



# **KIDS COME FIRST**

# PARENT HANDBOOK

**1416 Gordon St.**

**Guelph, ON**

**N1L 1C8**

**519-763-9600 Or**

**[office@guelphkidscomefirst.com](mailto:office@guelphkidscomefirst.com)**

**Hours of Operation**

**6:30am to 5:30pm**

**Infant to School Age Care Available**

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## WELCOME TO KIDS COME FIRST CHILD CARE CENTRE

### PROGRAM STATEMENT

Early childhood is different from formal school contexts. We at Kids Come First believe that the early year's curriculum is the sum total of experiences, activities and events that occur within an inclusive environment whether inside or outside, designed to foster children's well-being, learning and development and ensure meaningful participation for every child. We at KCF believe that children are competent, capable of complex thinking, curious and rich in potential.

The Ministry of Education has been doing years of research to create a vision for early years' programs across Ontario. How Does Learning Happen (HDLH) is a document that was developed to be a supportive system to the children and families in Ontario. The system is a responsive, high-quality, accessible, and increasingly integrated system of support for early years' programs and services that will contribute to healthy child development today and build a stronger future for tomorrow.

HDLH document is available at [www.edu.gov.on.ca/childcare/howlearninghappens.pdf](http://www.edu.gov.on.ca/childcare/howlearninghappens.pdf)

During a child's time at KCF the educators/volunteers will encourage the health, safety, nutrition, and well-being of all children. This will be accomplished by modeling good eating habits – such as eating snacks or lunch with the children and using the correct utensils to eat and serve food with. The safety and well-being of children is a priority at KCF. This will be demonstrated by the use of non-toxic art materials in the classroom, the use of age and size appropriate toys and equipment within the classroom, and well as monitoring the behavior of the children to ensure that all children are treating

each other and educators/volunteers with respect and manners. Safety of all children and educators /volunteers throughout the program is important at KCF. We have all of the educators trained with workplace health and safety policies according to the Ministry of Health and Safety. To ensure the safety of all children in the program the safe will ensure that all toys and activities within the program are in good repair and maintained to ensure that the safety of all children, staff and volunteers is taken into consideration.

The KCF educators will have positive and responsive interactions with the children, parents and other staff and volunteers of the centre. The interactions with the parents and other staff will always be professional and conducted in a way to preserve the confidentiality of the families. The interactions with the children will be positive and allow the child to express him/herself in a manner that is age appropriate. The educators will help the child to deal with difficult situations by allowing the child time to self-regulate and encourage the child to identify his/her feelings and giving them the appropriate reaction to the feeling and how to deal with it.

The ability to self-regulate and communicate positively is a skill that is developed slowly through the years of early childhood development. The teachers will encourage the children to use their words to express their feelings and then help them to understand how to manage their feelings and emotions. Should a child need some quiet space to support the self-regulation process the teachers will ensure that there is a safe and comfortable place for the child to be. The teacher will never leave the child unattended and will talk calmly and positively with all children.

Our educators will provide an environment that allows the children to engage in active, creative and meaningful exploration, play and inquiry. This will be accomplished by providing toys and materials that are open-ended and can be used for exploration play. The educators will ensure that the toys and materials also include one or more of the 5 senses and will ask open ended questions in order to allow the children to express their own thoughts and ideas through various mediums.

While educators foster the growth and development of children they also need to listen to the child and allow the child to direct the play, so their learning is child directed but educator supported. The educators can support the child(ren) by listening/watching the way the children are playing together or individually and then provide activities and materials that will enhance and extend their play.

The environment and the experiences in which children learn will affect their development. The educators will provide materials and experiences within the classroom that expands on the child's interests and will increase the child's desire to explore their environment. The educators will document the events as they are happening and will record key words and phrases that are said by the children. The pictures and phrases will be shared with parents and other community members as they go through the building.

To continue to develop the child's interest and experiences the day will have a balance of indoor and outdoor play as well as rest and quiet activities. All areas of development are important and should all be considered in every aspect of the child's development. The educator's will ensure a balance of these activities by using a schedule that is routine and yet flexible enough to allow the children to have long

periods of play to foster their creativity and expression without interruption while considering the individual needs of all the children receiving care.

Daily communication with our families is through the use of the HiMama/Lillio app. This app allows the parents to communicate directly with the teachers and the administrators. The app also has postings of the daily menu, calendar, daily classroom activities, billings. The app is also used to document the daily happenings of each child and builds a profile for each child with pictures, attendance records, tax receipts and daily routine happenings.

At KCF we work closely with Kids Ability, and County of Wellington to provide extra support to the classroom educators and families who require it. All educators are trained on how to complete the current developmental rating scales as set out by MEDU. All educators are familiar with how to make referrals and are able to explain the process to the parent/guardian. If other community resources are needed to support the families, then the supervisor or the designate will search out other supports throughout the community and pass the contact information on to the families as required.

Continuous professional learning is part of an educator's role. As Early Childhood Educators, we strive to deliver high-quality early years programs and continual learning is essential for all educators. As the research changes and child development becomes more prevalent than we need to be aware of how to engage the children, create senses of belonging and well-being in all children as well as allowing the children time to express themselves both verbally and non-verbally through play and exploration.

Believing that children are competent, capable of complex thinking, curious and rich in potential allows educators the freedom to become co-educators along with the environment that is developed for the children and in the integration of each unique family and community.

This document will be reviewed, and the impact of the policy will be evaluated by the supervisor and the designate on an annual basis. The impact of the policy will be determined by the toys and equipment that are being provided by the educators – both inside and outside of the classroom, the play that the children are engaging in and the documentation that is being supplied by the educators and volunteers.

Should changes to this document occur then the currently enrolled parents and the current KCF staff/volunteers will be emailed a new program statement with the changes highlighted to ensure that the changes have been noted.

