

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

Parent Handbook

519-674-2800 Main Phone (all centres)
226-730-0687 Fax
Naahii Ridge Public School Campus
519-784-6867 cell
St Michael Catholic School Campus
519-784-7978 cell
St Angela Merici Catholic School Campus
519-365-1121 cell
St Teresa of Calcutta Catholic School Campus
226-626-3084 cell

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 enrolled in the Canada-Wide Early Learning and Child Care System effective Nov 1, 2022. Participating in the CWELCC System will help us provide high quality child care that is accessible, affordable, inclusive, and sustainable. The reduction for 2023 is 52.75% off of the base fees that existed as of March 27, 2022. For 2025 the maximum fees charged may not be more than \$22.00 for eligible children under the plan.

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 up to 12 years. We offer full time 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 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. 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.

Sept 1, 2017	Revised Jan 2019	Revised July 1, 2019
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Revised Aug 29, 2022	Reviewed Oct 7, 2022	Revised Dec 19, 2022
Revised June, 2023	Revised Dec 21, 2023	Revised April 14, 2024
Revised Date : Jan 2, 2025	Revised Feb 21, 2025	

Mission Statement

Ridge K.I.D.S. (Kids Incorporated Daycare Service) strives to provide the highest quality childcare 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 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.”

Ridge K.I.D.S. staff plan for and create positive learning environments and experiences in which each child’s learning and development will be supported and which is inclusive of all children, including children with individualized plans

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. Any signs of illness or health issues will be noted in the daily log.
- 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 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. 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 will be offered a rest period up to 2 hours in length. Staff will periodically monitor children during the rest period to ensure that changes to children’s sleep patterns are noted and reflected in the child’s daily journal.
- Handwashing for the staff, children and anyone interacting with the children will be done in regular intervals, through verbal reminders and routine times.

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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.

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 allowing for individual, small group or large group experiences that support each child's individual needs, learning and personal wellbeing.
- Staff will complete periodic reviews to see if the program is meeting all of its goals.
- Staff will complete ongoing Developmental checklists on each child to ensure that children are given opportunities to develop skills.
- 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.
- 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 interact 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 relationships that always have the child's and family's 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.

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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.
- Monthly Newsletters will be made available to everyone either in paper form, or emailed to the families.
- 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.
- Staff members will also use posted paper documentation and learning stories in the classroom for parents who do not use social media.
- Infant and Toddler parents will have daily feedback on their child's childcare experiences through daily information sheets or through electronic journaling. Preschool parents will have regular feedback using an electronic journal.
- Parents will receive a parent survey periodically 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 current members of the corporation are invited to attend.
- Parents will be given the opportunity to join the volunteer Board of Directors of the corporation if any Board positions are available.
- 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.

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 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.

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 see themselves as co-learners and guides who enhance the child's ability to explore the program and help 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.

Ridge K.I.D.S. encourages professional relationships between all employees.

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Staff 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:

- Employees are required to participate in Continued Professional Learning and are required to attend monthly staff meetings.
- 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 staff to job shadow for the first 2-3 days of employment.
- Staff will attend two Professional Development Days per year.

STAFF QUALIFICATIONS

Most staff hold an Early Childhood Education Diploma or equivalent and is registered with the Ontario College of ECE. Staff required for ratio are trained in Standard First Aid and CPR and are 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 except for 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 close all locations for the Christmas Break period as outlined and followed by the local Schools. Ridge K.I.D.S. will also close for 2 days per year to allow the staff to participate in Professional Development and Training Days.

All sites will close the week in August when the Civic holiday falls for staff vacation and cleaning of the facilities.

Ridge K.I.D.S. is open from 6am to 6pm dependent on the needs of the families and availability of staffing to meet ministry requirements and ratios.

WAITLIST

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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 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
- After receiving a notification that there is a new registrant on the waitlist, a follow up call will be made by the Assistant Director or Supervisor within three 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 Assistant Director or Supervisor will review the waitlist periodically as spaces become available or forecasting enrollment shows that space will become available in the near future.
- The Assistant Director or Supervisor 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 Assistant 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 or current Families

- Any existing or new permanent employee who requires a childcare space to return to work or begin work at Ridge K.I.D.S. will be given a priority space. * (effective Jan 1, 2024)

* Should the employee who was given a priority space, resign from Ridge K.I.D.S., their priority space will be discontinued and their childcare ended on their last day of work. The former employee will need to apply on the waitlist if they still require childcare.

- Any family who has a current child in attendance will be given priority for available spaces.
- Any current family taking a leave of absence for an extended period, will be given priority for

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available space after the leave ends.

