

# Knox Kids Co.

## Policy and Procedures

Knox Kids Co  
228 Valley Rd. Kelowna BC  
June 11<sup>th</sup> 2025

### **Policy Amendment Clause**

Knox Kids Co. reserves the right to amend, modify, or update any policy, procedure, or guideline at any time, without prior notice. This includes, but is not limited to, policies related to the health, safety, and overall operation of the center.

In particular, changes may be made swiftly in response to evolving circumstances, public health guidance, environmental conditions, or any situation that may affect the well-being of the children, families, and staff in our care.

We are committed to maintaining a safe and supportive environment, and all updates will be made with this goal in mind. Wherever possible, families will be informed of significant changes in a timely manner.

## HOURS OF OPERATION

- **Monday to Friday:** 7:30 AM – 5:30 PM  
(Closed on weekends and statutory holidays in addition to following days)

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## CENTRE CLOSURES

The centre will be closed on the following days:

### Statutory and Other Holidays:

- **New Year's Day** – January 1st
- **Family Day** – 3rd Monday in February
- **Good Friday** – Friday before Easter Sunday (March or April)
- **Easter Monday** – Monday following Easter Sunday
- **Victoria Day** – the last Monday before May 25
- **Canada Day** – July 1st or following business day (and the entire week)\*\* the dates can change year to year\*\*
- **Civic (BC Day)** – 1st Monday in August (and the entire week)
- **Labour Day** – 1st Monday in September
- **National Day for Truth and Reconciliation** – September 30<sup>th</sup> (or following business day)
- **Thanksgiving** – 2nd Monday in October
- **Remembrance Day** – November 11<sup>th</sup> (or following business day)
- **Christmas Eve** – December 24th (the whole week following, up to and including New Year's Day)
- **Christmas Day** – December 25th

### Weekend Closure Adjustment:

- If any of the above holidays fall on a **Saturday** or **Sunday**, the centre will be closed on the following business day.

### Additional Centre Closures:

1. **Christmas Break** – One week from **December 24th to January 1st**.
2. **Summer Break** – One week, the 4 days following the **BC Day** weekend.
3. **Summer Break** – One week, either the week of **July 1st** or the following week, if July 1st falls on a weekend. (This may vary and should be clarified annually.)

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## FEES DURING CLOSURES

- **Fees remain the same** throughout the year, regardless of holidays or breaks.
- The **summer breaks** (the 4/5-day closures) serve as an **incentive to retain quality childcare providers** in a competitive market. These breaks help maintain employee satisfaction and retention, ensuring the highest level of care for your children.

## NON-SMOKING POLICY

- **No Smoking on Premises:** Smoking is strictly prohibited **in or on the grounds** of the centre.
- **Includes:** This policy applies to all forms of smoking, including:
  - **Vaping products**

- **Cannabis**
- **Nicotine products**

### **VEHICLES AND PARKING POLICY**

- **Parking:** Please park in the main parking lot. Do not pull up directly to the building or buses for pick-up and drop-off.
- **Idle-Free Zone:** Turn off your vehicle's engine during pick-up and drop-off, regardless of the temperature. This is an idle-free zone.
- **Speed Limits:** Watch your speed! Please drive cautiously and observe the speed limits on the premises.
- **Hold your child's hand while walking through the parking lot, do not allow children to run, play or sit between cars... it's a parking lot**

### **FEES POLICY**

#### **Payment of Fees**

- **Monthly Payment:** All monthly fees must be paid in full by cash or e-transfer before the first day of each month. [knoxkidsco@gmail.com](mailto:knoxkidsco@gmail.com)
- **No Changes via Email:** The payment email address will never be changed through email communication. Any updates to payment details will be handled securely through other means.
- **Year-End Receipt:** A receipt for the year will be provided no later than February 28th of the following year.
- **Late Payment:** If payment is not received by the first business day of the month, the child will not be able to attend the daycare until fees are paid.
- **Unpaid Fees:** If payment is not made and no arrangements are made for the unpaid fees, the account will be sent to a collection agency 60 days after the due date.

#### **Fee Structure**

- **Monthly Rate:** Fees are based on a monthly rate (over the calendar year). Full fees are required regardless of:
  1. Absences for any reason, including:
    - Vacation
    - Illness
    - Absence due to outbreaks of communicable illness
  2. Centre Closures, including:
    - Holidays listed in the Centre Closures section
    - Any unforeseen events that require closure
- **Fee Changes:** Parents/guardians will be given 60 days' written notice of any changes to the fees.
- **Fees are scheduled to increase on April 1st annually.**

### **Registration Deposit**

- **No Application Fees:** There are no fees to apply or be added to the waitlist.

- **Deposit Requirements:** A non-refundable deposit of \$100.00 is required at registration to hold the child's spot for the proposed start date.
  1. The deposit is due at the time of registration.
  2. The deposit will be applied to the first month's fees.
  3. Deposit is non-refundable, even if the child does not attend.

#### **Refund Policy**

- **General Rule:** No refunds will be issued under any circumstances.

#### **Exceptions:**

1. **First Month Trial:**
  - If a parent or caregiver determines that the space is unsuitable during the first month, a refund will be provided for any unused days.
2. **Unforeseen Closures:**
  - Refunds will not be issued for closures due to unforeseen events affecting the building or center.
3. **Health Epidemics or Pandemics:**
  - Refunds will not be provided for disruptions caused by health-related emergencies, including epidemics or pandemics.

#### **WITHDRAWAL POLICY**

1. **Notice of Withdrawal by Parent/Guardian:**
  - A 30-day written notice is required when withdrawing a child from the center.
  - The notice will be effective as of the 30th/31st of the following month (e.g., notice given on February 15th will take effect on March 31st).
  - Parents/guardians must provide written notice specifying the intended withdrawal date of the child(ren).
2. **Withdrawal at the Center's Request:**
  - If the center determines that withdrawal is necessary (after exhausting all other resources), 30 days' notice will be provided to the parent/guardian.
  - Immediate withdrawal may be required if the child's presence poses a safety risk to others.
3. **Early Withdrawal – Poor Fit:**
  - Within the first two weeks of a child's entry, if either the parent or the center deems the placement unsuitable, the following refund policy applies:
    - A refund will be issued for the unused portion of the monthly fees.
    - \$100 non-refundable deposit and fees for any used days will be deducted.

#### **GRADUAL ENTRY POLICY**

1. **Purpose of Gradual Entry:**
  - Gradual entry is designed to help children transition into the program by attending the center for shorter periods over a two-week period.
  - This process allows both parents and staff to assess the mutual suitability of the program for the child.

