



KINGSTON MILITARY FAMILY RESOURCE CENTRE

Les Petits Amis Childcare Centre Licensed Childcare Programs



Parent Handbook- September 2024

Address: 32 Lundy's Lane
Phone: 613-541-5010, ext. 4291
Fax: 613-541-4474
Website: www.kmfrc.com
Daily Hours: 7:00 am to 5:00 pm
Facebook: Kingston MFRC

Our Program Statement and Philosophy

Les Petits Amis (LPA) Childcare Centre is committed to excellence in childcare by advocating for children and families throughout their individual learning journeys. Our age-appropriate, child-centred programs embrace the Ministry of Education's current recommendations for best practices, as in *"How Does Learning Happen? Ontario's Pedagogy for the Years (2014)"* <https://files.ontario.ca/edu-how-does-learning-en-2021-03-23.pdf>. This document is a professional resource about learning through relationships, for those working with children and families. It is intended to support curriculum development (the content of learning) and pedagogy (how learning happens) in early year's programs. *How Does Learning Happen?* is structured around four foundations to ensure a continuum of optimum learning and growth through the early years: **Belonging, Well-Being, Engagement** and **Expression**. Being guided by these foundations strengthens our early childhood programs and ensures that we provide high quality and enriching experiences that support children's learning, development, health, and well-being.



providing

outlined
Early
happen-
guide
young

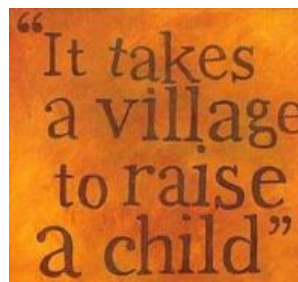
In these important early years, children explore and make sense of the world around them through play and inquiry. Learning in a safe, enriching, play-centred environment, children acquire the necessary skills to enable them to flourish in all areas of their development. One of the unique factors about LPA is its location in the heart of Kingston's military community. We have a special understanding of the diverse needs of military families and seek to support them in all aspects of our program. Additionally, many of our educators are bilingual, allowing us to support the development of both French and English language skills in children.

We aim to collaborate with families, caregivers and communities to help children develop authentic, caring relationships and a strong sense of belonging. At LPA we affirm each child's need to feel secure, valued and connected with other children, adults and the world around them by offering an inclusive, welcoming environment. As children engage in various forms of social play, they are better able to develop strong social competence, problem-solving and communication skills. Educators support emotional well-being and create secure relationships by responding to children's cues and encouraging reciprocal interactions. We seek to learn from parents, who we recognize as experts about their children. It is our goal to develop healthy, shared relationships by engaging in positive interaction between children and families through personal dialogue and documented observations. We have an open-door policy and encourage families to drop in and participate in children's experiences in our daycare programs.

"Play is often talked about as if it were a relief from serious learning, but for children, play is serious learning.

Play is really the work of childhood."

– Fred Rogers



The well-being of the children in our care is apparent throughout many areas of our program. Our goal as educators is to ensure that your child's individual needs are met, to support his or her healthy development and growing sense of self. Nutrition is an integral part of every child's physical health. At LPA, we seek to provide a warm, inviting eating environment and nutritious meals, including fresh, seasonal fruits and vegetables. Meal

and snack times are a time of connection with our peers. We see the value of sitting together as a group, interacting and communicating in a positive way. Children are encouraged to practice independence and competence through actively participating in regular meal and clean-up routines.

In order to support children's physical well-being, we offer numerous opportunities throughout the day for active learning, including at least two hours of outdoor play each day, structured and unstructured gym play, and classroom activities involving physical movement. Given our beautiful location, we can explore nature trails, the beach, and the nearby marina. We also recognize that each child has unique needs related to active play, rest, and quiet time. To accommodate these needs, we offer alternative options, such as providing quiet activities during naptime for those who do not sleep. We are also taking steps to ensure that our outdoor play spaces reflect our educational values and direction, by updating the space to include more natural play structures, green/garden spaces, natural pathways, and areas for exploration and imaginative play.



Emotional well-being can be enhanced through self-care and self-regulation skills that support children's autonomy, competence, and sense of self. We aim to highlight learning opportunities modeled by educators and peers in everyday activities. This helps the child to make "if-then" connections in various settings. We take time to observe and celebrate each child's unique character and strengths, recognizing the need for individual growth and self-expression. Self-regulation is an invaluable skill with life-long relevance. Educators helping children learn to effectively deal with stressors and emotional challenges by demonstrating alternatives or possible outcomes, responding calmly and modeling the use of clear and appropriate language.

"Children need the freedom and time to play.

