

## **RIDGE K.I.D.S. (KIDS INCORPORATED DAYCARE SERVICE)**

### **Parent Handbook**

Naahii Ridge Public School Hub  
519-674-2800 Main Phone  
519-674-3271 Fax  
519-784-6867  
St Michael Catholic School Campus  
519-784-7978  
St Angela Merici Catholic School Campus  
226-730-0645

Ridge Kids Incorporated Daycare Services is a non-profit registered charitable organization that provides childcare services for the families in Ridgetown and surrounding areas.

Ridge K.I.D.S. is licensed annually by the Ministry of Education (MEDU). Standards are guaranteed by the adherence to the Child Care & Early Years Act. Ridge K.I.D.S. is governed by a volunteer Board of Directors made up of eligible members of the Corporation

Ridge K.I.D.S. offers programs for children from 3 months of age to 13 years. We offer full and half day childcare programs and before and after school care programs.

Ridge K.I.D.S. is committed to the integration of all children in our childcare program, regardless of their diverse strengths and needs. The strengths and needs of children differ and the amount of support needed by the childcare center may vary. Our goal is to meet all the children's needs' therefore we ensure that all of the necessary supports are in place before a child begins. As in all situations, the best interest of all the children will be paramount.

Ridge K.I.D.S. has outside agencies (Children's Services, Treatment Centre) that will have occasional visits to the programs to offer support for the programs as a whole. These visits are to offer support to the staff, to provide resources and assist with any areas of concern the staff maybe having about the program. If during these visits a child is identified as possibly needing further supports a Ridge K.I.D.S. staff will contact the parent to arrange a meeting to discuss any areas of concern. If at this meeting it is decided that a formal referral to an outside agency is needed the staff will obtain a release of information from the parent.

### **Mission Statement**

Ridge K.I.D.S. (Kids Incorporated Daycare Service) strives to provide the highest quality child care services possible for parents and their young children. We are committed to listening, understanding and responding to the needs of the families in our community.

### **Program Statement**

Our Program Statement is a "living document" that reflects the goals that Ridge K.I.D.S. has developed to support our mission statement. The program statement will be reviewed annually by the Board of

Sept 1, 2017  
Revised Jan 2019  
Revised July 1, 2019  
Revised: July 16, 2020  
Revised: Oct 27,2021

Directors to ensure that we are maintaining programs that are reflective to the needs of the families, changes to the Child Care and Early Years Act as well as keeping current with ongoing research, ideologies and resources in child development and learning. Including resources that are available through the MEDU. , such as, “How Does Learning Happen? Ontario’s Pedagogy for the Early Years.” Employees, students and volunteers will review and discuss the program statement, its goals and achievements upon starting their employment, before they begin their placement or before they begin to volunteer. The program statement will be reviewed annually or whenever changes have been made to the document. The review will be signed by the staff, volunteer, or student as well as by the person conducting the review. A record of each review will be kept in a secure location for at least 3 years from the date that they are made.

### **Program Goal 1:**

Ridge K.I.D.S. programs promote the health, safety, nutrition and overall wellbeing of the children registered in our centres.

#### **Achievement:**

- All children will be monitored daily in regards to their health.
- Staff will maintain program areas, both indoor and outdoor, that is clean and has equipment that is checked for safety aspects.
- All programs will follow a menu that has been reviewed by the Chatham-Kent Health Unit. Our menus are based on Canada’s Food Guide and offer a variety of nutritious balanced meals and snacks for the children. Menus are rotated weekly and changed twice a year to reflect seasonally available foods.
- Staff will encourage mealtimes that allow the child to self-serve (when appropriate) determining how much and of what foods they will eat.
- New foods will be introduced in each menu.
- Mealtimes will be seen as optimal opportunities for engagement and will allow for social interactions between staff and the children, as well as peer interaction.
- Children who are hungry throughout the day or do not like the foods offered for snack are given the ability to choose an alternative food from the extra snack basket.
- Children will have access to water throughout the day. Each classroom has been provided with a fridge to store extra food and water.
- Children will be offered a rest period up to 2 hours in length. Staff will periodically monitor children during the rest period.
- Handwashing for the staff, children and anyone interacting with the children will be done in regular intervals, through verbal reminders and routine times.

### **Program Goal 2:**

We believe children to be competent, capable, curious and rich in potential. With this belief in mind the staff provides a nurturing and caring learning environment for children that encourages inquiry-based learning.

With the guidance and support of the qualified staff, children are exposed to an environment that will stimulate their; curiosity and self-initiative to learn.

Children’s independence, self-esteem, self-regulation and decision-making skills will be supported through allowing the child to make decisions about the way in which they manipulate the environment and materials offered to them.

Sept 1, 2017

Revised Jan 2019

Revised July 1, 2019

Revised: July 16, 2020

Revised: Oct 27,2021

Interpersonal and communication skills will be supported by respecting and valuing each child as an individual, allowing that everyone has a voice. Through respect for peers, staff and parents, each child will be valued for their part in the program.

**Achievement:**

- All programs will have, each day, a balance of; indoor and outdoor programming, active and quiet opportunities and allow for individual, small group or large group experiences that support each child's individual needs, learning and personal wellbeing.
- Staff teams or individuals will complete an annual program review and checklist to see if the program is meeting all of its goals. Staff will complete ongoing Developmental checklists on each child.
- Provocation Planning Sheets will be posted describing the children's interests from observations and the provocations or invitations to play that enhance or build on their interests.
- Choices are given to children in where they play, and all aspects of the program are to be open for exploration for a majority of the day. Snack is a part of the choices offered to the children as a part of the open learning environment.
- Children are given parameters to explore the environment while taking acceptable risks with supervision.
- Through ongoing support and modelling from the staff children will be encouraged to interact and communicate in a positive manner and the staff will support the child's ability to self-regulate.
- Provocations for play, invitations to play and activities are developed to allow for open ended play opportunities.
- iPads will be made available for documenting observations to be shared with parents, and coworkers.
- Management supports the staff in providing budgets for purchasing materials needed for programming.
- Staff will conduct observations as well as engage in interactions with each child daily to establish a relationship with each child and keep current with the child's development.
- Staff and /or management will meet with families to develop Individual Support Plan for any child with an identified extra need, any child involved with a community agency, or any other need that requires additional accommodations or supports to assist the child in getting the most out of the program.