### IMPORTANT NOTES

- Any time the word “parent” is used in this document, “guardian” can also be substituted.
- All personal items from home should be clearly **labeled** to minimize confusion at the centre. Kids Come First is **NOT** responsible for any lost items brought from home ex.: clothing, toys etc..
- Schedules of your child’s day listed in this document are suggested schedules. Changes can be made at the discretion of the educators/volunteers or supervisor based on the circumstances of the day.
- Our programs are designed to meet the needs of each individual child and family. If at any time during your child’s development, you have questions or concerns, please feel free to contact any of the educators in your child’s classroom.
- Every child is required to spend two hours each day outside, weather permitting. Please ensure that your child is dressed according to the weather conditions - this includes extra clothing as well.
- If you are bringing a child in late or picking up early, please inform the educators in your child’s room. If your child is absent due to sickness or holiday, please inform the centre so that we are aware of the changes. We will check the phone messages at 6:30 AM.

### INFANT PROGRAM

**(3 months to 18 months)**

The infant program focuses on growing your child’s confidence, self-help and social skills while engaging with the educators/volunteers and other infants within the classroom. All parents are encouraged to have open communication with the educators/volunteers. There will be one educator available for you to talk to at pick up and drop off each day. The educators/volunteers will write a short overview of each child’s day including sleep pattern, food, diapering and activities on a daily report form located in your child’s communication folder.

**INFANT PROGRAM GOALS** When the infant is ready to graduate to the toddler room, we hope to have some basic skills in place. These skills include:

- drinking from a sippy cup with a straw to strengthen the facial muscles used for speech development
- manipulating food with a spoon
- sitting for a short group time
- walking independently
- being weaned from soother and bottle
- having a developed regular feeding and sleeping schedule



Parent Provides	Kids Come First Provides
<ul style="list-style-type: none"> <li>Open communication with educators/volunteers regarding changes in schedules</li> </ul>	<ul style="list-style-type: none"> <li>Milk sippy cups for all children</li> </ul>
<ul style="list-style-type: none"> <li>2-3 sets of extra clothing -Labelled</li> </ul>	<ul style="list-style-type: none"> <li>Safe environment to learn and grow – providing a balance of program time and free play time to foster the development of each child.</li> </ul>
<ul style="list-style-type: none"> <li>1 large package of diapers, wipes and any special diaper or rash creams – all creams must remain in their original containers - Labelled</li> </ul>	<ul style="list-style-type: none"> <li>2 snacks and a hot lunch daily</li> </ul>
<ul style="list-style-type: none"> <li>Outdoor footwear and hat with a strap Labelled</li> </ul>	<ul style="list-style-type: none"> <li>Rotation of various toys to enhance development</li> </ul>
<ul style="list-style-type: none"> <li>Water sippy cup with a straw that can be covered if possible Labelled</li> </ul>	<ul style="list-style-type: none"> <li>Designated crib for nap time</li> </ul>
<ul style="list-style-type: none"> <li>Bottles, formula (if needed) Labelled</li> </ul>	<ul style="list-style-type: none"> <li>Designated cubby area to keep all their personal belongings in</li> </ul>
<ul style="list-style-type: none"> <li>Blanket, soother or soft toy from home for rest time if needed Labelled</li> </ul>	<ul style="list-style-type: none"> <li>Environment accessible to children with special needs</li> </ul>
<ul style="list-style-type: none"> <li>Family photo</li> </ul>	<ul style="list-style-type: none"> <li>Access to community support services for all children and families who need extra support</li> </ul>

### INFANT DAILY SCHEDULE

6:30 AM Centre Opens - exploratory play

8:30 AM Snack

9:00 AM Diaper change (morning naps if needed)

9:30 AM Dressing and going outdoors (weather permitting) or exploratory play indoors

10:00 AM Circle time, songs, and stories – Outside if weather permits

11:00 AM Lunch

11:45 AM Diaper changes and getting ready for nap

12:30 PM Nap time

2:30 PM Diaper changes and quiet time activities

3:15 PM Snack

3:45 PM Exploratory play outdoors (weather permitting) or indoors

5:30 PM Center Closed



### TODDLER PROGRAM (18 months to 30 months)

Toddlerhood is a very inquisitive time for children. The toddler program focuses on building independent, confident explorers who will engage socially, emotionally, physically, and cognitively with the educators/volunteers and other toddlers in the classroom.

**TODDLER PROGRAM GOALS** Students will continue to grow as unique individuals that are able to:

- recognize pictures of themselves and their family
- begin the process of self-regulating and expressing themselves through verbal communication
- develop a sense of belonging and how to connect to others
- familiarize themselves with a washroom routine
- work towards independently dressing/undressing themselves
- begin the process of becoming active learners who explore with their own minds, bodies and senses.

Parents Provide	Kids Come First Provides
<ul style="list-style-type: none"> <li>Open communication with educators/volunteers regarding changes in schedules</li> </ul>	<ul style="list-style-type: none"> <li>Age-appropriate games, toys, educational activities, etc...</li> </ul>
<ul style="list-style-type: none"> <li>2-3 sets of extra, weather-appropriate clothing that is <b>labeled</b></li> </ul>	<ul style="list-style-type: none"> <li>Nutritious meals and snacks</li> </ul>
<ul style="list-style-type: none"> <li>Diapers, creams, wipes and sunscreen that is <b>labeled</b> -educators/volunteers will notify parents when the supply is running low</li> </ul>	<ul style="list-style-type: none"> <li>A safe and bright environment that enhances learning</li> </ul>
<ul style="list-style-type: none"> <li><b>Labeled</b> sleep time blanket (and soft toy <u>only if needed</u>) to be left at school and taken home to be washed on a weekly basis</li> </ul>	<ul style="list-style-type: none"> <li>Breathable cot and sheet for naptime (sheets will be washed weekly/as needed)</li> </ul>
<ul style="list-style-type: none"> <li><b>Labeled</b> indoor shoes or slippers that can be left at the centre.</li> </ul>	<ul style="list-style-type: none"> <li>Environment accessible to children with special needs</li> </ul>
<ul style="list-style-type: none"> <li>Ensure artwork is taken home daily – please check art cubby</li> </ul>	<ul style="list-style-type: none"> <li>Access to community support services for all children and families who need extra support</li> </ul>
<ul style="list-style-type: none"> <li><b>Labeled</b> (all parts) water bottle or sippy cup for water that contains a straw and can be covered for use at PM snack or outdoor play</li> </ul>	<ul style="list-style-type: none"> <li>A milk cup without a lid for use at AM snack and lunch</li> </ul>

