

Policies and Procedures

Behaviour Guidance Policy

At our center we create a happy, relaxing and interesting environment for children. In order to instill feelings of security and safety, children will be taught our expectations and learn our center's routines. This includes safety rules, care of property, good health habits and consideration for others.

Positive reinforcement is continually given for good behavior. Praise and encouragement are constantly offered when appropriate behavior is displayed. It is our policy to prevent a difficult situation before it arises.

If behavioral situations arise, they will be dealt with promptly and in a positive and easy to understand manner. Guidance methods we use are as follows: a series of warnings, distractions from the problem areas, or the introduction of a new situation. Children are also taught through role modeling, suggestions, reflecting on each other's feelings, and through natural consequences.

Parents will be consulted in regards to ongoing behavioral problems and a plan will be put in place to better care for that child's needs. Some suggestions would be a log book of the child's behavior to locate triggers, which could be avoided in the future. A one-to-one worker may need to be put in place for children with higher physical or emotional needs so they are getting the care that is required for them. If there are concerns during daycare that effect the child's own safety or the safety of others, parents will be contacted and the child will need to be picked up. All issues and concerns will be addressed in confidence with all families involved.

Setting up the environment so there is enough space for each child to play and learn so they feel relaxed and comfortable to express themselves. It is important to have a calm, organized and safe classroom setting so the children and the staff will help clean up

before moving on to another learning area. All toys are age-appropriate for each program and there are enough toys so each child has an opportunity to play.

Transition can be a difficult time so we have a 5-minute warning before it's time to move on the next activity so the children have time to process the change. Singing a clean up song also makes the task fun and turns it into a game.

Kids Connection's inclusion policy ensures that every child, regardless of ability, background, or need, has equal access to quality, inclusive early learning experience. Guided by the principles of respect, belonging and participation, daily decisions are made to adapt our programs so each child can thrive. For children ages kindergarten to 12 years, this means offering flexible activities and materials that reflect activities and materials that reflect diverse learning styles, abilities and cultures.

If a child is unable to follow the behavior guidance policy despite consistent support, the daycare will first communicate concerns with the family and work together to develop strategies to support the child's success. Staff will document behaviors, interventions and outcomes and may seek outside resources or referrals if needed. If the child continues to struggle and poses ongoing challenges to the safety or well-being of themselves or others, the daycare will provide written notice to the family and allow time for transition when possible. As a final step, the child may be withdrawn from the program in a respectful and supportive manner and we will follow the repayment agreement at that time.

A copy of this policy is available to view on our website and in our parent handbook. Parents initial in the registration forms that they have either received a parent handbook or looked over our policies found on our website.

[Active Play Policy and Screen Time Policy](#)

At Kids Connection Queen's Park it is important to us that all children have the opportunity to have 90 mins of physical activity daily and an hour of outside time.

1. In the fall and spring months we take the children outside to play in the large playground at 8am until the bell rings during our before school program. After school we take the children outside for at least an hour of outdoor unstructured physical activity and outdoor play. During all day camps we take the children outside during 11am to 12pm and 2pm to 3:30pm for structure and unstructured physical activity.

2. We set up the gym after school with a physical activity such as, hula hoops, skipping ropes and badminton on one side of the gym. We have a staff member help direct the children with their games. During days with extreme weather when we can not go outside we will also play group games such as tag and allow children to play with balls for the last half hour of our program.
3. We do not allow any electric devices at our program.
4. We only allow 30 mins or less of screen time, which would only be on special occasions when we would watch a movie or show, it would be age appropriate and the parents would have prior knowledge of the event.

Repayment Agreement

Parent agrees in parent agreement of the following things:

1. A monthly payment will be prepaid for the first of each month by post-dated checks, PAD Agreement or government subsidy forms.
2. If fees are not paid by the 5th of the month, they understand that their child may be withdrawn from the program until payment had been received.
3. They agree to pay a \$75.00 non-refundable registration fee which holds a spot for their child for the school year, and pays administration fees.
4. They understand Kid's Connection regular program operates from September to June and that the school is closed for Christmas break in December and all statutory holidays. We offer summer camp in July and August as an option, if care is needed over the summer break from school.
5. A charge of \$5.00 per 5 minutes after pick up time. A maximum of 3 late pickups or other arrangements will have to be made.
6. In the event of absenteeism due to illness, vacation, etc. not initiated by the school, parents are still responsible for full payment.