**Program Goal 3:**

We value families as experts who know their children best. We understand and appreciate that families have important knowledge to share about their children.

We will engage with families as an integral part of the learning environment, looking to form meaningful and respectful relationships that always have the child's and families best interests in mind.

Parents are encouraged to give input on possible changes needed to enhance the programs and to participate as a member of the Board of Directors to help shape the vision of the corporation.

**Achievement:**

- The enrollment procedure for a child will include an orientation and a tour of the facility. As well each infant and toddler coming into the program will be required to have 2 - ½ hour visits with the child and parent in program. Older children may only require 1 visit. These visits will give both the parents and staff a chance to share information on the child.

Sept 1, 2017

Revised Jan 2019

Revised July 1, 2019

Revised: July 16, 2020

Revised: Oct 27,2021

- Monthly Newsletters will be made available to everyone either in paper form, emailed to the families, or posted on our website.
- Ridge K.I.D.S. uses social media to keep parents informed of changes to the programs as well as sharing documentation and learning stories. This allows the parents a chance to see what is happening in the programs as it happens and the opportunity for the parent to comment on the posting.
- Staff members will also use posted paper documentation and learning stories in the classroom for parents who do not use social media.
- Parents will have daily feedback on their child's childcare experiences through daily information sheets or through an online app if they choose to sign up for it
- Preschool and ELP parents will have regular feedback using the online app if they choose to sign up for it
- Parents will receive a parent survey at least 1 time throughout the year and this survey will be used to reflect on the programs being offered to ensure we are meeting the needs of the families in the community.
- Ridge K.I.D.S. will conduct an Annual General Meeting that all members of the corporation are invited to attend.
- Parents will be given the opportunity to join the volunteer Board of Directors of the corporation.
- Parents at any time may request a meeting with their child's teacher, supervisor or management to discuss any aspect of the program or their child's growth and development.
- Once a year staff will invite each family to meet with them in a parent/staff meeting night.

**Program Goal 4:**

Ridge K.I.D.S. values the importance of outside agencies and their contributions to the parents, children, staff and corporation. Staff will work in consultation with any agencies that are involved with a child. Ridge K.I.D.S. also values community resources available to the families and staff.

**Achievement:**

- When invited staff will attend meetings with any agency that is involved with a child.
- Staff will participate in the "warm referral process" to assist families in connecting with any outside agency needed.
- Staff will use any of the community resources available to them, including but not limited to the public library, public play areas, field trips to local businesses and any opportunities that are offered by the local schools.
- Parents will be welcomed to the Hub at Naahii and given an orientation to the services offered at the Hub location.

**Program Goal 5:**

We value the educators as knowledgeable, resourceful, and rich in experience and we appreciate the environments they create for children and the relationships that they create with the children and families. Employees offer a warm and positive learning environment and see themselves as co-learners and guides who enhance the child's ability to explore the program and offer assistance when needed. Educators will use observations of the children, interactions and dialogs with the children to create a program that will provide child initiated and adult supported experiences. Ridge K.I.D.S. strives to provide all of the tools needed by the staff to fully implement a program that encompasses all areas of development while maintaining a play based, inquiry based program.

Sept 1, 2017  
 Revised Jan 2019  
 Revised July 1, 2019  
 Revised: July 16, 2020  
 Revised: Oct 27,2021

Ridge K.I.D.S. fosters harmonious working relationships between all employees and especially the staff working in teaching teams.

Staff members both experienced and new are respected for their contributions to the corporation. All staff has the opportunity to share ideas in a non-judgemental environment where everyone is valued and respected for the varied opinions, teaching styles, and the personal and professional experiences that they bring to Ridge K.I.D.S.

**Achievement:**

- Each Staff is required to participate in Continued Professional Learning
- Staff is required to attend monthly staff meetings
- Staff meetings will contain an aspect of professional development at least every other month.
- Staff will have an annual review and conversation with management to map out their goals for personal and professional development throughout the year.
- New staff is given a seasoned staff to job shadow for the first 2-3 days of employment.
- Staff is encouraged to join internal and external committees as the opportunities arise.

**STAFF QUALIFICATIONS**

The majority of staff holds an Early Childhood Education Diploma or equivalent and is registered with the Ontario College of ECE. Staff is trained in Standard First Aid and CPR and is required to participate in professional development.

Consistent with the Ministry requirements, all employees, Board members, students and volunteers must provide Ridge K.I.D.S. with a satisfactory Vulnerable Sector criminal reference check or Criminal Background check dependent on the person's position.

**STUDENTS AND VOLUNTEERS**

Ridge K.I.D.S. welcomes Students and Volunteers into our programs. Students and Volunteers are always supervised by Ridge K.I.D.S. Staff. Students and Volunteers are never counted in the required ratios of staff to children, and they are never left alone with the children at any time.

**DAYS AND HOURS OF OPERATION**

Ridge K.I.D.S. is open Monday through Friday with the exception of the following holidays:

New Year's Day	Family Day	Good Friday	Victoria Day
Canada Day	Labour Day	Thanksgiving Day	Christmas Day Boxing Day

Ridge K.I.D.S. will be closed for the first week in August annually to allow for cleaning and maintenance of our facilities

Ridge K.I.D.S. may be closed for any days that the schools close for the Christmas Break dependent on client's needs.

Ridge K.I.D.S. is open from 6am to 6pm dependent on the needs of the families.

**WAITLIST**

Sept 1, 2017  
Revised Jan 2019  
Revised July 1, 2019  
Revised: July 16, 2020  
Revised: Oct 27, 2021

## **How to register for Ridge K.I.D.S. Waitlist**

Ridge K.I.D.S. uses the online registry “One List” as our waitlist to determine the need for future childcare space requirements for all of the programs. This policy sets out the policy and procedures for placing parents from the waitlist into our programs.