### TODDLER ROOM SCHEDULE

6:30 AM Centre opens - exploratory play  
8:30 AM Snack  
9:00 AM Washroom routine - diaper change or sitting on toilet  
9:15 AM Exploratory play/creative expression/together time  
9:45 AM Dressing for outdoors (weather permitting)  
10:00 AM Exploratory play outdoors (weather permitting)  
11:15 AM Washroom routine/together time  
11:45 AM Lunch  
12:30 PM Nap time  
2:45 PM Washroom routine - diaper change or sitting on toilet  
3:15 PM Snack  
3:30 PM Exploratory play outdoors (weather permitting)  
5:30 PM Center is closed



### PRESCHOOL PROGRAM

**(2.5 years to 3.8 years)**

The preschool program focuses on implementing activities to further develop the children's social, emotional, physical, and cognitive developmental skills from the foundations that were laid in the toddler program.

**PRESCHOOL PROGRAM GOALS** Children will continue to grow as unique individuals that are able to:

- connect with others and contribute to their daily routine
- develop a sense of self, health, and well-being
- become active learners in their world using their bodies, minds, and senses
- communicate in many ways with others in their environment
- recognize print in their environment, including their names
- solidify self-help skills such as toileting and dressing/undressing independently

Parents Provide	Kids Come First Provides
<ul style="list-style-type: none"> <li>Open communication with educators/volunteers regarding changes in schedules</li> </ul>	<ul style="list-style-type: none"> <li>Age-appropriate games, toys, educational activities, dramatic play, sensory activities, independent learning times, gross motor activities etc...</li> </ul>
<ul style="list-style-type: none"> <li>2-3 sets of extra weather appropriate clothing that is <b>labeled</b></li> </ul>	<ul style="list-style-type: none"> <li>Nutritious meals and snacks</li> </ul>
<ul style="list-style-type: none"> <li>A <b>labeled</b>, large backpack to put all personal belongings in</li> </ul>	<ul style="list-style-type: none"> <li>A safe and bright environment that enhances learning</li> </ul>
<ul style="list-style-type: none"> <li><b>Labeled</b> sleep time blanket (and soft toy <u>only if needed</u>) to be left at school and taken home to be washed on a weekly basis</li> </ul>	<ul style="list-style-type: none"> <li>Breathable cot and sheet for naptime (sheets will be washed weekly/as needed)</li> </ul>
<ul style="list-style-type: none"> <li><b>Labeled</b> indoor shoes or slippers that can be left at the centre.</li> </ul>	<ul style="list-style-type: none"> <li>Facility accessible to children with special needs</li> </ul>
<ul style="list-style-type: none"> <li>Ensure artwork is taken home daily</li> </ul>	<ul style="list-style-type: none"> <li>Access to community support services for all children and families who need extra support.</li> </ul>
<ul style="list-style-type: none"> <li><b>Labeled</b> water bottle</li> </ul>	<ul style="list-style-type: none"> <li>A milk cup without a lid for use at AM snack and lunch</li> </ul>

### PRESCHOOL DAILY SCHEDULE

6:30 AM Centre opens - exploratory play  
 8:15 AM Washroom routine  
 8:30 AM Snack  
 9:00 AM Exploratory play/craft/group games indoors  
 10:00 AM Washroom routine/dress for outdoor play  
 10:15 AM Exploratory play outside (weather permitting)  
 11:30 AM Washroom routine  
 11:45 PM Lunch  
 12:30 PM Washroom routine  
 12:45 PM Sleep/Quiet time  
 2:45 PM Washroom routine  
 3:00 PM Snack  
 3:30PM Exploratory play outside (weather permitting)  
 5:30PM Childcare centre closes and doors are locked



## CHILD CARE PROGRAM FEES

### INFANT (3 TO 18 MONTHS)

Base Fees as of January 2025 - \$22.00 per day

PART TIME \$80.00 per day base fee: \$37.80 per day base fee

FULL TIME \$ 63.00 per day base fee: \$29.77 base fee

### TODDLER (18 TO 30 MONTHS)

Base Fees as of January 2025 - \$22.00 per day

PART TIME \$63.00 per day base fee: \$ 29.77 base fee

FULL TIME \$58.00 per day base fee: \$27.41 base fee

### PRESCHOOL

Base Fees as of January 2025 - \$22.00

PART TIME \$58.00 per day base fee: \$27.44 base fee

FULL TIME \$ 53.00 per day base fee: \$25.04 base fee

### SENIOR PRESCHOOL

Base fees as of January 2025 is not changing

\$20.37 per day base fee

Payment is due on the 3<sup>rd</sup> Friday of each month for the following month. A \$10.00 per day non-base late fee is charged.

There is a \$66.00 administration base fee and a \$150.00 deposit due upon registration. The \$150.00 is refundable with one month's written notice.

Fees can change without notice.

### FEE SCHEDULE

A refundable deposit of \$150.00 and a \$66.00 administration fee per child is required upon registration to secure a spot. The administration fee will be refunded by reducing the fees of each child for one day per month for 3 months once enrollment has commenced. Should the child be withdrawn before enrollment begins the administration fee is none refundable and the fee of \$66.00 will NOT be returned. Each child will be Part-time spaces are only permitted for a minimum of 2 or 3 days per week in the infant, toddler, and preschool levels.

