

Our Kids Child Care Centre

Parent Handbook

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www.ourkidschildcare.com

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Welcome to Our Kids Child Care Lambton Inc.

Our Organization

Our Kids Child Care Lambton Inc. was established in 1992. OKCC is an incorporated, non-profit organization licensed by the Ministry of Education and is governed by a Board of Directors. The Board of Directors meet bi-monthly and each fall an Annual General Meeting (AGM) is held.

Program Philosophy

Our Kids Child Care Centre, staffed by Registered Early Childhood Educators and support staff, promotes an Emergent Curriculum in a nurturing and secure environment. There are equal opportunities for children to participate and benefit from their play experiences to promote individual learning and development. Activities are planned with the children and encourage exploration, play and inquiry.

Our Kids Child Care follows the Ontario Early Learning Framework's Statement of Principles:

- Early childhood development sets the foundation for lifelong learning, behaviour and health.
- Partnerships with families and communities strengthen the ability of early childhood settings to meet the needs of young children.
- Respect for diversity, equity and inclusion are prerequisites for honouring children's rights, optimal development and learning.
- A planned curriculum supports early learning.
- Play is a means to early learning that capitalizes on children's natural curiosity and exuberance.
- Knowledgeable and responsive early childhood practitioners are essential to early childhood settings.

Inclusive Programs

At OKCC we believe that all children are capable, competent and rich in potential. As such, we provide care and learning opportunities for all children. In collaboration with outside agencies, we are dedicated to providing the resources required in order for the child to achieve success and have a greater sense of belonging within the programs. The environment is designed to foster children's well-being and development for every child to have meaningful participation.

Program Statement

Our Kids Child Care Lambton Inc.

Program Statement

(Revised April 2024)

Our Kids Child Care Lambton Inc. believes that children are competent, capable, curious and rich in potential.

We believe that play is the fundamental activity of early childhood.

We believe fun and learning are parallel.

When children have a personal investment in their learning, they enjoy their day and they learn and grow naturally.

We believe in providing an environment that fosters active learning, autonomy, security, diversity, and warmth.

Children are recognized and respected as individuals with unique and diverse family values and backgrounds.

Core Values

A- promote the health, safety, nutrition and well-being of the children

Our Kids Child Care provides a clean and safe environment. The children are provided with healthy meals and snacks in accordance with Canada's Food Guide. We meet all requirements with Lambton County's Dine Safe and are inspected by Lambton Public Health. Children have access to drinking water at all times throughout the day. We follow all safety protocols for Fire and Safety, water flushing recommendations from the Ministry of Environment, as well as we provide secure entry within St Matthew Catholic School and their procedures. All staff are trained and certified in First Aid and CPR.

B- support positive and responsive interactions among the children, parents, childcare providers and staff

Children need to feel like they belong. As educators, we will support and encourage them as they grow and learn. We will build on their strengths and use this as an opportunity for them to succeed. We listen and respond to the children, parents and staff to make everyone feel welcome and valued.

C- encourage the children to interact and communicate in a positive way and support their ability to self-regulate

Relationships shall be nurturing, loving, secure and positive. Our Kids Child Care promotes healthy child development by emphasizing responsive positive relationships, providing stimulating and age appropriate environments that promote learning through play. Children are encouraged to develop their own sense of self, manage their emotions and self-regulate their behaviours, with the help of their teachers and child care staff.

D- foster the children's exploration, play and inquiry

Play-based learning enables children to investigate, ask questions, solve problems and engage in critical thinking. Educators are responsible for introducing new ideas, experiences and to

help the children make sense of their world. Educators also create and maintain the environments for the children to explore and be active participants in their own learning.

E- provide child-initiated and adult supported experiences

A balance of child-initiated and adult-supported experiences will be provided. Children are encouraged to explore their environment, be curious, and have fun while playing. Children are encouraged to ask questions and take part in finding the answers to the questions. Educators are engaged and supportive of each child's needs and developmental stages.

F- plan for and create positive learning environments and experiences in which each child's learning and development will be supported

Positive interactions with families builds positive relationships. By working together, we can focus on your child's strengths and respect individual needs. Families provide us with valuable insight into their child's needs.

G- Incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and give consideration to the individual needs of the children receiving care

Learning happens throughout the day, and consists of indoor and outdoor play, meal breaks, rest and quiet time. Our environments are designed to welcome social interactions, problem solving, and creativity. Children are given options and time to play follow their individual interests.

H- foster the engagement of and ongoing communication with parents about the program and their children

Communication is the key. We work together with families to ensure open communication. We communicate thru formal and informal documentations, conversations, surveys, newsletters and social media.

