



Parent Handbook

Updated: September 2026

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Introduction:

Welcome and thank you for considering Kidtopia Child Care Centre as a choice for your child(ren). Kidtopia has been serving the Mississauga community since 2019, it is family owned and operated by mother and daughter team. Kidtopia's current Director is a Registered Early Childhood Educator with over 18+ years of experience and 13+ years in a supervisor position.

Kidtopia Child Care Centre is approximately 5,100 square feet of fun! We have one infant room catering to children 6 months to 18 months, two toddler rooms catering children 18 months to 30 months of age, two preschool rooms catering 30 months to 4 years of age.

Please read the following parent handbook with our policies and procedures. Please note that in your registration package you will be required to sign off that you have read and understand the contents in this handbook. Should you have any questions, please feel free to speak directly to your centre Director.

We sincerely hope that you feel supported and welcomed as we begin our journey together

Sincerely,

Priscilla Baro & Lina Pimentel

Director and CEO

Co-Founders of Kidtopia

Our Vision & Values

Our Mission & Values

Inspiring and engaging children as we encourage their growth and development through emergent play
Establishing relationships with families and children blossoming as a community

Our Vision

Proving a safe and enriched community full of learning and building relationship.
Providing a key to success!

Program Statement:

Kidtopia Child Care Centre strives to provide a safe environment that fosters children's social, emotional, physical, artistic, and intellectual needs of children together with families. We believe by feeling a sense of belonging, children can thrive in each area/domain.

Kidtopia strives to provide a natural environment for children to explore. Our educators use the following documents to help them in providing an effective classroom for our children;

- How Does Learning Happen
- Think, Feel, Act
- ELECT

Our educators are required to continuously expand their knowledge by participating but not limited to participating in professional development courses. Educators are encouraged to reflect on the four foundations of How Does Learning Happen (Belonging, Engagement, Expression and Well being)

We view all children as competent, capable, and rich in potential, therefore we strive to provide an environment that can challenge children to explore and inquire using the materials and provocations provided by educators.

The following goals and approaches described below is how we guide the program to strive to provide.

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

At Kidtopia we understand the health, safety and well-being is the utmost important factor. Kidtopia has put policies into place to help

protect the children and ensure a safe and comfortable environment. The following policies are in place to ensure the health, safety and well-being.

- Sanitary Practices
- Sleep Supervision Policy
- Monitoring Compliance and Contraventions
- Medication Policy
- Playground Policy
- Anaphylaxis Policy

Staff, volunteers, and students are required to thoroughly read each policy and sign off their understanding of policies. The policies are also available in a binder to review at any time.

Kidtopia serves two (2) snack and one (1) hot lunch each day that meets the requirements of the Canadian food guide.

b) Support positive and responsive interactions among the children, parents, childcare providers and staff;

Kidtopia strives to provide a positive environment for children, parents, and educators. We welcome parents into our centre by offering special events and parent/ teacher nights. We encourage our educators to communicate with parents each morning and during pick up. Our Director/ Owner is on site allowing parents the opportunity to voice any concerns, comments, etc.

Kidtopia was built by a mother and daughter team therefore we strongly encourage building healthy family relationships.

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

Kidtopia understands that all children communicate and self-regulate differently. We encourage our staff to get down to the child's level, giving children an opportunity to express themselves and feel supported by the educators. Children are supported and encouraged to self-regulate with assistance as needed. Educators are to be role models – role modeling but not limited to the following;

- Respect
- Compassion
- Teamwork
- Belonging

d) Foster the children's exploration, play and inquiry

Kidtopia recognizes that children are curious by nature. They naturally learn through their play; it is important for educators to foster and provide provocations for children to naturally explore and learn. We encourage our educators to actively participate and engage in children's play. Educators are to set up their classroom environment to support the interest of the children present.