Criteria 2 – Full Time Care Required

- Registrants must be requiring full time care (5 day per week) or willing to pay for a full time space (5 days per week) for a space to be offered. This will be the first criteria for all programs including before or school programs

Criteria 3 – Date of Application on Waitlist

- If there is more than one 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

- i. 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 Supervisor 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 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 Director or Supervisor. The Assistant Director or Supervisor will filter the list by program, start date and application date.
- Before showing the registrant the waitlist, we will remove any personal information from the waitlist to maintain confidentiality of all registrants on the list. Only the unique number attached to the children will be listed.

REGISTRATION

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

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When a child is registered to attend Ridge K.I.D.S., they will be registered as one of the following:

- Full time child using 4-5 days a week, billed for 5 days.
- Full time child, using less than 5 days a week, billed for 5 days.

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 Supervisor or delegate will orient the family to the centre and review the families Contract for Care, the Parent Handbook and applicable policies.

CONTRACT FOR CARE, 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

CONTRACTS FOR CARE

Contract for Care for Infant, Toddler and Preschool Children

When a child is registered to attend Ridge K.I.D.S., they will be registered as:

- Full time child using 4-5 days a week, billed for 5 days.

Contract for Care for Kindergarten and School Age Children

When a child is registered to attend Ridge K.I.D.S., they will be registered as:

- Full time child using 4-5 days a week, billed for 5 days.
 - These can be either Before and After (2 sessions a day) or Before or After Sessions (1 session a day)

Contract for Care Application for Care for the School Year September to June

Parents will need to apply for a school age space **each year, by completing a Contract for Care Application in the spring** and return it to their preferred site by the due date.

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This program will only run from the first day of school in September to the last day of school in June.

There will not be full time spaces available for staggered entries for children entering into kindergarten.

The application will be distributed to,

- Existing enrolled Preschool Children entering school in September.
- Existing Kindergarten children
- Existing Primary Junior Children (Grade 1 and up)

The application will indicate a return due date and the applications received by the due date will be considered for any spaces.

Applications received after the due date will be considered for any remaining available spaces.

Any available spaces after all applications from existing families have been reviewed, will be filled from our waitlist.

Please note that applying for a space does not guarantee that you have a space for September.

Extended Leaves

Families who wish to temporarily suspend services for an extended time but would like to return to their original schedule must inform Ridge K.I.D.S. in writing no later than two weeks prior to the last day of care required. Parents are asked to give an approximate return date in their letter.

Families who wish to temporarily suspend services for an extended time will need to

Remain in their current contract for the duration of the leave.

OR

Place their child/children on the Chatham-Kent Childcare Wait List.

Parents who choose to go on the waitlist will be given priority for available spaces after the leave, as per the waitlist policy

Placing your child/children on the waitlist does not guarantee a space will be available and spaces will be filled based on our wait list policy.

The wait list address is www.chatham-kentchildcare.ca

Summer Program for Kindergarten and School Age Children

Ridge K.I.D.S will run a summer program for children 4-12 years of age, who are currently in kindergarten and older grades, separate from the School Year Program.

Children in the Preschool program entering school in September will not be eligible to attend this program unless spaces permit.

Parents can choose the specific weeks they want to book for during the summer based on their needs. The program will be booked in full weeks. (5 days, Monday to Friday)

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No part- time weeks will be booked.

Process to apply.

1. Parents will receive an application for the summer program and return only if they require care.
2. There will be a due date for the return of the application for the summer program.
3. Ridge Kids will require a **minimum of 5** children enrolled in any week for the program to run. If a week does not meet the minimum of 5 children, parents will have the choice to choose a different week to attend or request a refund for the cancelled week only.
4. Families will be billed for the weeks indicated in July or August at the beginning of the respective month. There are no credits given for cancellations once the month has started.

Weeks free from fees (Vacation)

Families will be assigned 3 weeks free from fees (vacation).

Week 1 is the August shutdown (week that the Civic Holiday falls in)

Weeks 2 & 3 are the two weeks that the schools are closed for their Christmas break.

Families will not be charged fees during these weeks. Families will be billed for any absences other than these 3 weeks. The only exception to families being billed for any additional absences are;

- Kindergarten or School age children during the months of July and August only.

BILLING

You will be invoiced monthly for the days indicated in your contract for care. **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.

Ridge K.I.D.S has Base Fees and Non-Base Fees

Base fees include;

- the daily rates invoiced monthly for your child's care

Non-Base fees are billed separately from Base fees and include;

- Field trip costs – billed at the time of the field trip and only if your child attends the trip
- Tax receipt copies or replacement receipts
- Late fees

All families will be charged for statutory holidays. The exception for this will be for statutory holidays during the Christmas vacation closure that you will not be invoiced for. You will be charged based on your contracted days at the time of the statutory holiday.