I-Involve local community partners and allow those partners to support the children, their families and staff

Our Centre is inclusive and is supported by Pathways. They provide any additional support thru resource teachers, and/or therapists such as speech, language and other special needs. We also work closely with the school board to ensure consistency for our school age children who have individual school plans. This approach allows us to

J- support staff, or others who interact with the children at the Centre in relation to continuous professional learning

Our educators are committed to continuous professional learning. Educators are encourage to reflect on their learning, plan for their future initiatives, network, and expand their professional learning portfolios. Our staff participate in the Professional Development Days hosted by the County of Lambton, as well as, seeking out Professional Development opportunities on their own. We also assist any staff who is interested in continuing their education to become a Registered Early Childhood Educator.

K- document and review the impact of the strategies set out above on the children and their families

Our Kids Child Care and our educators meet bi-monthly to discuss and strategize our work, practices and reflect on goals for our Centre. During evaluations staff set out objectives they plan to work on throughout the year. These plans are reviewed quarterly. Our staff also complete the National Quality Standards Assessment and make a plan with projected outcomes for the coming year. Keeping up with current, and upcoming changes with Ministry requirements, keeps us informed, and strengthens the profession and commitment to our Families. Our program statement is reviewed annually by the OKCC Board of Directors and staff.

Our Staff

Our Kids Child Care Centre has a team of Registered Early Childhood Educators and Support Staff who are the essential ingredients to offering high quality early learning programs. We are all life-long learners and as such there are learning opportunities for all staff provided either in-house or with other professional agencies. Keeping all of the children safe is of utmost importance. Our staff are required to:

- ✓ have current Vulnerable Sector Police Checks or Criminal Reference Checks
- ✓ have current certification in Standard First Aid and Infant and Child CPR
- ✓ have anaphylaxis training
- ✓ have Safe Food Handlers Certification (our Cook and two staff, at a minimum)
- ✓ meet all other regulatory standards and requirements

Students and Volunteers

Students and Volunteers play an important role in supporting staff in the daily operation of our programs. Our role is to mentor these Students and Volunteers to further strengthen and support our profession. Students and Volunteers do not have unsupervised access to the children and are never left alone with the children. Students and Volunteers are required to complete a Vulnerable Sector Police Check or Criminal Reference Check before being in the program. Staff will introduce you to students and volunteers when they join your child's program.

How Children Are Guided

Children are naturally curious and kind-hearted and as early years professionals we recognize and respect the unique interests of your child. We know that children learn and feel a sense of belonging from observing and interacting with others. Our focus is on positive adult-child interactions. Programs are designed to meet the needs of all children and each child's contributions are valued. We believe that children should be guided in a positive manner that is appropriate to their actions and age. It is important for all children to have a safe and enjoyable time at Our Kids Child Care Centre. All staff are expected to monitor and assess the environment and observe how the children are engaged in it. Educators will adapt the environment, role model appropriate behaviour, offer alternatives or redirection, and assist children in making good choices. Ultimately our goal is to promote a positive approach to the development of self-regulation, empathy and trust.

Prohibited Practices

The Ministry of Education outlines in the Ontario Child Care and Early Years Act, 2014 (CCEYA), a list of Prohibited Practices for all licensed child care operators. OKCC does not permit the following by any employee, student or volunteer at our Centre:

- A. Corporal punishment of the child;
- B. Physical restraint of children, including but not limited to confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting him/herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- C. Locking the exits of the child care Centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs

during an emergency as required as part of OKCC's emergency management policies and procedures;

- D. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- E. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- F. Inflicting any bodily harm on children including making children eat or drink against their will.

Building Relationships – Parents are Partners

As a parent, you know your child best. Your input is valued to help us with the early learning process. We encourage all parents and caregivers to take an active role in their child's education by visiting, observing, reading, documenting and asking questions.

We are committed to having conversations that are respectful, open and courteous at all times. Please come to our staff when you have a concern. Our staff and administration will listen and work with you to find a resolution, recognizing that there may be times when concerns are complex.

If you have any questions or concerns about what is happening within the program please speak with your child's educator first. Our educators will listen to concerns and try to answer any questions from the family's perspective. If necessary, the educator will contact a Program Supervisor to help facilitate conversations if issues are complex or not satisfactorily resolved. Families may also seek further assistance to find a resolution after speaking with the assistant Supervisor by contacting the Director.

Parents/Staff Harassment and Abuse Policy

Our Kids Child Care is committed to building and preserving a safe working environment for its employees. In pursuit of this goal, Our Kids Child Care will work to prevent acts of violence, harassment, and sexual harassment on Our Kids Child Care premises, in compliance with the Occupational Health and Safety Act.

Our Kids Child Care has adopted policies prohibiting physical or verbal threats (with or without the use of weapons); intimidation; inappropriate comments relating to sex, sexual orientation, gender identity, or gender expression; and violence in the workplace to minimize risk of injury or harm resulting from violence to Our Kids Child Care employees.

