**Parent Handbook**



14 Mill Street, Russell, Ontario K4R 1E7 – Phone (613) 445-0445

[www.kindercarerussell.ca](http://www.kindercarerussell.ca)

# Introduction

Welcome to Early Learning KinderCare Inc.

Parent Handbook

Our aim in producing this document was to create a one-stop information point where you would be able to access all the information you are likely to need in relation to your child’s care. The Handbook and corresponding policy documents form part of your client contract with Early Learning KinderCare Inc.

This document gives you an overview of the terms and conditions of your child’s enrolment in our program, and outlines what you can expect from us as your child’s day care provider as well as what we expect from you. We ask you for your support to help us achieve the aims and objectives of the day care.

I hope you find this a useful guide during your child’s time with us. However if you are unable to find the answer to your question here, please feel free to contact the Director of Administration, Cheryl Lomas-Picketts at 613-445-0445 or at cheryllomas@yahoo.ca, who will certainly be able to find an answer for you.

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Cheryl Lomas-Picketts

Director of Administration

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# Starting with Early Learning KinderCare

## About the Company

Our Motto is…

*‘Children learn best by doing’*

Early Learning KinderCare Inc., known simply as KinderCare, is a privately owned and operated organization licensed under the CCEYA (Child Care and Early Years Act, 2014 Licensing Standards) by the Ministry of Education.

KinderCare was founded in 2004 by Donna Hergel and Cheryl Lomas-Picketts with the main aim of providing quality care for families in our local community. We have grown steadily since then and we now have 12 employees providing care for 66 children within three programs: the Preschool Program (16) and the Kindergarten (20) and School Age (30) Before & After School Care Programs.

It is KinderCare’s mission to provide the children in our care with a warm and caring environment and educational programming that addresses all areas of development. We endeavour to ignite a love of learning and a sense of wonderment in the world around us and help prepare the children for long term success in the classroom.

You can get more information on our website at [**www.kindercarerussell.ca**](http://www.kindercarerussell.ca)

## Philosophy and Objectives

Children are naturally creative, resourceful and imaginative. The programs at KinderCare harness these inherent qualities to foster the development of the whole child - taking into account their social, emotional, cognitive and physical needs through child centred programming. This method of teaching endeavours to capture a child’s natural curiosity for learning through their own areas of interest while creating opportunities to explore and expand their knowledge. By providing a safe and nurturing environment we will help to develop each child’s self-confidence, independence, social interaction and creativity. At KinderCare we venture to create a positive learning atmosphere – a place filled with activity where children are busy doing, exploring and discovering.

“I was thrilled when KinderCare opened their doors to pre-schoolers. We’ve always trusted KinderCare as a great support to our children’s kindergarten experience and now even our pre-schooler is able to tap into their unique educational activities.

KinderCare’s attentive child-centric programming has fostered a love of learning for all our children. This lasting effect and the joy on our pre-schooler’s face every morning is why we know this is the best preparation. And happiest days, you can offer your little ones.

* ***J.MacArthur, extremely satisfied parent***

# Program Statement

Early Learning KinderCare is dedicated to providing high quality childcare which supports children’s learning, development and overall health and well-being. Our Early Childhood Educators are knowledgeable and caring professionals who are committed to supporting a child-centred program that stems from the interests and needs of the children. We believe that children learn best by doing and all of our educators engage as co-learners in the active process of exploration, play and inquiry that our curriculum is based upon. We encourage the children to interact and communicate in a positive way and support their ability to self-regulate. Overall, we view all children, no matter what their stage of development, as capable and competent learners who are curious about the world around them and full of potential. We endeavour to help children ignite a love of learning that will last them a life time.

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## Curriculum

At KinderCare, in order to meet our program goals, we have implemented a model of early childhood education which utilizes a child-centred, emergent curriculum with an emphasis on creativity and collaboration in a play-based and inclusive learning environment. We believe that this approach best suits our “children learn best by doing” philosophy and endeavours to capture a child’s natural curiosity for learning. We understand that the early childhood experience is about learning, not teaching. Educators must learn about the child, from the child herself/himself and from the family of the child. The early years is the time when children develop self-esteem, sense of belonging and a sense of self-worth, the essential skills that form the foundation of which learning is built. The Emergent Curriculum approach, with its emphasis on child-centered learning, is the best way to enhance the growth of these skills and ignite a love of learning that will last them a life time.

