



2018/19
PARENT ORIENTATION
HANDBOOK

Dear Parents:

Welcome to Kin-Huron Integrated Day-Nursery School Co-operative Incorporated (KIDS Co-op). We are happy that you and your family will be joining us!

We hope to offer your child a variety of learning experiences; we will work to enhance your child's social, cognitive, gross and fine motor skills, while building their self-esteem and self-worth. We feel that the activities that we have planned; games, songs, trips, crafts, etc., will make your child's learning experience fun.

Our regular program runs 10 months out of the year offering both Toddler and Preschool Programs.

- Our Toddler Program runs three mornings per week from 8:30 am to 11:30 am with sessions on Monday, Wednesday and Friday. Our toddler program is licensed for 10 children age 18 to 30 months
- Our Preschool program offers both a half day and/or a full day option. The half day program runs twice a week, Tuesday and Thursday from 8:30 am to 11:30 am and our full day program runs twice a week, Monday and Wednesday from 8:00 am to 4:00 pm . We are licensed for 16 children; 31 months to 5 years of age.

KIDS Co-op operates as a "co-operative"; therefore **parents must contribute to make the school a success!** There is a yearly membership fee of **\$25.00 per school year payable upon registration.**

We are licensed by the Ministry of Education and have a "Purchase of Services" Agreement with Bruce County Human Services. This also allows for a traveling Resource Teacher to visit, who is responsible for the programming of our special needs children. We also staff an Enhancement Worker (available upon the supervisor's request when applicable). They work to integrate any children who have special needs in to the regular program.

We are incorporated, which means the Nursery School is managed by a volunteer Board of Directors. The Board is responsible for many aspects of the day-to-day business of the Nursery school. We are required to have an Annual General Meeting (AGM), which all parents are urged to attend. The Board is committed to the success of KIDS Co-op, and strives to make the best decisions for the school. There are a variety of Director Positions within the Board to suit many different skill-sets. The new 2018/2019 Board of Directors will be voted in at the September AGM.

At KIDS Co-op your child will be encouraged to be as individually creative as possible. Our staff work together to provide a warm, caring and stimulating environment for your child while at our school. We encourage parents to ask questions and discuss any concerns they may have with the Program Director concerning your child's development.

Once again, welcome to KIDS Co-op!

KIDS Co-operative, Board of Directors
email: board@kidscoopnurseryschool.com
email: info@kidscoopnurseryschool.com
website: <http://www.kidscoopnurseryschool.com/>

OUR PHILOSOPHY

We will strive to be the best program we can be by creating a successful emergent curriculum, while consistently supporting children's development and modeling openness and acceptance to all areas of diversity. Our staff will ensure that they create secure attachments with the children and their families, while always enforcing a safe and secure environment for the children to explore and make discoveries in.

DAY TO DAY INFORMATION

The Nursery School is open at **8:30 am for the morning half day Toddler program with a dismissal time of 11:30 am on Monday, Wednesday, and Friday.**

The Nursery School is open at **8:30 am for the morning half day Preschool program with a dismissal time of 11:30 am on Tuesday and Thursday.**

The Nursery School is open at **8:00 am for the full day Preschool program, with a dismissal time of 4:00 pm on Monday and Wednesday.**

Late Fees: At the Program Director's discretion, parents/guardians who pick up children late will be charged a late fee. If a late fee is charged it is payable directly to staff.

\$5.00 every 5 minutes after 11:30 am or \$10.00 every 5 minutes after 11:45 am (morning program)
\$5.00 every 5 minutes after 4:00 pm or \$10.00 every 5 minutes after 4:15 pm (full day program)

A Parent Information Board is located in the school near the coat hooks. Please take a look at this board daily as they will contain sign-up sheets, as well as important announcements and information about the school and our events. There is also a file folder for each child where important information will be distributed.