2. Scheduling Gradual Entry:
  - Gradual entry visit times will be determined by the center, considering program activities and group size/ratio requirements.
3. Unsuitability During Gradual Entry:
  - If the placement is deemed unsuitable by either the parents or the program during or upon completion of the gradual entry period, the following applies:
    - The parent is under no obligation to proceed with enrollment.
    - The monthly fee will be refunded in full (less a \$100 non-refundable deposit) within 30 days.

## SAFE RELEASE OF CHILDREN

### Late Pick-up Fees Policy

- **Centre Hours:** The centre closes at 5:30 PM. Parents are required to arrive no later than 5:20 PM to pick up their child/ren, ensuring they are ready to leave the building by 5:30 PM.
- **Late Pick-up Fee:**
  - A charge of **\$5.00** is applied for pick-up after 5:30 PM, plus **\$1.00 per minute** for every minute beyond 5:30 PM.
  - **Examples of Late Fees:**
    - 2 min late= **\$7.00** (5:32PM)
    - 5 minutes late = **\$10.00** (5:35 PM)
    - 10 minutes late = **\$15.00** (5:40 PM)
- **Payment:** The late fee is to be paid directly to the staff member who cared for your child, either upon arrival or by the next business day.
- **Repeated Late Pick-up:** If a child is picked up late more than **three times** in a year, alternative arrangements for pick-up will need to be made. A contract outlining these arrangements must be agreed upon between the owner and the family.
- **Purpose:** These fees are not intended to be a regular solution for late pick-up but are meant to deter habitual tardiness, late pick-ups are for emergency situations and should be rare.

### Safe Release of Children Policy

1. **Parent/Guardian Visits:**
  - Parents/guardians are always welcome and encouraged to visit the center at appropriate times
2. **Authorized Pick-Up Persons:**
  - Children will only be released to parents/guardians or individuals authorized in writing as alternate contacts or pick-up persons (listed on registration.)
  - For uncommon pick-up situations (e.g., a visiting family member), written consent must be provided on a case-by-case basis. EMAILED before pick up.
  - Parents/guardians must designate at least two alternate contact and pick-up person upon enrollment.

- If a parental separation occurs after registration, both parents will be required to authorized changed to the pick-up person list (both parents must approve changes.)
- 3. **Identification Requirements:**
  - Staff will request photo identification if the pick-up person is not recognized.
  - All authorized pick up people should be prepared with ID
- 4. **Custody Agreements and Court Orders:**
  - Parents/guardians with custody agreements, restraining orders, or peace bonds must provide a written copy at enrollment.
  - If sole custody is court-ordered, the child will only be released to the other parent with a signed court order specifying access or visitation schedules.
  - The parent/guardian with sole custody will receive written notice of this policy and must acknowledge it with a signature and date.
- 5. **Unauthorized Pick-Ups:**
  - Children will not be released to unauthorized individuals. Staff will:
    - Contact the parent/guardian to confirm or request written authorization.
    - Refuse to release the child without proper written consent
    - Contact authorities if the unauthorized person refuses to leave the premises.
- 6. **Intoxicated or Impaired Pick-Up:**
  - If a parent/guardian or alternate pick-up person appears intoxicated or impaired:
    - Staff will suggest alternate transportation (e.g., taxi, bus, or alternate driver) and offer to make the necessary arrangements.
    - If the individual refuses help and leaves with the child in a vehicle, staff will document the license plate number, vehicle make/model, and report the incident to the police immediately.
- 7. **Motor Vehicle Safety Policy**
  - Parents/guardians are responsible for ensuring that their child is transported to and from the center in a safe manner.
    - All children must be secured in an appropriate car restraint or car seat that complies with local safety regulations.

### **Drop-Off Policy**

1. **Drop-Off Timing:**
  - Children must arrive at the center no later than 10:00 am after making contact with a caregiver.
  - Parents are required to notify staff if their child will be arriving later than 10:00 am. This allows for appropriate planning of programs, snack times, and outings (for such occurrences as needed appointments or traffic hold ups.)
2. **Late Drop-Offs:**
  - Children will not be accepted at the center after 11:30 am, even if prior arrangements have been made.

## EMERGENCY POLICY

In the event of an emergency, the following protocols will be followed:

1. Initial Actions:
  - If RCMP or emergency personnel are present, staff will follow their instructions.
  - Once children are relocated to a safe evacuation location, parents will be contacted to pick up their children.
  - Efforts will be made to contact parents as quickly as possible, prioritizing parents first, followed by emergency contacts.
  - The center's voicemail will be updated with information on the emergency and our location.
  - If safe to do so, signs will be posted on building doors indicating our relocation site.
2. Emergency Relocation Sites:
  - **On-Site Meeting Point:**
    - Far NW corner of the parking lot.
    - If waiting in the parking lot is not ideal, staff and children will walk to 2057 Aster Rd (backyard) or the Brandt's Creek Retirement Housing parking lot next door.
  - **Building Relocation:**
    - If the immediate area is unsafe, children will be relocated on foot to:
      - Green Gables Glenmore Main Building (same property).
      - If the emergency involves the main building, children will relocate to the portables on the same property.
      - Contact: Jennifer Skwarczynski at 250-863-8931.
  - **Neighborhood Relocation:**
    - For emergencies affecting the neighborhood (e.g., bomb threats, flooding, fires, toxic fumes):
      - Transportation will be arranged using Green Gables Glenmore vehicles, staff members' personal vehicles, or city transit (if available).
      - Children will be relocated to:
        - Big Dreamers Daycare: 1370 Rutland Rd N.
        - Contact: Devin Grey at 250-469-1936 / 250-765-5777.
      - If vehicles are unavailable, children will be transported on foot to Dr. Knox Middle School.
  - **Community Relocation:**
    - For widespread emergencies (e.g., fire, earthquake) affecting the entire Glenmore community:
      - Transportation will be arranged as above.
      - Children will be relocated to:
        - Lake Country Boys and Girls Club: 9870 Bottom Wood Lake Rd, Lake Country. Contact: 1-250-766-5277.