Fees are calculated daily, multiplied by all weeks in the year and then divided into a monthly amount. No deduction can be made in case of absence. This applies to both full time and part time students.

Fees are due and payable on the first day of each month. Parents are discouraged to pay by cash for security reasons. We offer automatic withdrawal from your bank to our bank on the first business day of each month.

The first month of attendance will be considered a period of adjustment for each child. It is the daycare and parent's responsibility to keep each other informed of the child's progress and happiness. If a child seems unhappy or if the arrangement seems unsatisfactory for any other reason the contract can be terminated by either party without notice during this period.

Termination of regular services after this adjustment period requires 30 days' notice by either party in writing for the beginning of the following month or a payment of one month's fees must be paid in lieu of notice from the parent or a refund of the month's fees from the daycare. Post-dated checks would be returned at that time or cancellation of the PAD agreement for direct withdrawal.

Please allow 2 weeks for processing of a refund by check after last day of child's attendance at the center for either termination of services or unexpected facility closure. In the case of closures due to unforeseen circumstances (damage to the house, break in, illness of staff, flu epidemic, etc.) credit will be given towards the next month's fees or a reimbursement check will be given.

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Safe Release of Children

Parents will sign their child in and out when arriving for before school care and departing after school care. Staff will sign out the children when the bell rings for the start of school in the morning and sign the children into the after school program as they arrive to the gym.

Please phone or text the center if your child will be late or absent.

Without prior notice by a parent or guardian no child will be turned over to anyone not designated in writing. Please ask staff for a Release Form to sign if you need to change pick up for only one day. When this person comes to pick up your child they will be asked for

identification. Any other person that picks up your child on a regular basis should be noted on the registration form. When a person is noted on the registration form but does not pick up your child often they will be asked for identification to prove they are the person designated on the consent form.

If anyone comes to pick up your child that is not approved on your application form or written on a Release Form we will not allow them to take your child and you will be called for permission. If you do not allow permission we will refuse the child to be taken by this person. In the case where this person is verbally or physically intrusive a staff member will contact the RCMP to apprehend them. Your child will never be given to anyone without your written or verbal consent.

Our program runs from 730am to 530pm. Any child in the program who is picked up after these times will be charged an extra \$5.00 for every 5 minutes after pick up time. Please let us know if you will be late or an emergency caregiver we can contact to pick up your child. If a child is picked up late more than 3 times in a year a notice will be given to make alternate care arrangements.

In the event that your child is not picked up by 1/2 hour after closing and your alternate caregiver could not be contacted we would contact the Ministry as indicated below:

Ministry for Children and Families (local district office)

Monday to Friday 8:30 am to 4:30 pm 250-770-2200

After Hours Lines: 1-800-663-9122 ANY TIME CALL HELP LINE: 310-1234

ALLEGED IMPAIRED PARENT PICK UP PROCEDURE AND POLICY:

If we suspect that a parent or alternate caregiver is under the influence of drugs or alcohol we will tell them that they should not be driving their child home and *encourage them not* to take the child if we really feel they are under this influence. *We will offer to contact another person to drive their child home who is not impaired or offer to pay for them go with their child in a taxi, which they will be billed for later.* We will tell them that we will report them to the Ministry if they take the child. In the case where we do not immediately realize this or if

they attempt to drive a child from our center we will have no alternative but to contact the R.C.M.P. and give them the description and license of the vehicle carrying the child and they will be reported to the Ministry as noted above.

Care and Supervision Policies

Our staff sees themselves as educators, as well as caregivers. We help to prepare children for school as well as the rest of their lives. We realize the important role we have in the lives of children attending our daycare.

Staff always conducts children in an organized manner. They have children line up behind the staff when moving from inside to outside.

They expect children to listen and co-operate in learning during craft, games or other activities. They realize that more planning and preparation should be put into their planned activity if they do not hold the interest of all the children.

Our supervisors realize they must look at each child as an individual and examine the physical, psychological, emotional and cognitive needs of each child within a smaller group as well as working as a team member to understand all the children at the daycare.

All the staff at Kid' s Connection realizes that particular needs of some children or their parents may be of confidential manner and understand that information on these children must be kept in confidence with staff and immediate parents only.