***** Please be sure to check your child's folder daily to keep up-to-date. *****

Throughout the school year the children will be able to participate in field trips and short excursions to enhance weekly themes, encourage the children to become familiar with the school and neighborhood environment, and to visit people and places of interest in our community. All children are welcome to attend although a parent or guardian must accompany students not enrolled in class on that particular day. All parents wishing to attend must have a Vulnerable Sector Check. We make an honest attempt to schedule excursions evenly throughout scheduled school days.

In the event of an unscheduled school closure – such as a “Snow Day”, power failure, frozen water pipes, etc., KIDS Co-op will post on their Facebook page and the Remind App to announce the closure as early as possible. **KIDS Co-op will be closed when “In Town buses” are not running.** KIDS Co-op reserves the right to close the centre at their discretion in instances such as, but not limited to, severe and/or deteriorating weather. Parents are advised that, in instances beyond our control refunds will not be issued. It is the parents' and/or guardians' responsibility to check the KIDS Co-op Facebook page or Remind App each day prior to sending their child(ren) to school, so that they are informed of important announcements pertaining to our school day. **We would also like you to include the contact information of a person in town, who is able to pick up your child if you are unable to make it to the school due to deteriorating weather conditions.** If you do not have anyone that could be this designated person, please speak with our supervisor. Parents will not be refunded on days that we are closed due to stormy weather conditions or other circumstances beyond our control.

The policy of the nursery school states that children who are ill must be kept at home; as well any child who becomes ill at the school must be picked up immediately. In the case of a contagious disease, please notify the Program Supervisor as soon as possible, so that she may make other parents aware and inform them of what to look for.

Please dress your child appropriately, as we go outside to play *every day weather permitting.* We will try to post on our Facebook page during the winter whether or not to come prepared to play outside. Please pack a spare set of clothes and **label all belongings;** clothes, boots, mitts, etc. This makes it easier for staff to identify items and return them. Please try to leave all toys, blankets, etc. at home. **Footwear must be worn inside at all times, in case of fire drill or emergency.**

Parents of children who wear diapers must supply the diapers and wipes and any other items necessary for your child.

In order to add to our supply of craft materials, we ask parents to save certain items at home (ie, paper towel rolls, baby food jars, yogurt lids). We have very limited storage space at the nursery school, thus parents will be informed of supplies needed in our newsletter or on the 'Wish List Board', Facebook page and website.

KIDS has a designated handicapped parking space near our entrance. Please DO NOT park there unless you qualify.

I AM A CO-OPERATIVE PARENT... NOW WHAT??

- Parents are encouraged to attend an Open House & Meet the Teacher in August as well as the Annual General Meeting in September.
- As a member of KIDS Co-op parents are asked to participate in fundraisers that help to keep parent fees low and allow us to purchase enrichment items for our classrooms.
- Students enrolled in morning half day program will be provided with a morning snack and students enrolled in the full day program will be provided with two snacks per day (morning and afternoon) and lunch. A monthly menu will be posted on the Parent Information Board.
- Each month we post a *Wish List* of possible donation items that will also help our school (this is not a requirement).
- Each parent has a responsibility for the preservation of the confidentiality and integrity of information they may become aware of regarding children and their families during the performance of their duties at the school. You should not misuse, communicate or inappropriately disclose confidential information you may (inadvertently) overhear, observe or come across during your time at the school.
- Parents are invited to attend special events, and contribute where required; e.g., Christmas & Year End/Graduation Party. Parents are welcome to travel along with the class on field trips. All parents wishing to attend must have a Vulnerable Sector check.
- If you are interested in becoming a Board Member, your help is always appreciated! Please come out to the Annual General Meeting in September 2018 to see what position might suit you best.

CRIMINAL REFERENCE CHECK/VULNERABLE SECTOR CHECK

In accordance with the Child Care and Early Years ACT, 2014, we are required to implement criminal background checks on anyone working with the children at our nursery school, before the person begins their employment/volunteer/co-op placement, and yearly thereafter. This includes participating parents. To do this, the Supervisor will provide you with a letter to bring to the Kincardine O.P.P. A copy of the results must be returned to the Program Director where it will be screened (confidentially) and then placed in our files.

