



## **PARENT HANDBOOK**

**SWANSEA KIDS PLACE**

**207 WINDERMERE AVENUE TORONTO, ONTARIO**

**M6S 3J9**

**(416)-763-1908**

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## **INTRODUCTION TO THE CENTRE**

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Swansea Kids Place is a non-profit organization and is fully licensed by The Ministry of Education. Swansea Kids Place has been offering before & after school aged programs since 1981, and Kindergarten programs since 2014.

All kindergarten staff meet the organization's high standards for Registered Early Childhood Educators. Swansea Kids Place exceeds the Ministry of Education's requirements for staffing of Registered Childhood Educators in both our School age and Kindergarten program

Both the School age and Kindergarten Supervisor's hold a B.A in Early Childhood Education from Ryerson University. All support staff members are trained caregivers or have previous experience with both school age and kindergarten children.

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## **PHILOSOPHY**

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Swansea Kids Place is committed to high quality childcare. Our goal is to help each and every child be happy, secure and to develop to his or her true potential. To meet this rewarding goal, Swansea Kids Place offers a safe, healthy environment to promote the development of the whole child free from sexism; racism and violence. Through the guidance of specially trained staff, Swansea Kids Place believes that this can be achieved by offering a balance of nurturance and independence. Thus, self-confidence and self-esteem are fostered with the attitude that every child is unique and learns at his / her own individual pace. An important aspect of our program is to incorporate multiculturalism.

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## **PROGRAM STATEMENT**

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Swansea Kids Place offers an inclusive, child-centered, family oriented program based on a philosophy of children as competent; capable, curious participants and contributors in their environment, their families and their communities. We are committed to supporting families and children to reach their potential through developing relationships built on respect and providing

an environment that supports positive and responsive interactions. This begins with relationships among staff, students and volunteers and ripples out to relationships with children, families and the community.

Every person who enters Swansea Kids Place should feel that they belong here, that they are engaged in the program, that their well-being is supported and even enhanced just by being here, and that they are free to express themselves. These four foundations of belonging, engagement, well-being and expression are the rights of all children and provide the basis of our goals and expectations for our program.

As such, this program statement will continually evolve with the ongoing engagement of the staff and families in our program. Annual and ongoing review of the program statement with staff, students, volunteers and families ensures its continued relevance. Swansea Kids Place staff are supported to make meaningful contributions to the ongoing development and evolution of the program through professional learning provided in the form of onsite pedagogical leadership, attendance in training, workshops and conferences, and support with education.

The following statements specify the approaches Swansea Kids Place shall employ to: promote health, safety, nutrition and well-being; foster positive and responsive relationships; support exploration, play and inquiry; and support family engagement and communication.

Swansea Kids Place offers a learning program that is consistent with Ministry of Education policies, pedagogy and curriculum. Some of the Ministry documents we reference in our program include the following:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Ontario Early Years Framework
- Ontario Early Learning Framework
- Think Feel Act: Lessons from Research About Young Children
- Early Learning for Every Child Today

Our programming approach at Swansea Kids Place emphasizes active learning. Since we know that children learn best by pursuing their personal interests and goals, children make their own choices about materials and activities during the program time. As they pursue their choices and plans, children explore, ask and answer questions, solve problems, and interact with their peers and program staff.

**Children are competent, capable, curious and rich in potential**

Swansea Kids Place recognizes that each child is a unique individual who brings his or her own abilities to the program and deserves the encouragement and space to try new things, explore new ideas and develop their own unique creativity.

At Swansea Kids Place we provide an environment that fosters curiosity, one that allows children to explore. We believe that every child deserves a safe and caring environment in which to grow and develop to their maximum potential.

We understand the importance of taking children's stages of development into consideration. For each child, their stage of development is an individualized and complex interplay between developmental factors and their unique family, community and life experiences. In each case, we aim to integrate all areas of the child's development into our program in a holistic way.

Our goals for children, consistent with the Ministry of Education pedagogy, include the following:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and well-being.
- Every child is an active and engaged learner who explores the world with body; mind and senses.
- Every child is a capable communicator who expresses himself / herself in many different ways.

We believe that Children's interests are valuable to their learning and that they offer a rich variety of experiences.

**At Swansea Kids Place we offer the following daily activities:**

- Drama, music and movement
- Physical activities
- Language and literacy
- Science, technology and nature
- Construction and design
- Creative activities
- Daily active outdoor play
- Opportunities for school aged children to work on their homework

**At Swansea Kids Place our programs are designed to:**

- Support children's ability to self-regulate
- Encourage children to interact and communicate in a positive manner.
- Foster the children's exploration, play and inquiry

- Provide both child initiated and adult supportive experiences
- Provide a creative positive learning environment for which is inclusive of all children, including children with individualized plans.

### **Promote Health, Safety, Nutrition and Well-Being**

The health, safety, nutrition and well-being of the children in our programs is a primary focus of Swansea Kids Place. Our goal is for all children to develop a sense of self, health and well-being that they are able to bring with them into their later years. We recognize the significant importance of the early years in children's development and strive to provide children with a strong foundation.

#### **Swansea Kids Place supports these goals through the implementation of a variety of approaches, such as by:**

Providing nutritious foods and beverages that incorporate family and cultural preferences and are in accordance with the Canada's Food Guide and approved by a Registered Dietician, as well providing one snack per day. Our Current catering company is Yummy Catering

Being sensitive to and accommodating for children's food restrictions and allergies.

Ensuring that all staff members are trained and able to appropriately respond to health, safety and emergency situations.

Engaging children in physical activity and decreasing the amount of time that is spent in sedentary activities.

Providing opportunities for children to engage in risk at a level that is appropriate for their development.

Completing daily health checks through communication with families to understand the child's state of health entering the program and continually monitoring their health during their involvement in the program.

Performing at least daily safety monitoring checks to ensure that indoor and outdoor environments are safe.

Providing daily opportunities for rest or engagement in quiet activities depending on each individual child's needs and development.

Providing at least ½ hour of time spent learning outside on a daily basis, weather permitting  
**This time is increased during PA Days, March Break and Christmas Break.**

### **Foster Positive and Responsive Relationships**

Positive and responsive relationships are essential to high-quality early learning and care. Our goal is to nurture authentic, caring relationships and connections to create a sense of belonging between children, adults and the world around them. We create opportunities for children to connect to others in their world, support their experiences of being valued, and provide opportunities to be part of a community.

Through responding positively to children's cues and engaging in reciprocal interactions secure relationships are developed. We believe that supporting children's internal capacity to self-regulate and engage in positive interactions is the foundation for optimal learning, development, health and well-being.

Welcoming and greeting children and families at arrival.

Providing opportunities for children to engage with and make contributions to the world around them.

Supporting the development of a sense of community within Swansea Kids Place, Swansea Community Centre and Swansea Public School.

Providing opportunities for children to be heard and for their contributions to be appreciated.

Encouraging children's active participation within their communities by working with Swansea Community Centre and escorting children to various after school activities.

Honoring children's ideas and contributions by responding to them in a respectful way.

Interacting with children on their level.

Actively play partnering with children to expand their learning and support their social experiences.

Knowing when to be an intentional observer in a play scenario and to support these learning experiences from afar.



Modeling resiliency and problem-solving skills with children and helping them to identify their feelings, the feelings of others, and possible solutions.

Placing importance on encouraging children to develop authentic skills for solving problems, instead of having them take part in a prescribed solution (e.g. making a child say sorry).

Getting to know the children on an individual basis to identify and work to proactively minimize stressors, and to help the children become self-aware.

Actively listening to children and giving them the time and space to express themselves.

Incorporating learning experiences for the children to engage in a range of group sizes.

Responding to challenging behaviours with the most appropriate and effective but least intrusive strategy.

Reframing challenging behaviours by reflecting on why they may be occurring and what the child might be trying to express.

Acknowledging and positively reinforcing children's efforts in a meaningful way by being specific when describing actions and reactions.

Encouraging children to be respectful of the ideas of others and modelling this ourselves;  
Talking about emotions and modeling empathy and self-regulation out loud for the children to hear.

## **Positive self-expression, communication and self-regulation**

At Swansea Kids Place our inclusive programming leads to children's sense of belonging. Positive learning environments and experiences, focused on active play-based learning, encourage children's communication, self-expression and self-regulation.

We seek to be aware of, foster, support, encourage, respond to and document the many ways in which children express themselves. The many voices with which they articulate their ideas, and the variety of languages they use to communicate. We also seek to honour and reflect children's home language and culture in our programs.

In our inclusive learning environments, we welcome children of all abilities. Respect for diversity, equity and inclusion is vital for optimal development and learning.

**Swansea Kids Place supports these goals through the implementation of a variety of approaches, such as by:**

Recognize each child as having equal rights to participate in program activities, trips and events.

Recognize and respect the unique qualities of each child and family, including ancestry; culture, ethnicity, race, language, gender, gender identity, sexual orientation, religion, socio-economic status, family environment, and developmental abilities and needs

Create strategies that value the culture and first language of all children.

Encouraging children to be respectful of the ideas of others and modelling this ourselves;

Talking about emotions and modeling empathy and self-regulation out loud for the children to hear.

Establish programming strategies to foster an inclusive learning environment in which every child can participate.

View the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment.

Our programs focus on active play-based learning as the way that children naturally learn best. It is their natural response to the environment around them. When children are manipulating objects, acting out roles, or experimenting with different materials, they are engaged in learning through play. Play allows them to actively construct, challenge, and expand their own understandings through making connections to prior experiences, thereby opening the door to new learning.

Our programs also support children's self-regulation, their ability to deal with stress and remain calm, alert and ready to learn. When children are calmly focused and alert, they are best able to modulate their emotions, pay attention, ignore distractions, inhibit their impulses and understand the consequences of their actions.

### **Support Exploration, Play and Inquiry**

When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Our goal is for the indoor, outdoor and natural environments to engage children in active, creative and meaningful exploration, play and inquiry. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond. **Positive learning**

**environments and experiences will be developed and supported which is inclusive of all children, including children with individualized plans.**

**Swansea Kids Place supports these goals through the implementation of a variety of approaches, such as by:**

Observing, documenting and engaging with children to understand their questions and inquiries and using these observations as a guide for programming.

Respecting and supporting the children's sense of curiosity and wonder.

Viewing the environment as the "third teacher" and understanding the significant impact it has on our program.

Organizing the learning environments in a way that makes them aesthetically appealing, uncluttered, engaging and welcoming.

Providing interesting and complex open-ended learning materials for children to engage with and explore.

Providing natural elements (e.g. sticks, rocks, shells, plants) to help children explore the natural world.