### **Waitlist Policy**

This policy outlines;

1. The method used for any parent, guardian or agency inquiring about childcare space availability to go on the waitlist.
2. The monitoring of the waitlist
3. Criteria for determining the order for placing children from the waitlist
4. How families can check their ranking on the waitlist

### **Guidelines**

#### **Waitlist Inquiries**

- Any parent, family member or agency that contacts the office to inquire about space will be instructed to use the online waitlist. We will not accept anyone for the waitlist that has not registered on the online waitlist.  
[www.chatham-kentchildcare.ca](http://www.chatham-kentchildcare.ca)
- After receiving a notification that there is a new registrant on the waitlist, a follow up call will be made by the Director or designate within 3 business days to have a conversation with the registrant. This conversation will delve further into the exact needs of the registrant, including confirming the number of days, hours of care needed and any other information needed to assist in placing the child/children.
- Ridge K.I.D.S. does not charge any fees for going onto our waitlist

#### **Monitoring the waitlist**

- The Director or designate will review the waitlist periodically as spaces become available or forecasting enrollment shows that space will become available in the near future.
- The Director or designate will review the registrations using the criteria for placement to determine which registrants will be contacted first.
- Calls will be placed offering space, if the attempt to contact a registrant is unsuccessful, after 3 attempts then the Director will place a comment on the file and move to the next registrant that meets the criteria for the space.

#### **Criteria for placing children**

Criteria 1 – Permanent Employees of the Corporation

- Any existing permanent employee who requires a childcare space in order to return to work will be given first priority.

Criteria 2 – Full or Part Time Care Required

- Registrants requiring a full time (5 day per week) space will be placed first. This will be the first

Sept 1, 2017

Revised Jan 2019

Revised July 1, 2019

Revised: July 16, 2020

Revised: Oct 27,2021

- criteria for all programs including before or school programs
- Registrants requiring 4 days per week will be accommodated if there are no other current registrants requiring full time care at the time that the space becomes available.
- Registrants requiring part time care (2-3 days per week) will be placed if there is another registrant requiring part time care and the space will then be shared by the two families.

Example

- i. Family A requires 2 days per week, Monday and Wednesday, and Family B requires 2 days as well, Tuesday and Friday. These two families will be placed as a shared full time space
- Part time or call in families that do not have a structured schedule will be offered an available space with the understanding that should a registrant that requires a full time space apply, then the part time or call in family will be offered to increase their days or risk losing their space.

Criteria 3 – Date of Application on Waitlist

- If there is more than 1 registrant that requires full time care then the date of the application will be used to determine which registrant is contacted first.
- If a registrant has applied in advance of the date that care is needed to and a space becomes available prior to the needed start date, then a call will be placed to see if they would like to take the space early or remain with their original start date. If they choose to stay with their original date then they will remain in sequence but another registrant will be contacted to see if they want the available space.

Example

- ii. Family C registered on the waitlist in January for a start date of September. A space becomes available in August. Family C will be offered the space to start in August or remain on the list for a spot in September. They choose to stay with the September start date. Family D registered in April with a start date of August, they would then be contacted to fill the space.

Family C would remain at the top of the waitlist for a September space for their desired program.

Criteria 4 – Number of children in the family

- Registrants that have more than one child registered on the waitlist will be contacted by the Assistant Director or designate to discuss if the family is requiring a joint start date or if they have flexibility in starting one child at a different time.
- Registrants that require all children start at the same time may be bypassed if there is no space available in all of the required programs.

**Checking where you are on the Wait list**

Parents will be able to check on their ranking on the waitlist by one of the following methods.

- A registrant can contact the office verbally or by email to ask where they stand on the list
- Registrants can come into the office by appointment to request to view their ranking on the waitlist from the Assistant Director. The Assistant Director will filter the list by program, start date and application date.

Before showing the registrant the waitlist the Assistant Director will remove any personal information from the waitlist in order to maintain confidentiality of all registrants on the list. Only the unique number attached to the children will be listed.

Sept 1, 2017

Revised Jan 2019

Revised July 1, 2019

Revised: July 16, 2020

Revised: Oct 27,2021

## **REGISTRATION**

Once you have been placed into a Ridge K.I.D.S. program you will begin the Enrollment procedure.

When you register your child, you register as either:

- Full time (4-5 days per week)
- Part time (2-4 regular days per week)
- Flex time (varied schedule)

Preference is given to children registered as full time. For Part time & Flex care clients Ridge K.I.D.S. will attempt to accommodate for varied schedules by sharing spaces. Ridge K.I.D.S. will inform Part time or Flex parents if there is the need to request a change in schedules to accommodate as many part time parents as possible.

## **ENROLLMENT**

The decision to register your child in our program is the beginning of a partnership between parents and staff. Your involvement is essential to maintaining a high quality program. You are encouraged to talk with staff whenever you have questions or comments.

Adjusting to the environment, routines and staff of the daycare takes time and patience. Your child will accept the new changes with a feeling of security and confidence if it is done gradually.

Once registration forms are complete, the child and parent schedule a minimum of one 30-minute visit, two visits are required for infants and toddlers, during programming so the family may familiarize themselves with their new surroundings. During the visits, the Director or delegate will orient the family to the centre and set up an attendance and payment schedule and review policies.

## **MEDICAL, IMMUNIZATIONS, REGISTRATION AND CONSENT FORMS MUST BE RETURNED COMPLETE TO RIDGE K.I.D.S. 5 DAYS PRIOR TO YOUR CHILD'S FIRST DAY. Incomplete registration papers may delay your child's start date.**

It is essential that we have up to date and accurate telephone numbers where parents and emergency contacts may be reached during the daytime. It is the parent's responsibility to notify Ridge K.I.D.S. of any changes in the following information:

- \*\*Parent/guardian home and work numbers and addresses
- \*\*Daily class schedule (students)
- \*\*Emergency names, addresses and phone numbers.
- \*\*People to whom your child may be released & court orders.
- \*\*Medical/immunization information
- \*\*Doctor's name address and phone number

## **BOOKING YOUR CHILD**

Booking calendars are mandatory. If you do not submit a booking calendar by the due date you will not be guaranteed a space.