We are now doing PAD - Pre-Authorized Debit - payments. There will be a PAD form that needs to be returned to the office with the other paperwork prior to starting. All PAD will be withdrawn on the 3rd Friday of each month for the following month. Should any payments be made after the 3rd Friday of each month for the following month there will be a \$10.00 non-base late fee per day added to your fees.

Fee schedules will be sent out monthly through the Lillio/HiMama app and will confirm the amount being debited each month. The invoice will be sent out early in the week that the PAD withdrawal will be made. The PAD withdrawal will happen on the 3<sup>rd</sup> Friday of the month and the clearing of the accounts will happen on Tuesday of the following week to ensure any NSF charges can be accounted for.

**NSF** charge - \$50.00 non-base fee per transaction. If payments fall more than 2 months in arrears, the child will be suspended until fees are paid in full.

All fees will need to be paid in cash for the duration of the child's enrolment. If cash payment is not received by the first of the month, the child will continue to be removed from the program.

KCF has enrolled in the CWELLC program for 2022 and intends to enroll for upcoming years.

### LATE PICK UP FINE POLICY

KCF closes at 5:30pm, all children, parents and staff are to be off the premises by 5:30pm. Should you fail to pick up by 5:30pm there will be a \$20.00 per minute charge for each of the first 5 minutes and \$5.00 per minute charge for any further minutes. The minutes will be calculated until you leave the premises.

Payments can be e-transferred to [office@guelphkidscomefirst.com](mailto:office@guelphkidscomefirst.com) or cash brought to the teacher within 24 hours. Failure to pay will result in an additional charge on your monthly invoices for the late fees owing as well as an additional \$25.00 administration fee for failure to pay on time.

## WAITING LIST POLICY

At KCF there is no charge for being added to the wait list.

KCF is now working with the County of Wellington and will be joining the Wellington-Guelph Centralized waiting list system. Please use the link to register for the waiting list:

### Wellington-Guelph Child Care Application and Waitlist | Child Care Waitlist

#### Potential Start Date

The parent that has requested the care becomes the primary contact unless otherwise requested by the parent of contact. The parents name and email will be copied from the email to complete the waitlist information.

1. If a spot becomes available, the parents are emailed and asked to come to see the facility and sign an initial contract stating their childcare needs and intentions.
2. An administration base fee of \$66.00 and a refundable deposit of \$150.00 is required at this time to guarantee the child(ren) spot at the centre.
3. If a spot becomes available and the family has made other arrangements or chooses not to come to the centre the family is removed from the waitlist until such time as the family's childcare needs change and they contact the centre again. OR
4. If the child(ren) remains on the list for more than 6 months, they will be emailed to ensure that they still want to be on the waitlist. If there is no response or if the family has made other arrangements the child(ren) will be removed from the list.
5. To determine their placement on the waitlist the parent can call or email the centre and the supervisor, or the designate will check on their status using the centralized waiting list. The supervisor or designate will respond immediately on the phone or reply to the email.



## FIELD TRIPS AND OFF PREMISE TRIPS

All children will remain at the centre during operating hours unless the parents have been previously informed. The only exceptions to this are that at various times throughout the year:

- The infants may go on a walk in the strollers if the ground is too wet to allow them to play in the play yard.
- The toddlers, preschoolers and their respective educators/volunteers may go for a walk using a walking rope to explore the community around them
- The preschool children and their respective educators may go to the park directly behind the Continuing Education School. We do not use any of the park equipment during these excursions. The landscape allows space for more activities to happen depending on the season.
- Any parent, guardian or adult who accompanies their own child or other children from KCFCCC on a field trip must have a current PVCS level 3 completed by a police force.



#### INCLIMATE WEATHER and EMERGENCY MANAGEMENT PROCEDURE

The centre will do its best to stay open all days that it is scheduled to be open. However, if the weather is severe, there will be a radio announcement made to broadcast the closing of the centre for the day and a group message through the Lillio/HiMama app sent out.

If the centre needs to close early due to weather or another emergency at the centre such as no hydro, flooding, etc. then the parents will be notified by a message sent out through the Lillio/HiMama app stating an alternate designated location so the children and educators/volunteers at the centre are always out of danger until pick up can be arranged.



#### VACATIONS AND ABSENCES

There will NOT be any reduction in your fees for vacation or sick days.



Please notify the centre as soon as possible if your child is going to be late or absent. If your child is absent due to illness, please specify whether it is cold symptoms (such as coughing, sneezing or congestion) **OR** flu symptoms (like diarrhea and vomiting.)

\*Notifications can be made either by calling the centre at 519-763-9600 or messaging through the Lillo/Himama app or emailing Heather Moffatt at [office@guelpkidscomefirst.com](mailto:office@guelpkidscomefirst.com). Please notify the centre as soon as you are aware. Messages will be checked at 6:30am every morning to ensure we have the appropriate number of staff needed and the correct portions of food made for the day.

### STATUTORY HOLIDAYS - CENTRE IS CLOSED

The holiday break for December 2025 to January 2026 will be Wednesday, December 24, 2025, closing at 12:00pm (noon) and the reopening on January 5, 2026. During this time parents will only pay for the statutory holidays if they are your child's regularly scheduled day. You will be given credit for any other days that the center is closed that would be your child's regularly scheduled day.

New Year's Day  
Family Day  
Good Friday  
Victoria Day  
Canada Day  
Civic Holiday  
Labour Day  
Thanksgiving Day  
Christmas Day  
Boxing Day

The centre will close at 12:00pm on Christmas Eve as of December 2025 and 4:00 pm on New Year's Eve.

\*Please note that the days the centre is closed can vary depending on when the statutory holiday falls. All families will be given at least 2 months' notice prior to the holiday so you can make alternate arrangements for care of your child(ren).

The centre will also be closed the week between Christmas and New Year's annually. The payment for December will be adjusted to include on the statutory holidays during that week and will depend on your child's schedule.