Role modeling and encouraging respect for materials in the shared learning environment.

Providing opportunities for extended and uninterrupted play and exploration each day.

Providing a variety of learning experiences and materials for children to freely choose to play and express themselves with.

Engaging with children during their exploration, play and inquiry to support and extend their meaning making of their experiences.

Engaging in open-ended conversations with children and asking thought-provoking questions to help expand the children's learning and our understanding of their explorations.

Having an awareness of the many languages that children use to express themselves and providing opportunities for children to share their thoughts and ideas in a variety of ways

Reviewing documentation of learning experiences with the children in order to encourage their reflection on their learning.

Capitalizing on spontaneous, meaningful learning moments during the day by being actively engaged with the children.

Creating learning environments that mirror the ideas, values, attitudes and cultures of those who use the space.

**Creating a learning environment for children who may require individualized plans and support through meaningful learning experiences while expanding the child's learning.**

### **Support Family Engagement and Communication**

Care and learning cannot occur without the support of the family. Our goal is for families to be active participants in their child's experience at Swansea Kids Place. We strive to establish positive, responsive relationships with children and their families by promoting engagement and ongoing communication about the program and their children. All families are encouraged to view our website [www.swanseakidsplace.com](http://www.swanseakidsplace.com) for up-to-date information.

**Swansea Kids Place supports these goals through the implementation of a variety of approaches, such as by:**

Communicating with families on a daily in-person basis at minimum at arrival and departure.

Encouraging families to share their perspective on the children's learning and development through in-person sharing.

Encouraging families to share pictures and stories of their child's time at home and with family.

Displaying family information and photographs throughout the learning environments.

Incorporating aspects from a variety of cultures within the learning environment (e.g. food, music, art, photographs, artifacts).

Inviting family participation within the daily program and encouraging them to share their varied perspectives and cultural experiences with the children.

Encouraging parent participation and engagement through our Parent Board.

Connecting families with local community partners for additional support and services.

### **Our Use of Documentation**

Swansea Kids Place uses a variety of documentation methods to share in the joy of children's learning and development, support our communication with parents, reflect on our planning and creation of environments and experiences, review the impact of our interaction and planning approaches, and to support and monitor the implementation of our program statement.

### **Swansea Kids Place supports these goals through the implantation of a variety of approaches such as by:**

Using documentation to reflect and continually evaluate our program and its effects on the children and their families.

Daily observations of the children's activities and interactions.

Encouraging parents and TDSB staff to contribute any observation or interests they have encountered either at home or in school

Sharing with families all documentation / portfolio of their child.

Providing staff with a self-reflecting opportunity.

### **Supporting staff in continuous professional learning**

Swansea Kids Place is committed to hiring, training and fairly compensating staff. We hire staff who have a positive and sensitive attitude towards children. Our non-discriminatory hiring practices provide individuals of all backgrounds the opportunity for employment. We believe that everyone has worth and value, and all staff are entitled to be respected, supported and treated fairly.

Formal professional learning is vital, but we also know that the most central professional growth happens day-to-day, as our staff co-learn with children and each other as self-reflective professionals.

### **Swansea Kids Place supports these goals by:**

Providing annual professional development for all staff through the year.

Providing in house training opportunities throughout the year.

Through ongoing information shared in the child care community, information is provided to staff on a regular basis.

## **Program Statement Implementation**

Swansea Kids Place is committed to supporting children to grow to their fullest potential in a safe, caring and nurturing environment. The program statement describes Swansea Kids Place specific goals for children's learning and development, and the approaches that will be implemented.

### **Monitoring Practices**

Swansea Kids Place implements a wide range of monitoring practices to ensure the goals and approaches described in the program statement are implemented.

Monitoring Practices include:

Setting family communication standards for staff to follow

Providing coaching and guidance for staff to engage in ongoing reflective practice

Tracking all mandatory and supplemental training completed by each staff.

### **Swansea Kids Place supports these goals through the implementation of approaches such as;**

Conduct an annual review of Swansea Kids Place Program Statement including the goals and approaches. Information gathered through the various monitoring practices will be integrated. A signed record will be kept of the review.

Responding immediately to any concerns or commissions of prohibited practices observed or reported in consultation with Human Resources and appropriate authorities (as needed).

### **Supervisors Role:**

Ensure all new staff, students and volunteers are oriented to Swansea Kids Place Program Statement before they interact with children. A sign off sheet signed by the staff, student, or volunteer and the person who led the review indicating the date of orientation will be kept.

Review Swansea Kids Place Program Statement with all staff, students, and volunteers on an annual basis or any time there are substantive changes to the program statement. A sign off sheet

signed by the staff, student, or volunteer and the person who led the review indicating the date of orientation will be kept.

Provide coaching and guidance for staff to engage in ongoing reflective practice and collaborative inquiry with the staff teams through documentation, huddles, staff meetings.

Discuss curriculum, Ministry of Education licensing, and quality assessments with staff teams and develop a plan of action to be implemented and shared with Swansea Kids Place.

Provide staff with opportunities to attend all mandatory and supplemental training. Track all training completed by each staff member.

support all staff to make referrals and provide resources based on children's and family's requirements.

Monitor all staff, students and volunteers for compliance with the approaches set out in the program statement and the commission of any prohibited practices through a combination of observation; reports from colleagues, parents, and community partners; and program plans and documentation.

Immediately report any concerns or commission of any prohibited practices to Swansea Kids Place. Report to stakeholders including Ministry of Education, municipal children's services, child protection agencies, and professional colleges within established guidelines.

### **Educators Role:**

Engage in ongoing reflective practice and collaborative inquiry with the staff team.

Participate fully in all discussions of curriculum, Ministry of Education licensing, and quality assessments, and assist in developing a plan of action to be implemented.

Attend and fully participate in mandatory and supplemental training.

Make referrals and provide resources based on family's requirements.

Immediately report any concerns or commission of any prohibited practices to the SKP / SKK supervisor. Report to child protection agencies within established guidelines.

### **Prohibited Practices**

Swansea Kids Place Program Statement sets out approaches that support positive interactions between children, families, staff and the community.

**The following prohibited practices are not permitted:**

While attending Swansea Kids Place no child shall be subjected to any form of corporal punishment by the owner / operator, supervisor, staff members, students or volunteers.

**Corporal Punishment:**

No child shall be handled roughly in any way, including

- Shaking,
- Pushing,
- Shoving,
- Pinching,
- Slapping,
- Biting,
- Kicking,
- Spanking.
- No discipline shall ever be delegated to another child.

**Physical Restraint:**

No child shall be physically restrained to a chair or other device for the purpose of discipline or in lieu of supervision. Unless the physical restraint is for the purposes of preventing a child from hurting himself / herself or someone else. (This shall only be used as a last resort and only until the risk of injury is no longer imminent).

**Harsh or Degrading Measures:**

No child will be spoken to in a hard, humiliating or degrading response of any kind

- Threatening
- Swearing,
- Harassment
- Yelling
- Sarcasm
- No staff shall discuss a child within the child's hearing
- No child shall ever be disciplined for lapses in toilet training.
- Discipline shall in no way be related to food, or toileting.
- No child shall be subjected to any behaviours that is sexually abusive

**Child Deprivation:**

- No food / fluids shall be withheld, or given as a means of discipline.
- No bedding shall be withheld, or given as a means of discipline
- No clothing shall be withheld or given as a means of discipline.



- No shelter shall be withheld as means of discipline

**Locking Exits:**

- No exits shall be locked in the center for the purpose of confinement  
Unless during an emergency / lockdown

**Use of lockable rooms**

- No child shall ever be confined (if separated from other children) to a dark room or other inappropriate area such as
  - Hallway
  - Kitchen
  - Washroom(unless such confinement occurs during an emergency / lock down)

**Inflicting any bodily harm on children**

- Including making children eat or drink against their will.

**Measures Used to Deal with Contravention of Policies and Practices**

Any reports involving breach of the above prohibited practices are taken seriously and will be dealt with by Swansea Kids Place. Individuals who violate the prohibited practices and this procedure are subject to disciplinary or corrective action up to and including termination of employment, volunteer or student assignment.

Swansea Kids Place understands and complies with all established guidelines for reporting to the Ministry of Education, municipal children’s services, child protection agencies, and professional colleagues

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**PROCESS FOR MONITORING COMPLIANCE & CONTRAVENTIONS**

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**RESPONSIBILITIES:**

Compliance with **ALL** Swansea Kids Place policies and procedures is the responsibility of all Registered Early Childhood Educator; Early Childhood Assistant, Casual Supply Staff, Volunteers and Placement Students.

The Supervisor will provide orientation for new Registered Early Childhood Educators; Early Childhood Assistants, Casual Supply Staff, Volunteers and Placement Students.

Once a year, all Registered Early Childhood Educators, Early Childhood Assistants, Casual Supply Staff, Volunteers and Placement Students must review Swansea Kids Place policies and procedures and sign the compliance agreement form for each policy.

The compliance agreement forms will be compiled and maintained on file for three (3) years.

**Swansea Kids Place Compliance and Monitoring Contravention Policy and Procedures:**

If policies are revised during the year, an additional review and sign-off is required. This will be coordinated by the Supervisor.

**INDIVIDUALIZED SUPPORT PLANS:**

The Supervisor, in consultation with a Parent and/or Guardian and outside support agencies, if necessary, will develop an individualized support plan for each child with:

- An anaphylactic allergy / food allergy that includes emergency procedures for that child.
- Any medical concerns / conditions that include emergency procedures for that child.
- Any physical health concerns / disabilities / conditions that include emergency procedures for that child.
- Any behavioral concerns / conditions that include emergency procedures for that child.

**The individualized plan will include but not limited to:**

- A description of the child's allergy / health / physical / behavioral condition.
- Monitoring and avoidance strategies.
- Signs and symptoms of anaphylactic allergy.
- The plan will be reviewed annually or when any substantive change is brought to the Centre's attention by the Parent and/or Guardian.
- The plan will include a description of how Swansea Kids Place shall support the child to fully participate in all program activities.

## **COMPLIANCE:**

The Supervisor is responsible for monitoring compliance of all Swansea Kids Place policies. However, if any Registered Early Childhood Educator; Early Childhood Assistant, Casual Supply Staff, Volunteers and Placement Students witness an act of non-compliance, they are responsible for reporting the incident to the Supervisor.

**Monitoring will be done on a daily basis and observations recorded / reviewed yearly or when needed.**

In the event of non-compliance with any Swansea Kids Place policy, the Supervisor will discuss the non-compliance issue directly with the Registered Early Childhood Educator; Early Childhood Assistant, Casual Supply Staff, Volunteers and Placement Students to identify the difficulty and the reasons for the non-compliance.