## **FOOD AND DRINK POLICY**

1. Allergy Awareness:
  - The center is PEANUT-FREE. Parents must not send peanuts or peanut products.
  - Products like Wow Butter or Pea Butter must be clearly labeled to avoid confusion.
  - A list of children with allergies will be posted prominently in the center.
2. Parent Responsibility:
  - Parents are expected to provide nutritious meals and snacks, following these guidelines:
    - Morning Snack (9:00–10:00 am): Must include 2 food groups.
    - Lunch (11:00 am–12:30 pm): Must include 4 food groups.
    - Afternoon Snack (3:00–4:00 pm): Must include 2 food groups.
  - The center will supply extra food if a child arrives with no food or nutritionally inadequate items. Parents will be notified to supplement as needed.
3. Childcare Responsibilities:
  - Staff will adhere to the Nutrition section of the Childcare Licensing Regulation (Section 48).
  - Caregivers will follow the Division of Responsibility:
    - Children: Decide whether to eat, how much to eat, and the order in which they eat their food.
    - Caregivers: Decide when and where food is offered.
  - Children will never be forced to eat
4. Food Recommendations:
  - Healthy food choices are encouraged for morning snack and lunch.
  - Processed foods or treats should be reserved for afternoon snacks. Such items may be removed from a child's lunch and saved for later to ensure appropriate choices are available at mealtimes.
5. Drinks:
  - Water is available to children throughout the day.
  - Juice is not served, except in special circumstances (e.g., illness or events).
6. Healthy Eating Practices:
  - Staff will model healthy eating by dining with the children and encouraging nutritious choices.
  - Nutrition education resources will be available to parents/guardians as needed.
7. Sanitation and Hygiene:
  - Proper hand-washing procedures will be followed by children and staff before and after meals.
  - All surfaces used for food preparation and service will be sanitized before and after use.
8. Additional Notes:
  - Parents may be advised to avoid sending sugary or overly processed snacks.
  - Staff will encourage children to recognize their own hunger cues, respecting that appetites vary daily and between eating times.



## HOT WEATHER PROTECTION POLICY

1. Sunscreen Application:
  - Parents/guardians must apply sunscreen to their child in the morning before arriving at the daycare or upon arrival.
  - Caregivers will reapply for further outdoor times
2. UV Monitoring:
  - Staff will regularly monitor the UV index and make activity decisions based on weather guidelines to ensure children's safety.
3. Appropriate Sun Protection Clothing:
  - Each child must have a wide-brimmed hat for outdoor play. Ball caps are not suitable as they do not provide adequate sun protection.
  - Parents/guardians must provide a UV sun shirt in good condition, maintained according to the manufacturer's care instructions, to ensure maximum protection.
4. Hydration:
  - Staff will ensure every child has a water bottle when outdoors and will encourage regular hydration throughout the day.
5. Shade and Cool Play:
  - Staff will promote play in shaded areas whenever possible.
  - Children will be encouraged to engage in water play to stay cool during hot weather.

## REST POLICY

At Knox Kids Co., we value all aspects of a child's routine, including rest time. Rest periods are crucial for development, allowing children to process their day, regulate emotions, and support cognitive and physical growth.

### Rest Period Schedule

1. Infants and Toddlers (under 2.5 years):
  - Naps are not limited, and children are allowed to sleep **as long as needed**.
2. Children 2.5–3 Years in MAC or 3-5 Room.
  - Nap time: **12:30–3:00 pm**.
  - Parents may request their child be woken after **60 minutes**.
3. Preschoolers (Ages 3–5):
  - Nap time: **12:30–3:00 pm**.
  - Children are asked to rest for **30–45 minutes**, after which they are offered quiet activities.
  - Parents may request their child be woken after **45 minutes**.
4. Children Preparing for Kindergarten (Ages 4–5):
  - Nap time: **1:00–3:00 pm**.
  - Children are asked to rest for **30 minutes** and then offered quiet, handheld activities.
  - If a child falls asleep, they may be woken after **30 minutes**, unless otherwise requested.
  - In June, alternative arrangements may be made for children still falling asleep regularly to prepare for kindergarten schedules.

### **Sleep Hygiene Recommendations for Home**

- Developing consistent rest and bedtime routines is essential for a child's overall well-being.
- For toddlers and young preschoolers with limited naps, bedtime may start as early as **6:00–7:00 pm**.
- Preschoolers who still nap may have a bedtime closer to **7:00–8:00 pm**, allowing for family bonding time.
- A healthy bedtime routine should include a cool, quiet, and dark environment to support quality sleep.

### **Rest Period Guidelines at the Center**

- **Individual Rest Spaces:**
  - Each child will rest on their own cot or crib, encouraging physical and mental relaxation.
  - Rest time is a chance for children to process their day and have downtime.
- **Parent Requests:**
  - While every effort will be made to honor parent requests regarding rest periods-they must follow our guidelines, and the children's overall needs will take precedence.
- **Bedding Requirements:**
  - Parents must provide labeled, appropriate bedding for their child.
  - Bedding is sent home weekly on the child's last daycare day for cleaning.
- **Sanitation:**
  - Cots and cribs are sterilized **once a week** or more frequently if needed.
- **Staff Responsibilities:**
  - During rest periods, staff assist children as needed, sanitize and reset activities, and prepare spaces for the rest of the day.

This policy ensures that rest periods remain a beneficial and integral part of the daycare routine. We prioritize rest periods at our center, and our philosophy of rest is reflected in the above.

### **ILLNESS IN CHILDREN**

1. Notification of Illness:
  - Parents/guardians must inform the center if their child will be absent due to illness, specifying the nature of the illness and when symptoms first appeared.
2. Symptoms at the Center:
  - If a child shows symptoms of illness while at the center, parents/guardians will be notified immediately and are expected to pick up their child.
3. Fever Policy:
  - As per Interior Health regulations, children must be fever-free for 48 hours (without the use of fever-reducing medication) before returning to the center.
4. Vomiting and Diarrhea Policy:
  - Children must remain away from the center for 48 hours after the last occurrence of vomiting or diarrhea, even if a doctor's note indicates the child is not contagious.

5. Participation in Program:

- Children must feel well enough to participate in the program and go outside during outdoor playtimes. If a child is not well enough to go outside, they should stay home until fully recovered. This includes TEETHING!

**Medication Policy**

**Prescription Medication**

1. Authorization:

- All parents/guardians must complete a medication authorization form for the staff to administer any medication.

2. Administration Process:

- Staff will verify that no other person has administered the medication before preparing it as indicated.
- A second staff member will double-check the directions on the form against the prescription label. If they match, the medication will be administered.
- After administering the medication, both staff members will record the time and amount given on the form.

3. Medication Requirements:

- The medication must be prescribed specifically for the child receiving it.
- Medications must be in their original container, clearly labeled with:
  1. Name of the medication
  2. Name of recipient (the child)
  3. Dosage and instructions for administration
  4. Date of purchase
  5. Instructions for storage

4. Long-Term Medication:

- For medications used periodically (e.g., inhalers, epi-pens), a long-term medication form must be completed.

**Non-Prescription Medication**

1. Authorization:

- Non-prescription medication will only be administered in rare occurrences with a physician's note that includes:
  1. Child's name
  2. Reason for administering the medication
  3. Amount of medication
  4. Time the medication is to be administered
- The same medication authorization form used for prescription medications must be completed for non-prescription medication.