Our Kids Child Care is committed to a healthy, harassment-free and violence-free environment for all our employees. Our Kids Child Care has developed a company-wide policy intended to:

- prevent and respond to workplace harassment and violence of any type, and
- effectively address any incident that might occur

Harassment can include, but is not limited to any of the following acts or attempted acts:

- spreading rumours or gossip about an individual or group;
- cyber bullying (threatening, spreading rumours or talking negatively about an individual online);

- threats made over the phone, by email, or through other medium to an employee, including from an (ex)partner or family member;
- making offensive jokes or remarks;
- stalking or inappropriately following a person;
- tampering with someone's work equipment or personal belongings;
- vandalizing or hiding personal belongings or work equipment;
- impeding a person's work in any deliberate way;
- persistently criticizing, undermining, belittling, demeaning or ridiculing a person;
- intruding on a person's privacy;
- public ridicule or discipline;
- unwelcome physical contact;
- sexual innuendo or insinuation;
- unwanted and inappropriate invitations or requests, including of a sexual nature;
- making aggressive, threatening or rude gestures;
- engaging in any of the actions, conduct and comments outlined above against a person because of any prohibited grounds that the Canadian Human Rights Act lists

Where a complaint of harassment arises from a parent, staff, ECE student or volunteer an investigation will occur and based on the findings of the investigation the individual who has been found guilty of harassment may have their care modified or terminated based on the severity of the harassment.

Parents who have been found guilty of harassment, abusive and disrespectful behaviour will be given a written warning of their behaviour, including the policies of Our Kids Child Care in regards to harassment, disrespect and abuse (verbal, physical, etc.), with the consequences for their actions if their behaviour reoccurs.

If parents are found guilty of harassment, disrespect and/or abuse a second time the care of their child(ren) will be terminated immediately and they will not be offered care in the future for any current or future children.

Parent Survey

Annually, we ask parents and caregivers to complete a Parent Survey. Feedback is appreciated and is important to enhance the learning opportunities and meet the needs of our families at our sites. A summary of the survey is shared with the Centre's Board of Directors and the County of Lambton as part of our purchase of service agreement.

Sharing in the Learning

Our pedagogy (how a child learns) and programming is consistent with the Ministry of Education's Policy Statement as set out in "How Does Learning Happen?" We view children as competent, capable, curious and rich in potential. To ensure high quality experiences that lead to positive outcomes for children, we have embraced the Four Foundations: Belonging, Engagement, Expression and Well-Being into everything we do. Our Educators value the insight that children have into the world. We document those insights to make visible the children's ideas, understandings, misunderstandings and theories about how the world works. Staff use that documentation to learn with the children, about the children and from the children and to

create environments and experiences to support children's learning, development, health and well-being.

Whether through individual portfolios or displays in the classroom, you will see evidence of your child's learning.

Communication

Regular communication is important and valued at Our Kids Child Care. Our teachers use Lillio (formerly HiMama) daily to record meals, toileting, sleep times and activities for each child. Lillio is also used regularly by management and staff to send any messages, reminders or closures that may effect care. Please discuss any questions or concerns with your child's teacher and check Lillio (formerly HiMama) regularly for any important notices or information.

What to Bring from Home

Clothing/Footwear

In compliance with the Child Care and Early Years Act, all children in our care are required to play outside for 2 hours daily, weather permitting. All children will need one pair of indoor shoes (or rubber-soled slippers). We also request that parents send at least 2 extra set of clothes, which their children can change into in case of an accident or a fun but messy activity. Labelling your clothes is an easy way for staff and other parents to identify and return clothing to the right family. For children to enjoy playing outdoors, we recommend:

Spring/Fall: Splash Pants & Jacket, Rubber Boots, Hat & Mittens

Summer: Sun Hat, Bating Suit, Towel

Winter: Winter Boots, Hat, 2 Pairs of Mittens, Snow Pants & Coat

Children are always exploring and very active so we ask that children to only wear supportive back shoes at all times.

NOTE: Children will not go outside when there is a cold weather or heat advisory in accordance with Health Canada guidelines.

Here are some other suggestions to keep in mind:

Infants:

- Diapers and wipes
- Water Bottle
- Blanket and/or cuddly toy
- Any special creams or lotions
- Any prepared formula or food
- Schedule of your child's current daily routine

Toddlers:

- Diapers and wipes
- Water Bottle
- Any special creams or lotions
- Blanket and/or cuddly toy

Preschoolers:

- Diapers and wipes (if needed)
- Water Bottle
- Any special creams or lotions
- Blanket and/or cuddly toy

School Ager:

- Water Bottle
- Indoor shoes

Sun Protection Policy

Our Kids Child Care Centre recognizes the dangers of children being exposed to the sun. The following steps should be implemented to protect children from the sun:

- ✓ Parents should apply sunscreen of at least 30 SPF to children each day before arriving at the program.
- ✓ A labelled bottle of sunscreen (non aerosol) must be left at school for each child.
- ✓ Siblings cannot share bottles if in different classrooms.
- ✓ Children are strongly encouraged to wear sun-hats outside.
- ✓ Program will schedule outside time before 11am and after 3pm when the sun rays are lowest in strength during those hot and humid days of summer.