Emergent Curriculum is an approach to learning that endeavours to capture a child’s natural curiosity for learning, though their own areas of interest. Educators plan activities that promote curiosity and lure children into discovery. Children are seen as resourceful and competent learners whose ideas and interests are worthy curriculum topics.

We start by providing a warm and caring environment that includes routines, transitions, and ample free play opportunities. At play time, children get to make their own choices regarding their play, social interactions and area of discovery. We provide opportunities for active as well as quiet play, both indoor and outdoor activities, group play and solitary experiences. Throughout the day the Educators observe the children as they play, make discoveries and interact with others. We document and take note of particular areas of interest. Based on these observed interests we plan encounters that create opportunities for them to explore and expand their knowledge, as well as, provide opportunities for Educators to teach necessary skills.

We do not separate the curriculum into discrete blocks of time for math, language etc… rather, children learn about themselves and the world around them through investigation and discovery and through art, dramatic play and social interactions. Children love to play, explore and question the world around them. Through hands on experiences, they discover how things work and explore new concepts.

KinderCare is part of a vibrant community, with many valuable partners. In order to help meet our goals, our educators seek out opportunities within the community that allow us to engage with and learn from these partners. Some of the connections that we have made within the community include our local library, fire station, senior’s residence and various businesses. We also look at parents and family members as valuable resources, always welcoming their involvement and participation in projects or activities in which they may have special experience or skills.

## Observing and documenting children’s experiences

Observing and documenting children’s experiences is an integral part of Emergent Curriculum. When we understand and observe emerging skills we can create individual strategies to support practices and extension of the skill. The Educator watches, listens, and reflects on what happens in order to reinforce the child’s learning and appreciation of an experience. Observation and documentation is therefore one of the most important roles of an E.C.E. The purpose of this is to:

* Deepen Educators understanding about each child’s thinking and development
* Help Educators make informed decisions and support each child’s learning and development.
* Take each child’s work and feelings seriously, and to give value to them
* Help children to reflect on and make sense of their own experiences
* Make learning visible to parents and the community

Observation and documentation at KinderCare is demonstrated through:

* *Individual Portfolios* (Preschool Program)– A collection of photos and art work and other relevant items that reveal different aspects of an individual child’s growth and development over time.
* *Learning Stories (*Preschool Program*) -* posted observations of children’s day-to-day experiences demonstrated through photographs accompanied by narrative notes. These Learning Stories are displayed in frames along one wall.
* *Bulletin Boards*
* *Poster Boards*
* *Other* – Video, staff success journal, self-reflection journals

Through these documents parents can follow their child’s learning experiences while at KinderCare.

# Preschool Program (2.5 – 4 years old)

In our preschool program we focus on five traditional learning domains (social, emotional, language, cognitive, and physical). A domain is a broad area or dimension of development. We focus on these five domains because they reflect areas of significance in the early years and are the most commonly used domains in early childhood education curricula. When a root skill (a specific capacity, process, ability, or, competency that exists within a domain) is identified an anecdotal or narrative note which demonstrates the presence of the root skill is recorded in individual learning stories.

Important areas such as literacy and numeracy development are introduced and woven through all activities taking place in each of the traditional learning domains and Learning Centres. The environment fosters their creativity, promotes wonder and encourages each child’s natural curiosity and desire to explore and learn. Throughout the process, the Educator also pays close attention to each child’s achievements, thereby supporting the formation of self-esteem, confidence and a strong social-emotional foundation.