We understand that when your child is sick, it can be a difficult situation. It's a challenge that most parents face—balancing your child's health with work and other responsibilities. This might cause some

discomfort and inconvenience at times, but it's important to remember the priority is always your child's well-being.

When your child is unwell, they need their parent more than ever. It's important that we work together during these times, maintaining the health of the other children and staff, and we kindly ask that you be prepared for the reality of needing to keep your child home when they're not feeling well. This might interfere with your work schedule, and while this may be frustrating, we ask that you prioritize your child's health and comfort. We simply cannot provide all your child needs with childcare ratios. It's essential to be understanding and respectful of the situation. Sending your child back before they are truly ready or expressing frustrations **WILL** impact your relationship with us, and we want to avoid any unnecessary tension. Our goal is to support both you and your child, and we need to work as a team. **PLAN** on your child being sick every other month for a couple days the first year or two of attendance, although inconvenient its necessary. Their immune system is not developed until the age of 5! Your child's health is the most important thing. If they're not feeling well, they want their parent, and your presence will make a world of difference in their recovery.

Thank you for your understanding and for trusting us to care for your child. Please see illness charts to follow for more details on specific illnesses.

#### **CLOTHING POLICY**

- Children must come dressed in clothing appropriate for the weather and the activities of the program.
- Parents/Guardians are required to provide at least two sets of labeled extra clothing for their child, to be kept at the center. More sets may be needed if the child is in the process of toilet training.
- Parents/Guardians must provide outside clothing suited to the weather, including any special items required by the center, such as UV shirts, bathing suits, rain pants, or snow suits.... SEE ADDITIONAL HANDOUT REQUIREMENTS
- If a child is without the necessary clothing on-site, parents may be asked to go home and bring the required items.

#### **MESSY PLAY POLICY**

At Knox Kids Co., we believe children learn best through play, which often means they will engage in activities that may cause them to get messy. This could include wet clothes, paint on their bodies and clothes, sand in their shoes, or mud in their hair. Bumps, scratches, and bruises are also common as they explore and learn.

- The benefits of messy play are significant for a child's development. Therefore, we encourage parents to dress their child in clothing and outerwear that they do not mind getting dirty or stained. While we use washable art materials, it is important to note that some stains may not come out.
- Do not feel the need to wash outdoor gear, the more its washed the less waterproof it is
- Please dry boots and snow pants daily during the winter season

### **FIELD TRIP POLICY**

- Field trips, including walks or those involving transportation (via daycare van, bus, or city transit), may occur spontaneously. Parents/Guardians will be required to provide written permission for their child to participate in field trips off-site as part of the registration package.
- Although we will strive to notify parents in advance of planned field trips, there may be instances where notice is not possible due to the spontaneous nature of some trips.
- Children enrolled in infant or toddler programs will not participate in any field trips that require vehicle transportation without prior notification from parents. However, they may go on foot for off-site excursions.
- Staff will ensure that an emergency first aid kit, emergency contact information, attendance sheets (or photos), and a cell phone are taken on all field trips.
- All trips will be age-appropriate, and staff will assess the site for any potential hazards to ensure the safety of all children involved.

### **CHILD ABUSE POLICY**

At Knox Kids Co., we recognize that our primary responsibility is to ensure the safety and well-being of all children in our care. This includes our obligation to educate and inform our staff on current child abuse issues, and to ensure that they fully comply with the reporting standards outlined in the Child, Family, and Community Service Act.

Definition of Child Abuse: Child abuse can take various forms, including but not limited to:

1. Physical Abuse - Any intentional act that causes harm or injury to a child.
2. Neglect - The failure of a parent, guardian, or caregiver to provide for the basic needs of a child, including food, shelter, clothing, supervision, or medical care.
3. Emotional Abuse - Actions or failures to act that cause emotional or psychological harm to a child, such as verbal abuse, threats, or creating a constant state of fear or humiliation.
4. Sexual Abuse - Any sexual activity with a child, including inappropriate touching, exploitation, or any sexual behavior or act.

Child abuse occurs when a parent, guardian, or caregiver mistreats or neglects a child, resulting in:

- Injury or harm,
- Significant emotional or psychological harm,
- Serious risk of harm to the child, or
- Neglect of the child's basic needs.

**Reporting of Suspected Abuse:** All staff members are required to report any suspicion or evidence of child abuse or neglect immediately. If a staff member has reason to believe that a child has been or is in danger of being abused or neglected as defined in the “Knox Kids Co. Abuse and Neglect” policies, they must take immediate action and follow the necessary steps for reporting, as outlined in the staff manual. This includes notifying the appropriate authorities, such as the Ministry of Children and Family Development, and ensuring the safety of the child.

Staff are trained to recognize the signs of abuse, and their duty to report concerns is essential to the protection and well-being of the children in our care.

This policy clarifies the responsibility of the childcare facility and its staff regarding child abuse and neglect. It outlines the definitions, types of abuse, and the procedure for reporting concerns.

### **RISK IN PLAY POLICY**

At Knox Kids Co., we recognize that play is an essential part of a child's development, and it often involves a certain level of risk. It is important to allow children the freedom to explore and engage in activities that may present challenges, as this fosters growth in resilience, confidence, and self-awareness.

#### Definitions:

- **Hazard:** Something in the environment that a child cannot see, which may pose an unexpected danger.
- **Risk:** A challenge that a child can see and assess, giving them the opportunity to decide whether or not to engage with it.

We believe that allowing children to lead their own risk assessments builds important life skills. When children can make decisions about how they interact with their environment, they develop a stronger sense of what their bodies are capable of, and how to navigate various situations. Teachers work closely with children to help them recognize how they feel in different circumstances and guide them in problem-solving when they face challenges. If the risk is too great, children will learn to accept that, but they are encouraged to engage in manageable risks to support their growth.

**The Role of Risk in Development:** Adequate risk is vital to a child's typical development. Studies show that a lack of risk-taking opportunities can hinder children's development in several areas, including problem-solving, emotional regulation, and physical coordination (both fine and gross motor.) Therefore, it is our responsibility to provide age-appropriate risks and guide children as they learn to assess and manage these risks through experimentation and experience.

Supervision: While we allow for risk in play, it is always under careful supervision. Our educators ensure that children are safe while exploring new challenges, offering guidance when necessary and intervening when risks become unsafe. We accept that bumps, bruises, and scrapes are part of the learning process, as children try new things, make mistakes, and gain valuable experience through their choices.

