



Kids' Care Network

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Hours Operation

Kids' Care Network operates:
Monday through Friday

52 weeks per year (weekend or shift care may be available). Individual Caregivers determine their own hours in conjunction with the needs of the parents. These arrangements are a mutual agreement between the caregiver and the parent.

Ages of Children Served

Our program is equipped to accommodate children from birth to 12 years of age.

Each caregiver can have no more than 5 children in the home under the age of 6 years. Including their own children under 6. Included in this number, there must be no more than:

2 children under two years of age.

3 children under three years of age.

2 handicapped children.

1 handicapped child and 1 child under 2

1 handicapped child and 2 children over 2 but under 3 years of age.

Welcome

On behalf of the Board and staff of Limestone Advisory for Child Care Programs, welcome to our programs. We are pleased that you have visited us and we look forward to having your child join us.

We have prepared this handbook to help familiarize you with our philosophy, services provided, registration policy and operational procedures.

Please feel free to ask the Director or your Caregiver any questions regarding this program. If you have any questions about the applicability to any policy, please contact the Program Director. We look forward to enjoying a positive relationship with you and your children.

Limestone Advisory for Child Care Programs is an “umbrella” organization for a number of programs, including:

- Kids’ Care Network
- Sunshine Playhouse Early Childhood Centre
- Ontario Early Years Centre
- The Kids’ Place Early Childhood Centre
- Limestone Nursery School

The Board of Directors is legally and financially responsible for the operations and formulates policies for all its programs. The Board of Directors is a volunteer board with elections at an annual general meeting. Offices are held for 2 year terms.

Introduction

Kids' Care Network is licensed for a maximum of 25 homes by the Ministry of Education and operated by Limestone Advisory for Child Care Programs. Kids' Care Network is a program where children are cared for in a private home which meets Day Nursery Act regulations.

Philosophy

The philosophy of Kids' Care Network is to provide children with a stimulating and supportive environment to encourage them to develop and expand their individual mental and physical capabilities.

We strongly encourage and support parent participation in the operations of this program.

The program will try to accommodate special needs children where possible. The programs also promote equality; toys, books, etc and will avoid stereotypes.

Our program promotes a wholesome food menu, avoiding artificial flavours and colours, fast foods and high sugar content foods.

Admission

The Director will arrange for the admission of your children. In order to secure your space, the registration and medical forms must be completed and returned to the Director.

Admission of Siblings

In order to facilitate child care arrangements, if a child is already registered in a program and the parents wish to enroll a sibling and space is available, priority will be given in placing that sibling.

Waiting List/Admission Priorities

The Board recognizes that each program will set admission priorities to best meet the needs of the immediate community. Kids' Care Network recognizes the following admission priorities:

1. Children currently enrolled in a home and wish to move from part-time to full-time.
2. Siblings of children currently enrolled in the home.
3. Flexibility in location of home.
4. Date of application and/or date of care required.

The waiting list is not a guarantee of a space. It will ensure equitable access to quality child care within Limestone Programs.

Admission Procedures

The Director is responsible for the admission of the children. Copies of documents will be kept on file at the caregiver's home.

When you register your child, and once every successive year, you will be asked to complete the following documents:

1. **Registration Forms:** current address, phone numbers and other relevant information.
2. **Medical Forms:** all children admitted to the program must:
 - Be immunized as stipulated by the local medical officer of health; and
 - Have on file a medical information sheet which has been completed by a doctor and child's parents.
 - Permission to administer prescription medication when necessary, and according to specific conditions.
3. **Alternate Pick-Up Authorization:** parents are responsible for the delivery and pick-up of their children. If a third party is involved in the pick-up or delivery of your child, a letter or phone call from the parent is required. All adults picking up the child must be registered on a designated pick up list, which will be kept on file at the Caregivers home. Photo Identification will be requested if the caregiver

does not know the person. If identification is not forthcoming, the child cannot be released.