### Learning Centres

1. Dramatic Play Centre: Using a variety of materials, costumes, and props the dramatic play area offers the children the chance to use their imaginations to the fullest and engage in role playing activity. Children transform themselves into chefs, fire fighters, princesses and much more.
2. Creative Art Centre:In Emergent Curriculum the process is more important than the product; something that KinderCare has always embraced. The Creative Art Centre is a place where children can get messy and experiment as they explore a wide variety of art media. Art projects excite and stretch children’s imaginations as well as promote a sense of pride and achievement in their own creative efforts.
3. Science Centre*:* Young children are naturally eager to explore their environment. Hands-on activities and experiments are great ways to learn about the world around them. Observing, comparing, classifying and communicating are all lessons that children absorb in the Science Centre.
4. Sensory Bin*:* The sensory bin is more than just a place to touch and feel different materials. Children practice sharing space with others as they play side by side conversing with one another about what they’re doing. They explore, sort, count, measure and make comparisons. Sand, rice, pasta, water, mud, rocks, and leaves are just a few of the materials that can be explored over the course of the year.
5. Table Top Activities*:* Busy hands and curious minds just love to explore and work with different materials in seemingly endless ways. Manipulatives such as puzzles, play dough, and work jobs (hands on educational activities) are a few from a wide array of manipulatives that are always a component of our free play time. Children have fun as they create, make patterns, count, compare and sort.
6. Block Centre:Children become young architects as they build and create with a wide variety of blocks on our carpet area. Castles are created from big, hollow wooden blocks that are then used as part of a dramatic play story. Youngsters expand their problem solving skills as they experiment to see how high they can build a tower. Cooperation and respect for other people’s work are also lessons learned in the block centre.

# Extended Care Programs

For the added convenience of today’s busy families, KinderCare also offers extended care hours, outside of the regular school day and calendar. We offer before & after school care, as well as, recreational programming on five P.A. Days, March Break and Summer Break. These programs have the same high expectations of quality and diversity that is offered in our school day programming. Parents have peace of mind knowing their children are being cared for in a safe, positive and enriching environment. In all of our programs experienced caring staff organize a wide variety of fun activities specially designed to meet the varied interests and developmental levels of every child.

## Before & After School Care Programs

We offer three distinct programs during the extended school day hours – Preschool, Kindergarten and School Age Before and After School Care Programs.

1. *Preschool Before & After School Care Program* offers extended care before and after the regularly scheduled day for children enrolled in KinderCare’s Preschool Program (2.5 – 4 years old).
2. *Kindergarten Before & After School Care Program* offers extended care for children who are enrolled in the kindergarten program at Russell Public School (aged 4 or 5).
3. *School Aged Before & After School Care Program* offers extended care for children aged six to eleven years old (up to grade 5) who are enrolled at Russell Public School.

For the most part these three groups are operated on an independent basis. However, depending on the number of children present, the Preschool Program may be combined with the Kindergarten Program during extended care hours. All programs come together during our family grouping time at the start of the day (7:00 – 7:30 a.m.) and at the end of the day (5:00 – 6:00 p.m.). It is wonderful to see how some of the older children take on a leadership role, helping and encouraging the younger children. The younger children often develop special relationships with their older peers, trying to be ‘grownup’ just like them.

Our Before & After School Care Programs offer:

* Sports and games in the gym.
* Outdoor play and exercise.
* A creative centre for painting, drawing and collage.
* Organized arts and crafts.
* Free play time including games, puzzles, and toys.
* A place to relax with friends, listen to music, read a book or magazine.

Special activities offered during the Before & After School Care Programs include:

* Homework Club: A supervised, half-hour homework period in the library for grades 2 – 6
* Gardening Club: weather permitting
* Yoga: What a great way to end the week!

During our Before & After School Care Programs enough caregivers are present to allow for movement of smaller groups between different areas – classroom, gym, library and the outdoor playground. Groups are divided by age or mixed family groupings are formed depending on the activity at the time and the number of students present.

## Recreational Programs

### P.A. Days and March Break

For those children attending KinderCare during extended care hours, recreational programming is provided during five P.A. Days and March Breakat no additional cost*.* As it is possible that these days may be changed from those listed on the school calendar (enclosed in your registration package), parents will be advised at least two weeks in advance of any P.A. Day changes or any other non-school days that are not currently shown in the school calendar. Any P.A. Days which occur after the last day of school in June become part of the summer program. Care for these days are not included in the Before & After School Care fees but are included in the cost of the Summer Program. During our recreational programs your child(ren) may be dropped off any time after but no earlier than 7:00 a.m. and may be picked up any time before, but no later than 6:00 p.m. or a late fee will be charged. Please see *late fees* below.