Exceptions:

No person is required to provide or obtain a vulnerable sector check or offence declaration in respect of a person who is under 18 years old.

If a person turns 18 years old while in a position where he or she interacts with children receiving child care at a child care centre, the licensee shall obtain from the person, within one month after the person turns 18 years old, a statement that discloses every previous finding of guilt of the person under the Youth Criminal Justice Act (Canada), if the person received an adult sentence.

If a person turns 19 years old while in a position where he or she interacts with children receiving child care, the licensee shall require the person to apply to obtain a vulnerable sector check within one month after the person turns 19 years old.

IMMUNIZATIONS

The Public Health Unit now requires that we send a copy of your child's immunization records to them to keep on file. Signing the Parent Contract at the end of this package will give us permission to do this. If you have any questions regarding this matter, please speak to the Program Director. All records of immunization must be submitted with your Application at Registration. Children without an up-to-date immunization card, or approved letter of exemption, will not be admitted into the program.

HOLIDAYS

Statutory Holidays: Thanksgiving, Christmas (2 weeks), Family Day, March Break (1 week), Good Friday, Easter Monday, and Victoria Day.

SERIOUS OCCURRENCE

In the event of a serious occurrence at the Nursery School the Program Director will report to the Ministry of Education, as well will post an information summary on the Parent Information Board located when you first enter the school for a period of ten business days. No personal information will be posted on the summary. If you have any questions or concerns about serious occurrence please speak with the Program Director.

STUDENT/VOLUNTEER POLICY

Over the course of the year the Nursery School may have students who will complete the co-operative part of their educational courses or we may have volunteers come in to work with the children and staff. Volunteers and students play an important role in supporting staff in the daily operation of licensed child care programs.

Volunteers and students are not permitted to be alone with a child and cannot be counted in staff-child ratios at any time. An employee must always be present with children to meet ratio requirements and respond in case of an emergency. Volunteers and students are supervised by an employee at all times.

The Student/Volunteer Policy is to be reviewed with all staff, volunteers and students prior to their start date and at least annually each year afterwards.

The Supervisor will guide the volunteer/student through an orientation session, to ensure there is understanding about the operation of the school, and what the expectations are for the placement of the volunteer.

No person who is under 18 is required to provide or obtain a vulnerable sector check or offence declaration. If a person turns 18 years old while in a position where he or she interacts with children, the licensee shall obtain from the person, within one month after the person turns 18 years old, a statement that discloses every previous finding of guilt of the person under the Youth Criminal Justice Act (Canada), if the person received an adult sentence.

If a person turns 19 years old while in a position where he or she interacts with children, the licensee shall require the person to apply to obtain a vulnerable sector check within one month after the person turns 19 years old.

Neither the students nor volunteers will ever be left alone with the children at any point in time.

Volunteers or students will not be counted in staffing ratios.

Volunteers/students are expected to act in a professional manner while visiting KIDS Co-op Nursery School.

Volunteers/Students will be supervised by the Supervisor as well as regular program staff to ensure they are in compliance with our policies and procedures.

ILLNESS

Parents are paying for a time slot and must realize that even if their child is ill; **payment is still due.** Provisions for lengthy illnesses or surgery can be arranged. One week written notice is needed. The time slot will be kept open for 4 weeks at which time the parents must start to pay again or go to the top of our waiting list.

It is our general policy not to administer medication, however in the event your child does require medication during school hours, a written request must be filled out and signed. (Please see Policy and Procedure Manual - Request to Administer Medication).

ENROLLMENT

Parents are paying for a time slot. Requests for changes to enrollment will be dealt with on a case by case basis. KIDS Co-op will, wherever possible accommodate changes to enrollment. **If a child is on vacation, payment is still due.**

KIDS Co-op reserves the right to cancel a program due to low enrollment.