Play is not a luxury. Play is a necessity."

-Kay Redfield Jamison, American Professor of Psychiatry

As educators, we believe children are competent individuals who are curious, capable of complex thinking, and rich in potential. Through child-initiated and adult-supported experiences, we seek to foster contexts for learning. Intentional and responsive teaching practice is developed based on observing play, and creating activities which suit children's natural engagement, interests, and individual choices. Our purposeful environment incorporates dramatic play, arts and crafts, sensory materials, books, natural elements and reflective spaces. Every minute has learning potential for children, and we take advantage of teaching opportunities throughout the day.



We regard our children as leaders, our educators as co-learners, and our environment as the final integral piece of the overall educational experience. Through this framework, the focus of each play and learning experience pertains to the journey, as opposed to the destination.

Les Petits Amis staff and volunteers will review the program statement annually, or at any time when the program statement is modified.

KMFRC understands the importance of supporting staff in their efforts to increase their knowledge, maintain currency in their profession, and continually upgrade their skills. LPA staff regularly review, discuss and implement practices that reflect our Program Statement, including reflective and intentional teaching practices and play-based, child-centred, emergent curriculum. The LPA team participates in a minimum of three annual meetings and workshops related to this pedagogical perspective. In addition, LPA staff is encouraged to attend additional on-site or external training related to such topics as development, health, and learning in early childhood.

Program Governance

The Kingston Military Family Resource Centre (KMFRC) is the Operator of Les Petits Amis Childcare Centre. LPA programs are licensed by the Ministry of Education. The premises and programs are inspected annually to ensure compliance with the regulations of the Early Years Act.

Partnering with Families

We believe the early years are some of the most formidable of a child's life, and strive to provide an inclusive, family-centred approach where children will be stimulated, challenged and nurtured. We strive to be partners with you as we care for your children.

Our Programs

Full-Day Childcare

Full-Day childcare is available on full-time basis for infants, toddlers and preschool children (up to age 6). Our Childcare Centre is licensed for 57 full day children and insured to provide childcare between the hours of 7:00 a.m. and 5:00 p.m., Monday through Friday. Our classrooms open at 7:00 a.m. sharp. For safety and security, parents or guardians are expected to bring children to their classrooms, and ensure that a teacher has signed them in, prior to leaving for the day. Two snacks and a lunch are provided by the centre.

In each full-day program, children are offered a range of activities, including arts & crafts, sensory play, and active play (in our gymnasium, outdoor play yard, and splash pad).

Before & After School Care

LPA offers 54 Before & After School care spaces for school-aged children. The morning portion runs between 7:00am - 9:00am, and the afternoon portion runs from 2:45 pm - 5:00pm. This program is available for school-aged children up to 13 years of age. Nutritious snacks are provided in both the morning and afternoon. Children enrolled in Before & After School care are provided with a stimulating environment, outdoor play, and age-appropriate activities. Children may also choose to complete schoolwork during the afternoon, which our educators are ready to assist with when needed.



Les Petits Amis provides full-day programs for P.A. Days, March break, summer camps, and winter break. To register for these programs, visit our website. We prioritize registration for current Before & After School

families. Three weeks after the program registration opens, spaces will be available for the community to book. Please register for these programs early, as space is limited, and they fill up quickly.

If you need to cancel your registration for P.A. Days, March break, or summer camps, make sure to do so by emailing lpa@kmfrc.com at least 10 days before the start of the program. We won't be able to provide any refund or credit if the request is less than 10 business days (2 weeks) before the program's start date.

Casual Childcare

As per the Military Family Services Program's *Parameters for Practice*, casual childcare is available to ensure that members and their families are able to participate in Military Family Resource Centre services or to meet the specific needs of each family. Casual childcare is available Monday to Friday, from 9:00am to 12:00pm. The Casual Care program is licensed for 15 children and will operate at a family age group ratio set out as per the CCEYA. Family age grouping allows the placement of children of different ages in the same group in the same classroom. Please note Casual Care program offers care for children 12 months to 13 years old. Family age groups are designed to increase access to licensed childcare for families. To book your child into casual childcare, please call (613) 541-5010, ext. 8167. Messages will be returned within 24-48 business hours to confirm bookings. Childcare spaces can be booked month by month. All families are limited to 2 mornings per week; however, additional days can be booked on a weekly basis, depending on availability. Nutritious snacks are provided to children in casual childcare. Parents are required to cancel as soon as possible if their child is not attending. Failure to cancel may lead to parents not being allowed to book for the month in advance.

