with on a timely basis.

Monitoring

As part of the CCEYA, Happy Kids Child Care is required to have a written record of the monitoring policies and procedures as well as program implementation for up to 3 years. When a staff member changes rooms or leaves the room on a permanent basis for any reason the Supervisor will make a note in the file.

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Privacy Policy

As of January 1, 2004, the Government of Canada requires all organizations to have a privacy policy in place and appoint a Privacy Officer. Happy Kids Child Care will ensure that all personal information gathered about our parents, guardians and children is kept confidential. Should it be necessary to disclose such personal information, we will seek consent to do so.

What Parents Need to Provide

Clothing: Please make sure your child has a complete change of clothing in case of an accidental spill. Indoor shoes are a must for sanitary purposes. Please remember to label all clothing coming into the Centre. Appropriate clothing should be available to suit the season as all children will be attending outdoor activities, weather permitting. Parent should provide child adequate winter outdoor clothes (hat, mittens, scarves, boots). Also, for summer, hats, sunscreen, swim attire for the planned water play dates.

Diapers and other necessities: Only disposable diapers are to be used at the Happy Kids. An adequate supply is to be kept in the child's change basket, along with any wipes and/or powder. Please bring any creams or vaseline your child may use. If a child is in training pants, it would be wise to keep several pairs on hand in their cubby in case of accidents.

Sunscreen: Parents are responsible for supplying sunscreen for their child's use. Please remember to label the bottle. Staff will notify you when your child's sunscreen is running low.

Blanket / soft toy: If your child (toddler and up) has a favorite blanket or soft toy, please bring it to the centre. It will be sent home weekly for cleaning.

Other necessities: Please provide your child with a sippy cup for water if he/she prefers one. As well, please feel free to donate Kleenex etc. We will provide supplies as well.

Please label all your child's belongings as Happy Kids Learning Centre is not responsible for any lost items. We will have a lost and found on-site of unlabelled items that will be donated seasonally if items are not claimed.

EMERGENCY POLICY

In the event of a medical emergency, we may need to take your child to the hospital. In some circumstances, emergency help may be called before parents are notified. Every effort will be made to notify parents immediately after emergency help is called. In the event of an evacuation of the center, the children will be moved to a designated site and staff will contact parents by phone to ask them to pick-up children. As soon as reasonably possible during an emergency the supervisor will send an email to all parents informing them of the situation, any applicable instructions and the known next steps.

Happy Kids has phones in all of its rooms that parents are encouraged to call at any time during the day. These phones are also used as an alternative means of obtaining emergency assistance such as calling 9-1-1. Happy Kids has an Emergency Management Policy and relevant procedures in place which must be

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reviewed by all staff, students and volunteers prior to the start of employment/placement/volunteer position, any time there are revisions and annually thereafter

For situations that require evacuation of the child care centre, the meeting place to gather immediately will be located at: 603 Church Street North, Ajax, Ontario, L1T 0B8 Play Ground Area.

If it is deemed 'unsafe to return' to the child care centre, the evacuation site to proceed to is located at: Pickering Village United Church; 300 Church Street North, Ajax, L1T 2W7; 905 683 4721

Drop Off and Pick up Policy

Your child must be dropped off by persons over 16 years of age. Contact with a teacher must be made prior to the drop off person leaving. Your child may only be picked up by persons listed in their authorization list. Written or verbal permission from a parent or guardian must be provided if anyone else is picking up the child. Proper identification will be required when that person picks up the child. If an unauthorized person arrives to pick up a child, access will be denied until identify and permission is confirmed by parent. Your child will remain under the supervision of Happy Kids Child Care staff until an authorized person arrives for pick up. Whomever drops a child off, must receive recognition with staff in the room so that they are aware that the child is on premises. Happy Kids Child Care will be operational from 6:00 a.m. to 6:30 p.m., Monday to Friday. We pride ourselves on extended hours to accommodate our parents. Out of respect for our staff's time, a late fee per child will be charged after 6:30 p.m.