If the Supervisor is non-compliant, the Board of Directors shall deal with the situation.

These issues will be addressed in accordance with Swansea Kids' Place Policy section dealing with employee discipline.

A corrective plan will be agreed upon that includes a specific time period to achieve the goals set out in the plan.

### **Swansea Kids Place Compliance and Monitoring Contravention Policy and Procedures**

Performance during this time period will be observed by the Supervisor to ensure compliance and if the individual fails to comply, further disciplinary action will occur, up to and including dismissal, in accordance with Swansea Kids Place Employee Discipline Policy.

For serious allegations, the individual may be asked to leave the premises immediately.

## **POLICY REVIEW AND REPORT PROTOCOL**

Swansea Kids Place Compliance and Monitoring Contravention Policy and Procedures must be reviewed by all Registered Early Childhood Educators; Early Childhood Assistants, Casual Supply Staff, Volunteers and Placement Students before they begin Employment / Volunteering / Placement at Swansea Kids Place.

Training and support will be provided to all new Registered Early Childhood; Early Childhood Assistants Casual Supply Staff, Volunteers and Placement Students by Swansea Kids Place Supervisor or designate.

Registered Early Childhood Educators; Early Childhood Assistants, Casual Supply Staff, Volunteers and Placement Students will be required to sign a form by which they understand and agree to comply with this policy.

Swansea Kids Place Compliance and Monitoring Contravention Policy and Procedures will be reviewed annually with all Registered Early Childhood Educators; Early Childhood Assistants, Casual Supply Staff, Volunteers and Placement Students. A written record of each policy review will be maintained and retained on file for at least three (3) years.

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## **PRIVACY POLICY**

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Swansea Kids Place collects personal information in the regular course of hiring and enrollment. Personal information includes any potential staff member and new enrollment (i.e.name, address, phone numbers, etc.)

Swansea Kids Place is committed to ensuring that all personal information gathered about employees, volunteers and parents / children is kept confidential and is treated in an appropriate manner.

Staff members at Swansea Kids Place are not permitted to release any personal information or pictures of any other staff member or family / child through social media such as; Facebook or Instagram.

### **Collecting and Using Information:**

Swansea Kids Place will only collect personal information that is required to provide its services and / or is required for licensing or legal purposes. Personal employee information will only be collected to provide benefits and payroll.

### **Limiting Use and Disclosure of Information:**

Swansea Kids Place will only use your personal information for the purposes for which we have obtained your consent. Should we need to provide your information to other parties we shall only do so:

When we have your written consent to do so / and or

When we are required or permitted to do so by law, such as:

Coroner's Office  
Courts in response to a warrant or court order  
Ombudsman  
Authorities vested in provincial or federal statutes  
The Minister of Education and officials to whom he/she has delegated the authority e.g., program advisors

**Protecting Information:**

Swansea Kids Place will protect your information with appropriate procedures and security measures and shall dispose of it by means of shredding. All Swansea Kids Staff agree to not share, copy or disclose any personal information to any third party for any reason other than is required under law, or for the purposes for which you provided your personal information to us.

**Retaining Information:**

All personal information will be kept until the stated purpose is completed. Swansea Kids Place shall keep this information until your child or staff member is no longer in the program or employed and only for as long as it must be kept under the law.

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## WAITING LIST POLICY

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At Swansea Kids Place we use a waiting list to allocate spaces as they become available. Prospective families should be assured that the waiting list is administered objectively, based on guidelines established by the Board of Directors. Admission is on a first come, first serve basis, subject to the priorities and considerations outlined below.

It is important to realize that being on the waiting list does not guarantee that you will be offered a space in the program and timeline you require.

When offering families a spot in our Kindergarten program SKK, every effort is made to ensure that our JK & SK numbers are split evenly or as close as possible to a 39/39 ratio. This split ensures that all current SK children who are graduating to our SKP school age program are accommodated with a spot.

The number of available spaces from our general waiting list in both programs SKK & SKP varies from year to year.

If space becomes vacant in the school year only temporary placements will be offered as we will need space for the graduating current enrolled children for the following school year.

## **Swansea Kids Place Waiting List Procedure:**

Please note that each age group at Swansea Kids Place has its own individual waiting list.

- E-mail for Kindergarten @ skk@bellnet.ca to add your name to either of our waiting lists. Email for School age @ skp@bellnet.ca
- Swansea Kids Place does not charge a fee to be placed on our waiting list.
- If there are any changes to your contact information, please contact the Supervisor to update your file.
- Spaces are created when a family leaves the center. Spaces may be available at any time of the year.
- We are usually able to contact families once parents have given one month's written notice of withdrawal. Only once the withdrawal is confirmed in writing can we begin to find a family for the space.
- Once a family is called from the waiting list they are given a specified time frame to return the call and express continued interest in the space available. Please refer to **WAITING LIST MANAGEMENT PROCEDURES**

## **Waiting List Management Procedures for SKK / SKP**

Both Supervisors from SKK (Kindergarten) and SKP (School age) maintain separate waiting lists for each of the programs offered by Swansea Kids Place. Each waitlist is a numbered list administered in accordance with the following rules:

- A child's name will be added to the waitlist in order based on the date the Supervisor received the completed information via email.
- A child's space on the waitlist is not transferable to another family.
- When a space becomes available for either program, the Supervisor will offer the family of the child whose name is at the top of the waitlist a space in the program (subject to the priority rules set out below) by email at the number provided. It is the responsibility of

the parents to call or e-mail the Supervisor if their contact information changes for any reason.

- A family that is offered a space at Swansea Kids Place will have 48 hours to accept the offer.
- A family that accepts the offer must complete the registration package and provide a Pre-Authorized Debit Form
- Both SKK / SKP waiting lists are readily available for any family wishing to view their child's position on either waiting list. Each child who is placed on either SKK / SKP waiting list has a separate file, thus privacy and confidentiality of all children / families will be ensured at all times.

## **Declining a Space**

We understand that the offer of a child care space might not come at a time that works for the family. The first time a space is declined, we will keep the child's name on the waitlist in the same order, if requested. If a space is declined a second time, the child's name will be moved to the bottom of the waitlist. After the third refusal, the child's name will be removed from the waitlist altogether.

## **WAITLIST PRIORITY**

When a space becomes available, families will be offered a space at Swansea Kids Place on the basis of the applicable waitlist, subject to the following priorities:

Children who are currently enrolled in the SKK program and graduating to grade one will be offered a place in priority to all other children on the waitlist. As well as siblings of children already attending **SWANSEA KIDS PLACE** whose names are on the applicable waitlist will be offered a place in priority to all other children on the waitlist

In the event of an increase in demand for a school age spot it may be necessary to terminate services to those families with grade 5 / 6 aged children. This will be done chronologically by the child's date of birth. SKP will strive to have a balanced age group within each group, therefore placement may not be given with date placement, but replaced with a child of a similar age.

**PLEASE NOTE:** The termination of services to any family will only take place to create a space for existing SKK children and for siblings of children who are already attending SKP. This format will not be used to create a space for our general waiting list.

As a result of these priorities and considerations, a child's place on the waitlist is subject to change without notice. For this reason, it is not always possible to accurately predict a child's likelihood of being offered a space in the childcare program at a date in the future.

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## **SUPERVISION OF VOLUNTEERS AND STUDENTS**

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SKP/SKK stands firmly on the vision that all children enrolled in our centre will be effectively supervised by an adult at all times.

Under no circumstances will direct unsupervised access be granted to anyone who is not an employee of SKP /SKK; placement students, volunteers, or anyone under the age of 18 years. Placement students or volunteers will not be counted in staffing ratios.

**All students / volunteers will be supervised by a staff member at all times.**

The intent of this policy is to help support the safety and well being of children enrolled at SKP SKK, and to provide direction to all staff members in regards to the supervision of volunteers and placement students.

The Supervisor will be responsible for the implementation, review and evaluation of this policy.

### **PRIOR TO COMMENCING PLACEMENT / VOLUNTEERING**

- All students and volunteers are required to review, sign and date the Policies and Procedures manual prior to commencing placement / volunteering.
- All students / volunteers shall meet with the supervisor / program staff to discuss the daycare's policies and procedures, to ensure full expectations are established. At which time the daycare's philosophy, programs and the needs of individual children will be discussed.
- All students / volunteers will receive a copy of our parent handbook and pamphlet.

### **PROCEDURES BEHAVIOUR MANAGEMENT**

- All volunteers and placement students will review the Behaviour Management Policies prior to providing guidance at SKP Kinder Kids, and at least annually afterwards.
- All volunteers and placement students will adhere to the Behaviour Management Monitoring Policy whereby the Supervisor will monitor and observe interactions with the children at different times throughout the month. Written documentation will be kept on each student / volunteer annually and the student / volunteer will initial it upon presentation by the Supervisor. The Designate will ensure annual checks of the



supervisors monitoring system and all written documentation will be initialed by the Designate

### **CRIMINAL REFERENCE CHECK**

- All volunteers and students having direct contact with children are required to have a criminal reference check. Only the Supervisor or Designate will conduct a criminal reference check for volunteers. Students placed in a child care program by an educational institution are required to have a criminal reference prior to beginning their placement.

### **STAFF / SUPERVISOR / BOARDS RESPONSIBILITY**

- It is the responsibility of all program staff to provide full supervision of both placement students and volunteers while providing care and guidance in their room.
- It is the responsibility of the Supervisor to ensure that all program staff are providing full supervision and mentoring.
- All staff who will be supervising students and volunteers will meet with the Supervisor prior to commencement to discuss supervision expectations.
- All students and volunteers are expected to follow the instructions of the program staff.

### **Failure to comply with such instructions for volunteers:**

- Will result in immediate termination of their volunteering.

### **Failure to comply with such instructions for placement students:**

- Will result in immediate suspension until a meeting with their educational institution has taken place. If the issue is not resolved, SKP Kinder Kids will no longer accept the placement student.

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## **PROGRAM DEVELOPMENT**

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Programs are re-evaluated regularly to reflect changes within the **Child Care and Early Years Act** and ideologies on **Early Childhood Education**. With this in mind our curriculum is developed to evoke curiosity and lead children to a new level in their personal development. Activities are carefully planned based on the interests and observations of the children and the environment is structured for development and learning.