4. Signed Consent Forms: forms included in your registration package (medical consent, trips, and photographs) must be signed and dated and will be kept on file and at your Caregiver's home.

5. Emergency Closing Information: should a home close due to emergency (broken water pipes, etc.) the Caregiver will contact the parents. Parents will be credited based on the amount of time the home is closed.

6. Cancellation: Cancellation will be dealt with on a case by case basis determined by the caregiver and parent.

7. Taxi Pick-Up Information: children cannot be picked up in cabs without written parental approval. If taxis are utilized for school aged children, a waiver must be signed by the parents releasing Kids' Care Network from liability.

8. Permission for Photographs: in order to protect the privacy of children in Kids' Care, anyone wishing to take photographs must obtain appropriate releases and permission before proceeding.

Fee Payment

As a non profit program, we depend on parents fulfilling their financial obligations promptly in order to function smoothly. Parents can pay their fees by post dated cheques, money orders or online banking (prearranged at Kids' Care Network's office). If parents prefer to pay with cash they will need to contact the office prior to dropping by as there must be staff to fill out a receipt.

Pre-arranged childcare is to be pre-paid at the beginning of the calendar month. Additional days of care are to be paid by the end of the same calendar month.

Payment is based on enrollment, therefore, parents must pay for sick days, holidays and statutory holidays. However, should your caregiver not be able to provide care (sick or vacation) and you do not use alternate care, fees will not be charged for those days.

Families with outstanding fees will be notified and expected to make payment in full immediately.

At the end of each month your Caregiver will ask you to sign the attendance sheets to confirm your child's attendance.

Every effort is made to keep costs and hence fees low as possible. However, if fees have to be raised, you will be given at least 4 weeks notice.

Subsidy

The City of Kingston through the Ministry Education will pay up to 100% of the daily fee depending on the family's circum-stances. It is the parent's responsibility to apply for subsidy.

The office is located at 362 Montreal Street. The phone # is 613.546.2695. Ask to speak to the Day Nurseries Subsidy worker. Parents must sign a Confirmation of Space form at the Kids' Care Network office before an appointment by Children's Services will be granted.

Receipts

Receipts for income tax purposes will be issued at the end of the calendar year for the previous taxation year.

Withdrawal

Parents are required to provide the Kids' Care Network office two (2) weeks notice of withdrawal of their child from the program.

Absenteeism/Sick Days

Regular attendance is required if your child's space is subsidized. Daily attendance will ensure your child's space is maintained. Irregular attendance or excessive absenteeism may result in the subsidized space being allocated to another child, who will attend the program regularly. If absenteeism is a concern, the Director will discuss this issue with the parent. **Sick days and incidental absenteeism are subject to fee payment by the parents, whether subsidized or Full fee paying.**

Holidays

Kids' Care Network parents are permitted to have one week of regular scheduled days per year that they will not be required to pay for. The date of admission will determine the start date for vacation entitlement. Vacation days are to be used in succession and cannot be held over year to year. Parents are to inform caregivers and Kids' Care Network office of vacation plans two weeks in

advance. Parents are not obligated to pay for caregiver vacation or sick days unless alternate care is used.

If a child is withdrawn from the caregiver for vacation and the parents want the caregiver to hold the space, regular daily fees must be paid. If a parent wants to re-enroll a child and choose not to hold the space by paying daily fee, the child's name will be placed on a waiting list.

Statutory Holidays

The following statutory holidays are recognized by the Limestone Board of Directors:

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

Parents will pay regular fees for statutory holidays.

Medication

Caregivers of Kids' Care Network will only administer prescription medication on the following conditions:

1. Caregiver will administer medication to a child at the specific request of parents.
2. Parents must complete and sign a medication form. If your child travels by bus, the parent must bring the medication to the daycare and fill out the required information. Children must not carry medication in their knapsack.

Medication must be in the original container.

Non-prescription drugs will only be given if they are accompanied with written instructions from the physician and are fever reducing. It is expected that the child will be picked up immediately should this occur.