### Summer Program

Summer is about being outside and that is where we spend most of our time. Whether we are enjoying sports, games & activities, water play, a walking excursion to the grocery store, library, park, or nature trail; or we are spending the afternoon at the Russell Pool or we are on a full day field trip we are always on the go. When we do spend time indoors the time is packed full of activities such as free play, sports and activities in the gym, Arts & Crafts, and board games. No matter whether we are indoors or out, our objectives are always the same: to explore, discover and have fun among friends.

Throughout the summer months KinderCare offers two distinct fun filled recreational programs: our **Kindergarten** group offers care for children aged three to five years old and our **School Age** group offers care for children aged six to twelve years old. Both programs offer a wide variety of theme based activities and excursions.

For our summer program your child will need to bring:

* Backpack
* Sun hat
* Sunscreen (As we do spend a lot of time outdoors in the summer please read our policy on sunscreen carefully).
* Indoor shoes (suitable for play in the gym)
* Water shoes (shoes that can get wet during water play)
* Towel
* Swimsuit
* Life jacket (if needed for the pool)
* Water bottle (students who do not bring a water bottle will be provided with one at a cost of $10.00).
* Lunch and snacks (please read our policy on lunches carefully)

# The Day to Day Structure

## Program Hours

All programs offered by KinderCare operate Monday to Friday. For those families enrolled in extended care hours the doors open at 7:00 a.m. and close at 6:00 p.m. A monthly fee is charged for our *Before & After School Care Program*. (Please see the addendum, *Programs at a glance,* found in your registration package). For those pre-schoolers attending during school hours only the program starts at 9:05 a.m. and ends at 3:20 p.m. KinderCare offers recreational programming on four P.A. Days (excluding P.A. Days which fall after the final day of school in June), March Break and Summer Break. The hours for of operation for these programs are 7:00 a.m. – 6:00 p.m.

KinderCare will be closed for a Christmas break, a four day Easter weekend break, all statutory holidays applicable to Ontario, the last week of July and the first week of August during our Summer Break Program for maintenance and cleaning, as well as, the Friday before Labour Day Weekend.

## Morning Drop-off

Whoever drops off your child must sign IN on the attendance sheet at the time they leave the child in the care of KinderCare. The doors to the class will open at 7:00 a.m. for the before school program and will open at 9:05 a.m. for the preschool program. Please ensure that a staff member is aware that your child has arrived.

## Afternoon Pick-up

Whoever picks up your child must sign OUT on the attendance register. This is done so that the coordinator of the program can ensure that each child is picked up by an authorized adult. Children may be picked up only by individuals whose names appear on the registration form, unless a written note has been received from the child’s parent specifying otherwise.

Children who are attending the preschool program must be picked up from KinderCare by 3:20 p.m. Students not picked up by 3:20 p.m. will automatically be placed in the after school care program and a fee will be charged as per the after school care program fee schedule (enclosed in your registration package).

Parents are asked to sign out their child as quietly and as efficiently as possible to ensure that the activities underway in the after school program are not disrupted. Once a child has been signed out of the program, parents should ensure that the child remains under their supervision while on school property.

Parents are expected to pick up their children no later than 6:00 p.m. or a late fee will be charged. Please see *late fees* below.

## Late Fees

The late pick up fee is $5.00 for the first 15 minutes and then $1.00 per minute thereafter. Outstanding fees are billed monthly.

## Attendance

Should a child be absent or late for any reason, parents must call KinderCare prior to morning or afternoon drop-off time.

## Illness

Please advise our staff if your child will be absent due to illness or has been in contact with a communicable disease. Please describe symptoms of the illness at time of reporting.

Children experiencing an elevated temperature, flushing, pallor or listlessness; an acute cold, nasal discharge or coughing; vomiting or diarrhoea; red or discharging eyes or ears; undiagnosed skin rashes or infections; and unusual irritability, fussiness and restlessness should be kept at home. Children who have experienced vomiting or diarrhoea are to be kept home for a minimum of 24 hours after the last bout of vomiting or stools are formed.

All children with unknown rashes must be seen by a doctor and may not return to the day care without a physician’s note stating that the child is non-contagious.