Daily Arrivals and Departures

Upon arrival we ask that you bring your child(ren) directly to their program room.

- **Parents are required to sign their child in upon arrival and out again when they leave. (This is a Ministry requirement.)** Staff are very busy caring for the children during arrival and departure time, they will attempt to check that you have remembered.
- Let us know about your child's night, their morning and their health.

Parents will be given a hour grace period after the schedule drop off time to bring your child(ren) but we ask that if you will be late or will be dropping off after the hour grace period that you message through Lillio or call to inform the classroom teachers you will be late. Children are required to be dropped off by 10:00 am unless they have advised the day care of an appointment. If your child(ren) has an appointment and will be picked up in the morning and brought back to day care after the appointment. Please be aware that Toddler and Jr Preschool children have lunch at 11:30 am and we ask that they not return between 12:00 pm and 2:30 pm so rest time is not disrupted. Sr Preschool children have lunch at 11:00 am and we ask that they not return between 11:30 am and 2:00 pm so rest time is not disrupted.

At the end of the day an Educator looks forward to telling you about their observations and activities. Drop off and pick up are important points of the day. We hope you can visit with us, exploring what is happening in the program and talking about your child's learning, in the classroom.

Please note that OKCC will not release your child to anyone other than those indicated on your registration form, unless otherwise notified by you beforehand. Your child's Educator may request photo ID to allow someone else to pick up your child as per your instruction.

Pick Up By A Person Who Appears Unwell/Intoxicated

If a parent/authorized person appears to staff to be unwell/intoxicated when they arrive to pick up a child and staff are concerned for the safety of the child, staff will suggest that the parent/authorized person not leave with the child. Staff can offer to call a cab or call another authorized contact person to assist. The Supervisor/Designate will deal with this situation. Should the unwell/intoxicated person agree to a cab when the centre is closing, a staff will remain with the parent/authorized person until the cab has arrived.

If the unwell/intoxicated person insists on leaving the centre with the child, staff cannot prevent the parent/authorized person from taking their child, as only certified court orders can permit this. In the event that safety concerns are present, staff will call 911 and CAS and a serious occurrence report will ensue.

Safe Arrival and Dismissal Policy and Procedures

Date Policy and Procedures Established: April 2024

Date Policy and Procedures Updated: April 2025

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

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

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

Policy

General

- Our Kids Child Care will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Our Kids Child Care will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child, asking the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's emergency card or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record.
 - Ensure the parent has signed the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - Inform the Program Supervisor and classroom staff and they must commence contacting the child's parent/guardian no later than 1 (one) hour past the drop off time the parents have indicated on their monthly schedule. Staff shall send a message through HiMama, if parents do not respond within 60 minutes, staff or Program Supervisor will call parents/guardians using phone numbers available. If parents/guardians do not answer phone calls messages will be left on voice mail.
 - If parents/guardians do not respond to voicemails within 60 minutes staff or Program Supervisors will call emergency contacts.
 - If staff do not get a response from any of the parents/guardians or emergency contacts within 24 hours the Program Supervisors or the Director will contact the appropriate police service to request a wellness check.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time that their child is to be picked up from care and the child has not been picked up the classroom staff shall contact the parent/guardian by phone and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach all parents/guardians, staff must contact the first emergency contact and inform program supervisor. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contacts to come to the daycare to pick up the child.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30, staff shall ensure that the child is given an activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the individual by phone (if a contact number is available), as well as parents/guardian. If

- a contact number for the authorized individual is unavailable the parent's/guardians will be called.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact program supervisor, and emergency contacts.
 4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) (**Phone:** (519) 336-0623). Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

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

Glossary

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

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

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

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home child care premises, or

(ii) a child is not picked up as expected from the centre or home child care premises.

Transitions to the Next Age Groups

Parents and caregivers shall be notified when it is time for their child to move up to the next age group. There are guidelines that are normally followed but each child shows signs of readiness at different points in time. We will do our best to meet each individual child's needs as they transition to the next group. Starting in a new room is a gradual transition that usually occurs over two week to four week period. During this time we stay child-focused, taking our cues from them and trying to adapt to meet their needs. Educators will discuss this with you when it's time.

Developmental Screening

As a component of gaining a more comprehensive understanding of your child's development, OKCC completes regular screening and monitoring of each child enrolled in our programs until he/she enters school. The County of Lambton adopted the Ages and Stages Questionnaire, Third Edition (ASQ-3) as the screening tool to be used by licensed child care programs. Parents and caregivers will be notified when the ASQ's are being administered and the program staff will be available to discuss the results.