Long-Term Medications

If a child is on a long term medication, the authorization must be renewed at the beginning of each year.

Sick Children

Caregivers are not required to care for a child who is ill and requiring special care, or has an infection or communicable disease.

If a child becomes ill during the day, Caregivers will provide temporary care until the parent can pick up the child.

Children must be free of diarrhea, vomiting or high fever as a result of an illness for 48 hours before returning to the Caregivers home. This is important for the health and welfare of the caregiver and the other children in care.

Please refer to **Appendix B** for a complete list of Common Childhood Diseases.

School Closing

Should your child's school close early (i.e. Foul Weather, Emergency Closure, etc.), your Caregiver may not be able to accommodate your children depending on the number of children that are already in care. Under the Day Nurseries Act, our governing document, the caregivers must meet legislated ratios.

Alternate Care

If your Caregiver is unable to provide care for your child, Kids' Care may be able to help you arrange alternate care with another provider. However, this

may not be in the same area as your primary caregiver.

It is required that all parents have some kind of emergency back up care of their own to ensure that things run smoothly.

Routines

Young children depend on regular routines for their sense of security and self-confidence. We request that you keep to a regular schedule to help with this. Caregivers are expected to establish good routines for children. A program of activities will be completed weekly to ensure that your child is benefiting from a variety of activities.

Outdoor play is a daily part of a Caregiver's program and is a requirement defined by the Ministry of Community and Social Services and the Ministry of Children and Youth Services

Field trips are part of the program and are encouraged by the Board of Directors. Impromptu outings, within walking distance of the Caregivers home will not be posted. However parents will be notified of trips which are further away. Caregivers who use the family car must meet mandatory regulations (tethered car seats, seat belts etc.) and

must have liability insurance of at least one million dollars.

The Caregiver will plan meals using the Canada Food Guide. They will be reviewed during the Director's Home Visits. For children under one year old, you are required to give your Caregiver written information on the type, amount and scheduling of food. It is the parents responsibility to provide formula/milk and solid food for their child(ren) under one year old. The Caregiver will provide food for children over that age, unless there is a special dietary requirement. If parents wish to bring a special treat for the children, please discuss with your Caregiver.

When you arrive, please:

1. Help your child with their outer garments and put them away. Your Caregiver is probably quite busy.
2. Schedule enough time to ensure that your child is happily settled and allow yourself a few minutes to relay any necessary information to your Caregiver.

When picking up your child:

1. Your Caregiver probably has an "open door" policy and tells you to come right in...please advise her of your entrance so that she and the

- children are not startled. Remember your caregiver probably has her family there too!
2. Leave a little extra time so that you can catch up on your child's day and the caregiver can share any information with you that she may need to.

Clothing and Possessions

Your child should be dressed in clothing that is appropriate for physical activity, the season and the weather.

A second set of inside or play time clothes should be kept at the program in case of accidents. To encourage independence, we ask that the clothing your child wears be easy for them to put on and to remove.

Please supply your child with a blanket for nap time, a toothbrush, and hairbrush or comb. Infants will also require diapers, wipes and bibs.

Please use a permanent marker to label your child's belongings with their name.

TERMINATION OF CHILD CARE SERVICES

To ensure a consistent and fair approach to terminating the child care contract between a family and a LACCP Child Care Program.

LACCP has the right to terminate a child care contract with a family, with or without notice, for reasons described below. This policy is applicable to all families who contract the services of any LACCP child care program.

Termination with notice for the following reasons:

- Lateness and/or non-payment of fees
- Habitual use of late fees
- Extreme Behaviour of Children – Termination of Care

Procedure:

- **First Incident** – The Director of the program will provide the parent with a verbal warning.
- **Second Incident** – The Director of the program will provide the parent with a written warning.
- **Third Incident** – The Director of the program will provide the family with a written notice of termination of care.