We must always remember to share positive feedback and work together on areas that need further development as a team with the parents and all staff.

All staff at Kid' s Connection realize that the key to each child' s development is to raise their self- esteem and give them a high feeling of self worth. We also realize that we can never underestimate the capabilities of even the youngest child.

We realize that the short time a child spends with us can change the entire future of their lives. We are happy to have this wonderful opportunity.

All staff members are at least 19 years of age and are able to provide care and mature guidance to children. They must complete a course or a combination of courses, of at least 20 hours duration in child development, guidance, health and safety or nutrition. Also they have their Red Cross Child Safe Certificate and a clear Criminal Record, two character references as well as a doctor's certificate saying they are physically and mentally able to care for children. Our staff ratio is 1 staff for every 12 children.

The staff will work together as a team to provide a warm, healthy and productive atmosphere, which will enhance each child's continual development and feeling of self-esteem.

Occasionally students and other volunteers may help at the center. They will have a Criminal Record Check before working at our center and will have all documentation as needed by our staff. They will never be alone with the children and will be supervised by our staff.

We always put the children first. The children are the heart and soul of our center. Not only do they grow with strength and love, they share it with each of us as parents, caregivers and teachers.

General Rules For Children...

When supervising children, we remind them of these rules:

Inside Rules:

1. Use walking feet inside.
2. Toys from home must be shared with other children wanting a turn or they will be asked to put their toys in the backpack.
3. Please keep chewing gum and sweets at home.
4. Use gentle words and touches, we don't swear, hit, bite or hurt our friends.
5. The amount of chairs at each table shows how many children can do each activity. Permission must be asked to include more children at the activity.
6. Children must tell a teacher if they are using the bathroom at unspecified times and must be taken with a staff.

7. Children should stay at their table at snack and lunch times and then look at a book until all children are ready and then the teacher tells them it's time to move on to the next activity.
8. At bathroom times children should stay with staff until everyone is finished and they are told it is time to move on to the next activity.
9. When they are finished getting ready to go outside children will line up on the far wall until everyone's ready to go.
10. Children must remember to wash hands after using the toilet and before eating.

Outside Play:

1. No running on the cement
2. No running or chasing games on climbing equipment
3. No home toys outside
4. Sand stays in the sand play area.

Supervision:

One of the staff will be on one side of the room and the other staff on the opposite side, while rotating with in the room. Staff will have their back to the wall and be facing the group so they are able to see all the children and hear the children near them. It is important there isn't any equipment that would obstruct the staff's view of the children, no hiding spots where children can go and staff can't see. If one staff is needing to assistance one child, they would communicate that to the other staff so they are aware and observe the rest of the children. When children are going outside, one staff would lead in the front and the other would be at the end of the line, once outside the same technique would be used as inside. One staff would be on one side of the play area and the other on the opposite side will rotating and always facing the play area. A new staff member would be trained on the importance of proper supervision and would be taught all of the above information.

Outside and Facility Checks:

There will be a daily, monthly and yearly outside check, so we will have a record of anything outside in the playground, parking lot and any other outside areas that needs fixing or cleaned up. As well as having opening and closing duties which include cleaning of the facility and putting all items away for the day as a closing duty and doing a check in the

morning as an opening duty. Checking that all equipment is in proper working conditions and have them removed or fixed as soon as there is a problem. There is a log book of anything that needs to be repaired or replaced. The school district is responsible for any repairs and maintenance of school building and property, work order will be replaced if anything needs to be repaired. By following the health and safety regulations set out by interior health will ensure the health and safety of the children.

Food and Drink Policy

At Kids Connection Queen's Park, it's very important to us that each child has a nutritious, well-balanced diet. That's why we ask all parents/guardians to follow Canada's Food Guide when selecting food to provide their child for their snacks and lunch. Please see our list of suggestions from the Canada Food Guide below.

We have filtered water (at the water fountain) for all the children to drink and we ask that you send your child with a water bottle that we can refill throughout the day. We do offer use of a fridge but suggest putting an ice pack in your child's lunch in case their lunch doesn't make it back to the fridge.