Our teachers are facilitators and nurturers and provide environments rich in materials and opportunities for children to actively participate in the **Continuum of Development** in the areas of **Social; Emotional, Communication, Language, Literacy, Cognitive and Physical**. Routines are extremely important for children. Therefore each classroom has a posted schedule that includes time for indoor and outdoor play, and snack time as well as structured and free activities

**Our program also includes periodically, off site excursions, and neighborhood walks.**

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## **DAYS AND HOURS OF OPERATION**

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SKP will be open and will operate from 7:30am to 9:00 am and from 3:00pm to 6:00pm  
On all regular school days. SKP will operate from 7:30 am to 6:00pm on P.A days; March Break and Christmas Break.

As we follow the Toronto Board of Education holiday policy, we can only remain open when the school custodians are on duty; with the exception of Christmas holidays, the centre is closed for one week between Christmas and New Year.

March Break programs will be offered providing interest is sufficient to keep the centre open.

The centre will be closed on all other statutory holidays including Family Day, Easter Monday and Toronto Board of Education holidays.

**SKP is a ten month program and closes for the months of July and August.**

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## **FEES**

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Pre-Authorized debit forms are the only form of payment accepted. Monthly fees for the SKK Before & After Kindergarten program are subsidized by CWELCC, the parent portion of this program is \$321.30 monthly per child. Monthly fees for SKP Before & After School age program are \$435 per child. SKP monthly lunch program fees are \$165.00 per child. All fees are withdrawn on the 5<sup>th</sup> day of each month. The SKP lunch program has a capacity of 60 children with priority given to children in grade one, two and children with exceptional needs as discussed with the center supervisor. If the requests to join the lunch program are greater than spaces allowed the center will withdraw children overage.

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## **PAYMENT OF FEES**

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SKP sets fees according to the ongoing cost of operation. Parents will be notified 60 days prior to rate change. The monthly fee is payable at all times, no refund will be made for any absent days. As a non-profit organization we count on your cooperation in payment of fees in order to meet our monthly financial commitments. Parents are required to provide a Pre-Authorized Debit Form prior to your child's enrollment.

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## **OVERDUE FEES**

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Parents will be reminded with an email by the Supervisor, if the payment is NSF. A charge of \$40.00 will be automatically applied for any NSF payments. If fees are still unpaid by the 15<sup>th</sup> day of the month a letter will be sent from the President of the Board of Directors requesting payment of fees, and the Supervisor will arrange an interview with the parents to solve the problem. As a last resort, if fees are unpaid by the last day of the month the child may be refused admittance to the centre until the balance of the outstanding fees are paid in full.

Parents are encouraged to contact the Supervisor as soon as possible in the event of an inability to pay fees. In special circumstances, other arrangements can be made at the discretion of the Board of Directors.

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## **LATE FEES**

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Children must be picked up no later than 6:00pm. Please notify the staff if your child is to be picked up earlier or later than usual. If the child is not picked up by 6:00pm without a phone call from the parent or guardian indicating a reason for delay the Supervisor will call the child's home, parents business and phone numbers provided on the application form for an emergency.

Parents who are late in picking up their child will be charged a late fee as follows:

6:00pm to 6:05 pm     \$10.00

6:06 pm to 6:10pm     \$20.00

6:11pm to 6:15pm     \$30.00

Then a fee of \$1.00 per minute after 6:16pm. This fee is payable to the staff member on duty. This staff member will stay with the child until parents pick up.

If there is no response by 6:30pm and staff have followed all of the above procedures emergency measures will be initiated. Staff will contact the Police stating that an abandoned child is in our centre. The Police will inform the Children's Aid Society

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## **WITHDRAWAL**

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Please advise us in writing of your child's withdrawal from the centre one month in advance so that we can sufficiently prepare for his / her departure.

A child absent for more than two weeks without payment or notification will be considered withdrawn and a letter will be forwarded to confirm that.

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## **INVOLUNTARY WITHDRAWAL OF A CHILD**

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It is the policy of SKP to communicate with parents on a regular basis and to inform them of the progress or problems that their child may be experiencing while at daycare. In certain situations staff may wish to arrange a meeting with the parents / guardians to discuss concerns regarding their child. It is our hope that this channel of communication will provide a desired level of feedback to parents, and will serve to resolve any concerns that may be raised by staff or parents.

Nevertheless, all aggressive or unusual behaviour as well as all complaints from parents or staff must be documented immediately by staff and brought to the attention of the supervisor.

The Board of Directors also reserve the right to suspend or permanently withdraw a child from the program in the event that:

- The child's conduct poses a serious threat to the physical or mental well-being of the child or other children and / or staff.
- It is not possible to meet the children's exceptional needs within our program.

In cases where serious and / or persistent behavioral or special needs problems are identified by staff or parents, the following procedures will be observed.

The Supervisor will inform the parents in writing and arrange a meeting with the child's parents to discuss the centre's concerns and the situation at home.

**Following the meeting the Supervisor will:**

- Notify the Board of Directors of the situation
- Contact SKP Children's Services Consultant for input.
- Provide a list of resources and try to assist the family in seeking outside help.

The child will be closely observed by the staff over a period to be determined by the Supervisor, but not to exceed 20 school days. At the end of that time the Supervisor will arrange another meeting to discuss with parents to discuss any changes in the situation.

If the child's conduct continues to pose a serious threat or if it is still not possible to meet the child's exceptional needs, the child may be suspended by the board for a period not to exceed 10

school days. During the period of suspension, the Supervisor and the parents will meet to set goals and explore strategies to facilitate appropriate behaviour.

If a solution satisfactory to SKP cannot be reached within a period of 10 school days, the board will pass a resolution asking for the child's permanent withdrawal. The parents will be given written notice of such a resolution being passed. The parents will withdraw the child within 10 school days from the date the notice is received by the parents.

NOTE: If the Supervisor feels that a child's behaviour presents an immediate danger, one or more of these steps may be bypassed. However, the Supervisor must receive approval from the Board of directors before a child can be involuntarily withdrawn.

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## **ABSENCE**

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There is no refund of fees for odd days of absence. In the event of absence due to an extended illness lasting more than five days of your child or another family member, arrangements for reserving your child's place in the centre must be discussed with the Supervisor. The matter will then be put before the Board for consideration on an individual basis.

In cases of an extended leave for other reasons, parents are required to maintain payment of full fees or to forfeit the child's place in the centre.

In order to keep our enrollment constant we require one month's notice when you wish to withdraw your child from daycare. The advance deposit is not deductible or refundable unless the required notice is received.

Children will only be allowed to leave the center with their parent/guardian, unless the Supervisor is informed in advance that someone else is picking up the child. The center reserves the right to request identification from those receiving the child who is not a parent or legal guardian. Daycare staff cannot allow a child to leave the center with a person they do not know unless the above procedure has been followed.

No child will be allowed to leave SKP Kinder Kids without a parent, guardian or designated person.

In case of an emergency, e.g. heavy snowfall, car breakdown or accident, please notify the center as soon as possible and try to arrange for someone else to pick up your child.

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## **EMERGENCY SHELTER**

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In the case of emergency the children from Swansea Kids Place will be sheltered at Swansea Town Hall @ 95 Lavinia Ave Toronto, On M6S 3H9.

Swansea Kids Place has an Emergency Management Policy in place. Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation. All parents will be notified of any emergency evacuation situation and also that the all clear has been given. Where disasters have occurred that did not require evacuation, the Supervisor shall provide written notice to all parents describing the incident. Should normal operations not resume the day of the emergency the Supervisor shall notify all parents directly with information as to when normal operations will resume.

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## **ACCESS & EQUITY POLICY**

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### **Guiding Principles:**

- Parents, staff and community partners are integral to a successful inclusive and equity process.
- A natural inclusion of children in SKP programs reflects the community at large.
- SKP responds to the individual needs of each child and provides the conditions and interventions needed to help the child succeed.
- All children are supported equitably through the identification and removal of discriminatory barriers where possible, that limit the child's ability to achieve their full potential.
- SKP promotes a sense of belonging, contributing to every child's sense of well-being.
- All children, families and SKP staff will be treated with dignity and respect.
- All children have the right to be cared for in environments within their own community that can meet their needs and help them grow and develop to their fullest potential.
- Families have equitable access to SKP programs.

- SKP’s policies, procedures and practices reflect and comply with the principles of the Ontario *Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*.
- Communication with families is sensitive, inclusive and non-discriminatory.

**Policy Statement:**

The Board of Directors and staff of Swansea Kids Place believe that every child deserves a safe, warm and caring environment. A place where children are respected, and understood and barriers are removed that prevent children from actively participating. SKP is committed to fostering each child’s self-esteem and feelings of self-worth and value through positive caregiving and stimulating activities that will promote their emotional, physical, social and intellectual growth and development.

Every child is entitled to be given the opportunity to develop personal responsibility and social skills, to learn to problem-solve and to learn about the uniqueness of others. Each child is recognized as a unique individual who brings his or her own gifts to the program and deserves to be given encouragement and space to try new things, explore new ideas and develop their own creativity.

Children enrolled in SKP programs, and their parents, are expected to demonstrate respectful and responsible attitudes towards other children, staff, volunteers, equipment and facilities. Actions which could endanger themselves or others, including physical or verbal abuse or violent actions, fighting, or abusive language are not permitted.

**Accountability**

- This policy will be reviewed with all staff annually and staff will sign to demonstrate they have read, will abide, and understand the policy.

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**INCLUSION POLICY**

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Swansea Kids Place believes that every child deserves a safe, warm and caring environment, and that its child care centres are a place where every child can feel respected, cared for and understood, and grow and develop to their maximum potential.

SKP / SKK is committed to fostering each child's self-esteem and feelings of self-worth and value through positive caregiving and stimulating activities that will promote their emotional, physical, social and intellectual growth and development and overall well-being. SKP/SKK has developed this Inclusion Policy (the "Policy") in accordance with its obligations under the Child Care and Early Years Act, 2014 ("CCEYA") and its regulations, the Ontario Human Rights Code (the "Code"), and in accordance with the guidelines set out in the College of Early Childhood Educators's Code of Ethics and Standards of Practice, "How Does Learning Happen? Ontario's Pedagogy for the Early Years", and other relevant documents.

This policy applies to Swansea Kids Place Board of Directors and all Swansea Kids Place employees, volunteers and students on placement.

### **Guiding Principles:**

- Swansea Kids Place welcomes and is inclusive of all children and families in its programs;
- SKP / SKK programs are consistent with the pedagogical framework set out in Ontario's "How Does Learning Happen?" and promote a sense of belonging, wellbeing, engagement, and expression with families, staff and children.
- Parents, staff and community partners are integral to a successful inclusion process.
- A natural inclusion of children in SKP/SKK programs reflects the community at large.
- Every child is an individual, is unique and brings value to our programs.
- We celebrate diversity and we engage meaningfully with others who have different goals and abilities.
- All staff are committed to working with all children enrolled in SKP / SKK programs.
- Our programming should be reflective of the varying needs of our communities.