Termination without notice for the following reasons:

- Harassment of children, staff and/or other parents on a LACCP premise
- Violent behaviour on a LACCP premise
- Destructive behaviour on a LACCP premise

Procedure:

- The staff on duty will call the police if the situation warrants.
- The staff on duty will contact the alternate parent or contact person to pick up the child(ren) if applicable.
- The staff on duty will immediately notify the Director or Executive Director of the incident.
- The Program Director or designate will verbally contact the family notifying them of the termination of care within 12 hours of the incident. Note: every attempt will be made to speak with the parent, guardian or emergency contact. Failing to contact, a message will be left for the family.
- The staff on duty will provide the Director and Executive Director with an Enhanced Serious Occurrence report.
- The Executive Director will provide written notice of the immediate termination of care along with a cheque for the balance of pre-paid fees within 2 weeks of the termination.

EXTREME BEHAVIOUR OF CHILDREN – TERMINATION OF SERVICE

To ensure that each child participating in a LACCP program is in a safe and nurturing environment.

Children exhibiting extreme behaviour may be terminated from a LACCP program for the following reasons;

The adult;

- Maliciously injures another child, staff, and/or other adults while in the program.
- Intentionally causes damage or destruction of property while in the program.
- Intentionally causes disruption of the program that is felt to endanger the health and safety of others.
- Persistently uses language deemed “inappropriate” by the program staff.

Procedure:

First incident:

- 1.0 The director will document the incident noting the date, time, behaviour and action taken.
- 2.0 The director will contact the parent(s)/guardian(s) requesting a meeting within 48 hours of the incident.
- 3.0 The director and parent(s)/guardian(s) will review existing policy, circumstances of the incident, create and sign off on an action plan to address the behaviour in question.

Second Incident:

- 1.0 The director will contact the parent(s)/guardian(s) to immediately collect the child for the remainder of the day
- 2.0 The director and the parent(s)/guardian(s) together will review the action plan.

Third Incident:

- 1.0 The director will contact the parent(s)/guardian(s) to immediately collect the child.
- 2.0 The contract of care with the child will be terminated immediately and the balance or prepaid fees will be reimbursed within 2 weeks.

EXTREME BEHAVIOUR OF ADULTS – TERMINATION OF SERVICE

To ensure that each person participating in a LACCP program is in a safe and nurturing environment.

Adults exhibiting extreme behaviour may be told to leave a LACCP program for the following reasons;

The adult;

- Maliciously injures a child, staff, and/or other adults while in the program.
- Intentionally causes damage or destruction of property while in the program.
- Intentionally causes disruption of the program that is felt to endanger the health and safety of others.

- Threatens or harasses others
- Persistently uses language deemed “inappropriate” by the program staff.

Procedure:

- 1.0 Staff will ask the offender to leave the premises.
- 2.0 Police will be contacted immediately if necessary.
- 3.0 Appropriate reporting procedures will be followed (i.e. CAS, Serious Occurrence)

Notes of consideration:

- 1.0 Police will be called immediately.
- 2.0 If safe to do so, the offending person will be told to leave the premises immediately. If it is safe to do so, families, children, staff and volunteers will be guided to a safe place within the building, away from the offending person
- 3.0 When the police arrive, the offending person will be informed that he/she is not welcome to return to any LACCP program.
- 4.0 A Serious Occurrence or Enhanced Serious Occurrence form will be submitted by staff on duty to the Program Director/Team Leader and the Executive Director.

Behaviour Management Policy

When a child's behaviour needs to be redirected, caregiver will:

- 1.0 Sit down with the child and discuss the situation in a positive manner, at a level that is appropriate to his or her age, and in accordance with the behaviour.
- 2.0 Ask your child what she/he could do differently the next time.

This approach to discipline is used to promote self-discipline; ensure health and safety; and to teach respect for others' rights and privileges. Respect for other people's feelings is also instilled in the children.

Caregivers and Parents will **NEVER**:

1. Use Corporal Punishment on a child in any form.
2. Use ridicule or embarrass a child.

Use of obscene or profane language by caregivers, parents or children will not be tolerated on the premises of the program.