Registration, Age Groupings, Waiting List, Scheduling, and Child Care Fees

Registration

All parents must complete a Child Registration Package prior to your child's first day of care. This package includes:

- Registration Form
- Parent-Centre Contract Form
- Immunization Form and Health Information
- Authorization for Emergency Treatment Form
- Consent Forms for Developmental Screening, Outings, Photographs and Documentation

Change in Registration Information

PLEASE NOTIFY OKCC IMMEDIATELY IF ANY OF THE INFORMATION PROVIDED ON YOUR REGISTRATION FORM CHANGES.

The accuracy of this information is vital to the safety and well-being of your child. Staff will review emergency information periodically with parents to ensure that it is accurate. There is an "update information sheet" available at upon request for you to fill out and return to the office or you can send any changes through Lillio (formerly HiMama).

Our Age Groups and License Capacity

Infant Room	0-18 Months	1 Staff: 3 Infants
Toddler Room	18 - 28 Months	1 Staff: 5 Toddlers

Junior Preschool Room	28 Months - 36 Months	1 Staff: 8 Preschoolers
Senior Preschool Room	36 Months - 48 Months	1 Staff: 8 Preschoolers
JK/SK Room	3.8 Years- 6 Years	1 Staff: 13 Jk/Sk
School Age Room	6-12 Years	1 Staff: 15 School Age

Wait List

To be added to our wait list you must go to www.LambtonOneHSN.com

All of our programs have a wait list and there is no cost to a parent to place their name on any of our lists. Should your family need to be placed on a wait list, the OKCC waiting list will be organized using the following information:

- The date the application for admission is completed on One List
- The required date for care to commence
- The age group care is required for:
 - Infant: 0-18 months
 - Toddlers: 18 – 28 months
 - Jr. Preschool: 28 -36 months
 - Sr. Preschool: 36 - 48 months – eligible for JK
 - School Age: 4 to 12 years of age
- The priority groups:
 1. Children of staff working at OKCC or Board Members;
 2. Siblings of children currently enrolled;
 3. Children of the St. Matthew's Staff;
 4. Children attending St. Matthew's;
 5. Children previously enrolled with OKCC (if account left in good standing);
 6. Children not currently affiliated with OKCC requiring full time care

When a space becomes available, management assigns the space to the first child on the wait list.

- A family will have 3 business days upon receiving notification to accept or refuse the space offered. It is the family's responsibility to ensure that contact information is current.
- A family may choose to refuse a space one time to retain its priority on the wait list.
- A family who fails to return a phone call and/or refuses a space the second time, will be placed at the end of the wait list.
- A family who refuses care the third time will be removed from the wait list.

A family can ask to be removed from a wait list at any time. A family can call at any time to inquire about their position on a wait list. There are many factors to be considered when determining placement on the wait list and will be discussed with each family. If the family wishes they will be assigned a number on the list IF they meet all of the above criteria. The Director will have the responsibility of determining entrance into OKCC and priority on the waitlist.

Schedule

Starting September 3, 2024 Our Kids Childcare Centre will offer Full Time Only Childcare, 5 days per week.

School age children/Before and/or After School Program are required to attend 1 full day (at least) per week. Starting July 2, 2025 the JK/SK/School Age Summer Program will offer Full Time Only Childcare, 5 days a week.

Parents are requested to submit their daily scheduled times of attendance to the Administrative Assistant by the 15th of every month, for the following month. Please make sure you include your drop off and pick up times on the schedule. Parents will be given a hour grace period after the schedule drop off time to bring your child(ren) but we ask that if you will be late or will be dropping off after the hour grace period that you message through Lillio or call to inform the classroom teachers you will be late. Children are required to be dropped off by 10:00 am unless they have advised the day care of an appointment.

Fees for Child Care

As the fee schedule may change, the fee schedule is attached to the end of the paper copy of this handbook and is also posted on the OKCC website. Parents and caregivers are provided with 60 days' notice of any changes to the fee structure.

All fees are due in advance on the first day of care and the first day of each month after that. Enrollment in the Centre is conditional upon full and timely payments of all fees.

Payments accepted are: e-transfer

Fee refunds or credits not will be issue if your child(re) is absent from child care due illness (including sick policy absences), vacation, change of schedule, suspension, home days, or if Our Kids Child Care has to close during operating hours.

Fee refunds or credits will be issued if Our Kids Child Care is closed due to St Matthew's School being closed (before opening), acts of nature, bereavement, lack of staff, lack of power (before opening).