We will occasionally do food preparation as an activity with the children and during special events families will be able to bring special treats such as store or bakery prepared cookies or sliced fruit or vegetables to share with the group. To encourage healthy eating every couple of months we have "healthy after school snacks" as our theme for the week which is indicated on our monthly calendars. This is a fun way to educate both children and parents about healthy eating and while enjoying a snack. Parents will always be informed of what the children will be eating on our monthly newsletters or by email prior to any food being served. Parents must notify us at time of registration or before events if their child is not allowed to partake of other food, which they did not provide.

Below are lists of items we ask you keep at home for a special treat:

- All Kool-Aid, pops, iced teas
- All fast food items such as MacDonald's
- Fried items, such as donuts, chips and fries
- Candy and Chocolates

- Very sweet items such as fruit leather, marshmallows and raisins
- Any type of nuts or bars containing nuts

If any of these foods are sent we will send them home again with your child and offer them fruit, vegetables or crackers, which are always kept at the center.

If you would like to send your child with a treat please limit it to one thing, for instances only one cookie not 2 or 3.

We encourage parents to send premade lunches and fresh snacks, not packaged foods please! Below are lists of items from the Canada Food Guide that we encourage you to send as snacks or lunch:

Dairy: Cheese/milk/yogurt/cottage cheese

Vegetables and Fruit: Carrots, celery, peppers, broccoli, apples, oranges, bananas, pears, peaches and strawberries

Starch: Bagels, sandwiches, wraps and crackers

Protein: Hard-boiled eggs, sliced ham, chicken or salami, tuna

Our childcare supervisors will always sit with your children while they have their snack and lunch and they will enjoy their own food with the children. They will model good eating habits as well as teaching the children about healthy foods.

Children will be asked to eat their healthiest food first and save treats and packaged foods for last. At snack time they can choose two items from their lunch. At lunchtime they will be asked to eat their sandwich or prepared foods first and then fruit or treats after. We do have a microwave at the school so we can heat up your child's lunch if necessary.

If your child ever forgets their lunch or hasn't enough to eat we will offer them fruit and/or vegetables or crackers, which will always be kept at the center for hungry children. In the event that this isn't enough we will call home and ask you to bring their lunch or remind you to send more food along the next day. Our center is a nut free zone so please do not send your child with any type of food containing nuts.

Emergency Plan

In the city of Penticton we can be subjected to many different types of emergencies. We can be exposed to extremes such as wildfires; floods due to extreme rains; high winds can cause power outages; earthquakes and fires.

We would react to each as follows:

Wildfires:

If a wildfire were happening in the area close to the center we would check BC Forest Fire Information on Facebook. If we were in an alert area we would contact parents and let them know that we are unable to operate until the alert has been cancelled.

In the case that we were asked to evacuate immediately we would follow the emergency evacuation procedure as noted below.

Earthquakes:

In order to have children and staff prepared for earthquakes we would practice the Drop! Cover (neck and back)! And Hold On (go under tables and hold on to legs)! Drills. We would especially practice every October, which is B.C.'s Shake Out Drill Day.

Also, to prevent any heavy items falling we would be sure to secure any large shelves and pictures.

In the event of an actual earthquake we would follow the emergency evacuation procedure as noted below.

Floods:

In the case of severe weather conditions we would stay in the school and treat the emergency the same as if there was an earthquake.

Power Outages:

We would keep flashlight in both emergency backpacks. If the outage was causing immediate danger (fallen lines or trees) we would evacuate the school using the exit farthest from the debris and follow the emergency evacuation procedure as noted below.

EMERGENCY PLAN:

In the event of a community disaster, earth quake or fire we would evacuate the Queen' s Park School and walk with children to the Penticton Community Center (325 Power St).

We would practice this plan with the staff and children every year and let the parents know when we are doing it. Every year, parents fill out new registration forms and emergency card with all the children' s up to date information. The registration forms will be stored in a file box and emergency cards will be kept in the front of the emergency back pack. One back pack will be kept with the group in the gym and another back pack will be with the group in the multi-purpose room.

Once a month we will practice a fire drill, which are the steps below from 1 to 8.