Each disease has a different exclusion period. If you are unsure as to how long you should keep your child at home, please consult one of the KinderCare staff. Thank you for your cooperation in this matter as these precautions will help prevent other students or staff from getting sick and help to prevent an outbreak that could potentially close the day care for an extended period of time.

## Transportation

Transportation to and from the school is the responsibility of the parents.

## Unscheduled School Closures

When bus transportation is cancelled due to inclement weather Russell Public School usually remains open, therefore, KinderCare will remain open. However, if Russell Public School closes, for whatever reason, KinderCare will also be closed.

In case of fire, flood or infestation, KinderCare will be closed until the premises have been inspected and judged safe by the Health Department.

Due to unanticipated events, it may be necessary to either not open Early Learning KinderCare in the morning or close early. In the event of such an occurrence, KinderCare will endeavour to contact families in as expedient a manner as possible. (Make sure KinderCare has your work and home phone numbers.)

If it is necessary to evacuate the premises thedesignated place of shelterduring an emergency is St. Andrew’s and St. Paul’s United Church located at 38 Mill St. Russell, ON. Children and staff will be accounted for again and temporary care will be provided until parents can be notified to pick up their child/children.

## Lunch and Snacks

Children attending the Preschool and Summer Programs are expected to bring a nutritious lunch, two healthy snacks, and a water bottle daily. This ensures that the children are well nourished and able to maintain their focus. We recommend that you use an insulated lunch box and use an ice pack as lunches are not refrigerated. Children attending the before & after school care programs may also wish to bring a snack. Appropriate snacks include items such as fruit, vegetables, yoghurt and juice. Because of the high sugar and salt content, KinderCare encourages you not to send chips, candy or soft drinks to school. Our staff model appropriate healthy eating habits whenever they sit down to eat with the children.

## Activities off the Premises

From time to time KinderCare will leave the premises of the day care for special activities. Most of our special activities off the premises will be walking excursions throughout the village to such places as the conservation area or McDougall Park. Parents will be notified in advance any time we plan to leave the day care premises for a special activity.

As is the nature of our Summer Program there will be more activities scheduled off of the premises than during the regular school year programming. Please see the current Summer Program Plan for details.

## Immunizations

All children attending Early Learning KinderCare, who are not yet attending Russell Public School, must be immunized as recommended by the local medical officer of health (MOH) unless a parent objects in writing to the immunization on the grounds that the immunization conflicts with the sincerely held convictions of the parents religion or conscience. Children may also be exempt if a legally qualified medical practitioner gives medical reasons in writing to KinderCare as to why the child should not be immunized. If your child is exempt from immunization a signed copy of the documentation must be submitted to the Director of Administration, Cheryl Lomas-Picketts, prior to the child’s commencement in our program. For recommended immunizations please refer to the Publicly Funded Immunization Schedule for Ontario (2009).

## Allergies

Some children have severe allergic reactions to certain foods such as nuts, chocolate, dairy products, eggs, and shellfish. In order to keep these children safe, it is important that students do not share their lunches or snacks. Due to the deadly nature of most peanut allergies we ask that parents do not send any food containing nuts or traces of nuts to KinderCare. Parents will be made aware if there is a child in the classroom with a severe life threatening allergy to any other foods aside from nuts. A list of all students with allergic reactions is posted in the classroom, with respective emergency response procedures indicated.

## Medication

Staff may administer medication to your child only if parents have provided written authorization on a form available from KinderCare.

## Dress Code

KinderCare has no specific dress code. However, we do have a few requests for the children attending our programs.

* Bring a change of clothing. Accidents do happen and spills at the paint and water tables are common.
* Label your child’s clothing with his or her name. We cannot be responsible for lost or misplaced items.
* Bring a pair of indoor shoes. These may be left at school.
* Please dress your child appropriately for the weather as the children will be playing outside during all kinds of weather.
* Do not dress your children in their best clothing; dress your children in something that you do not mind getting dirty, wet or covered in paint. At KinderCare we are involved in some very messy but very fun activities.