By embracing appropriate risks in play, we are enhancing children's ability to problem-solve, grow in confidence, and learn from their experiences. This is an essential part of fostering healthy emotional and physical development.

### **GUIDING AND CARING POLICY**

At Knox Kids Co., we are committed to treating all children with respect and kindness. Our goal is to foster a positive and supportive environment where children feel safe, valued, and understood. We

strive to guide children in a way that promotes their social, emotional, and cognitive development while maintaining healthy and respectful relationships with caregivers and peers.

Discipline and Guidance: Physical or emotional discipline is never tolerated at Knox Kids Co. We believe in guiding children with respect and empathy, and current methods of guiding children include:

- Redirection: Gently guiding children to an alternative behavior or activity.
- Making Connections/Relationships: Building trusting relationships that allow children to feel secure and supported.
- Leadership by Adults: Setting a positive example and guiding children through modeling appropriate behaviors.
- Clear Guidelines and Expectations: Clearly communicating what is expected of children in different situations.
- "When, Then" Statements: Helping children understand the connection between their behavior and the consequences.
- Room Reorganization: Adjusting the environment to help children focus or engage in more appropriate activities.
- Scheduling Changes: Altering the schedule to better suit the children's needs or temperaments.
- Caregiver Action Plans: Collaborating with parents and other caregivers to create strategies for addressing challenging behaviors.
- Acknowledging Feelings: Recognizing and validating children's emotions as part of guiding them through difficult moments.
- Bring with. Sitting with a child in their uncomfortable emotions is valuable and builds connections between caregiver and child, allowing freedom to express a variety of emotions in a safe space.

Behavioral Concerns: If a child's behavior raises concerns, it is important to address these in a timely and thoughtful manner. The following steps will be taken:

1. Initial Notification: Parents will be informed by the caregiver or manager about concerns regarding the child's behavior.
2. Documentation: The caregiver will document the child's behavior and any actions taken.
3. Developmental Screening: The ASQ (Ages and Stages Questionnaire) will be administered to assess the child's developmental progress.
4. Ongoing Communication: There will be continuous communication between parents, caregivers, and the manager to discuss progress and next steps.

**If the behavior continues:**

- Re-notification: Parents will be informed of any continued concerns and the next steps.
- Behavior Plan: A behavior plan may be implemented to address the challenges.
- Shortened Hours: Shortened childcare hours may be required to help the child gradually adjust.
- Referrals: Referrals to services such as Starbright or other child development support agencies may be made if needed.
- Support Staff: Support staff may be added to the classroom to assist with the child's integration and behavior management.
- Staff Support: Caregivers will receive additional support and resources to help manage the child's behavior.

If no improvement is made: If after these steps the child's behavior continues to negatively impact other children, the classroom, or staff, **further action may be required:**

- Notification: The family will be notified that adequate progress has not been made.
- Alternative Care Arrangements: An alternative care arrangement may be required, including shortened hours/days, mandatory referrals, or follow-up with healthcare providers.
- Health and Safety Considerations: If the safety and well-being of the child, other children, or caregivers cannot be maintained, the family will be asked to make necessary changes (such as decreased days or hours).
- Withdrawal from the Center: If no resolution can be found, the family will be asked to find alternative childcare arrangements with a 30-day notice.

We understand that guiding children through challenging behaviors is an important part of their development. Our goal is to work collaboratively with parents and caregivers to ensure the best possible outcomes **for all children while maintaining a positive and safe environment for everyone.**

### **ALTERCATIONS BETWEEN ADULTS POLICIES**

At Knox Kids Co., we strive to maintain a safe, respectful, and professional environment for both children and adults. Any verbal altercation or disagreement between parents, caregivers, or anyone involved in the child's drop-off or pick-up process will be taken very seriously.

In the event of such an altercation:

- Another staff member will intervene and, if possible, remove the children from the situation to ensure their well-being.
- The incident will be documented through an incident report.
- The involved parties (parents, caregivers, or others) will be prohibited from accessing the center.
- A two-week notice will be given before termination from the center.

We ask that all parents and caregivers engage with one another and staff in a respectful manner to maintain a positive environment for the children.

### **PRACTICUM STUDENT POLICY**

Knox Kids Co. is proud to support the professional development of practicum students. As part of their training, students may be required to observe and interact with children at the center. By enrolling your child at the center, you grant permission for your child to be observed as part of the practicum.

- If your child is involved in a child study, you will be notified.
- Upon request, the study and observations will be made available to you for review.

We ensure that all practicum students are supervised by qualified staff members at all times and are not left alone with children.

### **VOLUNTEER POLICY**

Knox Kids Co. occasionally hosts student volunteers, such as those from middle or high schools, to help support our programming. Volunteers play an important role but will never be left alone with children or responsible for their care. Their duties are always supervised by staff.



- Volunteers may assist with tasks like handwashing and other non-sensitive activities, but will not be involved in bathrooming or other intimate care routines.
- All volunteers will undergo a criminal record check before interacting with children.

By enrolling your child at Knox Kids Co., you grant permission for your child to interact with volunteers, provided that they are under the supervision of qualified staff members.

### **ACTIVE PLAY POLICY**

Knox Kids Co. values the importance of physical activity in the development of children. As outlined by the Director of Licensing – Standards of Practice, active play is defined as physical activity that includes moderate to vigorous bursts of high energy, which raises children's heart rates and can result in them feeling out of breath, such as running or jumping. Active play is an essential part of each child's day and is encouraged throughout daily routines and activities.

#### **Active Play Requirements:**

- A minimum of 120 minutes of active play (indoor and outdoor combined) should be incorporated into the daily routine. This can be broken up into 15-minute sessions throughout the day or provided in longer periods.
- At least 60 minutes of outdoor active play is required each day, weather permitting. If weather conditions are poor or outdoor space is limited, indoor active play is acceptable.

**Outdoor Play:** While the minimum requirement is 60 minutes of outdoor active play, Knox Kids Co. encourages children to spend more time outdoors and may offer multiple outdoor sessions per day, depending on the weather and program schedule. Most days a majority of the children will spend closer to 180 minutes outdoors.

**Safety & Injury Prevention:** Staff are responsible for creating a safe play environment where injury prevention is prioritized. Children will be encouraged to engage in critical thinking and risk assessment during play (see Risky Play Policy).

### **SCREEN TIME POLICY**

As per the Director of Licensing – Standards of Practice, licensed childcare programs must limit screen time (TV, computers, electronic games) to a maximum of 30 minutes per day. Knox Kids Co. follows this guideline and incorporates screen time only in specific instances.