In our classroom you will see

- Wide variety of open-ended materials
- Loose parts available for exploration and imaginary play
- Tables to set up with materials (also known as invitations) to child-initiated play
- Documentation and pictures of the children – help with inquiry and recall past events

e) Provide child-initiated and adult-supported experiences

Kidtopia views child initiated and adult supported experiences by viewing the children as co-learners. In our classrooms you will see our staff are hands on, at the child's level engaging in their play. In our classrooms you will hear our staff asking open ended questions and allowing the child to lead play by the inquiry thinking.

f) Plan for and create positive learning environments and experiences in with each child's learning and development will be supported.

Kidtopia strive to always provide a positive learning environment for all children, families, and educators. Our educator are consistently attending professional development to help support their learning journey. Our programming aligns with the interest of the children and provide them with unlimited opportunities to explore. In our classrooms you will see them set up based on the interest of children and with plenty invitation for children to explore different areas.

g) Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving childcare

Kidtopia strongly believes in the importance of outdoor time and providing children with an opportunity for gross motor. Kidtopia has classroom schedule for each classroom, where outdoor time, rest and quiet time and meals will be served. Our educators do their best to follow the schedule as posted. Our children will be provided with a minimum of 2 hours a day of outdoor time (weather permitted).

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

Kidtopia strongly believes it takes a village to raise a child, we believe in the importance of communication. Our educators will communicate with parents daily to ensure they are up to date with their child's day and development. Kidtopia hosts events such as, mothers' day, Father's Day parties, we encourage all our families to join us during these events. Kidtopia in an inclusive environment for everyone.

i) Involve local community partners and allow those parents to support the children, their families, and staff

Kidtopia works closely with our community partners such as (and not limited to); Reach Out Centre for Kids, CDRCP, Erin Oaks Kids,

Community Living, PIRS. These community partners help provide us with tools and knowledge to support children and their needs. At Kidtopia we will see that we are an inclusive centre and work closely with families to support them and their child's development.

j) Support staff, home childcare providers or others who interact with the children at a child care centre premises in relation to continuous professional learning

At Kidtopia we strongly believe the importance on continuous professional learning. Our staff are required to comply for our Training and Development policy set out by Kidtopia. We support our staff during their professional development by posting opportunities in our staff room of current and upcoming notices for professional development that we become aware of.

k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families

At Kidtopia we strive to adhere by our Program statement and continue to provide the nurturing, safe and inclusive environment that everyone deserves.

Our educators document by writing down their observations, pictures, learning stories and more. Our office has a coloured printer for Educators to be able to print their documentation. Each classroom has a tablet to be able to gather their information on.

Kidtopia recognizes the impact the strategies set out in this program statement has towards our families, children, and educators. In order to support our educators, volunteers and students comply by our Program Statement we take the following steps;

- All new educators, volunteers and students are required to read the Program Statement before their commencement within our centre. A sign off will be kept in each file

- All educators, volunteers and students will be required to review and sign off on a yearly basis that they have read and understood the Program Statement.

Kidtopia will monitor and observe that our educators are following our Program Statement by the following;

- Staff will complete goal sheet focused on the Program Statement semi-annually
- Director/ Supervisor will conduct observations on the implementation of the Program Statement semi – annually and as needed.
- All goals and documentation will be stored in staff files.

Program Plans and Documentation:

All information regarding programing and documentation will be posted on our parent boards and throughout our classroom. Our documentation will highlight “How Does Learning Happen.” Parents will be able to observe our documentation through but not limited to; photos, learning stories, parent app, webs, and teacher notes. We look forward to sharing this with you.

Licensing:

Our centre is licensed and inspected under the Child Care and Early Years Act, licensed under the Ministry of Education. We are also inspected for fire safety and are subject to Public Health inspections approx. 3 times a year.

Our Team:

Kidtopia Child Care Centre takes pride in our hiring process. All our staff have conducted a criminal reference check with vulnerable sector screening as well as up to date Standard first aid and CPR Level C prior to employment with us. Each classroom has a minimum of one Registered Early Childhood Educator (registered with the college of ECE) as well as experienced childcare staff. All our staff are required to read the Centre policy book and sign off on reading and understanding each policy.

