



PARENT HANDBOOK

Kidex Management Inc.

**Kidex Academy
3420 Rebecca Street Unit#11
Oakville, Ontario
L6L 6W2
905.827.7166**

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Dear Parents / Guardians,

Welcome to Kidex Academy. We hope you will find this information package informative and will provide you with all the details you require to be part of the Kidex developmental program.

This handbook was developed to provide you with information and the policies of Kidex Academy. Enclosed you will find valuable information that will answer many of your questions regarding the care of your child and/or children as well as the daily operation within the Centre. If you have any further questions or concerns about any information outlined in this manual, please feel free to contact Jessica Gori, Director in the office at the number provided on the top of every page of this handbook.

The policies stated in this handbook are subject to change at any time at the sole discretion of the Centre. From time to time alterations to the policies may occur and you will receive updated information regarding any changes to a policy and/or policies.

Before you start reading the handbook, I would like to thank you for your interest on Kidex Academy.

**Hadia Kadan
Director
Kidex Academy**

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Vision

Our vision is to educate the whole child, providing them with the academic, social and emotional confidence to meet with great success in the world around them.

Our Philosophy

Our goal is to provide a stimulating and developmentally appropriate environment for children to explore, learn and engage in social relationships. We follow a developmental approach to learning that guides our programming in order to create individualized programming for every child in our program. It is our belief that children should be respected and provided with opportunities to ask questions, inquire about relationships and learn in a safe and nurturing environment. Our teachers strive to embrace each child's interests and become partners in learning in an environment that provides individualized programming for every child in our program.

Program Statement

The Kidex Academy goal is to provide a stimulating and developmentally appropriate environment for children to explore, learn and engage in social relationships. We follow a developmental approach to learning that guides our programming in order to create individualized programming for every child in our care. Our Programs promote a shared understanding of children as competent, capable and rich in potential and sets out broad goals for children around the four foundations of belonging, well-being, engagement and expression. It is our belief that children should be respected and provided with opportunities to ask questions, inquire about relationships and learn in a safe and nurturing environment. Our teachers strive to embrace each child's interests and become partners in learning in an environment that provides individualized programming for every child in our program. A copy of our program policy is available upon request.

Infant Program

Kidex provides a loving and nurturing safe environment for your child, all together helping your child develop a sense of trust, curiosity and motivates learning. A typical day in the infant program includes age appropriate activities, simple sign language, independence, social development, fine and gross motor skills.

The Kidex Infant program introduces new sensory activities, creative art, story time, music and outdoor time on a daily basis. The infant room also has a separate sleep room with cribs to ensure your child will have proper rest time. Our parents are also provided with a daily report on the child's day and growth. Transition is encouraged to help ease

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the children and parents into the daycare and build a relationship with the teachers and their peers.

Toddler Program

In the Toddler room, the children explore, touch and engage in developmentally appropriate activities. Social development, independence and self-help skills are some of the key areas of the toddler curriculum. The toddlers explore their environment and engage in activities that stimulate their curiosity to understand the world around them. A typical day includes music and movement, fine motor development and sensory exploration of mathematics and language. Daily science activities provide the children an opportunity to ask questions, classify and categorize information. The arts are also part of the toddler program and children are introduced to a variety of artistic mediums and music genres. An early appreciation of music begins as the toddlers are introduced to a multicultural array of music and instruments. Small group activities in the Toddler room encourage sharing and teamwork and the development of social skills. Parents are provided with a daily report on their child's day and are welcome to explore the learning environment.

Preschool Program

The preschool program builds upon the foundation, which began in the Toddler room. The preschool child is full of questions and eager to learn and we provide a stimulating and engaging environment that sparks their interests and meets their developmental needs. The key areas of the preschool curriculum include: early literacy, mathematics, science, motor development and social skills. Identifying and writing their name, counting, sorting and classifying are some of the areas that are explored on a daily basis. The curriculum in the preschool classroom encourages the children to share their ideas and interests. The students and teachers become partners in the students learning and through careful observation and asking open-ended questions, the teacher taps into the child's individual interests. Small and large group projects play an important role in development of the student's social skills. In the preschool room, the students begin to question the world around them through science, geography and history. Cultures and festivals around the world are also an integral part of the curriculum that further develops all the key areas of literacy, mathematics and social skills. The preschool program is adaptive, individualized and meets the needs of each child.

Kidex Academy participates in the Professional Development in collaboration with The Halton Resource Centre. We have many evaluations completed on the centre in order to maintain the highest quality care and program to meet all of our families needs. Kidex Academy is also a proud member of the Halton Quality First Program.