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PAYMENT POLICY

Invoicing Procedure

You will be invoiced for the days that are indicated on your contract for care **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.

Credits will also be given for any days that Ridge K.I.D.S. has to close due to weather or unusual circumstances and cannot provide care to families who have booked for that day.

Accepted Methods of Payment

Childcare invoices must be paid for the month that care is given by the end of the current month. Families are not allowed to carry balances owing into the next billing period.

Ridge K.I.D.S. accepts:

- E transfers to rkids1373@aim.com
- Pre – Authorized credit card agreement. (please contact the supervisor for the form)
- Online payments for RBC clients only.
- POS machines at each office for Debit or Credit Card payments
- Cash
- Ridge K.I.D.S. does not accept cheques.

Overdue Accounts

Any account that has not been paid in full by the last business day of the current month may have services suspended for the next month until the account is paid in full, or a payment plan has been made with the office.

After suspension of service any overdue accounts more than two weeks past the end of the month will result in the account being sent to a collection agency for further action.

If there is a second occurrence of not paying fees according to the policy, then Ridge K.I.D.S may terminate services permanently.

We will notify Chatham-Kent Subsidy office of any non-payments of clients who receive subsidy.

WITHDRAWAL

Two weeks written notification 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.

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 replacement receipts or copies of receipts.

LATE FEES

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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.

SAFE ARRIVALS AND DISMISSAL POLICY AND PROCEDURES

Intent

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Guidelines

General

- Ridge K.I.D.S. will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization that the child care centre may release the child to.
- Copies of any court orders prohibiting a person from picking a child up are required for the child's file
- Ridge K.I.D.S. will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release children to leave the building without supervision
- A parent/guardian may request in writing that a child who is 6 years or older be allowed to arrive past school dismissal time or be released into the school without supervision to attend tutoring or organized sports that occur within the school. Parents/Guardians must provide written and signed authorization and instructions for the release of the child into the school including the times for admission or dismissal.

Where a parent/guardian provides written instructions for the release of their child from care without supervision or late arrival to the program after school dismissal, the parent/guardian is aware that Ridge K.I.D.S. is not responsible for that child upon their dismissal or before arriving into the program.

- Children may only be released to an adult, 18 years or older.
- During pick-up and drop off times parents are to always keep their children within their sight.
- Children are to arrive at the Center within thirty minutes of their anticipated drop off time; it is the parent's responsibility to notify Ridge K.I.D.S. if their child will not be attending or arriving late.

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- The daycare centers will close immediately after the last child leaves the premise.
- Parents are responsible for the transportation of their child to and from the Center and assume responsibility for any expense incurred in the Center because of emergency, accident, or illness of their child (cost of ambulance).
- If 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 will call the police. If staff witness children arriving and departing without proper child restraints in vehicles, it is the staff's duty to report the car license number to the authorities as endangering a child's life.

PROCEDURES

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the authorized pickup list on the child's profile on the childcare management platform or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parents/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the following will occur:
 - Parents/guardian will receive an automated Arrive Safe alert from the childcare management platform 60 minutes after the scheduled drop off time requesting confirmation that the child is to attend
 - If a parent has been suspended on the childcare management program for over use of the feature, they will be contacted by a supervisor one hour after the anticipated drop off time or at the 10:00 AM point whichever is earliest.
 - If the parent/guardian does not respond to the automated message then the staff will check with the supervisor or office to see if a message has been received via phone call, text or email.
 - If there has not been a call, text or email from the parents/guardian, the supervisor or designate staff will commence contacting the parents/guardian no later than 10:00 AM for Infants, Toddlers and Preschool children or 9:00 AM for children in the before and after

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school program. If the parents/guardian can not be contacted to confirm absence then the Emergency Contacts will be contacted.

- Should the supervisor or designate staff not be able to reach any of the above to confirm the child's absence from care they will contact the Assistant Director or Director for further instruction
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

For Children who use After School Care

If a child does not show up for the after-school program and the staff have them booked in on their attendance the following procedure will be used.

- The staff is to contact Ridge K.I.D.S. office immediately to determine if a call has come in from the parents.
- Staff is to contact the school office to see if there has been a message from the parents or to see if the child was ill or is being kept after school by a teacher.
- If no calls have come in or if the child is not in the school the staff should contact the parents to determine where the child is or should be.
- If the parents cannot be reached the staff will contact Ridge K.I.D.S. office for further instructions.
- If the child is on the bus, then the school or daycare office staff will phone the bus and have the child returned to the school if the parent cannot be reached to confirm that the child should be on the bus.

If a child shows up for the After-school program and the staff does not have them booked in on their attendance the following procedure will be used.