It is your responsibility to keep your account balance current. We reserve the right to add a "Late Fee Service Charge" (non-base fee) to your account, change your payment schedule, and/or suspend or terminate your child care space if your account is not kept current. More specifically, if your account is not paid in full by the 15th of the month, a "Late Fee Service Charge" of \$25.00 (non-base fee) will be automatically added on your account. If by the 20th of the month there is a balance outstanding on your account, your childcare space will be suspended the first time this occurs and will be terminated on the second occurrence. Upon termination you will be required to reapply to the Lambton OneList (www.LambtonOneHSN.com), where your child's name will be at the bottom of the wait list.

Please note that if you leave the centre with an outstanding balance we will use any and all measures available to us to collect the balance.

Fees are based on a 9 hour day. A child cannot be in care for more than 9 hours per day.

E-transfers can be sent to the Centre's private email address: OKCC2333@gmail.com At this time there is no password needed.

Canada Wide Early Learning Child Care

Our Kids Child Care has been approved for and is currently enrolled in CWELCC. Parents or guardians of children under the age of six do not have to apply to receive a child care fee reduction.

You may be eligible for reduced fees if:

- you pay more than \$12 per day for child care and your child:
 - is under the age of six
 - turns six years old and is enrolled in a licensed preschool, kindergarten or family age group or a licensed home child care premises, until June 30, 2022

The following chart indicates the original child care base fee and the CWELCC adjusted base fee that will be charged as of September 1, 2023, September 1, 2024, and January 1, 2025.

Category of Care	Current Agreement Rate	CWELCC Eligible Adjusted Rate (Starting September 1, 2023)	CWELCC Eligible Adjusted Rate (Starting September 1, 2024)	CWELCC Eligible Adjusted Rate (Starting January 1, 2025)
Full Day Infant	\$52.60	\$24.85	\$24.85	\$22.00
Full Day Toddler	\$50.25	\$23.74	\$23.74	\$22.00
Full Day Preschool	\$47.75	\$22.56	\$22.56	\$22.00
Full Day Under 6	\$47.75	\$22.56	\$22.56	\$22.00
Full Day School Age	\$43.05	\$44.34	\$45.67	\$45.67
Before School Under 6	\$12.00	\$12.00	\$12.00	\$12.00
After School Under 6	\$14.20	\$12.00	\$12.00	\$12.00
Before and After School Under 6	\$21.85	\$12.00	\$12.00	\$12.00
Before School School Age	\$12.00	\$12.36	\$12.73	\$12.73
After School School Age	\$14.20	\$14.63	\$15.07	\$15.07
Before and After School School Age	\$21.85	\$22.50	\$23.18	\$23.18

Financial Assistance

Financial assistance in the form of childcare subsidy may be available to those families who qualify. For more information contact: Lambton County Social Planning and Child Care Services Department 519-344-2062 ext. 2201

Late Pickup Policy

For a parent that is late in picking up his/her child, the following procedure will be followed:

- On the first incident a reminder (depending on length of time, Director may charge fee) will be given to the parent and documented in the child's file.
- Each subsequent offence, parents will be charged \$5.00 per minute per child (non-base fee) based on the time you have scheduled your child(ren) for the day.
- The clock in the Centre will be used to document the time of pick up.
- The parent will receive written notice documenting time of arrival and late fee being charged.

- If a child that is not picked up by 6:00 pm, Children's Aid Society will be contacted.
- Late fees must be paid before child(ren) are allowed to return to care.
- Chronic lateness may result in meeting with Director, and/or discharge from program.

Making a Payment

Fees are due the 1st of each month.

Payment is to be made by e-transfer.

All accounts must be paid in advance of care and kept current.

OKCC has the right to terminate care if accounts are not kept current.

Issuing Tax Receipts

A year end tax receipt for income tax purposes will automatically be issued by the end of February of the next year. Tax Receipts will be sent out by email by our bookkeeper.

Withdrawals

Two weeks' written notice is required when a child is being withdrawn from any program. Fees will be charged for the two-week period regardless of whether or not your child attends.

Vacation and Sick Days

There is no refund/credits of fees for sick or vacation days, we are full time enrollment as of September 1, 2024. Please indicate on your monthly schedule any days you know in advance your child will be absent. Once your schedule is submitted you are booked in and charged.

Statutory Holidays

Our Kids Child Care Centre will be closed to observe the following holidays:

- Christmas and New Years Holidays (the two weeks the schools are closed)
- Family Day
- Civic Holiday
- Boxing Day
- Good Friday and Easter Monday
- Labour Day
- Victoria Day
- Thanksgiving Day

Christmas Holidays

Current policy states that all OKCC programs will be closed between Christmas & New Years (following the school board schedule). Parents will not be charged fees. Exact dates that programs will be closed are sent out to families each fall.

Child Care Professional Development Days

The County of Lambton has implemented mandatory Professional Development Days for Child Cares which require the daycare to closes. Professional learning helps to support higher levels of staff engagement, growth, recognition, professional efficacy, and satisfaction. In turn, this helps maintain high- quality child care across the sector. When the County of Lambton informs us of when these days will take place we will inform Parents.