Waitlist

To be added to our wait list for full-time care or Before & After School care, please register at www.kingstonchildcare.ca. Parents will be notified as soon as a space becomes available. Please see appendix III

Admission Priorities

Full Day Childcare, Before & After School Care

1. Children of Military and KMFRC Staff
2. Siblings of children currently enrolled in LPA programs
3. Children of Civilian DND, and NPF personnel
3. Children of non-military families

Program Admission Documents

The health and safety of our staff and children is very important to us. All required paperwork must be completed before we can accept children into any of our LPA programs.

If your child has not attended the program for 6 months or longer, we will require the completion of a new set of registration forms, as the expired forms will no longer be relevant. We ask that the following forms are completed and submitted by the child's parent/guardian prior to the start date:

1. Registration form
 2. Lillio Participation Agreement
 3. Immunization record & immunization record permission form
 4. Safe Arrival Policy
 5. Medical forms (as required)
 - a. Anaphylaxis forms
 - b. Drug and medication forms
 - c. Non-prescription medication forms
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Communication

Our educators will openly communicate with you about your child's health and well-being, activities your child has engaged in throughout the day, and what is going on at the centre. This handbook provides another means of communication, outlining the policies which guide our centre, important information about what you can expect from the Les Petits Amis Childcare program, and your responsibilities as an LPA parent.

Lillio

Les Petits Amis has launched the Lillio app for all the childcare programs at Les Petits Amis Childcare Centre. Lillio will be used by our educators to record activities and to document updates throughout the day. Families will be able to receive these updates through your personal smart phone by logging into your own child's profile. Parents will be able to see pictures and/or videos, activities your child participated in as well as other important information. Then you receive the complete daily report at the end of the day electronically, so that you can enjoy it whenever, wherever you are! For more information regarding this app please speak to your child's classroom educator or an LPA Supervisor.

Parent Issues and Concerns

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

All issues and concerns raised by parents/guardians are taken seriously by all staff and the Board of Directors 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.

For our entire **Les Petits Amis Parent Issues and Concerns Policy** please see Appendix II.

Code of Conduct

Rules

Everyone

Self

Politeness

Excellence

Courtesy

Together

Each employee, volunteer and visitor agree to abide by the provisions of the Kingston Family Resource Centre's Code of Conduct as follows:

1. All employees, volunteers and visitors¹ shall conduct themselves with integrity, honesty, empathy, compassion, co-operation, respect, trust and be accountable and flexible.
2. Employees and volunteers shall serve visitors in a conscientious, diligent and efficient manner; visitors will receive service with courtesy.
3. Employees and volunteers shall respect and protect the privacy of visitors and hold in confidence all professionally acquired information. Information shall be disclosed only if obligated to do so. All agency employees and volunteers shall follow the Ten Principles of the Privacy Code for the Military Family Services Program.
4. All employees, volunteers and visitors will respect and work cooperatively with each other.
5. All employees, volunteers and visitors will treat the KMFRC, its services and programs with dignity, respect and conduct themselves in a manner conducive to the well-being of the KMFRC.

Attendance

Hours of Operation

Les Petits Amis Childcare Centre is open Monday to Friday from 7:00 am to 5:00 pm, with the exception of the statutory holidays listed below. To ensure that a staff member is present and ready to provide care, please wait until 7:00 am before bringing your children into their respective rooms.

¹ Visitor refers to clients, customers, other partners or anyone who enters the building.

LPA is closed on the following holidays:

Good Friday
Easter Monday
Victoria Day
Canada Day
Civic Holiday
Labour Day
Thanksgiving Monday
National Day for Truth and Reconciliation



LPA is closed for a week over the Christmas Holidays. Families are required to pay for the statutory holidays of Christmas Day, Boxing Day and New Year's Day. No fees will be charge for the remaining days in this week of closure.

LPA is open on the following holidays (see note below):

Family Day
Remembrance Day

Note: Parents may be surveyed in advance to assess if childcare is required for those holidays. The surveys are conducted to ensure that we have the appropriate number of staff required. Regular fees will continue to be charged for these days.

Late Policy

Parents are responsible for collecting their children by 5:00 p.m. (or 12:00 pm for Casual Childcare), when the program closes.

If parent/guardian is late picking up a child, the following shall apply: ***non base fee

1. Staff will attempt to contact the parent or emergency contact. After thirty (30) minutes, the Director, or a Board Member shall be notified if a parent/guardian/emergency contact cannot be reached. After sixty (60) minutes, the staff will contact the police and CAS. At this point, the child will become the responsibility of CAS.

2. Fines will be levied against the parent / guardian in the following amounts:

- Up to 15 minutes late - \$20.00
- 15 minutes but less than 30 minutes late - \$25.00
- 30 minutes late and over - \$1.00 per minute late

3. Patterns of late pick up shall be addressed by the Childcare Supervisor and can result in termination of daycare services.