Students and Volunteers:

Kidtopia Child Care Centre believes in welcoming future students into our centre to help mentor them on their journey of becoming an educator. Kidtopia follows our policies and procedures as required under section 11.1 of Ontario Regulation 137/15 in respect to students and volunteers. All student and volunteers are also required to adhere by the centres Criminal Reference Check Policy as well as review all policies and procedures and sign off on reading and understanding each policy.

All students and volunteers will not be counted as ratio and are not permitted to partake in diapering procedures. All students and volunteers will be present/supervised by an employee and are not permitted to be alone with a child.

Admission:

Kidtopia Child Care Centre is open Monday to Friday from 7:00am - 6:00pm. Should you be late to pick up, Kidtopia charges \$5/Min Monday – Friday. Our drop off cut off time is 10:00am. We do not allow parents to drop off after 10:00am as it becomes very disruptive to the classroom learning environment. Should your child have a doctors appointment in the morning, please connect with the office about dropping off later, please give us 1 days notice. We ask that our families during drop off and pick up ensure their child is greeted and dismissed by a Kidtopia staff member.

Kidtopia is closed on the following statutory holidays;

- New years day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- August Civic Holiday
- Labour Day
- Thanksgiving
- Christmas Eve to New year's day inclusive (this includes boxing day and new years day stat)

- Kidtopia Child Care Centre
- Closure Days 2027

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- Friday January 1. 2027 – New Years Stat
- Monday February 15, 2027 – Family Day
- Friday March 26, 2027 – Good Friday
- Monday March 29, 2027– Easter Monday
- Monday May 24, 2027– Victoria Day
- Thursday July 1. 2027 – Canada Day
- Monday July 26 – Friday July 30 – Summer Closure Week
 - Monday August 2. 2027 – Civic Holiday
 - Monday September 6. 2027 – Labour Day
 - Monday October 11. 2027 – Thanksgiving
- Thursday December 24. 2027 – Christmas Eve
- Friday December 25. 2027 – Christmas Day
- Monday December 28. 2027 – Boxing Day Stat
- Tuesday December 29. 2027 – Christmas Closure
- Wednesday December 30. 2027 – Christmas Closure
- Thursday December 31. 2027 – New Years Eve

Kidtopia's priority is the safety of our families and staff, Kidtopia will close for snow days in accordance with the Peel School Board. Kidtopia reserves the right to use their discretion to close early should bad weather (heavy snow, freezing rain, etc.) happen during the day, should this occur Kidtopia will post on our parent app messaging system, and/or call parents to inform them of early closure. Full payment & late pick up fees will still be required.

To support the safety and security of the children, families, and staff in our care, **all exterior doors remain locked during operating hours**. Parents and guardians may access the centre by using the front entrance buzzer, and a staff member will provide entry. Families may also request an access fob from the office. A maximum of **two (2) fobs per family** may be issued, with a **\$10.00 deposit per fob**. Please speak with the office if you require a fob. For additional centre security, **fob access is disabled daily between 10:00 a.m. and 2:00 p.m.** Families who need to enter the centre during these hours are asked to use the front entrance buzzer, and a staff member will provide access. We kindly ask families **not to allow unknown individuals to enter the centre behind them** and to ensure the door closes securely after entering or exiting.

Registration Process:

Parents can book a tour and come visit the facility. During the tour parents will be able to see each classroom and ask questions.

Registration packages will be available via in person or e-mail

Once a parent would like to register, they are required to complete the registration package in full and drop off to the centre director/ supervisor along with immunization and one (1) month deposit (\$478.50) This deposit will be used as your 1st months fees. The deposit is **NON - REFUNDABLE**.

Change in service:

Should you wish to change your child's enrollment (i.e., part time to full time)

Please submit your request in writing, there is a two (2) week notice period for changes in service.

We may not be able to change if space is not available.

Withdrawal:

Should you wish to withdraw your child from our program, parents are required to provide a **minimum** of 4 weeks' notice in writing.

Without proper notice there will be no refunds/ credits.