Calendars that are submitted after the due date will be subject to availability of space in the programs. Parents that cannot submit a calendar due to work schedules must contact the office no later than noon on Wednesdays to request space for the following week. Requests made after Wednesday will be granted as long as the request does not require an adjustment to staffing requirements as the staff

Sept 1, 2017  
Revised Jan 2019  
Revised July 1, 2019  
Revised: July 16, 2020  
Revised: Oct 27,2021

schedules are posted on Wednesdays. There is no charge for stat holidays and for days Ridge K.I.D.S. closes (i.e., Christmas holidays, snow days, civic holidays, etc.)

### **BILLING**

You will be invoiced for the dates that are indicated on your booking calendars or verbally booked with the office/program. **There will not be any credits given for cancellations, missed or absent days.** The only credits that will be given are for illnesses which require an exclusionary period according to our Illness Policy. Parents will not be charged for the number of days recommended for exclusion once they present a Doctor's note upon their return stating the illness and that the child is no longer contagious and is fit to return to the program.

### **PAYMENT POLICY**

**PAYMENTS ARE DUE IN ADVANCE OF THE CARE REQUIRED OR THE DAY OF CARE FOR LAST MINUTE BOOKINGS.**

**Ridge K.I.D.S. accepts payments in the following forms;  
Visa, MasterCard, American Express, Debit, Online (RBC only) E Transfers and cash.**

Payment Options

- **Monthly** - Payments must be made at the time of submitting the booking calendars.
- **Semi-monthly** – Payments are to be dated for 1<sup>st</sup> and 15<sup>th</sup> of the month. Booking calendars will have the payment due dates on them.
- **Weekly** - Due every Wednesday for the next week's fees.

**Parents, who do not pay monthly, will receive an invoice indicating the fees for the month. Accounts that have not received any payment, or a partial payment have been made, will receive a statement on the 15<sup>th</sup> of the month. Parents will be emailed 2 days prior to the end of the month if there is still a balance on their account.**

**ALL ACCOUNTS, REGARDLESS OF THE PAYMENT OPTION CHOSEN, ARE TO BE PAID IN FULL BY THE END OF THE CURRENT MONTH.**

Payments are to be given to regular Ridge K.I.D.S. staff.

Ridge K.I.D.S. cannot assume responsibility for payments not given directly to regular staff. Families qualifying for subsidized childcare are expected to observe the payment plan options above.

### **FAMILY DISCOUNT**

When three children are attending on the same days, a family discount of 10% will be deducted from your fees on the full day rates only. Purchase of Service Agreement prohibits Ridge K.I.D.S. from offering a discount to subsidized families.

### **WITHDRAWAL**

Two weeks written notification to the Executive Director is required prior to the final date of the child's attendance. If notice is not given, fees will be required in lieu of notice.

Sept 1, 2017  
Revised Jan 2019  
Revised July 1, 2019  
Revised: July 16, 2020  
Revised: Oct 27,2021

### **OVERDUE ACCOUNTS**

Overdue accounts in excess of one week past the end of a month will result in a written notice from the Executive Director.

Overdue accounts in excess of two weeks past the end of the month will result in a second notice from the Board of Directors.

Overdue accounts in excess of three weeks past the end of the month will result in suspension or termination of childcare services until outstanding balances are paid and will be sent to a collection agency for further action.

5% interest charges will be applied to all outstanding balances on a weekly basis starting after the initial notice sent by the Executive Director.

### **TAX RECEIPT**

Receipts will be issued once payment has been received. Receipts will be distributed annually for income tax purposes. A \$25 service charge will be billed to families requesting a copy of receipts.

### **NSF PAYMENTS**

A service charge of \$25 will be added to all cheques turned to Ridge K.I.D.S. by the bank. Payments replacing NSF cheques and service charges must be paid in cash certified cheque or money order. Your fees may be requested in cash on a regular basis if 2 consecutive NSF cheques are returned.

### **LATE FEES**

If you are late picking up your child/children after 6 PM, the late fee charge of \$10 per child for every 15 minutes or part there of will be added to your account. After 3 occasions of late pick-up, a flat rate fee of \$50 will be applied to your account at the discretion of the Ridge K.I.D.S. Board of Directors. The Board of Directors will determine if services will be continued after 3 instances of late pickup.

**SUBSIDY DOES NOT COVER LATE FEES.**

### **ARRIVALS AND DEPARTURES**

To ensure the safety of the children, we ask that during pick-up and drop off times parents keep their children within their sight at all times.

We request that you take your child directly to the staff member on duty each morning to ensure safe arrival of children at Ridge K.I.D.S. At this time, please pass on any messages regarding medication, illness or information regarding pick-up of your child. Our staff is required to supervise the children at all times and Ridge K.I.D.S. does not permit them to leave the room to undress children as they arrive.

**Please ensure that you indicate the time of arrival and departure and initial your child's sign in/sign out sheet.**

Upon departure, please ensure the staff on duty is aware you are leaving. Staff is responsible for the care of the child until the parent/designate is presented with the child by the staff. Your child will be released from the centre only to the person(s) previously designated by you. If there is a legal custody arrangement prohibiting a parent from contact with your child, copies of any court orders are required. Parents are required to inform the centre as to who is picking up their child if it is not the parent or someone designated on the registration form.

Ridge K.I.D.S. requires that this person be an adult (18 years of age).

**We will NOT release a child from the centre to anyone under the age of 16.**

In an emergency situation only, a person, 16 years to 18 years may be permitted to pick up a child from the centre. In this situation Parents must speak directly with a supervisor authorizing Ridge K.I.D.S. to

Sept 1, 2017

Revised Jan 2019

Revised July 1, 2019

Revised: July 16, 2020

Revised: Oct 27,2021

release their child to this person. If the staff is not familiar with any individual sent to pick up a child, they will ask for photo identification from this person.

During the Covid 19 pandemic normal arrival and departure procedures will be suspended and we will not allow any parent, caregiver or guardian to enter the centre past the screening area. Staff will sign the children in and out.

Parents are responsible for the transportation of their child to and from the centre and assume responsibility for any expenses incurred in the centre because of emergency, accident or illness of their child (cost of ambulance).