Arrival and Departure

To ensure the safe arrival and departure of all children using Les Petits Amis Programs, we ask that parents carefully read the attached arrival and departure policy Appendix IIII.

Emergency Closure & Inclement Weather Policy

At LPA, we consider ourselves an integral community service, and for this reason we pride ourselves in remaining open whenever possible. However, when local schools are closed due to hazardous weather, or any citywide emergency, LPA will also be closed. Please note that you will be charged for inclement days, regardless of the closure.

Les Petits Amis Childcare Centre has an extensive Emergency Management Procedure that addresses procedures for a variety of potential emergency situations. These include but are not limited to Lock Down, Fire, Evacuation, and Natural Disaster.

In the event that the KMFRC is forced to close due to an on-site emergency, the Childcare Centre will be closed as well, and families will not be charged. A message will be sent out through Lillio messaging app to all families regarding the closure. Parents will be contacted if, following the start of programs, LPA is closed (or will close) due to inclement weather. Parents are expected to collect their children within one hour of being contacted, or whatever is reasonable given the circumstances. Regular fees apply to the days the centre is forced to close early due to weather.

Personal Holidays & Daily Attendance

Should your child be unable to attend our program, please message your child's classroom via Lillio to advise staff as soon as possible. It is important to note that whether your child is here or not, you will be charged for the day as the childcare space has been held for you. If you do not have access to Lillio, please call 613-541-5010 ext 4291

Illness

Daily observation and interactions with children allow for early recognition of symptoms or changes in behaviour that may be caused by a communicable disease. By providing prompt notification to parents and recommendation to consult with their family physician or nurse practitioner staff members can decrease the likelihood of a communicable disease outbreak.

Staff will contact parents if a child becomes ill at daycare with any of the following symptoms:

- Vomiting
- Diarrhea
- Elevated temperature
- Lethargy
- Red eyes or ears
- Acute cold, severe coughing
- Undiagnosed skin rash or infections
- Unusual irritability or restlessness, complaints of pain

- Changes in energy, appetite, or pallor

A child displaying any of these symptoms should be isolated, if possible, from the other children, as per guidelines from Public Health. All symptoms, illness, and medication must be noted on the class communication log daily. Children must be fever free for 24 hours, without the use of medication, before returning to daycare. Children who have been vomiting or had diarrhea must be home for 48 hours after their last bout.

These guidelines are subject to change as per the recommendation of Public Health in the event of an outbreak. The following information and chart is copied from the KFL&A website <https://www.kflaph.ca/en/resource-catalogue/common-childhood-illness-and-exclusion.aspx>. [Common childhood illnesses - KFL&A Public Health \(kflaph.ca\)](https://www.kflaph.ca/en/resource-catalogue/common-childhood-illness-and-exclusion.aspx)

Financial Information and Policies

Fees

Every effort is made to keep program fees at the current rate. If fees need to be raised, families will be notified at least 4 weeks prior to the increase. Current fees can be found in the Fee Schedule, Appendix I.

The Canada-Wide Early Learning and Child Care (CWELCC) system supports quality, accessibility, affordability and inclusivity in licensed child care. CWELCC is a five-year plan that is being implemented in stages, to make childcare more accessible and affordable. Fees will reduce every year, reaching an average fee of \$10/day by 2025-2026. Please note that Les Petits Amis Childcare Centre has opted in to the CWELCC (Canada Wide Early Learning Child Care agreement).

Fee Payment

LPA is a non-profit organization, and our program depends upon parents fulfilling their financial obligation promptly and willingly in order to function smoothly. Childcare fees are to be prepaid at the beginning of each calendar month. Invoices for full day and Before & After School care are issued by the 20th of the month for the following month. Regular daily rates will be applied to all statutory holidays during the school year, including winter break. Invoices will be in the classroom of the youngest/only child attending LPA. Payment is due by the 1st of the month and can be made at the KMFRC Reception Desk.

Before & After School care families are not charged for P.A. Days, March break and summer camp care, unless separate registration has been completed to indicate their requirement and to secure a spot.

Collection (Late Payment) Policy

Payment is due by the 1st of each month. If suitable arrangements for repayment of overdue accounts cannot be reached, children will be removed from the program and service will be terminated until payment is made in full. Unfortunately, child spaces cannot be held beyond 30 days.