Screen Time at Knox Kids Co.:

- Educational Use: Screens may be used during specific educational activities, such as playing a short video clip that enhances the learning experience.
- Holiday or Special Occasions: A short, fun show may be offered during holidays or special occasions, such as a Christmas movie during a 'PJ, Popcorn, and Movie' day.
- Resource Searching: Staff are permitted to use screens for research to support educational activities or to find online resources that benefit the children.
-

### **ASQ (Ages and Stages Questionnaire) POLICY**

At Knox Kids Co., we use the Ages and Stages Questionnaire (ASQ) as part of our commitment to providing developmentally appropriate programming for each child. The ASQ is a widely recognized developmental screening tool that helps us assess the developmental milestones of children and ensure that we are meeting their individual needs.

**What is ASQ?** The ASQ is a developmental questionnaire completed by parents and/or caregivers. It is designed to assess a child's physical, social, emotional, cognitive, and communication skills. This tool is recognized by health professionals and child development specialists for its accuracy and effectiveness in identifying any developmental concerns.

#### **Why is ASQ Important?**

- The ASQ allows us to tailor programming to meet the developmental needs of each child.
- It helps identify potential developmental delays or concerns early, so we can take the appropriate steps to address them.
- It is an essential part of our regular developmental assessments and ensures that all children receive the support they need.

#### **When is ASQ Completed?**

- An ASQ questionnaire will be completed upon registration at Knox Kids Co.
- It will also be completed at regular intervals throughout your child's time at the center. These intervals are determined based on the child's age and developmental stage.

**Follow-Up for Developmental Concerns:** If the results of your child's ASQ questionnaire show any potential developmental concerns, we will take the following steps:

1. Referral to Starbright Children's Center: If developmental concerns are identified, we will put in a referral to Starbright Children's Center or ask you to consult with your pediatrician.
2. Referral Requirement: The referral is mandatory, and we will work with you to ensure your child gets the necessary support and services.

#### **Mandatory Participation:**

- Completing the ASQ is mandatory for all families. Regular assessments are an integral part of ensuring that we are providing the best care for your child and supporting their developmental journey.

By enrolling your child at Knox Kids Co., you agree to participate in the ASQ process. We appreciate your cooperation in helping us create the most supportive and effective learning environment for your child.

### **SUPERVISION POLICY**

At Knox Kids Co., the safety and well-being of children are our top priorities. Our supervision policy ensures that children are consistently and effectively monitored throughout their time at the center, while also allowing caregivers to meet the children's individual needs and maintain a safe, nurturing environment.

General Supervision Practices:

1. Head Counts and Attendance:
  - Staff will always be aware of the number of children in their care and have access to updated attendance sheets.

- Head counts will be conducted before and after every transition, including moving between indoor and outdoor spaces, meals, and rest times.
2. Positioning and Observation:
    - Staff will strategically position themselves in classrooms and playgrounds to monitor all areas where children are present.
    - Caregivers will frequently scan the room or playground to ensure all children are accounted for and safe.
  3. Engagement:
    - Caregivers will actively participate in children's play, provide guidance when needed, and observe interactions to assess the environment and implement any necessary changes.
    - Caregivers will engage with children to build relationships, observe play, and address emotional, social, or physical needs.
  4. Transitions and Coverage:
    - If a staff member needs to leave the room, they will:
      - Notify their fellow caregivers verbally, ensuring it is an appropriate time to leave.
      - Confirm all children are adequately engaged and that supervision needs can still be met.
      - Return promptly or ensure another staff member is available to cover during their absence.
  5. Breaks and Tasks:
    - Staff are provided breaks to tend to personal needs.
    - Care tasks such as dishes, laundry, or brief errands within the building will be performed only during suitable times, ensuring that supervision remains uncompromised.
    - Tasks requiring a caregiver to leave the classroom, such as assisting with toileting or attending to a sick child, will follow these guidelines:
      1. Notify other caregivers of their location and estimated time of return.
      2. Ensure children are actively engaged in activities.
      3. Verify that neighboring staff or the manager can assist if needed.

**Bathroom Supervision:**

- Bathrooms will be supervised while maintaining children's privacy.
- Caregivers will remain close by to assist and ensure health and safety when necessary.

**Nap Supervision:**

- Nap rooms will be monitored continuously. If a caregiver cannot physically remain in the room, monitoring will be conducted via:
  - A caregiver in hearing distance, frequently checking on the room.
  - The use of monitors to ensure the well-being of all napping children.
- If possible, a caregiver will be assigned to remain in the nap room during rest times.

This policy ensures that children are provided with constant care, attention, and supervision, creating a safe and supportive environment for their development and well-being.

## **SUPERVISION POLICY OUTSIDE THE FACILITY**

At Knox Kids Co., we prioritize the safety, well-being, and engagement of all children during outings. The following guidelines outline our supervision practices to ensure a secure and enriching experience when children are outside the facility.

### **General Guidelines for Off-Site Supervision:**

1. **Age-Appropriate Outings:**
  - Caregivers will plan outings suitable for the children's developmental levels and capabilities.
  - The environment will be assessed to determine if risks are age-appropriate and manageable.
2. **Hazard Assessment:**
  - The area will be scanned for potential hazards.
  - Hazards that can be removed or avoided will be addressed before the outing begins.
3. **Staffing Requirements:**
  - Caregivers will never leave the facility with children unless another caregiver is available to join.
  - The Manager or Owner will be informed of all outings prior to departure.
  - Extra staff will accompany the group if available to provide additional support.
4. **Parental Permission:**
  - Parents/guardians provide blanket permission for outings on foot upon registration.
  - Specific field trip forms will be sent home for outings requiring vehicle transportation, and parental signatures will be required for these.

### **Items to Bring on Outings:**

Caregivers will ensure the following are taken on every outing:

- Attendance sheets
- First aid kit
- Necessary medications
- Cell phone

### **Supervision Strategies:**

1. The supervision strategies outlined in the On-Site Supervision Policy will also apply during outings.
2. Staff will never leave the group, except in emergencies. For personal needs (e.g., using a washroom), another staff member will cover their responsibilities.

### **Public Washroom Use:**

- A caregiver will accompany the group into the washroom facility to maintain supervision.
- Privacy will be respected as much as possible while ensuring children's safety.

### **Parent Participation:**

- Parents/guardians are welcome and encouraged to join outings as volunteers.
- Their participation may be requested in situations requiring additional supervision.

By adhering to these practices, Knox Kids Co. ensures a safe, well-supervised, and enjoyable experience for children during off-site activities.