Inclement Weather

Our Kids Child Care Centre will be closed if the Director cannot successfully get a staff member to open the site safely by 6:45 am. If the program is closed, the Director will ensure that there is an announcement over the radio (FOX 99.9FM), Lillio and our Facebook page stating that the program will be closed that day. Programs that operate in schools MUST be closed if the school is closed. You will not be charged if the Centre is CLOSED for a full day. Your account will be credited. There will be no reduction in fees if we have to close early due to the weather. Every attempt will be made to ensure that this occurs before 7:00 am. All decisions made to close the Centre are final.

Your Child's Well-Being

Sick Policy

Our first priority is to minimize the possibility that an illness will be brought into our programs. We ask that you not bring a sick child into our programs (including when dropping off or picking up a sibling from the centre). If a child is too sick to fully participate in the program (including outdoor play), they're too sick to be at the Centre. We recognize that it is not always possible to know if your child is sick or just having an 'off' day. Please discuss any concerns with your child's educators when you come in. We will be better able to monitor your child's activities throughout the day and appropriately meet your child's needs.

Secondly, we need to minimize the spread of any illness that is in our programs. Our policies, sanitary practices and other guidelines are in accordance with local health authorities and are designed to maintain a safe and healthy environment for all children and may change as guidelines change. We understand that there is an impact on a parent's schedule but all policies must be abided to at all times. You may receive a call from the program during the day and be asked to come and take your child home because they are not feeling well. You, yourself or someone you have authorized will be asked to pick up your child.

We are currently using the Ministry of Health's school screening (<https://www.ontario.ca/school-screening/>) and following the recommendations given at the end of the screening. If your child(ren) has 2 or more of the following symptoms and a cough or runny nose they cannot attend daycare until their symptoms have been improving for 24 hours. In compliance with local health authorities, OKCC requests that you keep your child at home if he/she is exhibiting any of the following symptoms, but not limited to:

Diarrhea

A child having one episode of diarrhea, parents will be contacted as soon as possible to make arrangements to have their child picked up. The child must remain at home for 48 hours after they have a solid bowel movement.

Vomiting

Should a child have one episode of vomiting, parents will be contacted as soon as possible to make arrangement to have their child picked up. The child must remain at home until there are no further episodes of vomiting for a 48 hour period.

Fever

A parent will be called to make arrangements to have their child picked up as soon as possible when their child has a temperature of 100°F or higher that persists for 30 minutes. The child must remain at home until they are fever free without having fever-reducing medication for a 24 hour period.

Note: OKCC is not permitted to administer Tylenol or any other fever-reducing medication unless prescribed by a doctor (with a note from the doctor) in case where a high fever cause's febrile seizures.

In respect for the other children and the staff, we ask that parents refrain from 'masking' their child's symptoms by administering Tylenol, Motrin, etc. and sending their child to our program.

Chicken Pox

A child displaying any symptoms of chicken pox, parents will be called to make arrangements to have their child picked up as soon as possible. The child will only be able to return to OKCC when the spots have scabbed over.

Conjunctivitis (Pink Eye)

Any child with a suspected case of Pink Eye will be required to be examined by a Physician.

Any child with a confirmed case of Pink Eye will be required to be on antibiotics for 24 hours before they are able to return to care.

Skin Rash

Upon the discovery of an unexplained rash, we will attempt to contact the parents to discover the possible cause of the rash. It will be up to the discretion of the Director or designate to determine whether or not the child must be excluded from care until examined by a doctor.

A Note on Head Lice

OKCC is a nit free Centre. If your child is found to have lice (eggs or nits) they will not be able to return until 100% egg and nit free. Your child(ren) must be checked by our staff before being cleared to return to program. OKCC strives to control the spread of lice at the Centre by our disinfecting methods, and awareness of how lice spreads.

Safe Sleep Policy

In accordance with the CCEYA and the "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada", infants less than one year of age will be placed on their backs to sleep. This will be discussed with the individual families at time of registration.

In the Event of an Emergency

At Our Kids Child Care Centre, we strive to create the safest environments possible for your child. In the event of an emergency, we will follow our emergency plans which may include evacuation from the Centre/school to a pre-designated shelter (The Strangway Centre). Every effort will be made to contact you by phone as soon as possible using the phone numbers you have provided us. It is important that the numbers where we can reach you are current. OKCC conducts monthly fire drills with all children and staff.

Medication

OKCC shall safely administer medications to those children requiring medication as authorized in writing by a physician and the parent. Our policies, available to review at any time, are in keeping with the guidelines set out by local health authorities and the CCEYA. Medication will be administered by a designated staff member. **Please note OKCC will only administer medication that is in the original container with a pharmacy label attached.** Please bring in a dispenser for administering the medication. Parents will be required to fill out a Medication Administration Form upon arrival in the morning. Staff will administer medication in accordance to the instructions provided. Written instructions must match those prescribed on the bottle. It is the responsibility of the parent to hand any medication to a staff member for it to be stored safely away from children. Please do not leave any medications on the counters or in your child's bag. Please take home any unused medications.