In the event that a staff member perceives a parent or guardian to be impaired, the staff may speak to the parent and suggest an alternative method of transportation. If you, as a parent insist on taking the child, the staff may call the police. If staff witness children arriving and departing without proper child restraints in vehicles, it is the staff's right to report the car license number to the authorities as endangering a child's life.

When a child has not arrived within one hour of their anticipated drop off time, and the centre has not been notified by the parent to indicate a later arrival, it will be determined that the child is absent for that day. If a child is going to be arriving later than anticipated it is the parent's responsibility to call the centre to notify them of the situation. Failure to notify the centre will result in the child's place being lost for the day.

This will allow staff arrangements to be made or to fill the space with a child on the waiting list for that day to be contacted.

### **LATE DEPARTURES**

For parents who are late picking up their child after 6 PM, the following steps will be taken by the staff on duty:

1. At 6:05 PM, staff will attempt to contact parents at home and work. If parents cannot be reached, staff will call emergency contact to pick up your child.
2. In the event that no contact has been made with parents or emergency contact by 6:30 PM, staff will contact police for assistance (to check accidents, hospitals, arrests, etc.)
3. By 7:00 PM if parents or emergency contacts have not been reached, Chatham Kent Integrated Children's Service, Children's Aid may be contacted and asked to provide care for your child.

Ridge K.I.D.S. will close earlier than 6:00 if all children have been picked up. Please ensure that you take all of your child's belongings when you leave as the doors are locked and the staff may have gone home. No parent will be admitted to the buildings after the regular teaching staff has left.

### **MEDICATION**

Designated staff will administer prescription and non-prescription medication only when provided in its **original container, which shall be clearly labeled with your child's name, the name of the drug and instruction for dosage.** Medication will only be administered according to the instructions on the label or by doctor's note. **Medication that has expired will not be administered and will be sent home with the parent to be disposed of.**

New medication should be administered at home for the first few days to watch for any reactions. A medication administration form must be completed and signed by the parent/guardian. It is the

Sept 1, 2017  
Revised Jan 2019  
Revised July 1, 2019  
Revised: July 16, 2020  
Revised: Oct 27, 2021

responsibility of the parent/guardian to inform the program staff of their child's medication to be administered. All drugs are to be placed by the parent in the locked containers either in the classroom or in the fridge located in the kitchen, infant or staff room. **Failure to sign in medication will result in the medication not being administered on that day.**

## **ILLNESS & HEALTH**

### **Illness**

The Chatham – Kent Public Health Unit provides daycare with recommendations for exclusion for certain illnesses. If your child is diagnosed with any of the following illnesses, you will be credited the number of days recommended for exclusion.

- HIB - exclude until on antibiotic for 24 hours and a doctor has determined the child is well enough to participate in a program
- Hepatitis A - exclude for 1 week after onset of illness
- Meningitis – exclude until on antibiotic for 24 hours on doctor's recommendation.
- Meningococcal disease - exclude until on antibiotic for 24 hours on doctor's recommendation.
- Strep Throat-excluded for 24 hours after antibiotics start.
- Whooping Cough-exclude for 5 days after antibiotics start.
- Gastrointestinal infection-
  - For E. coli, giardia, salmonella, shigella, and yersinia exclude until diarrhea subsides and 2 normal bowel movements occur.
  - For Norwalk virus, Rotavirus, exclude until symptom free for 48 hours.
  - for Hepatitis A exclude for 1 week
- Head Lice-exclude until treated and all nits are removed.
- Herpes Simplex-exclude for children with mouth ulcers who is drooling.
- Impetigo-exclude until antibiotic treatment has been taken for 1 full day.
- Scabies-exclude until one treatment completed.
- Chicken Pox-exclude until all blisters are crusted over as long as children feel well enough to participate.
- Measles-exclude until at least 4 days after onset of rash, for those not immunized there is an exclusion recommendation of 2 weeks if measles occur in the center
- Mumps-exclude for 9 days
- Pink eye (conjunctivitis)-exclude until seen by a doctor and until the antibiotic has been taken for 1 full day
- Rubella-exclude for 7 days after onset of rash
- Ringworm – exclude until after first treatment has been applied
- TB (infectious) - exclude for at least 2 weeks after starting treatment and until the doctor or local health unit states that the child is no longer infectious

Any illnesses present in the daycare will be posted. The postings will include transmission, signs and symptoms, infectious period and recommended action.

Parents must call the centres each day their child is not coming in.

### **Health**

For everyone's well being, sick children will not be admitted to the program. If the staff considers a child too sick to be exposed to the other children or unable to participate in the program, the child will be

Sept 1, 2017

Revised Jan 2019

Revised July 1, 2019

Revised: July 16, 2020

Revised: Oct 27,2021

isolated and the parents will be called to pick up their child or make arrangements. If a child exhibits any of the following symptoms the parent will be notified and asked to pick up their child:

- Elevated temperature, flushed, pallor, listlessness
- Acute cold, nasal discharge or coughing
- Vomiting
- Diarrhea (3 or more time)
- Eyes or ears have a purulent discharge or show signs of redness or inflammation
- Undiagnosed skin rashes or infections
- Unusual irritability, fussiness or restlessness

In accordance with the Chatham-Kent Health Unit guidelines for exclusion from daycare children who have vomited or have diarrhea are to be excluded from their program until they have been symptom free for 24 hours. If upon the child's return to daycare the child has diarrhea or vomits they will be sent home after the first incident.

**When your child has a fever, a call will be made at 100.5 as a convenience call. If your child has a temperature of 101F and is having a difficult time participating in the program a call will be made for your child to go home. At 101.7F your child will be required to go home regardless of his or her spirits.** A fever, diarrhea, vomiting and sickness are not usual signs of teething. This may be a sign of illness or infection elsewhere in the body. If these symptoms occur consult your doctor.

Generally, if children are too sick to be outside, they are too sick to be away from home. Parents are to make alternate arrangements and have the child picked up within one hour of notification.

### **DAILY OBSERVATIONS**

In compliance with the Child Care & Early Years Act, Ridge K.I.D.S. staff makes daily observations of each child in order to detect possible symptoms of illness or abuse.