Good programming requires dedicated staff who are flexible in their approach and work with children, their families and care providers to provide supports and accommodation to ensure meaningful access to programs;

- Staff view the diversity of children and families as an asset and plan programs to reflect differences and enrich the environment.
- All children, their families and Swansea Kids Place staff are treated with dignity and respect.
- Swansea Kids Place is equitable, inclusive and respectful of diversity in its communication with children and families.



- In accordance with the Code, Swansea Kids Place takes all reasonable steps to ensure that barriers are removed in order to give all children meaningful access to its programs and learning opportunities which promote their dignity.

**Definitions For the purposes of this Policy:**

“Inclusion” is defined as:

An approach to policies and practice in early years settings where all children and families are accepted and served within a program and where each child and family experiences a sense of belonging and is supported to participate fully in all aspects of the program or service.

Inclusive practice includes being attentive to the capabilities, personalities and circumstances of all children and understanding the diversity of development of all children. (Code of Ethics and Standards of Practice for Registered Early Childhood Educators in Ontario, 2017)

The inclusive approach ensures that all children and their families are able to meaningfully participate in programs regardless of whether they identify with any Code-protected ground, including but not limited to: age, education, ethnicity, gender, geographic location, income, language, marital status, occupation, parental status, physical and mental ability, race, religious beliefs, sexual orientation.

For the purposes of this Policy, a “Child with Special Needs” is defined as: A child who, due to familial, physical, behavioural, developmental, cognitive, communicative or emotional factors, is at risk of not maximizing their potential. Special needs encompass children who require support and assistance with daily living, whether formally diagnosed or not, and whether a diagnosis is short or long term in nature. (Ontario Municipal Social Services Association (OMSSA) definition)

**Policy Statement:**

Every child is entitled to be given the opportunity to develop personal responsibility and social skills, to learn to problem-solve and to learn about the uniqueness of others.

Each child is recognized as a unique individual who brings their own gifts to SKP /SKK programs and deserves to be given encouragement and space to try new things, express their ideas and interests, explore new ideas, develop their own unique creativity and be engaged with staff and children.

SKP / SKK programs also support children’s self-regulation, their ability to deal with stress and remain calm, alert and ready to learn. When children are calmly focused and alert, they are best able to modulate their emotions, pay attention, ignore distractions, inhibit their impulses and understand the consequences of their actions.

Swansea Kids Place works with our community partners to support the needs, mental health and well-being of every child. Every effort is made to support new and existing placements, recognizing the unique needs, strengths and development of each child.

**Procedures Swansea Kids Place ensures that it promotes inclusion in its programming consistent with its Guiding Principles in the following ways:**

- Staff are flexible to make reasonable program modifications as needed to ensure every child is included in its programs.
- Staff contribute to the maintenance of an inclusive environment designed to foster children's well-being, learning, and development and ensure meaningful participation for every child.
- Where appropriate, SKP /SKK provides accommodations and differentiated support for children with special needs, based on their individual strengths and requirements, and by working together with their families and care providers.
- Swansea Kids Place staff communicate with children and families by being equitable, inclusive and respectful of diversity. They are receptive listeners and offer encouragement and support by responding appropriately to the ideas, concerns and needs of children and families.
- Swansea Kids Place staff use current learning theories and pedagogical and curriculum approaches that are based on inclusion and inquiry and play-based learning.
- Swansea Kids Place staff access the necessary resources and design the environment to ensure safety and inclusion for all children in the environment. They work with colleagues to embed early intervention strategies into the program and environment.
- Swansea Kids Place works in collaboration with municipal resources to ensure that families and children have access to all community support.
- Children enrolled in SKP /SKK programs are expected to communicate, using respectful and responsible interactions with other children, staff, volunteers, equipment and facilities.

**Accountability:**

Swansea Kids Place Board of Directors, Managers, Program Staff, Parents, volunteers and Students on placement play an important role in achieving inclusion success Swansea Kids Place recognizes that inclusion comprises the act of creating involvement, environments and empowerment in which any individual or group can be and feel welcomed, respected, supported, and valued to fully participate.

**Swansea Kids Place will at all times strive to:**

- Promote an inclusive and welcoming climate with equal access to opportunities and resources that embrace differences and offer respect in words and actions for all people.

- Maintain, develop, and expand on partnerships with parents and diverse communities that support SKP /SKK programs.
- Identify, examine, and remove barriers that exist which may prevent full participation from parents or children in SKP / SKK programs.
- Include the Policy in the Parent Handbook and on the Swansea Kids Place website.
- Provide staff with training under the Policy, as well as Professional Education which includes Inclusive Practice.
- Provide administrators, staff, students and other members of Swansea Kids Place community with opportunities to acquire the knowledge, skills, attitudes, and behaviour needed to identify and eliminate discriminatory biases and systemic barriers under the Code.
- Work collaboratively with community partners to implement a continued placement process. Every viable effort to support successful placements will be exhausted before Swansea Kids Place follows the Withdrawal of Care Policy.

### **Policy Review**

Staff, volunteers and students on placement review this policy annually and at any other time when changes are made to this policy and related procedures.

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## **CHILDREN WITH MEDICAL NEEDS POLICY & PROCEDURES**

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### **PROCEDURE:**

#### Individualized Plans for Children

Children who are identified with special needs or medical/health conditions are required to have an individual plan completed. Children will need to have more than one plan if they have both special needs and medical/conditions or more than one type of medical/health condition. All Staff, Volunteers and Students on Placement are required to sign off on each child's individualized plan prior to their placement with the children.

Children identified with special needs are required to have an Individual Support Plan (ISP).

Children with medical/health conditions are required to have a Medical/Health Action Plan completed which include:

- Individual Action Plan (Emergency Action Plan for Anaphylaxis) with the Anaphylactic Procedure Checklist
- Action Plan for Asthma

- Action Plan for Diabetes
- Action Plan for Medical/Health Condition
- Action Plan for Non-Life Threatening Medical/Health Condition
- Action Plan for Seizures
- Action Plan for a Child's Medical/Health Condition or Allergy for which Medication is not Provided

Please refer to Swansea Kids Place Medication Policy prior to agreeing to administer any medications.

## PROCEDURES FOR COMPLETING ISP AND MEDICAL/HEALTH ACTION PLANS

Swansea Kids Place Supervisors are required to ensure all new families are contacted to welcome them to the program, prior to the child starting in the program. Supervisors are required to note when children have an identified special needs or medical/ health condition and direct the parent to visit the program prior to their start date to complete the applicable Plan and ensure the parent signs the form prior to the child's first day in the program.

### **Individual Support Plan (ISP)**

1. Children who are identified as having special needs, who do require additional support, are required to have an Individual Support Plan (ISP). This plan is to be completed by the parent and staff in the program.
2. When Swansea Kids Place supervisors email new families to welcome them to the program they are required to make note when children are identified with special needs and to direct the parent to visit the program prior to their child starting to complete the necessary forms.

### **Safety Plan**

1. Children identified with safety concerns who experience challenges such as aggression, flight risk, self-injurious behaviours or any other safety related behaviours are required to complete the Individual Safety Plan section of the Individual Support Plan.

### **Environmental Adaptations Form**

1. Children who require special needs equipment to support their participation in the program are required to complete the Environmental Adaptations section of the Individual Support Plan.
3. Staff will meet with the family to discuss the needs/goals for each child that requires an ISP and sign the completed forms.

4. Staff must consult with Supervisors to ensure that the needs of the child are being met.
5. Children who are identified as having special needs that do not require additional support are required to have an Individual Support Plan (ISP) completed by checking the appropriate box on the form. This plan is to be completed by the parent and staff in the program
6. A copy of the plan is filed with the child's registration form in the Registration Binder and the original is to be filed in the Policy Review and Individualized Plans for Children Binder
7. These forms are to be reviewed by all SKP staff, volunteers and students on placement prior to the child starting the program or when the plan is updated.
8. These plans are to be reviewed, updated if necessary, and signed by staff, volunteers and students on placement, on an annual basis

#### **Action Plan for Diabetes**

1. Children who are diagnosed with Diabetes are required to have an Action Plan for Diabetes completed by the parent and staff in the program. When SKP Staff phone new families to welcome them to the program they are required to make note when children are identified with Diabetes and to direct the parent to visit the program prior to their child starting to complete the Action Plan for Diabetes.
2. Staff will meet with the family to discuss the needs for each child that requires an Action Plan for Diabetes and sign the completed form.
3. A copy of the form is POSTED in the program space, a copy is filed with the child's registration form in the Registration Binder and the original is to be filed in the Policy Review and Individualized Plans for Children Binder.
4. These forms are to be reviewed by all staff, volunteers and students on placement prior to the child starting the program.
5. These forms are to be reviewed, updated if necessary, and signed by staff, volunteers and students on placement, on an annual basis.

#### **Action Plan for Medical/Health Condition**

1. Children who are identified with a medical condition with severe symptoms are required to have an Action Plan for Medical/Health form. When SKP Staff phone new families to welcome them to the program they are required to make note when children are identified with a Medical/Health condition and to direct the parent to visit the program prior to their child starting to complete the Action Plan for Medical/Health Condition.
2. Staff will meet with the family to discuss the needs for their child and sign the completed forms.
3. A copy of the form is POSTED in the program space, a copy is filed with the child's registration form in the Registration Binder and the original is to be filed in the Policy Review and Individualized Plans for Children Binder.
4. These forms are to be reviewed by all staff, volunteers and students on placement prior to the child starting the program.
5. These forms are to be reviewed, updated if necessary, and signed by staff, volunteers and students on placement, on an annual basis.

### **Action Plan for Seizure Activity**

1. Children who are identified with experiencing seizures are required to have an Action Plan for Seizure Activity completed. When SKP Staff phone new families to welcome them to the program they are required to make note when children are identified with seizure activity and to direct the parent to visit the program prior to their child starting the program to complete the Action Plan for Seizure Activity form.
2. Staff will meet with the family to discuss the needs for their child and sign the completed forms.
3. A copy of the form is POSTED in the program space, a copy is filed with the child's registration form in the Registration Binder and the original is to be filed in the Policy Review and Individualized Plans for Children Binder.
4. These forms are to be reviewed by all staff, volunteers and students on placement prior to the child starting the program and when the form is updated.
5. These forms are to be reviewed, updated if necessary, and signed by staff, volunteers and students on placement, on an annual basis.

### **Individual Action Plan (Emergency Response Procedure for Anaphylaxis)**

In addition to the instructions for completing the form below, please refer to the SKP Anaphylaxis Policy for more information regarding children with Anaphylaxis.