WITHDRAWAL FROM SCHOOL

A **two week written** notice from parents shall be given to KIDS Co-op in advance when you are going to withdraw a child from the program. **Full program fees will be charged and due if the appropriate notice is not received.** A permanent space cannot be guaranteed if a child is temporarily withdrawn.

If your child stops attending the school without notice, fees are still due. Staff will attempt to contact you (they may leave a message(s) on your voice mail or e-mail you if you are not available) for information regarding the absence and clarification as to your intentions regarding future attendance at the school. **Your space will be kept open for two weeks, during this time fees are still due.** After this time you will be informed that we are no longer holding your space open and it will be released.

DROP-IN SPOTS

When availability allows, we offer drop-ins for our currently enrolled families. Fees are to be paid prior or upon pickup of the child. Cancellation must occur 24 hours before the beginning of the drop-in program.

EMERGENCY MANAGEMENT

KIDS Co-op has emergency management policies and procedures in place. In the event of an emergency parents will be notified via phone call. If parents are unavailable the emergency contact will be notified.

FEES

Our school year runs from September- June following the Bluewater District School Board calendar, with the exception of PA Days, where KIDS Co-op remains open. A calculating calendar is available to help you determine your program fees.

This year, we are offering our families 2 options of payment, monthly cheques or monthly email money transfer (EMT) payments.

PAYMENT VIA CHEQUE

If you choose to pay with cheques, **we ask that you please submit 10 post-dated cheques for the 1st of every month.** All cheques will be cashed the 1st of each month. Cheques should be payable to KIDS Co-op.

There will be an administration fee of \$10.00 charged for NSF payments returned to KIDS Co-op. If this occurs, you will be required to replace your NSF cheque amount and the administration fee as soon as possible.

PAYMENT VIA Email Money Transfers (EMT)

If you are paying by email money transfer (EMT) we will invoice you one week prior to the 1st of each month.

Please process your payment using your on-line banking as follows:

Name: KINHURON INTEGRATED

Email: kidscooppayment@bmts.com

Security Question: What year did KIDS start?

Answer: kids1984

Session Fees for 2018/2019

- Half Day Program (\$18.00 per day)
- Full Day Program (\$38.00 per day)

Tax receipts will be available at the school at the end of January.

Late Fees: At the Program Director's discretion, parents/guardians who pick up children late will be charged a late fee. If a late fee is charged it is payable directly to staff.

\$5.00 every 5 minutes after 11:30am or \$10.00 every 5 minutes after 11:45am (morning program)

\$5.00 every 5 minutes after 4:00pm or \$10.00 every 5 minutes after 4:15pm (full day program)

** Please be mindful of picking your child up on time, as it is cutting into the staff's lunch/break/prep time **

APPLICATION PACKAGE

Please ensure that you fill out all information in the application package that follows. To secure your spot, and be considered fully registered in the program, you must return your completed package, with the \$25.00 registration fee.

Incomplete registration packages will not be accepted. If you have questions or concerns about any information in the package please speak with the Supervisor.

CHECKLIST

- I have read through the handbook and I have kept it for my records.
- I have completed the Application Package and submitted it.
- I have submitted the \$25 registration fee.
- If paying via cheque, I have submitted ALL payments (10 monthly post-dated cheques).
- If paying via email money transfer, I have set up the on-line banking process.
- I have read and signed the photo release, the allergy awareness and the field trip authorization sections on page 4 of the Application Package.
- I have read and signed the Parent/Member Contract on page 5 of the Application Package.
- I have registered with OneList Bruce County. OneList Bruce County is an online tool that helps simplify the process of applying for child care.
Visit www.brucecountychildcare.ca to apply!

Program Statement

Kin-Huron Integrated Day-Nursery School Cooperative (KIDS Co-op) has developed a Program Statement that is consistent with the Minister's Policy Statement on programming and pedagogy of the Child Care and Early Years Act. The Program Statement is based on 'How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014),' understanding that learning through play is a child's natural response and that when children are playing, children are learning.