SUSPECTED CHILD ABUSE POLICY

In Ontario, it is the law that anyone dealing with children in a professional relationship who suspects a child has been abused, whether suggested by the physical condition or from something the child says, is obliged to call Children's Aid for advice and then to follow that advice. Happy Kids does not investigate or lay blame; it simply reports and follows the agency's directions. Similarly, if a parent, staff or other, accuses a staff member of abuse, it is the duty of the center to report the accusation to the Children's Aid Society and follow the direction given. The role of the Society is to protect children. Most reports to them are followed up if they believe there is substance to them. Happy Kids may not, under Labour Law, dismiss a staff on an accusation. Abuse would have to be proven through an investigation by the Children's Aid Society.

SERIOUS OCCURRENCE NOTIFICATION

Effective November 1, 2011 The Serious Occurrence Notification Form (SONF) will be posted in a conspicuous place in the center at or near an entrance commonly used by parents. The form will be posted near the child care license. The SONF must be posted for a minimum of 10 days. If the form is updated with additional information such as additional actions taken by the operator, the form remains posted for 10 days from the date of the update.

CONFIDENTIALITY POLICY

All information about your child and family members provided to Happy Kids staff is kept confidential. Information collected is the minimum needed to serve the purpose of the service

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provided and the right of every child and family's privacy is recognized to the greatest extent possible. Parents have access to their child's records and will be informed of who may have access to the records on an internal basis (i.e. staff, bookkeeper etc.). At that time, an appropriate written consent of a parent will be required prior to the release of personally identifiable information to third parties.

COMPLAINT RESOLUTION PROCEDURES

At Happy Kids, we strive to give children the best possible care and encourage parents to take an active role in their child's care. We value the feedback we get from our families and welcome any questions, comments or concerns. Our classroom teachers, supervisors and directors are always available to speak with families regarding any concerns and can be reached by phone, email or in person. Parents may also wish to submit a concern or comments through our website (further details on this process are provided below). Any concerns regarding your child's care or the operations of Happy Kids should be brought to the attention of their classroom teacher first. If you are unable to discuss the issue directly with your child's classroom teacher for any reason the issue may be directed to the supervisor. Every effort will be made to come to a mutually agreeable resolution of an issue or concern as soon as possible. An initial response to the issue or concern will be provided within 2 business days, however, some issues may warrant further investigation and take more time to address fully. In this case, the person who raised the concern will be informed of the resolution status throughout the process. Please note that issues and concerns will be treated confidentially to protect the privacy of all parties involved within the parameters allowed by law.

When an issue is brought to the attention of a teacher it is the responsibility of the teacher to:

1. Document the concern in the communication log
2. Report the concern to the center supervisor
3. In consultation with the supervisor develop a plan to address or resolve the issue
4. Provide a response to the parent within 2 business days
5. Document the outcome and steps taken to resolve the issue in the communication log
6. In the event the teacher cannot resolve the concern they will escalate the matter to the supervisor and inform the parent

When an issue is escalated to the center supervisor the supervisor will:

1. Document the concern in the supervisor log
2. Construct and implement a resolution plan
3. Provide a response to the parent within 2 business days
4. Document the outcome and steps taken to resolve the issue in the supervisor log
5. In the event that the center supervisor cannot resolve the issue it is to be brought to the attention of the regional senior supervisor or director and parent informed of the status

Submitting a Complaint Online

Families can also voice their questions, comments or concerns anytime by completing an online form found on our website at www.happykds.com

HAPPY KIDS CHILD CARE INC.
603 Church Street North, Unit 1, Ajax, Ontario, L1T 0B8
905 239 5437 (KIDS)
Info@happykds.com

Allow your child to be a 'Happy Kid' in a place where learning is fun!!

1. Go to 'contact us' tab
2. You have the option to voice your comments or concerns anonymously or leave your contact information to receive a response

Thank you for taking part in the bettering of our centers!

CHANGE OF INFORMATION

If you have a change of address or telephone number, it is essential that we have that information in your child's file. All emergency information must be kept up to date, including your work or school number, numbers of emergency contact people and who may or may not pick up your child from the center. Please remember to keep us informed of any changes to any of this information so that you can be easily reached if necessary.

CENTER POLICY

Happy Kids Child Center has internal policies that guides the center's daily operations. These policies are used and reinforced by all of our staff members, and they are available for parents, staff and volunteers' for review at any time.

ADDITIONAL INFORMATION

Please keep this manual as a record for yourself and sign that you have read, understand, and agree to abide these policies in your parent registration package. We look forward to providing a smooth-running program and a happy, stimulating environment for your child. Please feel free to speak to the center's supervisor with any comments or concerns you may have.

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