## Sunscreen

We ask that parents apply sunscreen before dropping their children off at KinderCare. If sunscreen must be reapplied during the day your child must reapply the sunscreen themselves. Please send sunscreen in lotion form with a minimum SPF of 15. **Spray lotions are not permitted**.

At KinderCare we will take the following precautions to help prevent any heat related health issues:

* Make use of shady areas of the school yard.
* Encourage quieter activities that require less exertion.
* Consider indoor activities or modify outdoor time.
* CSA guarded fans will be used for air movement in the room.
* Use the library when available (as it is air conditioned).
* Encourage the drinking of water for re-hydration.

As parents we ask that you:

* Dress your child in summer weight clothing to allow free air movement and sweat evaporation. Light coloured clothing is preferable.
* Send your child to KinderCare with a wide brimmed hat and sun glasses.
* Apply sunscreen (containing minimum SPF 15) before your child arrives at KinderCare.

## Bug Repellent

We highly discourage sending bug repellent to KinderCare. If there is a medical reason for which your child is required to use bug repellent please send it in towelette form. **Spray repellents are prohibited at KinderCare.**

## Parental Involvement

Parents are welcome in the classroom at any time. Please notify one of the teachers of your intent to visit; we will be happy to have you. If you have any questions or concerns about the program you may contact Cheryl Lomas-Picketts by phone at 613-445-0445 or by email at cheryllomas@yahoo.ca. If you would like to make an anonymous suggestion there is a suggestion box at the entrance of our Preschool room.

# Registration and Withdrawal Policy

## General

The payment of tuition fees is required for all students attending an Early Learning KinderCare program. A non-refundable registration fee is charged for all registrations. If enrolling in more than one program, however, the registration fee will be charged only once. Tuition for the last month of the school year (June) is payable at the time of registration, however, cheques may be post-dated to June 1st of the current year. The remaining tuition (September – May or August whichever is applicable) must be paid in monthly instalments due on the first day of each month, payable by post-dated cheques. All cheques should be made payable to *KinderCare*. For specific program fees, please see the fee schedule enclosed in your registration package. No refunds will be made in case of school closures due to holidays or bad weather, or when the child is ill or does not attend. A receipt for income tax purposes will be provided.

## Accounts Outstanding

Fees are due and payable on the dates indicated herein. A $50.00 fee will be charged in the event of a cheque returned due to insufficient funds. If payment is delinquent beyond the 10th day of the month enrolment will be considered terminated. Before re-admittance, full payment of all outstanding amounts plus interest must be made. The interest rate of 1.5% per month will be charged on overdue accounts.

## Withdrawal of a Student

Should a parent wish to withdraw their child for any reason, the parent must provide a written notice of intent one full month in advance, effective the last day of the month. The rebate of fees is effective from the end of this notice; otherwise one month’s fee must be forfeited.

# Serious Occurrences

The safety and well-being of the children attending KinderCare is our highest priority. We work diligently to provide a safe, creative and nurturing environment for each child in our care. That being said, in spite of all the best precautions, serious occurrences can sometimes take place. To support increased transparency and access to information it is our responsibility to post information about any serious occurrences that happen at our centre.

A serious occurrence could include:

Serious injury to a child

Fire or other disaster on site

Complaint about service standard

If a serious occurrence should occur at KinderCare a *Serious Occurrence Notification Form* will be posted on the bulletin board inside the preschool room for 10 days where it is visible to parents. Completed Serious Occurrence Notification Forms will be kept and made available upon request to parents, licensing and municipal children’s services staff for a minimum of two years.

# APPROACHES TO SUPPORT POSITIVE AND RESPONSIVE INTERACTIONS

### **General Practices**

Early Learning KinderCare programs have a warm and caring atmosphere. Children are valued as individuals and an affirmative approach is used to promote positive and responsive interactions between the Educators and the children, as well as between their parents and the Educators. Children and staff are expected to be cooperative, honest and caring. They are also expected to show respect toward each other, their peers, school property and themselves. Children are expected to be responsive to discipline and observe day care rules. Parents will be informed of any disruptive behaviour and Early Learning KinderCare will ask for their cooperation in helping their child meet the expectations promoted by the educators at KinderCare. All expectations will be clearly set out at the beginning of the school year and all approaches will be:

* Used in a positive and consistent manner.
* Implemented as needed to support positive and responsive interactions.
* Appropriate to the developmental level of the child.
* Related to the current situation.
* Designed to assist the child to interact in a positive manner.