We believe that children must be nurtured in a warm, happy and safe environment, where every child feels comfortable, relaxed and secure. We promote safety, health and the general well-being of all the children in our program.

We know that children learn best when their families, educators and the greater community is working together. We pride ourselves on respectful, open, ongoing communication about how we can all work together and best meet the needs of all of the children in our care.

The staff of KIDS Co-op strive to be responsive, positive and reflective practitioners, who support the children and families in their care. We participate in ongoing Professional Development to ensure we are current in our profession.

At KIDS Co-op we view every child as being competent, capable, curious and rich in potential.

Promote the health, safety, nutrition and well-being of the children

- KIDS Co-op strongly encourages families to provide healthy, nutritious snacks that follow Canada's Food Guide.
- Our daily program provides every child with access to drinking water throughout the day.
- Our daily routine includes limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and reducing hazards that may cause injury.
- We are an allergy-aware space. Our current policy states that nuts, or any food containing them, are not permitted inside the School. This policy is for the protection of our guests who suffer severe life-threatening allergic reactions to these foods.
- Each educator is trained in Standard First Aid and CPR to support any incident that may arise during regular play.

Support positive and responsive interaction

- Educators provide age appropriate, child initiated activities that promote learning and growing.
- Staff will encourage children to interact and communicate in a positive way and support their ability to self-regulate; acknowledging that each child is competent, curious and rich in potential.
- At KIDS Co-op we have an open door policy where parents are welcome to visit the School at any time of day, join in offsite excursions or attend any special events.
- In early childhood settings, each moment that teachers and children interact with one another is an opportunity to develop positive, meaningful relationships.

Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

- Children are encouraged to question and explore, share their ideas and co-learn with their teachers.
- Staff model appropriate behaviours and support child to child interactions when conflicts arise.
- Comfort and nurturing are provided when children are needing help or just want a cuddle; quiet, cozy spaces are available in the playroom.
- Staff interactions and guidance support and encourage self-regulation.

- Staff help children to develop self awareness and build a skill set of strategies that can help them to calm their emotions and find appropriate ways to express themselves. These are all essential skills that contribute to future success in school, work and relationships.

Foster the children’s exploration, play and enquiry.

- A variety of activities such as language and physical literacy, numeracy, music and outdoor play, science, nature, blocks and creative art are offered daily.
- Our programs are intended to: encourage interaction and communication between children and staff in a positive way and support their ability to self-regulate, foster the children’s exploration, play and inquiry, provide child-initiated and adult supported experiences as well as offer opportunities to create relationships with others within the program.
- All KIDS Co-op Educators, volunteers and placement students must adhere to a number of policies and procedures, the Program Statement as well as Ministry, Fire and Health Regulations.
- All Educators, volunteers and placement students will review the Program Statement prior to working in program with the children and annually thereafter or upon any changes or modifications to the Statement.
- Annual review of the Program Statement and these policies and procedures ensure our educators and volunteers are knowledgeable and prepared to handle any situation.

Provide child-initiated and adult-supported experiences

- At KIDS Co-op, we strive to ensure every child feels as though he or she belongs, is a valuable contributor to his or her surroundings, and deserves the opportunity to succeed.
- Play is children’s work and is essential to healthy development.
- Staff listen and observe children to develop a deeper understanding of children’s interests and perspectives.
- Programs at KIDS Co-op offer children ample opportunity to direct their play and explore new ideas and expand old ones.
- The role of adults in children’s play is to enhance the children’s experiences, not to take over or determine the direction of the play.
- Adults support ideas, provide resources and materials, and provide emotional support and encouragement.
- Children are provided with a wide selection of play activities, in group play settings as well as individual interactions.

Plan for and create positive learning environments and experiences in which each child’s Learning and development will be supported.