Credits/refunds in general will be processed as an adjustment at the next fee schedule or via e-transfer.

Should an overpayment occur, Kidtopia will credit your account or provide a refund in the method of e-transfer.

Fees:

Our current monthly fees are as followed. Our centre has opted in to the CWELLC program. The currently monthly reduced fees are the parent's portion (reduced to \$22/Day as of January 2025)

Full Time Program

Age Group	Monthly Base Fee	Monthly Reduced Fee \$22.00 Day
Infant (6 Weeks – 18 Months)	\$ 1,365.00	Full Time \$478.50
Toddler (18 Months to 30 Months)	\$ 1,260.00	Full Time \$478.50 2 Days a week \$ 181.50

		3 Days a week \$ 287.76
Preschool (30 Months – 4 Years)	\$ 1,200.00	Full Time \$478.50 2 Days a week \$ 181.50 3 Days a week \$ 287.76

Please note our infant program offers full time spaces only

Payment – Non- base Fees

Kidtopia Child Care Centre accepts cheques.

Cheques: Kidtopia requires 6 months post-dated cheques made payable to “Kidtopia Child Care Centre.” Cheques will be in the amount of full monthly fees.

E-Transfer: Parents can e-transfer their monthly fees to Kidtopia.mississauga@gmail.com by the 1st of the month. Please note late fees apply after the 1st

LATE PAYMENTS: are subject to a \$30.00 late fee. Please ensure your fees are handed in on time to avoid this fee. Our Families are responsible to ensure their fees are paid on time.

NSF: any cheques returned as NSF (non-sufficient funds) will be subject to a charge a \$45.00 NSF fee.

Any payments not received by the 10th of the month may result in termination of space.

Late Pick Up:

Kidtopia Child Care Centre is open from Monday – Friday from 7:00AM – 6:00PM. Should you be late picking up your child or still in the building after 6:00pm the following fee will be charged:

Monday – Friday \$5.00/Min

Fees are to be paid within 24 hours to the educator.

CWELCC:

Kidtopia Child Care Centre has opted in to the CWELCC program – please see above for fee breakdown.

Drop off and pick up block off time:

To ensure your children receives the full potential of the program, Kidtopia's morning cut off time is 10:00am. We do not accept drop off after 10:00am.

Should your child have a morning doctors appointment, please connect with the centre a day before to arrange a late drop off.

We ask families to arrive for pick up by 5:45pm to ensure enough time to dress their children and communicate with the educators. Parents in the centre past 6:00pm will be charged the centre late fee.

Waiting 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 childcare centre that maintains a waiting list to have related policies and procedures.

Policy

General

- Kidtopia Child Care Centre Inc will strive to accommodate all requests for the registration of a child at the childcare 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.

Additional Policy Statements

- The wait list will be kept in the office and managed by the Director/ Supervisor

Procedures

Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via in-person meeting, during a tour, email and/or telephone.

Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate 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 in this order; First person on the waiting list will be called with information on available space. Parents will have 48 hours to call centre for space, if not call is received we will move onto the next person on the list. Priority will be given to siblings of children currently enrolled, children of centre employees and employees in any business located at 2233 Argentia Road (businesses located in same building as child care centre).
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via telephone on number provide when placed child on waitlist, that a space has become available in their requested program.
2. Parents will be provided a timeframe of 48 hours 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 licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. Director/ Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. Director/ Supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

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.

Additional Procedures

- Parents who contact the centre after the 48 Hours mark will bump to the bottom of the list.
- Parents who do not contact the centre within the 48 hours mark will be removed from the waitlist.

Nutrition:

At Kidtopia Child Care Centre we strive to provide your children with the most nutritious child friendly lunch.

Our centre encourages family style dining, where our staff members sit and model eating with the children. Therefore, we have a cook on site who prepares breakfast, lunch, and an afternoon snack.

Our menus are reviewed by a Dietician and upon any changes the revisions are also reviewed by a Dietician.