Approaches to be implemented to support positive and responsive interactions***:***

Staff, student teachers and volunteers are expected to use the following approaches to promote positive and responsive interactions:

* **Set the children up for success**:
* Make sure the expectations for the children are very clear. For example, when there is a transition coming up give the children warning; in the Preschool & Kindergarten Program we sing the “Rumm Summ Summ” song to warn all the children that play time is about to end.
* Prepare the children ahead of time for activities that are new. Talk to them before the activity so they know what is going to happen and what our expectations are in terms of their behavior. What are they allowed to do; what are they not allowed to do. If it is a game in the gym, what are the rules? When preparing the children for a new activity visual cues are always useful.
* **Ignore** any inappropriate behaviour, whenever possible. This does not mean ignore everything. Ignore behaviours that are attention seeking but not dangerous to the child or the other children.
* **Positive reinforcement** – both verbal and non-verbal - of positive and responsive interactions.
* **Diversion** – redirection of a child to another area of play or more closely supervised activity.
* **Positive verbal reminders –** encourage the children to interact and communicate in a positive way and support their ability to self-regulate
* **Mediation:** Provideguidance and support for problem solving. When children are having difficulty coming up with a solution to their problem help them through the process.
* **Mediated role playing with peers**

A discussion and explanation will follow all approaches where appropriate.

**Prohibited Practices**

The following forms of discipline **will not** be permitted by anyone including staff, students, volunteers and parents during the operations of the program:

* Corporal punishment of a child (e.g. spanking, hitting, shaking, etc…)
* Physical restraint of the child, such as confining the child to a high chair, car seat, stroller for other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing the 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.
* Deliberate harsh or degrading measures that would humiliate a child or undermine a child’s self-respect.
* Deprivation of a child of basic needs including food, shelter, clothing or bedding.
* To remove a child to an area that is unsupervised.
* Being confined in a locked room or area.
* Inflicting any bodily harm on children including making children eat or drink against their will.

# Privacy Protection Pledge

We want to make sure that we comply with the new legal obligations imposed by the federal government's *Personal Information Protection and Electronic Documents Act* ("***PIPEDA***") regarding the collection, use and disclosure of personal information in commercial activities.

That is why we have developed this Privacy Protection Pledge. We want you to understand the purposes for which we collect personal information. We also want to make sure that we have your consent to continue to collect, use and disclose this personal information for these purposes.

We have also developed a Privacy Policy, which specifies and describes the principles and guidelines that we have adopted for the collection, use, disclosure and retention of personal information.

The following is a brief summary of our privacy practices:

## What is personal information?

Personal information is any information that can be used to identify, distinguish or contact a specific individual. Personal information can include facts about, or related to, an individual, as well as an individual's opinions or beliefs. Personal information does not include publicly available information (for example, names, addresses and telephone numbers which are published on an annual basis in telephone directories) or business contact information (the name, title, business address or telephone number of an employee of an organization).

## Why do we collect personal information, and how do we use it?

In carrying on business as a licensed child care facility,we collect personal information about the children in our care, their parents/legal guardians, their siblings, and other individuals who are also involved in their care and upbringing (collectively, "***the children in our care and their families***"), about our independent contractors (ie. people who regularly work for us, but who are not paid as employees), directors, therapists, volunteers, work experience students and educational or regulatory observers, and about other people in the general community with whom we interact (collectively, “***our other constituents***”). We respect the privacy of all of these individuals, which is why we collect and use personal information only for the following purposes:

1. To identify the children in our care and their families, as well as our other constituents;

2. To establish and maintain responsible relationships with the children in our care and their families, as well as with our other constituents;

3. To understand, develop and/or enhance the needs, desires, concerns and opinions of the children in our care and their families, as well as our other constituents;

4. To provide the services expected of a licensed child care facility to the children in our care and their families, all with a view to advancing the goals of our Mission Statement;

5. To manage and develop our business and operations; and

6. To meet legal and regulatory requirements.

We collect information only by lawful and fair means, and not in an unreasonably intrusive way. We collect personal information from day to day observations of, or interactions with, the children in our care and/or from their parents/legal guardians, as well as from our other constituents.