It is strongly recommended by the local health unit that the initial dose or doses of any medication be administered by the parents at home, and that the child remains home for the first 24 hours after a new medication is started. This will allow the medication to take effect, give your child ample time for rest, and monitor for an adverse or allergic reaction. Please notify the Centre if your child is taking any prescription or non-prescription medications. The administration of non-prescription medicines are not normally practiced within our programs. Please speak to the Director to discuss exceptions and requirements.

Accidents

Should your child get hurt while at the Centre, staff will complete an Accident Report Form, which will be shown to you upon arrival to pick up your child. You will be requested to sign the form, indicating that you have been informed of the nature of the accident and that you are receiving a copy. A copy of the form will be kept on file. If there is a serious incident that results in the need for medical attention, OKCC will attempt to contact the parents as soon as possible and arrangements will be made for you to pick up your child or to meet the Director or designate at an emergency facility. If you cannot be reached we will contact your emergency numbers. All our staff are trained and remain current in Standard First Aid and Infant/Child CPR.

Food and Nutrition

Adequate and appropriate nutrition is vital to children's health, growth, development and well-being. Nutritious food and snacks are provided (with the exception of baby foods, infant formula and bottles). In our programs, each child under one year of age will be fed in accordance with written instructions from a parent of each child. For children over the age of

one, children will receive one meal and two snacks during the day. Drinking water will be available at all times. All meals, snacks and beverages shall meet the recommendations as set out in the Health Canada document “Eating Well with Canada’s Food Guide”.

Food service and nutrition programs in our child care shall provide:

- Nutritionally adequate meals and snacks;
- Opportunities for children to develop positive attitude toward a wide variety of foods;
- Opportunities for children to prepare and serve foods; and
- Opportunities to develop and enhance socialization skills, self-regulation, and language skills.

Menus

A four-week rotational menu will be posted at the Centre. We strive to provide a menu that is healthy and child-friendly in nature, while encouraging children to explore a variety of different flavours. Menu substitutions will also be posted. Please feel free to ask for any recipes from our qualified cook.

Food from Home

Due to the increasing prevalence and serious nature of food allergies among young children, it is the policy of Our Kids Child Care Centre to restrict the practice of families bringing food into the Centre. Children are not permitted to bring in any food from home, including breakfast items.

There are a few exceptions to this rule:

- Parents of children in the Infant Program may bring in food and bottles for their children, as we understand that children at this age are on individual diets. Each parent is provided with an Infant Food Checklist upon registration to fill out, so that staff are aware of their eating routines. Please update this checklist as more foods are introduced.
- All food from home must be labelled and in the original container, also if you are sending any premade food or leftovers from home we will need a list of ingredients in the food, including spices.
- For children with severe food sensitivities. Our cook will attempt to accommodate some food sensitivities and dietary restrictions.
- In the event that your child is diagnosed with a life threatening food allergy or require a special diet, families shall supply allergy friendly foods for their child.

Anaphylactic Policy

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at the child care centre.

Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before attending the child care centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.
- Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child’s parent, and any

regulated health professional who is involved in the child's care that the parent believes should be included in the consultation (Parents will be emailed or given a paper copy of the form used at the time of registration to be used for this purpose).

- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the child care centre and will be displayed in the child's classroom.
- All individualized plans and emergency procedures will be reviewed with a parent of the child every 6 months to ensure the information is current and up to date.
- Every child's epinephrine auto-injector must be carried everywhere the child goes.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care centre with the child's full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Update families when changes to allergies occur while maintaining the confidentiality of children.

Exploring our Communities and Outdoor Play

Our Kids Child Care may occasionally take field trips away from the Centre to enhance the children's learning experience and make connections as valuable members of the community. As part of our regular program, the children will occasionally leave the property to explore the neighbourhood or visit points of interest. These walking trips will always be in close proximity to the child care program and children are always closely supervised at all times.

Children thrive in outdoor play and there is a growing body of research that suggests that connecting to the natural world contributes to children's mental, physical, emotional, and well-being. There will be regular opportunities to experience nature to enhance the children's sense of wonder and joy in the world around them. Each day the children will spend time outdoors, unless a special weather advisory has been issued by the local health unit. Please ensure that your child has appropriate seasonal clothing for her/him to be comfortable and happy to explore in all kinds of weather.

Contact Information

Phone: (519) 344-2333

Email- ourkids2@bellnet.ca

www.ourkidschildcare.com

Follow us on Facebook

Hours of Operation

Monday to Friday

7:00 am to 5:30 pm

Closed Statutory Holidays

(And two weeks at Christmas break)