We encourage families to visit our parent board where our most current menu is posted and available for all families to view

In some case substitution's may need to be made, they will be posted on our main menu located by the kitchen. This information will also be available on your parent app where you will be able to view what your child ate with us.

Should your child have any allergies or require a substitute, please discuss this prior to registration to ensure to can cater to your child's needs.

We ask families to not bring food from home into the centre, should your child have medical needs, severe diet restrictions, please speak with centre management to ensure we can accommodate/ put plan in place from food from home. Kidtopia reserves the right to allow/not allow food from home on a case by case basis.

We are a NUT AWARE centre. We provide peanut free snacks/ lunches for our children. Parents are encouraged to refrain from having nut products before entering our centre.

Outdoor Play:

At Kidtopia Child Care Centre we believe outdoor play is an important key piece to your child's development. Our program includes 1 hour of outdoor time in the morning and 1 hour in the afternoon. This is weather permitting.

Should outdoor play be unavailable due to the weather, the classroom educators will provide children with indoor gross more activities within the classroom.

Each classroom has designated outdoor time; this information can be found on the classroom schedule.

We encourage parents to provide the appropriate clothing according to the season.

We also ask parents to label all of your Child's belongings.

"There is no bad weather, just bad clothing" -Unknown

Inclement Weather:

Kidtopia believes outdoor play is very important for your child's development. The following will prevent the educators from taking the children outdoors.

- Rain and/or freezing rain
- Winter -10 and below for infants -15 and below for toddlers and preschool (with or without windshield)
- Any advisor from Peel Region that prevents outdoor play

Activities off premises:

Should a classroom decide on partaking in a field trip outside of our premise. Parents will be given a permission form outlining the trip and required information.

Administration of medication:

Drug and Medication Requirements

All drugs and medications to be administered to children must meet the following requirements:

- All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.
- All drug or medication containers must be clearly labelled with:
- The child's full name;

- The name of the drug or medication;
- The dosage of the drug or medication;
- Instructions for storage;
- Instructions for administration;
- The date of purchase of the medication for prescription medications; and
- The expiry date of the medication, if applicable.
- The information provided on the written parental authorization form must match with all the requirements listed above.
- Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labelled container, the child care centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.
- Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy if it is accompanied by a doctor's note and is clearly labeled with the child's name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.
- Drugs or medications purchased by staff, students or volunteers for their own use will be kept inaccessible (e.g., stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time, except where written parental authorization to administer has been obtained (e.g. hand sanitizer).

At Kidtopia child care centre our Registered Early Childhood Educators can administer prescribed medication to children. Parents are also required to provide a measuring tool for medication (example; syringe). Should there not be a RECE on site and medication needs to be administered, our site Director will administer medication or appoint a designate person to administer medication.

Any medication to be administered by staff will require parents/guardians to fill a medication form provided by the classroom staff. Parents are to fill out the form and sign. Any changes to medication form will need to be submitted in written (i.e time change, end date, etc)

At Kidtopia we believe if your child is not well to partake in any of the daily activities, they are not well enough to attend. Kidtopia reserves the right to send children home and follow procedures set out by the Local Minister of Health.

Children who require life saving medication; parents are required to disclose this information prior to registration to ensure a plan is put into place and all proper forms are filled out.

Prohibited Practices:

Should any of the prohibited practices listed below be observed at any time, it will lead to **immediate termination** of employment with Kidtopia Child Care Centre.

- (a) corporal punishment of the child;
- (b) 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;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and

procedures;

- (d) 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;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.
- (g) Sexual Abuse, Sexual Misconduct and prescribed sexual acts (as defined under the Early Childhood Educators Act, 2007)

Kidtopia Child Care Centre will also not tolerate the following from Parents/Guardians / any person.

- Yelling at an employee of Kidtopia Child Care Centre
- Harassment of any kind
- Threats of any kind
- Any damage to our centre

Kidtopia will reserve the right to Terminate the child(ren)'s enrollment effective immediately should any of the following occur.