Human Rights Policy

The Board of LACCP believes that everyone – staff, caregivers, parents, children, and volunteers – has the right to be treated with dignity.

The Human Rights Code provides that every person has the right to freedom from discrimination on the grounds of:

- Race
- Sex
- Place of origin
- Creed
- Ancestry
- Handicap
- Sexual orientation
- Citizenship
- Age

All employees, caregivers, parents and children have the right to be free from harassment, slurs and jokes in the workplace on the grounds of all the above.

HIV infections – persons with HIV infections are protected from discrimination. Children who are HIV positive have the right to attend daycare as long as they are able to do so without risk to that child and the health of other children or adults; and have the right to privacy and confidentiality.

Employees/Caregivers who are HIV positive have the right to continue employment as long as they are able to do so without risk to themselves or others. Antibody testing is not a requirement. Families may not be refused care for any of the above reasons.

Comments/Concerns

Since we are providing care for your children, it is normal for you as parents to have concerns from time to time.

It is important for you to voice these concerns so that care for the children continues to be at a high quality level.

The first step is for you to mention your concern to your Caregiver. If the Caregiver cannot help you they will refer you to the Program Director.

If the nature of the problem is a sensitive one, please do not hesitate to contact the Program Director.

Reporting Relationships

1. The Caregivers are responsible to the Program Director.
2. The Program Director reports to the Executive Director.
3. The Executive Director reports to the Board.

Parent Input

For care to best meet your needs, we recommend that all parents take time to keep your caregiver informed of important issues at home that may affect your child. It is important that there is open communication and mutual respect between the parent and the Caregiver in order to provide the best possible care for your child.

Supervision of Volunteers and Students

Kids' Care Network parents consent to have limited unsupervised access to caregiver family members, over 18 years of age, with a clear criminal background reference check. The director is contacted and aware of the limited unsupervised access. Volunteers and students do not have placement positions with Kids' Care Network. Caregiver family members under the age of 18 are not required to have a criminal reference check.

Program Evaluation

Our program is evaluated on a regular basis to ensure any changes in the regulations in the Day Nurseries Act are incorporated in our operation.

We are licensed by the Ministry of Education and our program and premises are inspected annually to

ensure compliance with the regulations of the Day Nurseries Act.

All serious occurrences (i.e. a fire, injury to a child or staff, etc.) must be reported to the Ministry by our staff.

Serious Occurrences

The safety and well-being of our children in licensed child care programs is the highest priority.

Operators of licensed private-home child care agencies work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

To support increased transparency and access to information, a “Serious Occurrence Notification Form” must be posted at the centre or home location in a visible area for 10 days.

A serious occurrence could include:

- Serious injury to a child,
- Fire or other disaster on site,
- Complaint about service standard.

Licensed private-home child care agencies are already required to report serious occurrences, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also

be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

Appendix A - KFL&A Health Unit - Immunization Schedule

The following immunizations are required by the Board of Health for all children.

Children Under 5 Years of Age:

- a) a primary series of DPT Polio and boosters as appropriate
- b) MMR vaccine given after 1 year

Children Over 5 Years of Age:

- a) a primary series comprising Diphtheria, Tetanus and Polio with a booster not longer than 10 years since the primary series or most recent booster
- b) MMR (measles, mumps, rubella)

Appendix B - KFL&A Health Unit – Incubation Schedule for Common Childhood Diseases

There is a poster at your centre “Childhood Illnesses” that lists Illness, How it Spreads, How to Recognize, Contagious Period, and When to Report/Exclude. You are encouraged to read it. The following conditions are covered:

Chicken Pox
Diarrhea and/or Vomiting
Fifth Disease
Hand, Foot & Mouth Disease
Impetigo
Influenza
Measles
Meningitis Bacterial/Viral
Meningococcal Disease
Mumps
Pink Eye
Rubella
RSV (Respiratory Syncytial Virus)
Strep Throat/Scarlet Fever
Whooping Cough

Please visit www.kflapublichealth.ca for more information.

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