- KIDS Co-op educators strive to provide a positive, learning environment for the children, having each program engaging and filled with a variety of choices.
- KIDS Co-op supports a home-like environment for children and families.
- The goal of limited transitions in each program allows children to freely participate in their areas of interest and learning, both indoors and outdoors.
- It is our goal to provide an environment and experiences that support and build self-esteem through social, emotional, physical and cognitive play in an environment that is safe, fun, hands-on and play-based.

Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care.

- KIDS Co-op welcomes children of all abilities. Respect for diversity, equity and inclusion is vital for optimal development and learning.
- Staff of KIDS Co-op design a daily schedule that meets the needs of the children and provides for a balance of activities throughout the day.
- A quiet space to read, rest or relax is provided at all times during the day.
- Each day, weather permitting, children enjoy outdoor play. Learning to run, jump, balance, and take turns is a healthy way to participate in group activities while developing coordination and strength.

Foster the engagement of and ongoing communication with parents about the program and their children.

- KIDS Co-op encourages and practices open communication with families through but not limited to: emails, newsletters, open houses, telephone and in-person conversations, as well as inviting families to attend special events and field trips.
- We believe that families are experts on their children and sharing knowledge is integral to the success of your child.
- We aim to ensure families have the support of available, affordable, safe, reliable, high quality licensed child care for their children.
- We value respect, empathy, trust and care in all our interactions with families.

Involve local community partners and allow those partners to support the children, their families and staff.

- KIDS Co-op works with local community agencies and partners, such as the Public Library, Preschool Speech and Language, Bruce County Children's Services, Public Health and more in order to support the children and families in our programs.
- We feel the community is a valuable resource and our educators plan learning opportunities to engage the community in our programs.
- KIDS Co-op supports volunteers and students from the community and provides placement, training, learning opportunities and practical work experience.

Ongoing professional development.

- KIDS Co-op is committed to ongoing professional development for our educators.
- What educators learn during professional development is brought back to the classroom and, in turn, strengthens the quality of our program.
- All educators are required to have up to date Standard First Aid and CPR.
- Think, Feel, Act: Lessons from research about young children is a great resource for all ECE's. We strive to watch and reflect on these videos often: <http://edu.gov.on.ca/childcare/research.html>

Document and review the impact of the strategies set out

- All current staff, new staff, volunteers and students review this program statement, prior to interacting with children, at least annually and anytime the program statement is modified.
- Each family is provided a copy of the program statement for their review and notified in writing of any revisions to this program statement.
- Policies and procedures are reviewed annually.
- Educators document observations on an ongoing basis to ensure that the approaches set out in the program statement are implemented.

Documenting and reviewing the impact of our program statement

KIDS Co-op Nursery School recognizes that pedagogical documentation is a way for our program

staff to learn about how children think and learn.

Our staff make observations of children in the program and use this information to enlighten their future planning.

The purpose of our documentation is also:

- To value children's experiences and help them to reflect back on those experiences in their learning environment
- To learn together with the children involving the meaningful adults in their life
- To reflect and monitor appropriate development as the children grow
- For program staff to co-plan with the children about learning
- To keep an open and ongoing dialogue with families about children's experience
- A self-reflection opportunity for program staff, as they participate in continuous professional learning
- Promoting responsive relationships

KIDS Co-op's Program Statement is reviewed annually by the Board of Directors to ensure that it is aligned with the Ministers Policy Statement.

Prohibited Practices

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at premises where it oversees the provision of child care,

- a) corporal punishment of a child;
- b) 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;
- c) locking the exits of the child care centre 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;
- d) use 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;
- e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f) inflicting any bodily harm on children including making children eat or drink against their own will.
- g)

Contravention of disciplinary measures

Kin-Huron Integrated Day-Nursery School Co-operative Inc. Complies with all the regulations of the Child Care and Early Years Act (CCEYA) with respect to Positive Interactions. Staff are reminded that professionalism demands that when a behaviour situation has taken them beyond their ability to respond positively they must ask a co-worker to help resolve the situation according to the above stated procedures.