## When do we disclose personal information?

There are a variety of circumstances where we may need to disclose some personal information about the children in our care and/or their families, or about our other constituents. However, with the exception of those circumstances where disclosure is required or permitted by law, we make sure that any disclosure of personal information is made on a "need to know" and, where applicable, on a confidential basis, and in accordance with the provisions of *The Ontario Child Care Licensing, Day Nursery’s Manual.* We also use contractual or other means to protect the information and to make sure that the information is used only for the purpose(s) for which it was disclosed.

 Subject to the foregoing, we may disclose an individual's personal information:

1. To our employees, independent contractors, directors, therapists, volunteers, work experience students and educational or regulatory observers; or

2. To a third party who requires personal information in order to:

1. provide (or assist us in providing) for the physical, emotional, social and/or intellectual wellbeing and/or safety of the children in our care; or
2. assist us in our general administration and/or operations (which includes record keeping and debt collection); or
3. assist us in providing products and/or services to the children in our care and their families, or to our other constituents; or

3. To a public authority or agent of a public authority if, in our reasonable judgment, it appears that there is imminent danger to life or property which could be avoided or minimized by the disclosure of the information; or

4. To a third party who requires such information and who is part of our organizational group; or

5. To a third party with whom we are negotiating for the purpose of them taking over some or all of our services and/or other activities; or

6. To representatives of other licensed child care facilities if that individual has not promptly satisfied his/her debts to us; or

7. To a third party where that individual (if he/she is an adult, otherwise his/her parent/legal guardian) has consented to such disclosure; or

8. To a third party where such disclosure is required or permitted by law.

We will not disclose an individual's personal information in our possession or under our control to any third party for the purpose of enabling that third party to market its products and/or services to that individual (or to that individual's family) without first seeking the express consent of that individual (if he/she is an adult, otherwise his/her parent/legal guardian) to do so.

## How do we protect personal information?

In order to protect personal information, we will:

1. Not collect, use or disclose an individual's personal information for any purpose other than those identified above, except with the further consent of that individual (if he/she is an adult, otherwise his/her parent/legal guardian). Consent for any of the identified purposes or for any additional purpose can be provided in writing, orally or electronically. Consent can be express or it may be implied in appropriate circumstances. Express consent happens whenever there is no doubt that an adult individual has expressly told us, in writing, orally or electronically, that we can collect, use or disclose his/her personal information or that of his/her child(ren). Implied consent happens whenever we can reasonably assume, from an adult individual's action or inaction, that we have his/her consent to collect, use or disclose his/her personal information or that of his/her child(ren). We will try to obtain express consent whenever it would be reasonable for an individual to assume that we would do so;

2. Protect personal information with security safeguards that are appropriate to the sensitivity of the information;

3. Protect the confidentiality of personal information when dealing with other organizations;

4. Use reasonable efforts to keep personal information as accurate and up-to-date as is necessary for the purposes for which it is to be used and/or disclosed. The assistance of parents/legal guardians in keeping their and their children's personal information up to date is essential; and

5. Respond to any request that an adult individual may make for access to personal information regarding him/her (or his/her child(ren)). We will need specific information from an individual to verify his/her identity before we can respond to his/her request. In addition, there may be instances where we will not be able to provide an individual with the personal information that he/she has requested. If we deny a request for access to personal information, we will provide the individual with an explanation in writing.

## What are your choices?

We would like to have your consent to continue to collect, use and disclose your personal information (and, if you are a parent/legal guardian of one or more children in our care, that of your child(ren) and other individuals who are involved with their care and upbringing) for the purposes identified above. However, you do have choices. You may refuse to provide your personal information (or that of your child(ren)) to us. You may also withdraw your consent for us to collect, use or disclose your personal information (or that of your child(ren)) at any time, subject to legal or contractual restrictions and reasonable notice. However, in either case, this may limit or eliminate altogether our ability to provide any products or services to you (or to your child(ren)), to involve you in other organizational activities and/or to communicate with you.