### BABYSITTING POLICY

All staff at KCF are prohibited from babysitting for the families at the centre. If you need an educator/volunteer to babysit for you after hours, please come to the office to sign a waiver stating that KCF is not responsible for anything that happens away from the centre before or after childcare hours.



### PICKING UP CHILDREN AT THE END OF THE DAY

It is imperative for the safety of all children that parents who pick up children say “goodbye” to the classroom educator. Especially as the children get older and more independent; they need you to acknowledge that you are picking your child(ren) up to appropriately sign your child(ren) out.

If you are not picking up, the centre will need to be informed of the change, and photo ID will be asked for when the alternate pickup person arrives to pick up your child. Please inform the alternate to have the photo ID available. At any time KCF management and KCF staff have the right not to release a child to any person that they deemed unfit such as impaired by any substance or lack of proper car seat.

### NOTICE OF SCHEDULE CHANGE

Wherever possible, the KCF supervisor will attempt to accommodate a family’s request for a schedule change with a month’s written notice. There will be an additional \$50 fee if your schedule changes more than twice per year.

**MATERNITY LEAVES** – If you go on maternity leave and would like a guaranteed spot for both of your children, the older child must stay in the centre for a minimum of 2 days per week with one of the days being a Monday or a Friday. Once you return to work, your older child will be able to return to their originally scheduled days.

If you otherwise choose to reduce your days for an extended period of time, please be aware that we do **not** guarantee that he/she will be able to return to their original scheduled days.

### NOTICE OF WITHDRAWAL

A four-weeks **written** notice is required prior to withdrawing a child from KCF. If sufficient notice is not given, payment for the corresponding period is required. If KCF is able to fill the space prior to the end of the notice period, you would have the opportunity to withdraw earlier, and all outstanding fees will be returned to the parent.

### Parent Issues and Concerns Policy

Date Policy Developed: June 28, 2017

Date Policy Updated: October 30, 2017

If at any time during your child's enrolment with us, you have concerns with the centre, an educator/volunteer, or any aspects of our program, we wish to address them quickly. The supervisor of the centre is always available by phone, email or in person to talk to you. We do, however, wish to discuss any concerns away from the children and other staff members/volunteers.

#### Steps to follow if you have an issue or concern:

1. Talk directly with the teacher – away from the children- to try to resolve the issue or concern
2. The teacher will either resolve the issue within the classroom if it is a classroom concern,
3. If it is a developmental or learning concern the teacher will bring the concern to the supervisor and together the teacher and the supervisor will come up with a plan to resolve the situation and confirm with the parent before bringing in other professionals if needed
4. Should the concern be more of a centre or policy-based concern the teacher will immediately direct the parent to either email or call Heather to make an appointment to deal with the concern
5. If the teacher is unsure of how to address any concern, they are to direct the parent to the supervisor or the designate.
6. Give it 72 hours to see if the situation has improved if no improvement then the following will occur:

#### No Improvement:

1. Email Heather the issue or concern at [office@guelphkidscomefirst.com](mailto:office@guelphkidscomefirst.com) – I reserve the right to not respond no sooner than 24 hours after the email but no later than 72 hours after the initial unless I am out of the office for an extended period of time.
2. Heather will then check with all staff involved to be able to respond appropriately.
3. The response email will be sent out and will obtain the staff or volunteers account of the incident as well as the solution on how the issue or concern will be resolved.

4. Heather or designate will then monitor the implementation of the plan and ensure that the issue or concern has been resolved.

Should the issue persist, and no resolution seems to be available the issue or concern will be brought to the attention of the whole staff to come up with a solution or other professional resources – i.e. Resource consultant or other professionals will be brought into the centre to resolve the issue or concern. If the issue or concern is specific to one child, then the parents will sign consent forms before other professionals are contacted. If the issue or concern is a classroom concern, then the professionals will be contacted for a room consult not for any individual child.

### Concerns about the Suspected Abuse or Neglect of a Child

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

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

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

### KEEPING INFORMATION CURRENT

In order for educators/volunteers to provide appropriate care and to be able to reach you in the event of illness or emergency, **it is imperative** that all family information be kept up to date for example: home, work and cell phone numbers, extensions, emergency contacts, authorized release persons, etc.....

It is also important for parents to keep us informed of changes on your child's immunization record.

### ENVIRONMENTAL SENSITIVITIES AND ALLERGIES

In respect and consideration for those children, parents and teachers/volunteers who have environmental sensitivities and/or allergic reactions, **we ask that you refrain from wearing any perfumed products, hair spray, heavily scented soaps, or cologne** inside KCF. Your understanding is greatly appreciated.

**Any outside food is not permitted at KCF unless cleared through the office or kitchen staff.** We have many children with different types of allergies – not just peanut and tree nut allergies. However, this building is peanut and tree nut free.

Any dog or cat that is kept on the premises of KCF will be inoculated against rabies.



### SMOKE-FREE ONTARIO ACT

SMOKE-FREE ONTARIO ACT There are no smoking/no vaping signs posted at the front and back entrances of the building. No person is to be smoking or handling a cigarette, the use of e-cigarettes and the smoking/vaping of cannabis in the childcare centre or on the playground, whether or not children are present. It is the responsibility of the staff to ensure that no one is smoking or handling a cigarette/ e-cigarettes or vaporizers in the childcare centre or on the playground whether children are present or not.

Enforcement of the Smoke-Free Ontario Act is the responsibility of tobacco control inspectors from local public health units. Local public health units will carry out inspections and investigate complaints made about childcare centres to enforce the act.

All parents, staff and volunteers will be informed of this policy prior to commencing employment or children starting services at the centre.

### HEALTH CARE

To provide quality care and prevent the spread of illness, KCF observes proper health and sanitary practices at all times. Due to the nature of young children's illnesses and the considerable variation among individual children, health practices in a childcare setting cannot always be followed rigidly. For example, what seems a minor fever for one child may be a serious condition for another child. Management of illness, therefore, rests on an overall understanding of each child's needs, health history and other characteristics.