1. Children who are identified with an anaphylactic reaction and require an auto-injector are required to have a Individual Action Plan completed.

2. Parents can complete and print a copy of this form when they are registering and bring the form with their signed registration prior to their child starting the program. In addition, parents are to review their child's plan and train the Program Director/Designate in the administration of their child's auto-injector.
3. When SKP staff phone new families to welcome them to the program they are required to make note when children have auto-injectors and to remind the parent to bring the completed Individual Action Plan to the Supervisor prior to their child starting the program. If applicable, any other prescribed medication in addition to the auto-injector related to the allergy such as Benadryl should also be noted by the parent on the Individual Action Plan. Parents are required to note if different medication is used for different symptoms. (For example, a rash on the arm may require Benadryl but a tingling in the throat may require the immediate use of an auto-injector). All medications including Benadryl must have a prescription label with the child's name, medication name, dosage and expiry date.
4. The Supervisor reviews the child's Individual Action Plan with all staff, including relief staff, volunteers and students on placement and they sign the signature page of the Individual Action Plan entitled SKP Anaphylactic Procedure Checklist for Staff/Volunteer/Relief to ensure familiarity with the child's plan.
5. Plan is also filed in the Registration Binder of the child's program with the child's Registration Form and the original is to be filed in the Policy Review and Individualized Plans for Children Binder.
6. Copies of the Individual Action plan are posted in every room where SKK /SKP operates and also in the Food Preparation Area. Parents of children who have food allergies and who provide a snack or food from home must discuss with the Supervisor to ensure that they are not providing any food / snacks with allergies that may affect another child.
7. The original is to be filed in the Policy Review and Individualized Plans for Children Binder.
8. Auto-injectors must be replaced by the parent prior to the end of the month of the expiry date. SKP staff should remind parents of the expiry date and give parents sufficient notice which allows parents time to make an appointment with their child's Doctor for a prescription prior to the expiry month. When auto-injectors are replaced, the new expiry date is noted at the top of the plan.

9. In the event that a child requires his/her auto-injector, staff must follow the parent's written instructions on the child's Individual Action Plan. If an auto injector has been administered, the record of the administration must be recorded on the Plan.

10. The administration of an auto-injector is considered to be a Serious Occurrence. Once the safety of the child has been ensured, SKP staff must follow the Emergency Procedures for Serious Occurrences. (See Anaphylactic Policy and Serious Occurrences Policy.)

11. These forms are to be reviewed by all staff, volunteers and students on placement prior to the child starting the program and when the plan is updated.

12. These forms are to be reviewed, updated if necessary, and signed by staff, volunteers and students on placement, on an annual basis.

**Procedures for completing the ANAPHYLACTIC PROCEDURE CHECKLIST:**

The Supervisor is responsible for completing an Anaphylactic Procedure Checklist for every child with an anaphylactic allergy. The Program Director or designate notes his/her name on each line, under the far-left column titled the Review of Policy and all Forms Completed, in order to demonstrate that they were the staff responsible for documenting the review of all required forms (plans, allergy lists) and documents pertaining to the child's allergy and food restrictions for each staff, relief staff, volunteer and student on placement.

2. The review for each staff, including relief staff, volunteers and students is noted on a separate line and each column is checked to indicate the review of each corresponding document.

3. The Supervisor or designate signs on the line for each staff he/she has conducted the review.

**Action Plan for Asthma**

1. Children who are diagnosed with Asthma are required to have an Action Plan for Asthma completed.

2. When SKP Staff phone new families to welcome them to the program they are required to make note when children are identified with Asthma and to direct the parent to form, if symptoms are severe.

3. Staff will meet with the family to discuss the needs of their child and sign the completed forms.



4. If the child's symptoms are severe the Parent/Guardian will check the box provided and attach a photo of the child and a copy of the form is kept in the program space. A copy is filed with the child's registration form in the Registration Binder and the original is to be filed in the Policy Review and Individualized Plans for Children Binder.

5. These forms are to be reviewed by all staff, volunteers and students on placement before the child begins in the program and when the form is updated. These forms are to be reviewed, updated if necessary, and signed by staff, volunteers and students on placement, annually.

Action Plan for Non-Life-Threatening Medical/Health Conditions (this form has replaced the previously used Authorization of Medication form, unless symptoms are severe, see above)

1. Children who are identified as having a medical condition and do not have severe symptoms are required to complete an Action Plan for Non-Life-Threatening Medical/Health Condition. When SKP Staff phone new families to welcome them to the program they are required to make note when children are identified with a non-life threatening Medical/Health Condition, and to direct the parent to visit the program prior to their child starting to complete the Action Plan for Non-Life-Threatening Medical/Health Condition.

2. This form is used for children who require the administration of medication by SKP staff. Please refer to the SKP Medication Policy to determine if SKP staff are permitted to administer the medication. SKP school age and kindergarten staff are only permitted to administer medication for chronic care conditions.

3. A copy of the plan is filed with the child's registration form in the Registration Binder and the original is to be filed in the Policy Review and Individualized Plans for Children Binder.

4. This form is not posted in the program space.

5. These forms are to be reviewed by all staff, volunteers and students on placement before the child begins in the program and when the form is updated.

6. These forms are to be reviewed, updated if necessary, and signed by staff, volunteers and students on placement, annually.

**Parent Instructions for Medical/Health Plan for a Child's Medical/Health Condition or Allergy for Which Medication is not Provided.**

1. This form is required for children who are identified with a medical condition, or allergy that is not severe and for which medication is not provided. When SKP Staff phone new families to welcome them to the program they are required to make note when children are identified with a Medical/Health Condition or Allergy for Which Medication is not Provided and to direct the parent to visit the program prior to their child starting, to complete this form.
2. These forms are to be reviewed by all staff, volunteers and students on placement before the child begins in the program and when the form is updated. A copy of the Plan is filed with the child's registration in the Registration Binder and the original is filed in the Policy Review and Action Plan Binder.
3. These forms are to be reviewed by all staff, volunteers and students on placement before the child begins in the program and when the form is updated.
4. These forms are to be reviewed, updated if necessary, and signed by staff, volunteers and students on placement, annually.

## **IMPORTANT**

For children who attend P. A. Days at another school location, please provide a copy of the child's Health/Medical Action Plan to the Program Director at the alternate location, or provide the Parent with a copy, to give to the alternate location Program Director.

The contents of this policy and related procedure will be reviewed at least annually and at any time that changes are required by law. A record will be kept showing the date of each review conducted, and each record will be signed by each person who conducted or participated in the review.

## **BEHAVIOUR MANAGEMENT**

All children are disciplined in a positive manner at a level that is appropriate to their actions and their ages, in order to promote their self-discipline, to ensure their health and safety and to respect the rights of others.

Swansea Kids Place **Behaviour Management Policy** is based on providing positive redirection to all children. This offers an excellent framework that children can rely upon to meet the challenges they encounter throughout the day and to promote children's self-esteem and give children a feeling of self-direction. All staff are expected to use a positive approach at all times.

Any form of corporal punishment, treating children in a degrading manner, depriving children of their basic needs, are not permitted and contravene the Behaviour Management Policy.

Staff must review the behaviour management policy, sign and date at the time of orientation and annually at the beginning of each school year thereafter. A record of this review will be kept in each staff file. Staff behaviour management will be monitored and documented after a probation period of three months and annually thereafter.

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## **BEHAVIOUR MANAGEMENT POLICY**

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The Supervisor will review the Behaviour Management Policy with each new employee. Each new staff member will be evaluated at the end of their three-month probation period. The Supervisor will continually monitor all staff to ensure the policy is followed, by observing staff's interactions with the children.

Written documentation will be kept on each staff member **annually** and the staff member will initial it upon presentation by the Supervisor. The SKP Kinder Kids Supervisor will be monitored by SKP Supervisor.

### **SKP approach to self-regulation and setting the stage for positive behaviour**

The early years set the foundation for lifelong learning, behaviour, health and well-being. At Swansea Kids Place, we support the social and emotional development of children in our care by working as partners with families to promote, strengthen and develop children's positive behaviour, self-regulation and social skills. All Swansea Kids Place staff will receive training to better understand the stages of early childhood development, as well as positive approaches to behaviour management.

All staff shall use the latest research, resources and strategies to support children's attempts to regulate their behaviour, emotions, attention and overall well being. Ways that staff can prevent conflicts using self-regulation and the learning environment include the following:

- Predictable routines
- Giving children choices about learning activities and during transitions
- Minimizing waiting times before getting started on activities
- Helping children identify and express their feelings
- Creating learning environments that promote self-regulation for children

All Swansea Kids Place staff are familiar with / trained in “Setting the Stage for Successful Behaviour”—a positive structured process to support children with challenging behaviours. This approach is based on the concept that all behaviour occurs for a reason. Once we identify the reason, we can use this information to develop strategies for success.

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## **STAFF TRAINING AND DEVELOPMENT**

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Swansea Kids Place / Kinder Kids is committed to providing the highest quality child care through ongoing staff training and development. It is our belief that the quality of the program depends on staff having the knowledge of current theories and practices in Early Childhood Education and Development.

Professional development is a joint responsibility of staff and management. Management also encourages all staff members to engage in their own professional development out of working hours.

It is the responsibility of the Supervisor to meet regularly with room leaders as well as individual team members to discuss, ascertain and suggest areas of each staff member’s performance which may benefit from either formal in-servicing courses or staff development through reading or visits to appropriate settings.

It is the intention of the management to provide regular in-service training. Performance Appraisals will be used as a tool for identifying staff training and development needs of the individual as well as the Centre as a whole.

If it is deemed appropriate and of benefit to an individual and for the Centre as a whole, out of house-training during work hours will be arranged. Staff attending out of house training will be required to report back to all staff at the next staff meeting to share information obtained at the course/training session.

All staff members are required to participate with the Supervisor in individual staff appraisals. Staff members will be involved in an annual appraisal in order to identify strengths and to plan for their Professional development.

The Board of Directors and Supervisors of Swansea Kids Place / Kinder Kids are committed to the employment of trained staff and the continued employment of any untrained staff whose contribution to the team reflects their wealth of experience. Those untrained staff members who

are prepared to undertake external studies in order to gain qualifications will be totally supported throughout the duration of their study.

All staff members are required to attend regular staff meetings at which time resources; skills, ideas, professional development experiences and expertise are shared.

All Swansea Kids Place / Kinder Kids staff members are required to undertake training in Standard First Aid, including infant and child CPR.

One staff member from Swansea Kids Place and one staff member from Swansea Kinder Kids must be trained and certified in Food Handling.