## **PARENTAL/MATERNITY LEAVE POLICY**

At Knox Kids Co., we value the bond between parents and their children and believe that time spent together is vital for a child's development. To support families during parental or maternity leave, we have implemented the following guidelines:

### **Childcare During Parental/Maternity Leave**

1. **Reduced Childcare Days:**
  - After a period of 8-12 weeks following the birth or adoption of a child, families on parental or maternity leave will have their childcare days reduced to 2-3 days per week- this is at the owners discretion considering what is best for the child.
  - If additional days are required, the Owner and Parent will discuss the specific needs of the family, including availability of support from extended family and individual circumstances.
2. **Philosophy on Parent-Child Time:**
  - Knox Kids Co. believes that a child's strongest relationship and primary ally is their parent.
  - Time with parents should not be replaced by childcare unless necessary due to work, illness, or other circumstances.
3. **Commitment to Enriching Care:**
  - While we believe a child's place is at home when possible, we strive to provide an enriching, loving, and supportive environment when parents cannot be present.

### **Waitlist and Re-Enrollment Priority:**

1. **Facilitating Waitlist Flow:**
  - By reducing childcare days for families on parental leave, spaces become available to meet the needs of working families on the waitlist.
2. **Priority Re-Enrollment:**
  - Families on parental leave will receive priority for their space when returning to work, including for their infant. However, availability cannot always be guaranteed due to space constraints. A plan for desired days will be outlined before the child decreases days.

Knox Kids Co. encourages open communication with families to ensure individual needs are met while aligning with our philosophy and the overall needs of the center. This collaborative approach helps maintain a balanced and supportive childcare environment for all families.

## **WATER PLAY POLICY**

At Knox Kids Co., we incorporate water play during the summer months when temperatures allow, providing opportunities for fun, sensory experiences, and learning. To ensure safety and hygiene, the following guidelines apply:

1. **UV Protection:**
  - Parents are required to provide UV shirts for their children to wear during water play to ensure adequate sun protection.

- If a child gets wet during water play, parents may need to change their child into dry clothes at pick-up.
- 2. Kiddie Pool Safety:
  - A designated staff member, acting as the "lifeguard," will monitor the pool at all times. This staff member:
    - Will remain in the pool area and will not leave while children are using the pool.
    - Will sit within arm's reach of the pool for close supervision.
  - Pools will be immediately drained if staffing does not allow for continuous monitoring.
  - Unattended pools are prohibited: Pools will only be filled when children are ready to engage in water play and will be emptied immediately after use.

## **PETS POLICY**

### **Purpose**

This policy outlines the guidelines for having guinea pigs as pets at Knox Kids Co. daycare. The goal is to ensure a safe, healthy, and enriching environment for all children, staff, and pets. The guinea pigs are currently being fostered on a trial basis.

### **General Guidelines**

#### **1. Approval**

- Guinea pigs must receive approval from daycare management before being introduced to the facility.

#### **2. Health Requirements**

- Guinea pigs must be healthy, free from contagious diseases, and meet any vaccination or health check requirements.

#### **3. Behavior and Temperament**

- Proven to be VERY tame and gentle, children are allowed to pet and hold them
- It is noted that any interaction with animals carries inherent risks, including scratches or nips.

#### **4. Supervision**

- Guinea pigs must always be supervised by an adult or staff member during interactions with children.
- Direct contact between guinea pigs and children should be guided and limited to ensure the safety of both the animals and the children.

#### **5. Care and Handling**

- Guinea pigs will have a designated resting and play area equipped with proper bedding, food, and water.
- Handlers, including staff and children, must wash their hands before and after interacting with the guinea pigs.
- All children are permitted to touch/hold the guinea pigs unless a parent has explicitly requested otherwise.

#### **6. Emergency Procedures**

- In case of an emergency involving a guinea pig (e.g., illness, injury, or escape), staff will follow established emergency protocols, including promptly contacting the pet's owner.

#### **7. Cleaning and Maintenance**

- The guinea pigs' area will be cleaned weekly to maintain hygiene and comfort for both the animals and the children.
- Owners will provide the necessary supplies and assist in maintaining the guinea pigs' living environment.

#### **8. Respect for Allergies**

- Measures will be taken to minimize exposure for individuals with allergies or sensitivities to guinea pigs.

#### **9. Education and Engagement**

- Educational opportunities will be provided to teach children about guinea pigs, focusing on proper handling, care, and respect for animals.
- Interactive activities will be organized to promote positive and safe engagement with the guinea pigs.

By adhering to these guidelines, Knox Kids Co. ensures a safe and enriching experience for children while fostering care and respect for animals.

### **DOCUMENTATION POLICY**

Knox Kids Co. values accurate and timely documentation to ensure accountability, safety, and clear communication with families. The following outlines our approach to documenting occurrences with staff, children, and parents:

1. Bumps and Bruises Book:
  - Each classroom maintains a Bumps and Bruises Book to record:
    - Any injury where a mark is left or first aid is applied.
    - Any unusual occurrence involving a child.
    - Details when a child is sent home due to illness, including specific symptoms.
  - Caregivers must document how parents were informed of the incident (e.g., verbal communication at pick-up, phone call, email).
2. Incident Reports:
  - If medical attention is required, an Incident Report will be filed with Interior Health by the Owner/Operator or appointed Manager.
3. Reporting to Parents:
  - Documentation of all incidents must include the mode of communication with the parent (e.g., written report, email, in-person).

### **INCLUSIVE APPROACH POLICY**

Knox Kids Co. is committed to fostering an inclusive environment where all children and families feel supported and valued.

Goals of Inclusion:

- Ensure that all children, regardless of their abilities or background, have equitable access to childcare opportunities.
- Collaborate with families, specialists, and professionals to support each child's unique strengths and needs.
- Provide accommodations and modifications within our capacity to create a safe and nurturing environment.

**Steps to Ensure Inclusion:**

1. Staffing and Expertise:
  - Assess current staff levels to determine if we have the qualifications and experience to support a child's specific needs (e.g., special education or behavioral management).
  - Ensure that staff members are trained or supported to provide individualized care where required.
2. Physical Environment:
  - Evaluate the center's physical space for accessibility and safety, including ramps, accessible restrooms, and adequate room for specialized equipment.
  - Implement modifications as needed to accommodate children with physical, sensory, or developmental needs.
3. Individualized Planning:
  - Collaborate with families and professionals to create individualized support plans tailored to the child's developmental and emotional needs.
  - Adjust routines, teaching methods, or classroom setups to accommodate a variety of learning and developmental styles.
4. Determining Fit:
  - If Knox Kids Co. cannot safely or effectively meet a child's needs, a meeting will be arranged with the parents or guardians to:
    - Discuss challenges in a respectful and sensitive manner.
    - Explore alternative options or resources to ensure the child's best interests are prioritized.