Fee Subsidy

LPA is registered with the City of Kingston subsidy program. To apply for subsidy, a family must first have a confirmed space in our centre. Completed paperwork will be sent to the City by LPA administration. The city will then contact the family to book an appointment for an income-testing assessment application. The City of Kingston provides a table with examples of the income and contribution amounts at <https://www.cityofkingston.ca/residents/community-services/childcare/childcare-subsidies>

For more information regarding requirements and the application process, contact us, or call City of Kingston Community and Family Services at (613)546-2695, ext. 4825.

Program Withdrawal and Termination Policy

Families with children in full-time, including those accessing Before/After School care, must provide two weeks written notice for the withdrawal of their child from our program. If notice is not provided in writing, charges for the program will continue until notice is received. **Please ensure Les Petits Amis Childcare Centre has an up-to-date address for tax receipt purposes.**

Les Petits Amis Childcare Centre reserves the right to terminate childcare for either of the following reasons:

- Non-payment of fees
- If the centre is unable to meet the child's needs and maintain safety of all children

Refunds

If you need to cancel your registration for P.A. Days, March break, or summer camps, make sure to do so by emailing lpa@kmfrc.com at least 10 days before the start of the program. We won't be able to provide any refund or credit if the request is less than 10 business days (2 weeks) before the program's start date.

Income Tax Receipts

Income Tax receipts are issued by the end of February. Please allow some time before inquiring, as they do take time to prepare - we strive to get them to you in a timely manner.

Our Staff

Our Educators

LPA is committed to recruiting and selecting individuals who are the best qualified to perform the requirements of each position available. All our educators are competent, dedicated individuals who are passionate about helping your children on their learning journeys. Each member of our team possesses relevant experience, and qualifications such as a Registered Early Childhood Education diploma, Child and Youth Worker diploma, Behavioural Psychology degree, or Education degree. Our educators participate in ongoing professional development in order to be able to provide quality programming for the children in our care.

Student and Volunteers

Students and volunteers are recognized as valuable contributors to KMFRC Programs and are carefully selected and supervised to ensure your children always receive the best care possible. All our students and volunteers receive appropriate screening and required training prior to the commencement of their work or placement in LPA daycare centre. The following regulations pertain specifically to our students and volunteers:

1. No child will be supervised by a person under 18 years of age.
2. Only LPA Childcare Centre employees will have direct, unsupervised access.
3. Volunteers and placement students will not be counted in staffing ratios.

All candidates, paid or volunteer, are subject to the hiring practices and requirements outlined in the KMFRC HR manual. Pre-employment reference checks, criminal records and vulnerable sector checks must be completed before any candidate, paid or volunteer, commences work.

Health and Well Being

Medications at Daycare

If ever your child is prescribed a medication and is well enough to come to daycare, please note there are a few regulations surrounding medication administered by daycare staff. Parents are asked to bring the medication to LPA **in the original bottle/container**, as supplied by the pharmacist. The container is to be clearly labelled with the child's name, the name of the drug or medication, dosage, the date of purchase and expiration, and if applicable, instructions for storage and administration of the drug. You must fill out a **Medication Administration Form** in order for us to be permitted to administer the medication.

If you would like us to administer a medication that is not prescribed, for e.g., Polysporin, saline nasal sprays, eye drops, the following conditions must be met. First, the medication should not be used as a measure to eliminate symptoms which would otherwise stop your child from attending daycare (such as Tylenol to control a fever). Second, the medication must be in the original package and will only be administered to a child in accordance with the instructions on the label or written instructions from a physician. Third, parents are required to provide written authorization for the administration of the drug by completing a **Medication Administration Form**. The Authorization for Medication Administration form must be accompanied by a doctor's note for over-the-counter medications.

For the safety of all children medications cannot be left in your child's knapsack or diaper bag.

Allergies/Food

Les Petits Amis Childcare Centre is a peanut and tree nut safe zone. We do not have peanut and tree nuts on our premises, or products which contain these ingredients. All labels are read before purchasing a product.

If your child has any allergy, sensitivity, or eating restriction due to religious reasons or personal preferences, it is your responsibility to inform the LPA Supervisor in writing and to discuss the menu requirements. Most allergies can be accommodated with the help of the family. Children of special diets (including diabetic, gluten-

free, dairy-free, vegetarian, or vegan diets) may be asked to bring in items to replace the necessary items, such as alternate grains, milks, or proteins. Please make sure your child's food is clearly labelled with their full name.

Our programs offer daily snacks and lunches, and as such families are not required to bring food in the Infant, Toddler, Preschool, or Before & After School care programs. Our camps & PD Day programs (Summer Camp, PA Days, March break, winter break) do require families to bring in a lunch. Please ensure to include ice packs as we are unable to refrigerate lunches and must have children's full name labelled on the front of the lunch bags.