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## **ANTI-BIAS AND ANTI-VIOLENCE**

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Swansea Kids Place firmly supports and encourages an anti-bias environment, free from prejudice, stereotyping and bias. Swansea Kids Place has a zero tolerance for violent play and toys. Parents / guardians are asked that children not bring these items to our daycare.

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## **ILLNESS/SICK CHILDREN**

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All medication must be in an original container, which is prescribed by a doctor. Parents need to sign the medication form in order for us to administer medication to a child. A sick child does not function well at school, and there is the risk that they may infect others. If a child becomes ill during the day, the parent will be notified and the child should be picked up as soon as possible.

Parents are required to complete an Authorization for Non-Prescription Skin Products such as; sunscreen and lotions.

**In assessing the wellness of a child and his or her ability to participate in the program, the decision of the Supervisor must be regarded as final.**

Any child with a **reportable disease** or may be infected with a **communicable disease** will be reported to the medical officer of health. Any recommendations or instructions from the medical officer will be carried out. Any child who is not well enough to go outside should stay home.

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## **BAGGED LUNCH POLICY**

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Swansea Kids Place promotes the healthy development of all children, recognizing the importance of a balanced diet. Keeping with this requirement when bagged lunches are necessary, the responsibilities are as follows:

**Parent and Guardian's Responsibilities:**

- Lunch is provided in a labeled lunch bag with an ice pack.
- Parents are encouraged to follow Canada's Food Guide for information on nutrition and healthy eating.
- Parents are required to ensure the medical information on their child's registration is up to date, noting if the child has allergies or food intolerances.
- Swansea Kids Place promotes a nut-free environment and we ask parents not to pack anything containing nuts (including foods that may contain nuts) in your child's lunch.

**Staff Responsibilities:**

- Staff will support parents by directing them to resources such as the Canada food Guide when preparing their child's lunch.
- All table surfaces will be sanitized prior to and after the children have their lunch.
- Staff will ensure they wash their hands prior to assisting the children with their lunches.
- Staff will ensure children wash their hands prior to and after eating lunch.
- Staff will monitor lunches to ensure food does not contain nuts, have a warning sign "may contain nuts" and has not come in contact with nuts.
- Staff will notify parents if concerns arise regarding the nutritional adequacy and / or presence of allergens in the lunch or snack.
- If a child forgets to bring a lunch, or if allergens are present, Swansea Kids Place will have on hand extra snacks to supplement, ex fruit, crackers, cheese sticks.
- Staff will ensure that all children with food allergies and life threatening allergies are recorded and posted in all rooms.
- Swansea Kids Place will ensure that children do not share lunches / snacks.

**During the school year children are not permitted to bring food into the programs.**

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## **FOOD**

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The children are given a nutritious snack after school. If your child has allergies or is on a specific diet please notify the staff so that special arrangements can be made. A snack menu is posted in SKK & SKP rooms. Parents of a child with allergies may provide a snack from home after consulting with the Supervisor to ensure that it does not affect another child with allergies.

Parents are welcome to bring in fruits or veggies for birthday celebrations. Please discuss your plans with the staff so that necessary arrangements can be made.

In the event your child's dietary restrictions cannot be accommodated, parents are permitted to provide a snack from home. Please check with staff regarding any class allergies. Please ensure that you label your child's snack.

**Candy "Junk Food" is not permitted at Swansea Kids Place**

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**SMOKE FREE POLICY**

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Swansea Kids Place is a **SMOKE and VAPING FREE ENVIRONMENT**. All staff, students, volunteers, visitors and parents are prohibited from smoking in all areas of the daycare including washrooms and the playground whether or not the children are present.

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**CHANGE OF ADDRESS OR PLACE OF EMPLOYMENT**

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Please notify the staff immediately of any changes in the information listed on the registration form of your child, particularly the telephone numbers where you can be reached.

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**ANTI-BIAS/ANTI-DISCRIMINATION POLICY**

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This Policy has been developed to enable Swansea Kids Place to become a multicultural, anti-racist, bias-free and inclusive organization, where all staff members, parents, students and children have the right to work and learn in an environment free of any expressions of bias. This

policy applies to all employees, parents, students and children of Swansea Kids Place, and applicants for positions with Swansea Kids Place. This policy addresses Swansea Kids Place's responsibilities under the Canadian Human Rights Act and the Employment Equity Act.

Swansea Kids Place recognizes the diversity of its workforce and is committed to ensuring that all employees are able to effectively and efficiently use their skills and experience to contribute to the center's performance, production and services without discrimination.

The Ontario Human Rights Code prohibits discrimination in employment, therefore Swansea Kids Place is committed to ensuring that all staff members have the right to equal treatment without discrimination because of race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability or conviction for which a pardon has been granted.

Swansea Kids Place will promote racial harmony, employment equity and service equity among all employees, parents, students, and children within the community it serves. It is our mandate to treat every individual with dignity and respect. All Swansea Kids Place employees are personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination or harassing behavior and to intervene immediately if they observe a problem.

**Enforcement:**

- Any Swansea Kids Place employee who discriminates against or harasses another employee, or any other individual at or from the workplace shall be subject to disciplinary action, up to and including termination of employment, and the pursuit of legal action.
- Any parent who discriminates or harasses an employee or any other individual at Swansea Kids Place shall be subject to disciplinary action, up to and including services being withdrawn, and the pursuit of legal action.
- Any student / child who discriminates or harasses an employee of Swansea Kids Place shall be subject to disciplinary action, up to and including services being withdrawn.

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**CHILD ABUSE**

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In accordance with the Child and Family Services Act, it is the responsibility of every person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to a Children's Aid Society if she/he suspects that child abuse has occurred



or if a child is at risk of abuse. This includes any operator or employee of a day nursery. An individual's responsibility to report cannot be delegated to anyone else. Swansea Kids Place has a legal obligation to report any suspected cases of abuse to the Toronto Children's Aid as well as report this to the Ministry of Education as a serious occurrence.

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## **SERIOUS OCCURRENCE NOTIFICATION**

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Swansea Kids Place will post Serious Occurrence Notification forms at the center when an occurrence has happened. Following the submission of the Serious Occurrence report to the Ministry of Education and within 24 hours of becoming aware of an occurrence, Swansea Kids Place will complete a Serious Occurrence Notification form to communicate information to parents that a serious occurrence has taken place. This notification form will be posted on the parent board for a minimum of 10 days. If the form is updated with additional information such as; action taken by operator, the form will remain posted for 10 days after the update. The serious occurrence notification form will be kept on file for at least two years from the date of the occurrence.

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## **OUTDOOR PLAY POLICY**

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At Swansea Kids Place we understand that fresh air and outdoor play are very important for child development, and that children need an opportunity to get exercise and free play time outdoors. Weather permitting, all children shall have outdoor play for a minimum of 30 minutes per day during instructional days.

Weather permitting, all other days such as; P.A days, March Break and Christmas Break all children shall engage in outdoor play for a minimum of 1 hour in the morning and 1 hour in the afternoon.

Swansea Kids Place shall adhere to this policy unless otherwise approved by a Director; Physician or a parent of a child who advises Swansea Kids Place in writing.

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## INCLEMENT WEATHER POLICY

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At Swansea Kids Place we understand that fresh air and outdoor play are very important for child development, and that children need an opportunity to get exercise and free play time outdoors. However, weather conditions sometimes warrant indoor routines or a reduced activity level. Conditions requiring changes in normal practice are as follows:

- **Rain; freezing rain, thunderstorms, lightning, hail, snow, ice, extreme winds , extreme heat, humidex advisory, smog advisory, air quality advisory.**

The Supervisor / Designate diligently assess the weather conditions and accessibility in the playground daily.

The safety and wellbeing of all children and staff members is our number one priority; therefore the decision to shorten or cancel outdoor play due to inclement weather are at the sole discretion of the Supervisor

### **If the temperature or wind chill is:**

- Below -15 degrees Celsius wind chill, children will be allowed to go outside for one ½ hour.
- Above -15 degrees Celsius wind chill, NO OPTION. **All children will remain inside.**



Children have access to the gym, where staff plans a variety of gross motor activities.

**Cold/Snow:** Children must be properly dressed to go outside in cold weather. Boots, coats, snow pants, hats, & mittens/gloves must be worn at all times. If any child does not have appropriate clothing they may be unable to participate in outdoor play.

### **Heat, Humidity and Air Quality**

Hot weather is a part of summer time in Toronto; however extreme heat poses threats to the health of children and staff.

### **If the heat & humidity is:**



- Between +30 and +35 degrees Celsius humidex, kindergarten children will be allowed outside
- Temperatures over +35 degrees Celsius humidex, **All children will remain inside.**

Sunscreen shall be applied on all children prior to going outside. All children will have access to fresh drinking water at all times. For safety reasons, no open toed sandals or crocs are permitted in the yard. Sun hats must be worn at all times. If any child does not have appropriate footwear or a sunhat they will not be able to participate in all outdoor activities.

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## PARENT ISSUES AND CONCERNS

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Name of Child Care Centre: Swansea Kids Place

Date Policy and Procedures Established: June 2017

Date Policy and Procedures Updated: N/A

### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### **Definitions**

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care center it operates (i.e. the operator).

*Staff:* Individual employed by the licensee (e.g. program room staff).

### **Policy**

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

All issues and concerns raised by parents/guardians are taken seriously by **Swansea Kids Place** and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within **Five (5)** business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

### **Confidentiality**

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

**Swansea Kids Place** Parents Issues and Concerns Policy values:

- Procedural fairness and natural justice;
- A code of ethics and conduct;
- A service culture free from discrimination and harassment;
- Transparent policies and procedures; and
- Avenues for recourse and further investigation.

**Swansea Kids Place** Parents Issues and Concerns Policy ensures that all persons are presented with procedures that:

- Value the opportunity to be heard;
- Promote conflict resolution;
- Encourage the development of harmonious partnerships;
- Ensure that issues and concerns are mediated fairly;
- Ensure that issues and concerns are transparent and equitable.

**Swansea Kids Place** has a duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to Parents issues and Concerns.

In meeting the service's duty of care, management and staff agree to implement and endorse **Swansea Kids Place** Parent Issues and Concerns Policy.