Student Termination:

Kidtopia Child Care Centre is an inclusive environment. We will follow our inclusion policy before proceeding with termination of placement. Once termination is determined, Kidtopia will strive to provide two (2) weeks' notice, however reserves the right to waive notice, if we are unable to meet your child's needs and/or they are at risk of injury to themselves or others.

Kidtopia Child Care Centre reserves the right for immediate termination should your child exhibit aggressive behaviours towards any member within our centre or centre property. (Employee of Kidtopia and/or another Child)

Parent Issues and Concerns Policy:

General

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

All issues and concerns raised by parents/guardians are taken seriously by Director/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 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

Our centre maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

Duty to Report:

"Section 125 of the CYFSA states that the public, including professionals who work with children, must promptly report any suspicions that a child is or may be in need of protection to a children's aid society (society). The CYFSA defines the phrase "child in need of protection" and explains what must be reported to a society. It includes physical, sexual and emotional abuse, neglect, and risk of harm."

<http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/abuseandneglect.aspx>

All employees of Kidtopia Child Care Centre are required to follow the requirements of the Child, Youth and Family Services Act. Please visit the link above for more information

Policy regarding sick children:

At Kidtopia Child Care Centre we want to ensure children are feeling well when attending. It is important that everyone does their part to keep our centre free from outbreaks.

Kidtopia follows the Peel Public Health requirements. Please visit their website for more information and when to exclude your child(ren) from the program.

Children who develop a fever of 38 Degrees or higher will be sent home and are required to be 24 hours FEVER FREE before returning

Emergency Management Policy:

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response.
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation. Parents will be notified via Sandbox app communication, and/or phone call.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: front of building - 2233 Argentia Road

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:

2233 Argentia Road

East Wing Lobby

Mississauga, Ontario

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, Director/ Supervisor will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by director/supervisor in the daily written record.

Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, available staff/ director/ supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons:

Local Police Department: 905-453-2121

Ambulance: 905-791-7800

- 4) Where any staff, students and/or volunteers are not on site, director/ supervisor must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) Director/ supervisor must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

Safe Arrival Policy

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 Child Care Centre as expected, as well as steps to follow to ensure the safe dismissal of children.

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

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

Policy

General

- Kidtopia Child Care Centre will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Kidtopia Child Care 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 parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the child care is no longer responsible for that child upon their dismissal.
- 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.

Additional Policy Statements

- | |
|---|
| <ul style="list-style-type: none"> • Parent/ Guardians are responsible to ensure they drop off their children to a educator and not leave their child in the hallway unsupervised. |
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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 [Authorized list on the Emergency card or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the Director/ Supervisor and they must commence contacting the child's parent/guardian no later than 10:00am. Staff shall call parent/guardian or use app to message parent/ guardian, till 11:00am.
 - If no response is received the educators/ Director will then contact emergency contacts, and/or police, Children's Aid Society.
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 child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - 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 within 30 minutes, the educator will inform supervisor/director. Supervisor/ Director shall contact the parent/guardian via the following methods but not limited to, phone,

text, app message, email, etc. 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 call parent/guardian again or other form on communication as listed above. Where 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 emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed"

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:30pm, 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 and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contacting emergency contacts.
4. 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 6:30pm the staff shall proceed with contacting the local

Children's Aid Society (CAS)
25 Capston Drive
Mississauga, Ontario
(905) 363-6131

5. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Note: Please select from the below which option fits your program and delete all other options.

Option 1: Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Parent Handbook Updates:

Updates to the Parent Handbook may happen during your child's enrollment with us at Kidtopia. Should an update be made to the Handbook, parents/guardians will be notified via email and/or parent portal system Sandbox.

A copy of the updated Handbook will be available on site and a printed copy can be provided. Should you require a printed copy please ask your centre Director/Supervisor for a copy.

Director Contact Information:

Should you have any questions or concerns please feel free to connect with us;

Priscilla Baro RECE

2233 Argentia Road Suite 104

Mississauga, Ontario

L5N 2X7

Email: Kidtopia.mississauga@gmail.com

Phone: 905-858-8181