## FEVER GUIDELINES

If a child has a temperature of **37.6C/99.6F**, the child's educator will call for immediate pick up. The child will need to be fever and medication free with no new symptoms for a 24 hour period before returning to program. The educators will take the temperature twice at the centre at least 20 minutes apart with pictures of each thermometer reading and will send these to the parents along with the times of each picture. At KCF we take the temperature under the arm. Should the temperature continue to be high or rise between the temperature readings the parents will be notified through the Lillio/HiMama app for immediate pick up.



## ILLNESS GUIDELINES

If at any time your child presents with any of the following symptoms of sickness, we at KCF need to be informed at drop off and all the guidelines as stated by Public Health will be followed. Please note that at the current time we are still using the covid daily screen. We also refer to : [https://wdgpublichealth.ca/sites/default/files/childhood\\_illnesses\\_reference\\_guide\\_aodach\\_ecked.pdf](https://wdgpublichealth.ca/sites/default/files/childhood_illnesses_reference_guide_aodach_ecked.pdf) to clarify how to proceed with exclusion procedures.

**Fever** – If a fever reaches 37.6C/99.6F the parents will be asked to pick up child immediately and child must remain at home until they have been fever-free for a minimum of 24 hours without medication and no further symptoms arise. No fever reducing medication will be administered at the Center unless prescribed by a doctor.

**Diarrhea** – If your child presents with 2 or more cases of diarrhea within a 24-hour period – you will be asked to pick up your child as soon as possible, and your child must stay home until he/she is diarrhea free and medication free for 48 hours.

**Vomiting** – If your child presents with 2 or more cases of vomiting within a 24-hour period – you will be asked to pick up your child as soon as possible, and your child must stay home until he/she is vomit free and medication free for 48 hours.

**NOTE:** Should your child present with 1 case of diarrhea and 1 case of vomiting within a 24 hour period you will be asked to pick up your child and he/she must remain at home until he/she is diarrhea and vomit and medication free for a minimum of 48 hours.

**Pink eye/eye infections** – An educator will call a parent to inform him/her if the child's eyes become infected by showing signs of coloured discharge, crusty eye lids or redness around the eye. The parent is expected to take the child to the doctor and confirm a diagnosis. If the diagnosis is pink eye, or anything else that is contagious, the child must stay home until 3 doses of medication have been administered over a 24-hour period. If the doctor confirms that it is nothing contagious and harmful to the other children, the child may return immediately to the centre with a doctor's note.

**Head Lice** - If your child develops head lice, these are the steps that need to be taken:

1. Child must be removed from the centre immediately.
2. Child must have at least one treatment completed before returning to the centre.
3. Child must come to the office to have hair checked on a daily basis until all the nits are removed, and the supervisor is happy that all the lice have been cleared.
4. A second treatment with the chemical shampoo must be completed 7 to 10 days after the initial treatment as per the instructions on the container.

We **strongly recommend** that you clean your entire house, bedding, car interior and car seats before the child returns to the centre. Bedding and car seat should be cleaned daily until all head lice are gone.

We also encourage the boys to get a very short haircut, and the girls to put up their hair and hairspray it until the head lice is gone. We also recommend that you put a small drop of tea tree oil in your child's shampoo, as the lice cannot cling to the hair when it is oily.

Please be advised that we will need to inform all of the other families in your child's classroom that there has been head lice found, and that we will be checking each child periodically for head lice.

## **POLICIES PROMOTING CHILDREN'S HEALTH**

### **ADMISSION REQUIREMENTS**

During the admission process, the **Registration Form** is reviewed. This form is completed prior to the meeting and provides background information about the child to help educators/volunteers understand the child better and develop more responsive, individual care.

All children are required to complete and maintain an **up-to-date immunization record** as per the current *Publicly Funded Routine Immunization Schedule for Ontario*. The approved forms will be available from the supervisor of KCF.

### **IMMUNIZATION RECORDS**

Each family will be provided with:

*\*Immunization Data Form for Child Care Settings* - this form is to be completed and the child's Ontario Health Card Number, child's name, Kids Come First Child Care Centre, date of birth, dates of shots given.

*\*Pre-Entrance Health Requirements for Children Registering in Licensed Child Care* letter

### IMMUNIZATIONS EXEMPTIONS

To have your child exempt from immunization you must provide KCF with the following forms.

#### MEDICAL EXEMPTION

*\* STATEMENT OF MEDICAL EXEMPTION* - this form must be signed by a qualified physician and will be forwarded to the WDG Public Health.

#### RELIGIOUS OR CONSCIENTIOUS EXEMPTION

Parents must provide **both** of the following:

*\* A Statement of Conscience or Religious Belief Affidavit - form 2* that is sworn or affirmed before a commissioner of oaths for taking affidavits.

*\*Signed Immunization Waiver*

Both of these forms, provided by the WDG Public Health, will be available at KCF. A copy of all waivers and affidavits will be forwarded to a designated public health nurse.

An up-to-date *Publicly Funded Routine Immunization Schedule for Ontario* or a legal exemption form, prior to the first day of attendance, must be provided.

### UPDATING IMMUNIZATIONS

It is the parent's responsibility to keep the centre current. A photocopy of the yellow immunization card or printed record from the doctor's office will be kept with the child's *Immunization Data Form for Child Care Setting*. All updates will be sent to our designated public health nurse on a quarterly basis.

### ADMINISTRATON OF MEDICATION

Prescription drugs can be administered only if parents provide written permission. The medication must also be in its **original container** with printed pharmacy label. Most times, a parent can request that the pharmacist splits the child's prescription into two containers so that one can be left at the centre during the treatment period. When treatment schedules permit, parents are encouraged to give required drugs or medications to their child at home. If doctors know that a child is enrolled in childcare, they may be able to prescribe medications that require less frequent administration. When a parent brings his/her child to KCF, he/she is asked to allow extra time to fill out the authorization form and to talk to the educators about the child's requirements. All left over medications will be sent home every Friday for use or disposal.