By following these steps, we strive to provide a safe, welcoming, and developmentally supportive environment. While we recognize that our center may not be the best fit for every child, our focus remains on ensuring all children receive the care and resources they need to thrive.



## **GOVERNMENT FUNDING POLICY**

Knox Kids Co. is partially funded through government programs such as the Child Care Operating Fund (CCOF) and the Government Fee Reduction Initiative (GFRI) to help reduce the cost of childcare for families.

### Parent Responsibilities:

- In the event that these government funding programs are reduced or discontinued, families will be responsible for paying the full, unsubsidized fee amounts.
- Knox Kids Co. will provide notice of any changes to funding as soon as possible to allow families to prepare for adjustments to their childcare costs.

We remain committed to advocating for continued funding and providing affordable childcare whenever possible. Parents are encouraged to connect with management for further clarification on funding changes and fee structures.

## **ILLNESS POLICIES**

### **Gastrointestinal (GI) Infections:**

#### **Symptoms:**

- Two episodes of diarrhea, OR
- One episode of vomiting, OR
- One vomiting and one diarrhea episode within 24 hours.

#### **Policy:**

- Children must be absent for 48 hours from the last episode of vomiting or diarrhea, not the onset of symptoms.
- Children must return only when eating and sleeping normally.
- Immediate pickup from the center is required if symptoms arise during the day.

### **Respiratory Infections (RI):**

#### **Symptoms:**

- Fever, runny nose, cough, sore throat, fatigue, body aches, and/or congestion.

#### **Policy:**

- Children must remain home until all symptoms are resolved and they can participate fully in the program (48 hours after symptoms improve).
- Immediate pickup is required if symptoms arise during the day.
- If hospitalization occurs, a doctor's note is required for safe return.

### **Fever:**

#### **Definition:**

- A temperature above 100.4°F (38°C).

#### **Policy:**

- Immediate pickup is required if a fever develops.

- Children must be fever-free without the use of medications for at least 48 hours and must be eating and sleeping normally before returning.

### ***Epidemic/Pandemic or Serious Illness Outbreak Plan***

In the case of an epidemic, pandemic, or serious illness outbreak:

- We will follow directives from the Ministry of Children and Family Development (MCFD), Health Canada, and the CDC.
- This may include limiting program capacity, restricting attendance, or temporarily closing the center.
- No refunds will be issued for the current month, even in the event of mandated closures or space restrictions.
- Families will be kept informed of updates and plans as they develop, ensuring transparency and timely communication.

### **General Illness Outlook:**

Knox Kids Co. strives to maintain a safe and healthy environment for all children, staff, and families.

Below is a comprehensive illness guide, detailing symptoms and center policies for managing communicable diseases.

<b>Illness</b>	<b>Symptoms</b>	<b>Center Policy</b>
<b>Chickenpox</b>	Sudden onset with slight fever, blister-type rash that scabs after a few days, spots on body, face, and scalp.	Exclude when spots first appear until 5 days after onset. Doctor's note required to return. 48 hours of eating and sleeping normally mandatory.
<b>Fifth Disease</b>	Red rash on cheeks ("slapped cheek"), lace-like rash on body, may recur with sunlight exposure.	Doctor's note required. Notify pregnant staff/parents. Stay home until able to keep up with the program. 48 hours of eating and sleeping normally recommended.
<b>Hand, Foot, and Mouth</b>	Fever, sore throat, blisters in mouth, and on hands/feet lasting 7–10 days.	Doctor's note maybe required. Exclude until able to keep up with the program. 48 hours of eating and sleeping normally mandatory. Sores on face or hands must be closed over.
<b>Impetigo</b>	Yellow crusted sores surrounded by redness, spreads easily.	Exclude for 48 hours after starting antibiotics. Affected areas must be clean and covered. Encourage no touching sores; keep nails trimmed and clean.
<b>Influenza/RI</b>	Fever, headache, body aches, fatigue, runny nose, sore throat, sometimes nausea or diarrhea.	Exclude for 48 hours after fever breaks and symptoms improve. Vomiting/diarrhea symptoms require 48 hours of being symptom-free.

Illness	Symptoms	Center Policy
<b>Whooping Cough (Pertussis)</b>	Runny nose, violent coughing fits with a "whoop" sound, sometimes vomiting. Confirm via lab test.	Doctor's note may be required. Avoid contact with young children and infants. Exclude until doctor clears return. 48 hours of eating and sleeping normally mandatory.
<b>Pink Eye</b>	Red, irritated eyes, swollen lids, thick yellow discharge. Sensitive to light.	Follow doctor's advice; usually 1–3 days. Child may return after a full day of antibiotic treatment or when symptoms (discharge, pain) improve. 24 hours on antibiotics required.
<b>Roseola</b>	Fever for 3–4 days followed by a red rash on the trunk spreading to the rest of the body.	Avoid contact with others. Return when fever-free for 48 hours and feeling better.
<b>RSV</b>	Fever, chills, respiratory symptoms, malaise.	Stay home as directed by physician.
<b>Scarlet Fever/Strep Throat</b>	Rash (scarlet fever), sore throat, swollen glands, strawberry tongue, fever.	Doctor's note required. Antibiotic treatment required. 48 hours of eating and sleeping normally mandatory.
<b>Gastrointestinal Infections</b>	Diarrhea, cramps, vomiting, fever, general malaise.	Exclude until 48 hours symptom-free (no diarrhea or vomiting). 48 hours of eating and sleeping normally mandatory.
<b>Pinworms</b>	Itchy anal area, restless sleep, visible adult worms.	Treatment required to return. Reinfection may result in a longer exclusion period.
<b>Lice</b>	Itchiness, visible nits (eggs) or lice around ears and neck.	Treatment required to return. Must be free of live lice and nits before returning.

### Key Notes

- **Doctor's Note:** Required for specific illnesses as listed.
- **48-Hour Rule:** Children must be eating, sleeping, and symptom-free for 48 hours before returning to the center.
- **Immediate Pickup:** Parents will be contacted to pick up their child promptly if symptoms arise during the day.

### Health and Illness Policy Flexibility

By adhering to these guidelines, Knox Kids Co. ensures a safe, healthy, and supportive environment for all children, families, and staff.

Please note that the **Owner reserves the right to change, update, or request additional information or documentation related to illness requirements at any time**, based on the current illness levels within the center or broader community.

This means that **illness-related guidelines may shift in response to outbreaks, increased symptoms among children or staff, or public health recommendations**. In all cases, the **final decision regarding a child's return to care will be made by the Owner**, with the best interest of the center's health and safety in mind.

We appreciate your understanding and cooperation in helping us maintain a healthy environment for everyone.