- **The staff is to keep the child with them until the situation is resolved.**
- The staff is to contact Ridge K.I.D.S. office to determine if a call has come in from the parents.
- Staff is to contact the school office to see if there has been a message left there.
- If no calls have come in the staff should contact the parents to determine where the child should be. If there is space for the child the staff will accept the child into their program, if there is not space or if additional staff is required the staff will inform the parents that care is not available for that day.
- If the parents cannot be reached, then the staff will contact the office and keep the child in their program. If keeping the child requires additional staff, then a staff from the office will come and be the second staff.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.

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- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's profile or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up; thirty minutes after the specific pick up time the supervisor or designated staff shall contact the parent/guardian by phone call, or text message and advise that the child is still in care and has not been picked up.
 - Where the supervisor or designate staff is unable to reach the parent/guardian, they must leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the supervisor or designate staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the supervisor or designate staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed"

Where a child has not been picked up and the centre is closed

All children shall be picked up by 6:00 pm at which time the daycare center will be closed.

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:05 PM, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
1. At 6:05, staff will attempt to contact parents or authorized individual who was responsible for picking up the child. If parents or authorized individual cannot be reached; staff will call the emergency contacts listed on the child's profile.
2. If emergency contacts are unavailable, the staff will contact Executive Director or designate.
3. By 7:00 PM if parents or emergency contact have not been reached, the staff shall proceed with contacting the local Children' Aid Society at 519-352-0440 for further direction as to next steps to be taken

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

MEDICATION

The Supervisor or 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.

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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 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, listed above, 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 wellbeing, 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

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isolated, and the parents will be called to pick up their child or make arrangements for the child to be picked up. 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 48 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. Your child may not return until symptoms have been improving for 24 hours and there is no fever present. 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 Children's Services 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 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

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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.

Breakfast is served at all centers.

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, St Angela Merici and St. Teresa of Calcutta locations will receive a hot meal at the lunch hour as per the Child Care & Early Years Act.

•Ridge K.I.D.S will work with families for any dietary considerations based on cultural, religious or ethnic beliefs and will substitute or omit food whenever possible.

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.

A nutritional logbook will be kept addressing 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 in a school).

Food brought into the centre

- 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
 - Food brought in to be served to a child with food related allergies.
 - 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

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- 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
 - 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 childcare at a childcare centre it operates or at a premise where it oversees the provision of childcare,

- corporal punishment of the child.
- 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.
- locking the exits of the childcare centre or home childcare 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

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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.

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 always at the centre.

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 daily.

Fall: splash pants, lightweight coat, rubber boots, sunscreen, and hat.

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

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

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
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-10 to – 15 degrees Celsius

Time Limit	30-45 minutes with sunshine	20-30 minutes if overcast
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-15 to –24 degrees Celsius

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

28 to 30 degrees Celsius

Time Limit	45-60 minutes if overcast	30-45 minutes with sunshine
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30 to 40 degrees Celsius

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

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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.
- 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. Ridgetown

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

St Angela Merici campus will use Thames Campus Arena, 999 Grand Ave W. Chatham

St Teresa of Calcutta campus will use the Chatham Christian School, 475 Keil Drive S, Chatham

GRIEVANCE POLICY AND PROCEDURE

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 regard 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

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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.

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/childrensaid/reportingabuse/index.aspx>

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Revised Aug 29, 2022

Revised June, 2023

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Revised Jan 2019

Revised: Oct 27, 2021

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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. 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, Supervisor 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 childcare centre, the Director or Supervisor will provide a notice of the incident to parents/guardians by email or phone calls.
- 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 childcare centre's voicemail box as soon as possible to

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inform parents/guardians that the childcare 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.

Fee Schedule effective Jan 1, 2025 based on the CWELCC 2023 reduction of 52.75% of original base fees in effect on March 27, 2022.

Base fees

Age Group	Full Day	
Infants (3 to 18 months)	\$21.88	
Infants St Teresa	\$21.64	

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Toddler (18 months to 2.5 years)	\$19.75	
Preschool (2.5 to 5 years)	\$19.25	
Kindergarten (up to 6 years of age)	\$18.19	
School Age (over 6 years)	\$38.50	

School Year Fees (Sept to June)	
Kindergarten (up to 6 years of age)	\$12.00 Before or After School (single session) \$12.00 Before & After School (2 sessions used on same day)
School Age (over 6 years)	\$8.35-hour rate (1 hour or less) \$15.10 Before or After School (single session) \$18.95 Before & After School (2 sessions used on same day)

Non-Base Fees

Late Charge (not covered by subsidy)	\$10.00 per child for every 15 minutes or part there of
Copies or replacement of Tax receipts	\$25.00
Field Trip Costs	Billed per trip and only for children attending

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