Ridge K.I.D.S. staff have the Duty to Report to Chatham-Kent Integrated Children's Service any risk of or physical harm a child has suffered, failure to adequately care for, provide for, supervise a child, patterns of neglect, continuous lack of medical attention, evidence of emotional harm or sexual exploitation. Any of the above information disclosed by a child to a staff will result in an immediate call to Chatham-Kent Integrated Children's Service. (CFSA S.72 (1))

### **IDENTIFICATION OF ANAPHYLACTIC CHILDREN OR CHILDREN WITH A MEDICAL CONDITION UPON ENROLMENT**

It is the responsibility of parents with an anaphylactic child or a child with a medical condition (Diabetes, Seizure, Asthma or other condition) to identify their children to the supervisor upon enrolment and will complete either an Individual Plan for Anaphylactic Child or an Individual Plan for Children with a Medical Condition. This will be done in conjunction with the parent, Supervisor or Director. These plans will be posted in the child's program room, the program binder; the kitchen (if needed) or any other area of the centre deemed necessary, plans will be reviewed by all staff.

### **STARTING YOUR CHILD AT DAYCARE**

Starting your child at daycare can be a very intimidating experience, adjusting to the environment and people. Establishing routines takes time and patience. Your child will accept the change with a good feeling of security and confidence if it is done gradually. Here are a few suggestions:

1. Talk about Ridge K.I.D.S. with your child at home (crafts, playing, new toys, and new friends).
2. Visit the centre a few times before the first day. This will help your child feel comfortable in his or her

Sept 1, 2017

Revised Jan 2019

Revised July 1, 2019

Revised: July 16, 2020

Revised: Oct 27, 2021

new environment remembering the time he or she spent here with you.

3. Say “good-bye” to your child, keeping it casual. Once you have said good-bye, leave immediately and try not to linger in the room. Tears or anger may appear but are short lived.

A few minutes after you leave, your child will most likely be playing happily with the other children. Feel free to call and check up on your child’s progress throughout the day.

### **COMMUNICATION**

Parents are encouraged to maintain open and on-going communication with the teachers. If at any time you have questions or concerns, please speak directly to your child’s teacher. It can be arranged for you to speak with a staff member during the day.

Newsletters are published monthly with information about fundraisers, upcoming events and other information relating to your child’s activities or program. The Parent communication board in each classroom contains the daily schedule, weekly menu, planning sheets as well as any other notices that require your attention. Parents are welcome to visit the program anytime throughout the day.

### **NUTRITION**

Morning and afternoon snacks are provided for the children according to the Canada Food Guide for Preschoolers.

Breakfast is served at all centers. If your child participates in a Breakfast program at school, parents must fill out a permission to attend Breakfast Program form.

Ridge K.I.D.S. uses a four-week rotating menu that is posted in every room.

Parents of children under 18 months are required to supply food and drink for each day if their child is unable to consume what is indicated on the menu. If your child has an allergy, our cook works with the family to adapt menus. If requirements are beyond our menu, the family may be asked to provide some foods.

Infants, Toddlers and Preschool Children that attend the Naahii and St Angela Merici locations will receive a hot meal at the lunch hour as per the Child Care & Early Years Act.

Children that attend a school based full day program are required to bring a labeled nutritional bagged lunch if they are in attendance during the lunchtime if this condition is noted on the centres license.

A nutritional logbook will be kept to address any concerns regarding the quality of lunches being provided from home. Should healthy, nutritional lunches not be consistently brought to the centre, this will be addressed with the parents. We ask that no pop, candy or chocolate be sent for lunch. Gum is not permitted in any centre

**RIDGE K.I.D.S. strives to provide an allergen safe environment; therefore, no tree nuts, peanuts, nut products or peanut products are to be brought into any center (regardless of the school’s policies if the center is located in a school).**

Food that has not been purchased and prepared by Ridge K.I.D.S. staff will not be allowed to be brought into any Ridge K.I.D.S. facility for consumption by any child with the following exceptions

- Bagged lunches for children in the approved locations, all bagged lunches will be monitored by daycare staff
- Treats for special occasions will be allowed with the following guidelines
  - Food is to be peanut/ nut free and must state that it was produced in a nut free facility
  - No homemade treats will be allowed

Sept 1, 2017  
Revised Jan 2019  
Revised July 1, 2019  
Revised: July 16, 2020  
Revised: Oct 27,2021

- All treats will be sent home with the children for the parents to determine if their child can have them
- No treats will be consumed at Ridge K.I.D.S. unless purchased and prepared by Ridge K.I.D.S. staff

### **PROHIBITED PRACTICES**

Ridge K.I.D.S. will not permit, with respect to a child receiving child care at a child care centre it operates or at a premise where it oversees the provision of child care,

- corporal punishment of the child;
- 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;
- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 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;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

### **BEHAVIOUR MANAGEMENT**

Ridge K.I.D.S. staff use the following positive strategies and techniques to guide children's behaviour and support them in the program;

- Positive wording
- Effective praise/affirmations
- Reflective listening and "I" messages
- Ignoring the behaviour when appropriate
- Giving choices – dependent on the age of the child
- Re-direction
- Natural and Logical Consequences
- Time Away from an activity is used only if other methods have not been successful

### **Guidelines for Children with Extreme Behaviours**

In order to provide a safe environment for everyone, all children are expected to behave in a safe and age appropriate manner. The guidelines below set out extreme unacceptable behaviour. The child with extreme behaviours beyond control of our staff will be removed from the class, while being supervised by a staff or supervisor, to regain stature.

Sept 1, 2017  
 Revised Jan 2019  
 Revised July 1, 2019  
 Revised: July 16, 2020  
 Revised: Oct 27,2021

## **Guidelines for Children with Extreme Behaviours continued.**

### **Group 1**

- Use of profanity with intent
- Disruption of program due to outbursts

If a child exhibits any of the above behaviours in Group 1 the following procedure will be followed.

1. First time will render a time out. The parents will be informed in writing using first stage extreme behaviour report.
2. Second time will render a loss of privilege and a second stage extreme behaviour report will be sent home. A meeting between the parents, staff and Executive Director may be required based on the behaviour to address the situation and formulate a plan of action.
3. Once a plan of action has been established and if the behaviour persists the parent will be contacted to pick up their child when such behaviour occurs. At this point external behavioural consultation is recommended.
4. If the child has been sent home twice this will result in suspension of service for 3 days.
5. If upon return the behaviour continues this will result in the discharge of the child from the program.