### MEDICATION AUTHORIZATION FORM

Forms for prescription medication are kept in the child's file. The educator will note the dose that was administered, the time and any other pertinent information. Unused medication is returned to the parents in its original container. It is helpful if parents send any special measuring devices, such as spoons, cups or syringes with the medication. Medicine that requires refrigeration is kept



in a locked box in the staff room refrigerator or the infant room refrigerator. Other medication is kept in a locked box in a cupboard in the office.

### THE DAILY HEALTH CHECK

In accordance with the requirements of the Child Care and Early Years Act 2014, a daily health check of each child is made on the child's arrival at KCF. This check is carried out in the presence of the parent by the "greeting educator" so that they can exchange information about the child's health status and make decisions about the best ways to meet the needs of the children and fulfill the expectation of the KCF centre.

By checking children at the beginning of each day, educators/volunteers can identify specific signs or symptoms of illness in time to prevent the spread of infection. Educators/volunteers are not expected to be able to diagnose illness but to become sensitized to a child's condition. On occasion, this examination may lead to a decision that the child is not well enough to attend the program. When there is disagreement, the Director or Supervisor will make the final decision.

Weather permitting all children are taken outside every day. **Children who are well enough to be at KCF will be expected to play outdoors.**

In completing the daily health check educators/volunteers are asked to observe or learn through discussion with parents whether any of the following are present:

1. Elevated temperature, flushed colouring, unusual pallor
2. Nasal discharge or repeated, severe coughing
3. Stomachache, vomiting or diarrhea
4. Red or discharging eyes or ears
5. Undiagnosed skin rashes, sores, or swellings

**PLEASE INFORM EDUCATORS/VOLUNTEERS IF THE CHILD HAS BEEN GIVEN OVER-THE-COUNTER OR PRESCRIPTION MEDICATION OVERNIGHT. FEVER CONTROL MEDICATION SHOULD NOT BE GIVEN TO YOUR CHILD BEFORE COMING TO KCF.**

If a child becomes sick during the day, the child will be removed to a sick bed in the supervisor's office when possible. The parents will be notified for immediate pick up, and the child will be attended to by the supervisor until the parent arrives. If a parent cannot be reached, the other contacts on the emergency form will be contacted and expected to pick up the child as soon as possible.

For return to the centre after a communicable disease, please refer to the chart on the Wellington Dufferin Public Health Website.

If ibuprofen or acetaminophen need to be administered a separate *Administration of Ibuprofen and Acetaminophen Form* is to be filled out. The parent will be called for consent before administration occurs. Only the educator who calls the parent will be allowed to administer the

medication. All medication will be kept in a locked box in the office and will be well labeled with child's name and the usual dosage given. The medication must come to the centre unopened in its original packaging. This type of medication will only be administered when a child is teething and appears to have all the regular signs or symptoms of teething, or a low-grade fever is present according to the fever guidelines.



### NUTRITIONAL SUBSTITUTIONS

Infants are expected to provide their own formula or specialty milk until they can drink the homo milk that is provided by the centre. Infants are also expected to provide their own baby food that is clearly labeled with each child's name.

For all other food allergies or cultural differences, there will substitutions made by the cook to ensure that all the nutritional needs of each child are met. Some exceptions will be made to this for severe allergies and a private consultation with the individual child's parents, staff cook and supervisor of the centre to ensure proper nutrition is maintained. The centre only provides 2% or homo milk for the children; if other milk is required, it needs to be substituted by the parents. Classroom educators will inform the parents when the milk is gone or expires.

Please also note that lunches and snacks provided are available to staff and children enrolled in our programs. All others should refrain from eating food off of our food trays.

**Otherwise, no other outside food is allowed in centre due to allergies.**

SAMPLE MENU  
Kids Come First Menus 2016 Week 1

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
AM SNACK	MILK CEREAL BLUEBERRIES	MILK COTTAGE CHEESE PINEAPPLE GRANOLA	MILK RAISIN BREAD AND JAM SOYA BUTTER	MILK HOT OATMEAL MIXED BERRIES	MILK FRUIT BREAD
LUNCH	MILK TURKEY/BROWN RICE MEATLOAF  MASHED POTATOES  MIXED VEGETABLE  PEACHES	MILK BROCCOLI, RICE, CHEESE QUICHE  GREEN SALAD  PINEAPPLE	MILK PIZZA WITH GROUND BEEF  VEGGIE STICKS AND RANCH DRESSING  MANDARIN ORANGES	MILK BEEF STEW WITH POTATOES AND VEGGIES  BREAD AND BUTTER  PEARS	MILK VEGETARIAN CHILI WITH BEANS, LENTILS  CORNBREAD  FRUIT COCKTAIL
PM SNACK	WATER ORANGES COOKIES	WATER CARROT CAKE BANANA	WATER BLACK BEAN BROWNIES STRAWBERRIES	WATER TEA BISCUITS CHEESE APPLES	WATER CEREAL MIX MELON

Menus are on a 4-week rotational basis. Substitutions are made at the discretion of the supervisor and/or the cook. Allergies/food restrictions will be substituted for on an individual needs' basis. All menus are approved by the Guelph Wellington Dufferin Public Health.

Prohibited Practices and Behaviour Expectations

Discipline (behaviour management) is an important part of a child's learning experience and should be understood from this perspective. A key goal of KCF is to have children develop feelings of adequacy and self-esteem as well as the confidence to try new experiences. Educators/volunteers play a primary role by ensuring that all children feel secure and cared for. Use of positive language, concern for each child as an individual and timely guidance, all contribute to the development of a positive environment that fosters trust. A warm supportive relationship can be established with children through daily attention to and recognition of their positive behaviour. The quality of adult supervision sets the tone for positive interaction and should always serve as an example for children to follow.