Anaphylaxis

At times, we have children in our centre who are at risk for potentially life-threatening allergies. Anaphylaxis is a severe allergic reaction that can be caused by foods, insect stings, medications, latex and other substances. Anaphylaxis can lead to death if untreated; however, anaphylactic reactions can be avoided. Education and awareness is key to keeping children with potentially life-threatening allergies safe.

Our centre's anaphylaxis plan is designed to ensure that children at risk are identified, strategies are in place to minimize the potential for accidental exposure, and staff, students and volunteers are trained to respond in an emergency. All parents of children with life threatening allergies will receive a copy of the Anaphylaxis policy and plan upon registration.

Identification of Children at Risk At time of registration parents are asked about medical conditions, including if children are at risk of anaphylaxis and/or asthma, and whether or not an epinephrine auto-injector (Epi-pen) or inhaler is required. All staff, students and volunteers must be aware of these children. Where an Epi-pen has been prescribed for a child, an Individual Anaphylaxis Emergency Plan will be developed and reviewed by all staff.

Parent Responsibilities

- Inform the centre of their child's allergy or asthma.
- Before the child attends the centre, complete medical forms and the Anaphylaxis Emergency Plan (with input from the child's parent or guardian and the child's physician). This includes a photograph of the child, description of the child's allergy, emergency procedures, contact information and consent to administer medication. Once complete, the plan will be posted in key areas, such as the child's classrooms, and the food preparation/serving areas, and a copy will be attached to the child's emergency card. All staff, students & volunteers are required to review each plan annually or when updated.
- Provide training on the details of the Anaphylaxis Emergency Plan to the LPA Daycare Program Supervisor and related educators.
- Ensure that updated medications are provided in their original containers (see medication)
- Medications must not be expired.
- Advise the centre in writing if the child has outgrown an allergy or no longer requires an Epi-pen. A note from the child's allergist or doctor is required.

Serious Occurrence Policy

In the event of a serious occurrence, a Serious Occurrence Notification Form will be posted near the entrance of the Childcare Centre, next to the childcare licence. This information will be high level, succinct and maintain the confidentiality of child(ren) and staff involved. It will not include personal information such as names, age,

date of birth, room or age group. It will remain posted for a minimum of ten (10) business days. A Serious Occurrence is defined by the Ministry of Education as:

1. The death of a child who received childcare at a childcare centre;
2. Abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a childcare centre. This includes an allegation against any person who is on-site at the childcare centre and not limited to employees and childcare providers.
3. A life-threatening injury to or a life-threatening illness of a child who received childcare at a childcare centre
4. An incident where a child who is receiving care at a childcare centre goes missing or is temporarily unsupervised.
5. An unplanned disruption of the normal operations of a childcare centre that poses a risk to the health, safety or well-being of children receiving childcare at a childcare centre.

Prohibited Practices

The Kingston Military Family Resource Centre believes in supporting the health and happiness of all children in Les Petits Amis Childcare Centre and helping them grow to their fullest potential. We seek to promote secure relationships between children, educators, and families by providing child-initiated and adult supported experiences for the children in our care as well as coaching, guidance, and resources to our educators. Our focus is on a collaborative approach that supports positive interactions between children, educators, and families. To this end, with respect to the children in our care, the following practices are prohibited:

1. Corporal punishment of the child.
2. Physical restraint of the child, such as confining the child to a highchair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
3. Locking the exits of the childcare 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.
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
6. Inflicting any bodily harm on children including making children eat or drink against their will.

Disciplinary Action

In the event that an employee, volunteer, student, parent or client are noted to be not following the policies of the Kingston Family Military Resource Centre, the appropriate corrective actions will be taken.

Employees, Volunteers and Students – subject to the Discipline/Coaching Policy as outlined in the Kingston Military Family Resource Centre Human Resources Manual.

Parents and Clients – subject to a verbal warning and/or other action as deemed appropriate by the Executive Director and the appropriate Supervisor.

The following will be considered:

1. The seriousness of the offence;

2. The actual or potential risk, or harm to the child;
3. The past and recent performance of the person involved;
4. The frequency of the occurrence; and/or
5. Previous disciplinary action taken.

In the event of the commission of a prohibited practice

6. If a prohibited practice is observed by an employee, volunteer or student, it must be reported immediately to the Childcare Manager and Executive Director who will report the incident to FCSFLA (Family and Children’s Services of Frontenac, Lennox and Addington)
7. The employee will be suspended immediately until the internal investigation and FCSFLA investigation is complete, and a report is provided.
8. If found guilty of a prohibited practice the Childcare Supervisor will report professional misconduct to the College of Early Childhood Educators, College of Teachers, and/or College of Social Workers and Social Service Workers if applicable.
9. Manager(s) will follow the Serious Occurrence Policy
10. The employee will be subject to the Discipline/Coaching Policy. NOTE: A manager may proceed through to a higher level or warning, without following the Discipline/Coaching Policy sequence, depending on the level of inappropriate behaviour
11. NOTE: Every person who has reasonable grounds to suspect that a child is or may be in need of protection must promptly report the suspicion and the information upon which it is based to a Children’s Aid Society.