### **Group 2**

- Throwing of objects with willful intent
- Intentional hitting, biting and/or kicking of another child or staff

If a child exhibits any of the behaviours in Group 2 the following procedures will be followed

1. The first time will result in a loss of privileges and a first stage extreme behaviour report will be written.
2. The second incident will result in the parent being called to pick up their child from the program immediately. A second stage extreme behaviour report will be completed.
3. The third incident will result in a three day suspension.
4. If upon return the behavior continues this will result in the discharge of the child from the program.

The Board will review the child's behaviour periodically and determine the stage of extreme behaviour.

**Ridge K.I.D.S. Board of Directors reserves the right to withdraw services totally if any behaviour endangers a child or staff of the center regardless of the above procedures.**

## **CLOTHING**

Please dress your child in clothing that will allow them to participate fully in the program. Parents can also help by ensuring that children's clothes and belongings (including bottles) are labeled with his or her name.

An extra set of clothing should also be at the centre at all times.

Ridge K.I.D.S. is not responsible for lost or stolen items.

If Ridge K.I.D.S. clothing is borrowed, it should be laundered and returned promptly. Provincial regulations require that all children (including infants) spend up to two hours outside daily, weather permitting.

Please ensure that your child has appropriate clothing for outside time on a daily basis. **Fall:** splash pants, lightweight coat, rubber boots, sunscreen and hat.

**Winter:** snowsuit, several pairs of mittens, winter boots and a winter hat.

**Spring:** lightweight coat, splash pants, rubber boots, and a hat.

Sept 1, 2017

Revised Jan 2019

Revised July 1, 2019

Revised: July 16, 2020

Revised: Oct 27,2021

**Summer:** lightweight jacket, sunscreen, shoes, hat and swimsuit. Sandals are permitted providing that they secure to your child's foot with a strap around the back of the foot. Shoes that slide on and off (flip-flops, mules) or shoes with heels or platforms are not permitted due to safety concerns.

### **FIELD TRIPS**

All Ridge K.I.D.S. programs are highlighted with field trips, participation in community events, Chatham Kent resources and any opportunity to enhance your child's learning experience. A consent form is given for parents to sign and a written note is sent home advising them as to the destination, date, time and method of transportation at least one week prior.

### **WEATHER POLICY**

The following guidelines and procedures will be used for outside times in extreme cold weather or extreme heat.

Temperatures will include wind chill or humidex readings.

Temperatures including wind chill readings or humidex will provide the baseline to determine the length of outdoor time for play time.

Staff is to verify the temperature 30 minutes prior to going outside to determine the length of time outside and ensure that current temperatures are being used. Listening to weather reports, phoning the radio station, or checking the weather site on the computer will accomplish this.

The Executive Director or designated staff is to give approval for the children to go outside along with the length of time.

### **COLD WEATHER**

#### **-5 to – 10 degrees Celsius**

Time limit 45-60 minutes with sunshine 30-45 minutes if overcast

#### **-10 to – 15 degrees Celsius**

Time Limit 30-45 minutes with sunshine 20-30 minutes if overcast

#### **-15 to –24 degrees Celsius**

Time Limit 20-30 minutes with sunshine 15 -20 minutes if overcast

### **HUMID WEATHER**

#### **28 to 30 degrees Celsius**

Time Limit 45-60 minutes if overcast 30-45 minutes with sunshine

#### **30 to 40 degrees Celsius**

Time limit 30-45 minutes if overcast 20-30 minutes with sunshine

### **Staff Responsibilities**

Ensure that all children are dressed appropriately for the weather.

Dress appropriately

Observe the children to determine the comfort levels of the children and shorten outdoor time if necessary.

### **INCLEMENT WEATHER PROCEDURE (snow days)**

Daycare closures due to inclement weather (snow days)

The following procedure will occur when the weather is so severe that the local schools close.

- Upon hearing the announcement that the schools have closed for the day the opening staff will contact the Executive Director.

Sept 1, 2017

Revised Jan 2019

Revised July 1, 2019

Revised: July 16, 2020

Revised: Oct 27,2021

- The Executive Director or designated staff will make the decision to close all centres.
- The opening staff will contact the other centres to confirm closing.
- The staff at the Main campus will contact the local radio stations to give the announcement that Ridge K.I.D.S. will be closed for the day.
- The staff currently on duty will call all staff scheduled for the day to cancel them for their shift.
- The staff will post signs on the main doors of the centres and will contact all parents scheduled to attend for the day starting with the parents of any children already in attendance.
- The staff will remain at the centre until all children have been picked up.

If the buses have been cancelled but the schools remain open Ridge K.I.D.S. will remain open.

### **CLOSURES**

In case of emergencies resulting in the closure of Ridge K.I.D.S., parents will be notified and staff will remain on the premises until all children are picked up. Announcements about closures are made on the local radio stations in Chatham- Kent. If all elementary schools are closed, Ridge K.I.D.S. will be closed as well.

If evacuation is necessary, parents will be called from the evacuation site to pick up their children. Ridge K.I.D.S. evacuation sites are:

Naahii Ridge campus will use the Ridgetown Arena, 180 Main St. E.

St Michael campus will use St. Michael Parish Hall, 26 George St.

St Vincent campus will use McGrail farm Equipment, RR7 Chatham

### **GRIEVANCE POLICY AND PROCEDURE**

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#### Intent

Ridge K.I.D.S. believes that every person associated with the corporation or uses the services offered have the right to address organizational or service issues and to seek remedy through an established procedure.

Every issue or concern will be treated confidentially and every effort will be made to protect the privacy of all parties involved, except when the information must be disclosed for legal reasons

This policy will set out;

- the process for clients, management and staff to use when bringing forward issues/concerns
- Conduct
- Concerns about the Suspected Abuse or Neglect of a child

The following guidelines are to be followed should you have a complaint or concern with a Client, staff member or management or in regards to the operation of Ridge K.I.D.S.