Rules and expectations are clearly stated and appropriate to each child's developmental stage so that children can understand and internalize the underlying reasons for specific requests.

Children are not allowed to hurt themselves, other children or educators/volunteers, damage toys and equipment or abuse the belongings or property of others. Following any disciplinary interaction with a child, it is the educator's/volunteer's responsibility to initiate a positive interaction with the child.

- 1. CORPORAL PUNISHMENT**
- 2. PHYSICAL RESTRAINT OF THE CHILD – SUCH AS 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 HIMSELF, HERSELF, OR SOMEONE ELSE, AND IS USED ONLY AS A LAST RESORT AND ONLY UNTIL THE RISK OF INJURY IS NO LONGER IMMINENT**
- 3. LOCKING THE EXITS OF THE 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 AND IS REQUIRED AS PART OF THE CENTRE'S EMERGENCY MANAGEMENT POLICY AND PROCEDURE**
- 4. 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**
- 5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding**
- 6. Inflicting any bodily harm on children including making children eat or drink against their will.**

Educators/volunteers can assist children to take responsibility for their own behaviour by using some of the following approaches:

1. Provide an interesting and appropriate program that challenges children without frustrating or overwhelming them. Children who are bored, over-stimulated or tired are more likely to resort to problem behaviour.
2. Praise and encourage children by building on their accomplishments and strengths.
3. Provide timely guidance by assisting children before a problem occurs, re-directing behaviour, diverting attention and providing both verbal and physical assistance, as well as alternative opportunities and activities.
4. Help children to learn how to deal with anger and other strong feelings by talking about them and learning to find appropriate outlets for expression.

### SUPERVISION OF STUDENTS AND VOLUNTEERS

1. No child is supervised by a person less than 18 years of age
2. In the centre, only employees will have direct unsupervised access to children
3. Volunteers and students may not be counted in the staffing ratios in the centre

### SERIOUS OCCURRENCE POLICY

We strive to have a safe and happy environment for your child(ren); however, accidents do happen. An accident is deemed serious when a life-threatening injury or accident has occurred to a child when it is not illness related. Other serious occurrences occur when there is damage to the building ex.: floods, fire etc.... According to the Ministry of Education, we must now post these accidents for 10 days. The posting will be on the parent board beside the back door and will not state the child's name or classroom that he/she is attending.

### PUBLICITY

Parents must sign a *Publicity Consent Form* if they agree to allow their child to participate in any publicity arranged for the Child Care Centre through various media such as newspapers, photographers, television, slide presentations, videos and the KCF website. Parents are required to complete this form prior to their child starting at KCF and will be notified prior to pictures being for any media purposes.

### PARKING POLICY

All parking is to be at the rear of the building for drop off and pick up of child(ren). While you are dropping off or picking up your children, we would appreciate that you do **not** leave your vehicles running. The parking lot is an area that is not supervised by educators/volunteers and should not have child(ren) unsupervised at any time. You are welcome to come to the centre at any time, however, between the hours of 9:00 AM to 3:30 PM, the doors of the centre will be locked. To come into the centre during those hours, you can ring the bell at the front/back door, and someone will gladly let you in so you can see your child(ren).

### CONTACTING THE CENTRE

Centre phone number 519-763-9600

Centre fax number 519-763-9650

Heather's email – [office@guelphkidscomefirst.com](mailto:office@guelphkidscomefirst.com)

Heather is usually available from 6:00am to 2:30pm Monday to Friday. I will be available until 6:00pm Monday to Friday via email. At any point if you wish to email me, please do, but do not expect a response until the next business day.

Any changes to the parent handbook will be noted in the following month's email newsletter.

Revised December 10/2024

## **Child Care Centre Safe Arrival and Dismissal Policy and Procedures**

Name of Child Care Centre: Kids Come First Child Care Centre Date Policy  
and Procedures Established: November 16, 2023 Date Policy and  
Procedures Updated: [Click here to enter text.](#)

### **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 childcare 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.

### **Policy**

#### **General**

Kids Come First Child Care Centre will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare centre may release the child to.

- Kids Come First Child Care Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a 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.

**At no point will a staff release a child to a parent or guardian who is intoxicated with any intoxicating substance.**

## 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. ○ asks 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 registration package. or where the individual is not listed, ask the parent/guardian to provide authorization for pickup in writing (e.g., email or a message through the parent communication app
  - document the change in pick-up procedure in the daily written record. ○ signs 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 childcare 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:
  - informs the supervisor or designate the child has not arrived. and then commence by contacting the child's parent/guardian no later than 12:00pm. Staff shall then follow the plan as outlined by the parent/guardian. Should a staff/supervisor or designate be unable to reach a parent a second message will be sent to the parent/guardians through the communication app. After 2 hours and there has been no response from the parent/guardian the staff/supervisor or designate will try to call the emergency contact to confirm that the child is not in attendance at the center.
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 childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up [the classroom staff will send a message through the communication app to confirm that the schedule has not changed. This will only happen after a minimum of 60 minutes after the previously stated pick-up time has passed. , the office staff will be informed by the classroom teacher by text or email and will also be able to see the message through communication app
  - Where the staff is unable to reach the parent/guardian, staff will try to call the parent/guardian to confirm a schedule change only after 60 minutes after the first message had been sent. 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...
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed").]

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by [5:30pm], staff shall ensure that the child is given an activity, while they await their pick-up. Should the parent/guardian be delayed and unreachable beyond 6:00pm then a light snack will be given.
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 about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall inform the other staff and the office of the delay and expected time of pick up. The supervisor or designate will then decide on who is to remain at the center with 2 staff always in the building until the child is picked up.
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 call the alternate parent/guardian and determine next steps. [insert next steps (e.g., contacting authorized individuals listed on the child's file, etc.).]
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 7:00pm the staff shall proceed by contacting the local Children's Aid Society (CAS) [\(519\) 824-2410](tel:5198242410). Staff shall follow the CAS's direction with respect to next steps.

**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.**