Confidentiality

Any information you share with us regarding you, your child or your family will be kept in confidence at LPA. All files are kept in a locked cabinet, accessible only to the LPA Supervisor. All files are kept for three years, and then shredded.

Offsite Special Activities



As part of our programming, we aim to provide opportunities for children to connect with their community and surroundings. We achieve this by organizing off-site field trips within Kingston and its surrounding areas. Whenever there is a planned field trip, our staff will share all relevant information with parents, including details about the event and a consent form for completion. Parents are always welcome to join us on these trips, and we encourage them to speak to their child's educator about any requirements to attend. While we encourage all children to participate in field trips, we understand that there may be times when parents or guardians prefer their child not to participate. In such cases, parents or guardians will be responsible for arranging alternative childcare arrangements, and the regular fee will still apply.

Children’s Clothing & Personal Items

Many educational activities your child may participate in - such as cooking, water/sand play, and painting are messy. Please dress your child appropriately for a busy day - clothing that can take “wear and tear’ is best. In order to ensure your child’s comfort throughout the day, please pack a couple changes of clothing in backpacks/diaper bags for use when needed. For infant to preschool groups - your child’s classroom will supply

diaper wipes. Please ensure that all items brought into the centre are clearly labelled with your child's name. All clothing items should be appropriate for the weather - sun hats/winter toques or running shoes/rain boots/winter boots.

Full day Child Care Items Required

- 2 changes of clothes
- Diapers (if cloth diapers, provide supplies needed, plus a bag for soiled diapers)
- Water bottle labelled with child's name
- Indoor & outdoor shoes
- Hat
- Sunscreen (**permission form must be completed by parent**)
- Blanket for nap time
- Weather appropriate outdoor clothing



Before & After School Care Items Required

- Hat
- Sunscreen (**permission form must be completed by parent**)
- Water bottle labelled with child's name
- Indoor & outdoor shoes
- Weather appropriate outdoor clothing

Casual Childcare Items Required

- 2 changes of clothes
- Wipes and Diapers
- Water bottle labelled with child's name
- Indoor & outdoor shoes
- Hat
- Sunscreen (**permission form must be completed by parent**)
- Weather appropriate outdoor clothing

Splash Pad (permission form must be completed by parent)

One of the unique features of our centre is our popular splash pad. Seasonally open from 8 am to 8 pm, our children can enjoy water play (weather permitting). Please be sure to send the following items so that your child can participate:

- Bathing suits
- Towels
- Sun shirts (highly recommended, but not required)
- Water shoes (not flip flops)
- Sun screen (**permission form must be completed by parent**)

While we make every attempt to hang and dry towels, parents are asked to take home and wash wet/dirty articles at minimum on a weekly basis.

Toys

We encourage children to bring in a security item for drop-off transitioning or naptime; however, we recommend that children leave their toys at home. Due to the busy nature of our classrooms, we cannot be responsible for toys that get lost or damaged. We also do not recommend any electronic devices - iPods, cell phones, tablets due to their delicate nature.



Appendix I

Fee Schedule

	Base Rate	CWELLC
Infant	\$55.25 / day	\$26.11/day
Toddlers	\$47.75/day	\$22.57/day
Preschool	\$42.75/day	\$20.50/day
Before & After School <i>*Children under 6</i>	\$12.15/day	\$12.00/day
Before & After School <i>* Children 6 +</i>	\$24.25/day	
PD Day/Snow Day – <i>* Children under 6</i>	\$40.50/day	\$19.14/day
PD Day/Snow Day <i>* Children 6 +</i>	\$43.00/day	
Summer Camp (5-day week) <i>* Children under 6</i>	\$202.50/week	\$95.70/week
Summer Camp (5-day week) <i>* Children 6 +</i>	\$220.00/week	
Casual Care	\$16.25 / visit	\$12.00/visit

Appendix II

PARENT ISSUES AND CONCERNS

Purpose

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

Policy

General

Parents/guardians are encouraged to take an active role in our childcare 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, childcare 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 the Supervisor 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 7 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/childrensaid/reportingabuse/index.aspx>