### **Conduct**

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

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

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

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

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

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

For more information, visit

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

#### Procedures for Parents / Guardians to report an Issue or Concern

### Procedures for Parents / Guardians to report an Issue or Concern

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
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<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within <b>FIVE (5)</b> business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within <b>FIVE (5)</b> business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor</li> </ul>	
<p><b>Staff-,Supervisor-,and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor</li> </ul> <p>All issues or concerns about the conduct of staff, including Supervisors that puts a child’s health, safety and well-being at risk should be reported to the supervisor or Board of Directors as soon as parents/guardians become aware of the situation.</p>	

<b>Student- / Volunteer-Related</b>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> <li>-</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	
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**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to **Amy Wilkinson; President, Swansea Kids Place Parent Board of Directors.**

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Contacts:**

Carol Maxwell, Supervisor Kindergarten Program [skk@bellnet.ca](mailto:skk@bellnet.ca)

Dawn Rhymer, Supervisor School-age Program [skp@bellnet.ca](mailto:skp@bellnet.ca)

Rachel Begg, President Swansea Kids Place Board of Directors

Tanya Bucchan Program Advisor, Childcare Quality Assurance & licensing  
[Tanyabucchan@ontario.ca](mailto:Tanyabucchan@ontario.ca)

Filomena Furtado, Children's Services, City of Toronto [filomenafurtado@ontario.ca](mailto:filomenafurtado@ontario.ca)

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or  
[childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

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## **PARENT CONDUCT POLICY**

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Swansea Kids Place strives to create a supportive family atmosphere in which our program is an extension of the home and the community. In order to meet the needs of all children we believe we must work together in harmony.

Parents are the primary role models for their children. As parents you must be aware of how your behavior will be reviewed by not only your child, but also other children. While on SKP property, parents must conduct themselves in a manner that conveys respect for themselves and others.

Any deliberate, harsh or degrading measures directed towards staff members or children will not be tolerated. We ask that you direct any concerns you may have directly to the Supervisor.

If SKP is unable to meet your needs or our standards and policies do not meet your requirements, we respect your right to choose alternative facilities. SKP reserves the right to terminate services with notice to parents who choose to ignore or disrespect the policies of SKP.

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## **PROCEDURE RE: INTOXICATED PARENT**

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To ensure that no child is allowed to leave the care of Swansea Kids Place in the custody of a person who is intoxicated or in a physical condition which may prevent them from assuring the child's safety and welfare will not be allowed to pick up the child.



In the event that a parent or other authorized person arrives at Swansea Kids Place while intoxicated or in an impaired condition, staff will use their best judgement in determining if they are in a condition which may prevent them from assuring the child's safety and welfare.

If a parent/authorized person appears to staff to be impaired/intoxicated when they arrive to pick up a child and staff is 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 be involved to deal with this situation.

Should the impaired /intoxicated person agree to a cab when the centre is closing, a staff person will remain with the parent/authorized person until the cab has arrived.

If the impaired / intoxicated person insists on leaving the centre with the child, staff cannot prevent the parent/authorized person from taking their child, as only CAS or a certified court order can permit this. In the event that safety concerns for the child are present, staff should call CAS and document the event including:

- time of incident
- location
- people involved/staff on duty
- your concern and details about the conversation
- any other relevant information
- your name and position

If the impaired / intoxicated person is driving the child and staff is concerned, staff should make note of the car, license number and probable destination, then call the police immediately. The Supervisor/designate, who will follow the Critical Serious Occurrence Reporting procedures is to be contacted and staff should make a note in the child's file of any agency persons contacted.

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## **PARENT PARTICIPATION**

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Parents are invited to become involved in activities in whatever best suits their interests and schedules. You are welcome to join in activities or to set up a special activity. You might like to share your cultural heritage through stories; art or preparing a traditional food at snack time. Your involvement allows your child to share you with daycare friends. Any parent volunteer will require a criminal reference check before volunteering in the centre. Parents can also volunteer time and skill by:

- Making, repairing and painting toys and equipment.
- Become a member of The Board of Directors.
- Donating materials for use in the programs

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## **DECISION MAKING AT THE CENTRE**

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All parents and staff at SKP are members of the daycare. An Annual General Meeting is held at least once a year to determine overall policy matters and to elect from the membership a new Board of Directors. Its function is to maintain a constant view of SKP operations, scrutinize its finances and administer and formulate policies on behalf of general members. At least four members must be parents of children attending the centre. Present positions on the board are as follows: president; Vice-President, Secretary, Treasurer, Board Members.

Parents should not hesitate to contact Board Members at any time to express their ideas or concerns.

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## **REVISION & MODIFICATION OF ANY POLICY/PROCEDURE**

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Swansea kids place shall inform all parents of any revisions or modification of any policy or procedure. All parents shall be informed by letter that an email has been sent with any such changes. Swansea kids place staff will verbally follow up with parents to ensure that all information was received.

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## **STORAGE; COLLECTION AND RELEASE OF INFORMATION**

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### **STORAGE:**

Swansea Kids Place shall ensure that all information that is collected for the purpose of enrollment shall be kept in a locked cabinet in the office.

Only Supervisors shall have access to a child's records etc.

The only exception shall be the child's emergency information form that must be available to all staff at all times. This form shall be secured in a binder and kept with staff at all times.

All Parents shall have if required access to their child's records at any time.

## **COLLECTION:**

Swansea Kids Place shall ensure that every family and child's privacy is recognized and protected at all times.

Swansea Kids Place shall only collect information from families that is required to provide service.

No family shall be asked to provide a consent to release information regarding their child as a condition for enrolment.

## **RELEASE:**

Swansea Kids Place shall ensure that any information that is required by a third party, such as, an outside agency has prior written consent by a parent.

Swansea Kids Place shall ensure that no information or pictures of any child shall be shared through social media.

**Access to a child's records without parental consent may only be given to officials of the following jurisdiction:**

- 1. Coroner's Office**
- 2. Courts in response to a warrant or court order**
- 3. Ombudsman**
- 4. Authorities vested in provincial or federal statutes**
- 5. Minister and officials to whom he/she has delegated the authority.**

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## **SAFE ARRIVAL & DISMISSAL POLICY**

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January 2024

### **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.

## **Policy**

### **Arrival Procedures:**

- Parents / guardians are responsible to ensure that their child is delivered directly to their child's teacher.
- Children are not to enter the school / centre unsupervised.
- Parents / guardians must ensure that they communicate with their child's teacher at each drop off. At such time the child will be signed in on the daily attendance sheet.

### **Dismissal Procedures:**

Children may only be released from Swansea Kids Place to authorized adults or individuals specified by a parent/guardian or on their child's Registration Form

All children must be dismissed under the supervision of a parent/guardian or an authorized individual. **This authorization must be in writing.** Authorized adults must be prepared to show a photo I.D.

It is the policy of Swansea Kids Place to have any legal Custody and Access documents on file to provide information on Divorce/Separation/Guardianship rights of a child. A copy of the legally enforceable Divorce / Separation / Guardianship agreement or Court Order must be on file in order to be enforced.

Parents' instructions, requests or direction to limit or deny access or custody cannot be met unless accompanied by a legal document outlining custody and access information. Unless this is in place Swansea Kids Place cannot limit access or custody to a parent / guardian.

If a legal document is on file and a parent / guardian arrives to pick up a child when it is not her / his legal time, Swansea Kids Place will not release the child. As with any unauthorized person who arrives to pick up a child, the Supervisor will contact the custodial parent and / or call the Police if the situation warrants it.

### **Unsupervised Dismissal:**

Children are not permitted to be dismissed from Swansea Kids Place unsupervised. Parents must come to sign out their child with their teacher before being dismissed.

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## **KINDERGARTEN/SCHOOL-AGE ABSENCES**

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### **Absences during all non-instructional days: PA Days, Winter Break, March Break:**

#### **Procedures:**

Parents / guardians are required to sign all pertaining forms that indicate that their child **will or will not** be attending any upcoming non-instructional day.

If a parent has indicated that their child will be attending a non-instructional day and the child is no longer attending:

- Parents /guardians are required before 9:30am unless otherwise stated on the permission form to report an absence by email only [skp@bellnet.ca](mailto:skp@bellnet.ca) for school age. [skk@bellnet.ca](mailto:skk@bellnet.ca) for kindergarten. Parents must include in the email:
  - a. Child's name
  - b. Child's teacher
- If a kindergarten / school age child has not arrived at the program as expected and the parent / guardian has not left an email staff shall:
  1. Attempt to contact both the parents / guardians with the provided contact information
  2. If there is no answer, staff will provide a message identifying:
    - a. the staff's name / program
    - b. the reason for the message
    - c. the date and time
    - d. Staff will document the message details on the daily log book

If parent / guardian does not respond staff must contact the child's emergency contact as indicated on their child's emergency contact form.

If staff are unable to confirm the child's absence the Supervisor will be informed to escalate if appropriate. Such as; contact Toronto Police

**Kindergarten/School Age Absences:  
Absences during instructional days:**

Parents/guardians are required to message by email before 9:30 a.m. to report absence. skp@bellnet.ca for school age, skk@bellnet.ca for kindergarten. Kindergarten and School age families are required to call the school separately to report an absence

**Swansea Kids Place Absence Monitoring:**

Prior to the centre opening staff will:

1. Check the program's email for any messages regarding absences.
2. Staff will document any absences in the daily log book.
3. **SKK / SKP staff will not contact parents for the before school program**

**Kindergarten/School Age Absence Monitoring:**

Prior to the after-school program beginning staff will:

1. Check the program's email for any messages regarding an absence.

If a kindergarten/school aged child has **not arrived** at the program as expected:

1. Staff will attempt to contact the kindergarten/school age parent/guardian as soon as possible at the provided contact information
2. Staff will document the time, date and reason for the message in the daily log book.
3. Staff will record the absence on the attendance record.
4. Staff will contact the Supervisor to escalate if appropriate.

**Expected Late**

Parents/guardians are required to arrange for an alternate authorized adult/individual to pick up if they are going to be late. Parents/Guardians can also notify their child's program of an expected late.

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## LATE DEPARTURE PROCEDURE

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Prior to Swansea Kids Place Kindergarten or school age program ending:

1. Staff will check the program's voicemail, and email for any messages regarding a late departure or alternate authorized adult or individual.

If a child has not departed the program **by 6:00pm**:

1. Staff will call the parent/guardians at the provided contact numbers at **6:00pm**.
2. If there is still no answer, staff will call an emergency contact.
4. Staff will document the time and date of the call on the Daily Log book
5. Staff will supervise the child until they are picked up by the parent/guardian or an emergency contact.
6. Staff will record the time of departure on the attendance record immediately when the child is picked up.
7. Staff will have parent/guardian sign a late departure record if a child departs the program **after 6:00pm** and file the document in the child's file
8. Staff will contact the Supervisor or designate if a child has not been picked up and no contact has been made with a parent/guardian or emergency contact by 6:30pm
9. The Supervisor or designate will then contact Toronto Metropolitan Police