Failure, of staff, to comply with the established disciplinary procedures will result in a verbal warning (for a first occurrence), followed by a written warning (for a second occurrence), and finally by dismissal (for a third occurrence).

Monitoring and recording compliance

The Child Care and Early Years Act, 2014 sets out the requirement for child care centres to have a written policy for monitoring and recording compliance with the Program Statement.

At the Annual General Meeting all board members and staff will review the Program Statement and Implementation Policy and indicate their agreement to adhere to this policy by their signature and date. Staff Evaluations are completed twice per year, which include reviewing how each staff member is Implementing the Program Statement. If the Program Statement is not being implemented appropriately, staff will have goals to meet prior to the next scheduled Staff Evaluation. All staff/students/volunteers will review this policy when hired and sign and date where necessary.

The Program Director and Staff will take responsibility for the following:

- a) Review the Positive Interactions, Program Statement and Implementation Policy with all employees and volunteers/students prior to commencing to provide care or guidance at the day nursery and annually thereafter.
- b) Ensure that any contravention of the policy is documented and dealt with as per measures outlined in the centre's approved policy immediately as they occur. The Program Director is to notify the President immediately. The President will then notify the Board at the next meeting.
- c) The Program Director and staff will act as positive role models for appropriate actions.
- d) The Program Director and staff will provide positive verbal reinforcement of appropriate practices.
- e) The Program Director and staff will remind volunteers of appropriate actions at times when practice is showing some degree of error, i.e. voices a little too loud, negative wording, lack of direction, failing to follow emergent curriculum expectations. This will be done following the completion of the program.
- f) The Program Director and staff will directly interject compliance with the approaches set out in the Positive Interactions Policy and Program Statement at times when compliance is being broken, when a child is in a position of danger.
- g) The Program Director will ensure all new staff, students and volunteers have reviewed and signed off on the Program Statement before they interact with children, and annually thereafter.
- h) The Program Director will discuss curriculum, Ministry of Education licensing and yearly Staff Evaluations with the employees.
- i) The Program Director will provide staff with opportunities to attend all mandatory and supplemental training.
- j) The Program Director will monitor all staff, students and volunteers for compliance with the approaches set out in the program statement and prohibited practices through observation, reports from colleagues, parents, and community partners, and program plans.
- k) Educators will engage in ongoing reflective practice and collaborative inquiry with the staff team.
- l) Educators will participate fully in all discussions of curriculum, Ministry of Education licensing, and assessments.
- m) Educators will attend and fully participate in mandatory and supplemental training.

- n) Educators will immediately report any concerns or any prohibited practices to the Program Director and child protection agencies within established guidelines.

Parent Issues and Concerns Policy and Procedures

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Kin-Huron Integrated Day Nursery School Cooperative and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our 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 supervisor and/or licensee.

[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>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Board President. Please ask a staff member for the current Board President’s contact information.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or <ul style="list-style-type: none"> - the supervisor or licensee. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the supervisor and/or licensee. - All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Contacts:

Supervisor 519 396 4532 kidscooperative@outlook.com

Administrator 519 396 4532 info@kidscoopnurseryschool.com

Board of Directors board@kidscoopnurseryschool.com

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Wait List

Please note there is no fee to place your child on a waiting list. It is important to keep your contact information up to date with us. Enrollment inquiries are received year-round which sometimes result in a waiting list. People on a waiting list are contacted regularly to see if they wish to continue to wait and given the number their child is on the wait list as well as an approximate length of time before they will be enrolled into the program. Our waiting list consists on a first come, first served basis when spots become available in the required age group. Priority is established by the date we receive the application for child care, however siblings of children currently or previously enrolled in our program are given priority status. People who are on the waiting list are invited to visit with their children as often as they can. If you require further assistance please contact our Administrative Assistant.