Procedures

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 LPA Supervisor 	<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 7 business days. <p>Document the issues/concerns in detail. Documentation should include:</p>
<p>General, Centre-or Operations-Related</p> <p><i>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</i></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the LPA Supervisor 	<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; - the name of the person reporting the issue/concern; - the details of the issue/concern; and
<p>Staff, Parent, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the LPA Supervisor <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and</p>	<ul style="list-style-type: none"> - 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>

	well-being at risk should be reported to the Daycare Program 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 7 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	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the LPA Supervisor <p>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.</p>	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern addressed by Supervisor they may escalate the issue or concern verbally or in writing to the Executive Director, KMFRC. If parents/guardians are not satisfied with the response or outcome of an issue or concern addressed by the Executive Director, they may escalate the issue in writing to the President, KMFRC Board of Directors.

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

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, etc.) where appropriate.

Glossary

Licensee: KMFRC, the individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff)

Appendix III

WAIT LIST Policy

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

Policy

General

- Les Petits Amis Childcare Centre will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Placing a child on the Waiting List

- (1) The licence Supervisor will inform parents to register their children at www.kingstonchildcare.ca
- (2) Once a child has been placed on the waiting list, the licensee Supervisor will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

- (1) When space becomes available in the program, priority will be given to:
 1. Children of Military, and KMFRC staff
 2. Siblings of children currently enrolled in LPA programs
 3. Children of civilian DND, and NPF personnel
 4. Children of non-military families

Offering an Available Space

- (1) Parents of children on the waiting list will be notified via phone or email that a space has become available in their requested program.
- (2) Parents will be provided a timeframe of 2 business days in which a response is required before the next child on the waiting list will be offered the space.
- (3) Where a parent has not responded within the given timeframe, the Supervisor will contact the parent of the next child on the waiting list to offer them the space.

Maintaining Privacy and Confidentiality

- (1) The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
- (2) Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Glossary

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

Appendix III

Safe arrival and dismissal policy and procedures

Purpose

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 childcare 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.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- Les Petits Amis Childcare Centre will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare centre may release the child to.
- Les Petits Amis Childcare Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below

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 Emergency Contact or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note, Lillio message 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 childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., sent Lillio message or advised the closing staff at pick-up), the staff in the classroom:
 - Must commence contacting the child's parent/guardian no later than 10:00am for the full day program. Staff shall send a Lillio message to the parent / guardian, if parent/guardian is not on the Lillio app, staff will contact parent via phone call.
 - School Age Program staff will contact parents/guardians immediately if a child does not get off the school bus in the afternoon for the after-school program. If parent/guardian is not on the Lillio app, staff will contact parent via phone call to confirm. If no communication is received by parent/guardian through Lillio or by phone call the staff will continue to contact the parent/guardian until confirmation is received.
 - Please note that after three no shows without notification, within a 30 day period, the parent/guardian will be subject to a \$50 charge.
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.

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 childcare 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.

- 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 file 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 the Classroom staff shall contact the parent/guardian by Lillio our parent communication app and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must confirm the individual picking up the child is an authorized individual and their contact information is available, the 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 staff shall contact the centre supervisor.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 PM, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent / guardian first then proceed to contact the authorized emergency contact.
3. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 5:30 PM, the staff shall proceed with contacting the local Military Police Detachment at 613-541-5010 ext 5648 Staff shall follow the Military Police direction with respect to next steps.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the childcare program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the childcare centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

References

Ministry of Education Childcare Licensing Manual

Child Care and Early Years Act, 2014

Contacts:

Local Police Department: 9-1-1

Ambulance: 9-1-1

Local Fire Services: 9-1-1

Emergency Shelter: Trinity Church 33 Lundy's Lane

LPA main email: lpa@kmfrc.com

LPA Supervisor School age/ Casual Childcare– Laurie Powis (613) 541-5010 ext. 4291 Laurie.Powis@kmfrc.com
Laurie.Powis@forces.gc.ca

LPA Full Day Program Childcare Supervisor – Jennifer McKinnon (613) 541-5010 ext.4291
Jennifer.McKinnon3@forces.gc.ca, Jen.McKinnon@kmfrc.com

Executive Director, KMFRC: (613) 541-5010 ext. 5195 or executivedirector@kmfrc.com

President, KMFRC Board of Directors: president@board.kmfrc.com

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

College of Early Childhood Educators (416) 961-8558

Ontario College of Teachers (416) 961-8800

Family and Children's Services of Frontenac, Lennox and Addington (613) 545-3227

KFL&A Public Health (613) 549-1232

References

Ministry of Education Childcare Licensing Manual

Child Care and Early Years Act, 2014

Family and Children's Services of Frontenac, Lennox and Addington