Our " Emergency Response Plan" is as follows:

1. In the event of an emergency, an alarm will ring indicating we need to evacuate the building
2. Leave by exit as shown on Evacuation Floor Plans posted in the gym and all classrooms by each door.
3. Have children dress appropriately for the weather.
4. Supervisors will take the First Aid Bag and Evacuation Bag which includes:
 - attendance list, bottled water, books, papers and crayons,
 - package fruit bars, flashlight, emergency cards for each child with all their information, cell phone, money, safety blankets and sanitary lotion or wipes.
5. One supervisor must lead the group and be prepared to use alternate exits.
6. Second supervisor will check all floor areas and count children upon exiting that all are there that were signed in and bring sign in clip board.
7. Supervisors must remind children to be quiet and listen for instructions (the children will be educated about this on a monthly basis).
8. Everyone will stop at the back field of the school to count children again.
9. After attendance is taken, supervisors and children will walk in a line in pairs. One supervisor will lead, another will be in the middle walking beside the children and one will be at the end of the line.

10. Everyone will walk to the Penticton Community Center at 325 Power St.
11. Once everyone has arrived, staff would call parents by cell phone to notify them that their children are safe and that they can pick them up there.
12. While waiting for the parents to come supervisors will read the children stories and let them color on papers.

Afterwards: Staff will be debriefed on how things went. We will discuss ways of avoiding what caused the emergency or what we could have done differently.

In the event of the entire neighbor is on evacuation we will walk the children to the Cannery (198 Ellis Street)

In the event of a real emergency, we would decide on a plan of action and tell the parents our plan when we call them.

If a closure of the center is necessary, we would follow our repayment policy.

Repayment Policy:

Parent agrees in parent agreement of the following things:

- A monthly payment will be prepaid for the first of each month by post-dated checks or government subsidy forms.
- If fees are not paid by the 5th of the month they understand that their child may be withdrawn from the program until payment had been received.
- They agree to pay a \$75.00 non-refundable registration fee which holds a spot for their child for the school year, and pays administration fees.
- They understand Kid' s Connection Queen' s Park operates from September to June and that the school is closed for Christmas break in December and all statutory holidays.
- A charge of \$5.00 per 5 minutes after pick up time. A maximum of 3 late pick ups or other arrangements will have to be made.
- In the event of absenteeism due to illness, vacation, etc. not initiated by the school, parents are still responsible for full payment.

The first month of attendance will be considered a period of adjustment for each child. It is the school and parent' s responsibility to keep each other informed of the child' s progress and happiness. If a child seems unhappy or if the arrangement seems unsatisfactory for any other reason the contract can be terminated by either party without notice during this period.

Termination of regular services after this adjustment period requires 30 days notice by either party in writing or a payment of one month' s fees must be paid in lieu of notice. Post-dated checks would be returned at that time or if full payment was made a refund by check will be given. Please allow 2 weeks for processing of a refund by check after last day of child' s attendance at the center for either termination of services or unexpected facility closure.

In the event of a real emergency we would decide on a plan of action and tell the parents our plan when we call them. These plans could include moving to another safe area; waiting for fire department or other emergency control department to inform us if it is safe to return to the center or the parent or an emergency care giver would come to the emergency destination to pick up their child. Cell phones would be stored in the first aid bag for making calls.

Afterwards: Staff will be debriefed on how things went directly after the emergency. We will discuss ways of avoiding what caused the emergency or what we could have done differently. In an extreme situation doctors of each staff member would be consulted. If the doctors were not available staff would be taken or encouraged to go to the emergency ward of the hospital and tell the doctors there they have been in an extremely stressful situation and that they need debriefing.

Staff at our center will be covered by extended medical through Great West Life. This plan covers counseling for emotional and traumatic experiences. We would ask a counselor from Great West to speak with individuals or the entire group as soon as possible after the emergency event occurred.

Additions: We would hold a meeting with parents or telephone them as soon as possible and talk about what happened and how this may be affecting their children. We would suggest

they see their doctors and talk to them about this trauma and how it has affected their family and possibly seek counseling.

We would talk to children as soon as they return to the center and see how they felt about what happened. We would reassure them that their parents and we would always do everything we can to keep them safe. If the children seem to be seriously affected we would contact the Ministry of Health and have a representative speak to the group.

If a closure of the center were necessary we would follow our repayment policy for the parents. Our insurance does cover recovery costs and we would pay everyone to help restore the center as necessary after any necessary renovations or repairs had taken place. In the event of a closure being more than a few weeks the staff would be laid off so they could collect E.I. and they would be rehired as soon as things were repaired.