#### Guidelines

1. If you feel that you have a valid reason to make a complaint or to voice a concern about the service that has or has not been delivered to you and your child, or treatment by a staff member or management you are requested to speak to the staff or management directly involved with the complaint or concern to try to resolve the issue.

Sept 1, 2017

Revised Jan 2019

Revised July 1, 2019

Revised: July 16, 2020

Revised: Oct 27,2021

2. If you are not satisfied with the results of those discussions, you may contact the Director of Ridge K.I.D.S. either verbally or in writing to arrange a meeting to try and resolve the issue. \*\*
3. The initial response to the concern will be given within 3 business days by the Director in order to arrange a meeting
4. Within one week following the meeting the Director will respond to you in writing. A copy of their response is to be forwarded to the President of the Board of Directors.
5. If you are not satisfied with the response of the Director, you may complete the Grievance Form (available from the Director) and mail to:
  - The President of the Board of Directors
  - Personal and Confidential
  - Ridge K.I.D.S.
  - 20473 Victoria Road
  - Ridgetown, ON
  - N0P 2C0

Within one week after receiving the complaint the President will contact you to discuss your concern. The President may take the issue to the entire Board of Directors for discussion.

Following this, the President will respond to you in writing letting you know their decision regarding the complaint and possible solutions to the issue.

6. If you are not satisfied with the response of the President of the Board, you may contact the Ministry of Education.

\*\*Note: The above time frame is subject to availability of the staff, Director or President.

#### Conduct

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

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

#### Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Sept 1, 2017  
 Revised Jan 2019  
 Revised July 1, 2019  
 Revised: July 16, 2020  
 Revised: Oct 27, 2021

## **EMERGENCY ACTION PLAN FOR ADVERSE WATER QUALITY SITUATIONS**

The following procedures will be followed when an Adverse Water Quality Advisory has been issued for any region that Ridge K.I.D.S. facilities are located.

Upon hearing of either a Boil Water Advisory or a Do Not Use Advisory the staff will contact the Executive Director.

Signs will be posted on all doors informing the parents of the Advisory and our plan of action

The Executive Director or designate will contact the Chatham – Kent Health Unit for any additional information and to receive advice on the use of the dishwasher, washing machine and any other precautions that should be taken. The Municipality of Chatham - Kent Childcare Services will also be contacted.

The Executive Director or designate will purchase any water or supplies that are required for all effected Ridge K.I.D.S. facilities.

All staff will be informed of the advisory and the plan of action.

Any juice or food that contains tap water that was prepared the day previous to the advisory will not be used.

There will be no cooking, drinking, brushing of teeth, or washing of hands with tap water unless the Health Unit advises differently.

Should the Adverse Water Quality Advisory last for more than one day the Health Unit will be contacted again to see if there are any additional precautions or if there is cause to close the centres.

### **Flushing and water testing for lead**

All Ridge K.I.D.S. sites flush for lead in compliance with regulations set out by the Ministry of Education and the Ministry of the Environment. Ridge K.I.D.S. or the schools we are located in also tests the water annually in accordance with the Safe Drinking Act regulations.

## **EMERGENCY MANAGEMENT**

Ridge K.I.D.S. has an Emergency Management Policy that outlines that the procedures to be taken in the event of an emergency situation. If the emergency occurs during school hours then Ridge K.I.D.S. staff will follow the procedures outlined by the respective School and Board of Education. If the emergency is after school hours or on non-instructional days the staff will follow the procedures outlined in our Emergency Management Policy

### **Notification to parents that an Emergency situation has occurred**

- As soon as possible, the Director or designate will notify parents/guardians of the emergency situation by phone, text or childcare management notification and by the same method of communication parents will be notified that the all-clear has been given.
- Where disasters have occurred that did not require evacuation of the child care centre, the Director or Supervisor will provide a notice of the incident to parents/guardians by email or phone calls.

Sept 1, 2017  
Revised Jan 2019  
Revised July 1, 2019  
Revised: July 16, 2020  
Revised: Oct 27,2021

- If normal operations do not resume the same day that an emergency situation has taken place, The Director will provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.
- If the emergency situation requires the children and staff to evacuate; upon arrival at the emergency evacuation site, the Director or Supervisor will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.
- If possible, the Director will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

### **Smoke-Free Policy**

Ridge K.I.D.S. in compliance with the Smoke-Free Ontario Act prohibits smoking or vaping in any of its locations

There is no smoking or vaping allowed,

- In the daycare or school building itself
- On any part of the surrounding property which is included in the license of the daycare facility, including walkways into the buildings.
- Any place where smoking or vaping can be seen by the children.

No smoking and vaping signs are displayed at entrances and throughout the building to inform visitors, parents, and staff about our policy.

**2021 Fee Schedule January to June**

Age Group	Full Day	Half Day (lunch)	Half Day (No lunch)
Infant 3-18 months	44.49	N/A	N/A
Toddler 18 months to 2.5 years	40.20	29.49	25.75
Preschool 2.5 years – 4	39.14	29.49	25.75
JK/SK & School age	37.01	N/A	24.94
Before & After School	8.03	1 hour or less	
	14.49	3 hours or less for a before or after school session	
	18.23	For before & after school sessions used on same day	

**2021 Fee Schedule July to Dec**

Age Group	Full Day	Half Day (lunch)	Half Day (No lunch)
Infant 3-18 months	44.94	N/A	N/A
Toddler 18 months to 2.5 years	40.60	29.20	26.00
Preschool 2.5 years – 4	39.53	29.20	26.00
JK/SK & School age	37.38	N/A	25.19
Before & After School	8.11	1 hour or less	
	14.64	3 hours or less for a before or after school session	
	18.41	For before & after school sessions used on same day	

Half day is 4 hours

Sept 1, 2017  
 Revised Jan 2019  
 Revised July 1, 2019  
 Revised: July 16, 2020  
 Revised: Oct 27, 2021

Family Discount - 10 % discount for 3 or more full time children (on full day rates only)  
Subsidized families are not eligible for the family discount

Sept 1, 2017  
Revised Jan 2019  
Revised July 1, 2019  
Revised: July 16, 2020  
Revised: Oct 27,2021