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Fee Schedule

Infant Program: (4 months - 18 months)

Fees:

7:00AM to 6:00PM *Includes 2 Snacks & Catered Lunch

Fulltime: 5 Days a Week:

\$625 Bi-Weekly

Part Time: 3 Days a Week: (Mon - Wed - Fri)

\$390 Bi-Weekly

Part Time: 2 Days a Week: (Tues - Thurs)

\$280 Bi-Weekly

Additional Full Day: \$70

Additional Half Day \$45

Toddler Program: (16 months - 2.5 years)

7:00AM to 6:00PM *Includes 2 Snacks & Catered Lunch

Fulltime: 5 Days a Week:

\$600 Bi-Weekly

Part Time: 3 Days a Week: (Mon - Wed - Fri)

\$365 Bi-Weekly

Part Time: 2 Days a Week: (Tues - Thurs)

\$250 Bi-Weekly

Additional Full Day: \$65

Additional Half Day \$40

Preschool Program: (2.5 - 5 years)

7:00AM to 6:00PM *Includes 2 Snacks & Catered Lunch

Fulltime: 5 Days a Week:

\$585 Bi-Weekly

Part Time: 3 Days a Week: (Mon - Wed - Fri)

\$355 Bi-Weekly

Part Time: 2 Days a Week: (Tues - Thurs)

\$240 Bi-Weekly

Additional Full Day: \$60

Additional Half Day \$35

****All rates are subject to space availability and Kidex Management approval.**

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Fee Terms and Conditions

- A \$100.00 non-refundable registration fee per child will be charged upon accepting a space for your child.
- Families with 2 or more children will receive a 10% discount. The youngest will be charged full price and each additional older child will receive a 10% discount.
- A payment equivalent to 6 weeks' fees is payable upon start, being the last 4 weeks as deposit and the first 2 weeks prepaid in advance.
- A void check will be required and the bi-weekly fee is charged in advance and will be taken directly from your bank account as a Pre-Authorized Debit.
- The same fee is paid bi-weekly, for the full year, regardless of inclement weather or days a child is not in attendance due to illness and includes time off for vacation.
- Children taken out for 2 weeks or less, are still charged at full price to hold the spot.
- Children taken out for longer than 4 weeks will be charged 2 weeks which will be treated as advance payment upon return. If child fails to return, the payment is non-refundable.
- Income tax receipts will be issued each year.
- All registration forms must be completed and signed before your child starts.
- Parents are welcome to stay for a few minutes the first day if needed to ensure their child is settled at the program. Not every program meets the needs of every child/family. In a case where the family or Kidex Academy does not feel the program meets the family/child's specific needs, every effort will be made to assist you in finding more suitable care. Your child may be withdrawn/discharged with 1 months' notice or fees in lieu.
- 30 days' notice is required to withdraw any child from any program, failure to do so could result in additional fees being charged.
- No Refunds are payable on prepaid fees even if a child is withdrawn in the middle of a fee cycle or for any other reasons given.
- Late Payments - If there are insufficient funds in a member's account to cover the fees, the parent will be charged \$50.00. Failure to make the bi-weekly payment by the following week will result in an immediate withdrawal from the program.
- Any family who picks up their child after 6:00PM will be subjected to a late fee of \$1.00 per minute per child. This fee will be payable directly to the staff that is closing as they are not paid past 6:00PM.
- Parents will receive at least 30 days' notice of fee increases if they occur.

Parent Signature:

Date:

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Inclement Weather

If the weather has made driving conditions dangerous and access to the centre is limited Kidex Academy will be closed. There will be an email sent out before 7am, and also be sure to check our Facebook/Twitter pages for updates.

Pick Up & Drop Off

The people listed on the child's registration form can only pick up children. In the event of an emergency, and we need emergency shelter we will take the children to Nonnas Oven 3420 Rebecca street 905-465-9600 in the unit at the end of the plaza.

Attendance / Absence policy

All children are likely to be absent from school at some time in their school career. However, persistent poor attendance is disruptive to the individual and to the work of the class and may be an early warning of other difficulties.

Regular attendance is very important for the child to become comfortable with a regular and consistent schedule. In case of a communicable disease, such as chicken pox, measles, etc., it is extremely important that parents notify the teacher immediately so that proper notification can be given to all families participating in the program.

If you child is not attending, please advise the Centre by 9:00AM.

Arrival and Dismissal

Teachers greet and receive children at their classroom door beginning at 7:00AM. The afternoon dismissal is at 6:00PM.

Clothing

Extra clothing

Parents must provide an extra set of clothing for their child(ren) in case of an accident or emergency. All clothing will be kept in the classroom and should be stored in a clear plastic "Ziploc" bag and clearly labelled.

Indoor Shoes

During wet weather and winter months a pair of indoor shoes is required to be kept at the centre and children must wear appropriate footwear for outdoor play and to and from school.

Appropriate seasonal Clothing

Appropriate seasonal clothing is required for daily outdoor play (winter clothes, summer clothes – Swimming suit / Towel / Sunscreen).

Toys from home

Unless requested by the teachers for a classroom activity such as “show and tell”, students cannot bring any toys from home to the centre.

Lunch and Snack Program

Kidex Academy uses Food for Tots catering to provide all food to the centre. Food for Tots Catering is a well known and reputable company that provides food to child care centres. It is ministry approved as well as abides by the Canada Food Guide. The menu consists of child friendly nutritious foods that rotate on a four week basis.

Kidex Academy provides all food to children. Parents must complete the allergy and restrictions section of the registration form. Our rotating lunch and snack schedule is posted at the centre and parents are welcome to take a photocopy of the meal plans.

We will provide two daily nutritious snacks to the children. Snacks are served to children at approximately 8:00AM and 4:00PM daily.

We will also provide a daily nutritious lunch to the children. Lunch is served at approximately 11:30AM.

Allergies

Some of our children have severe life threatening allergies and we encourage all families to ensure that any peanut or sesame products are washed off hands and from the mouth before the children attend our programs.

Kidex Academy supports Sabrina’s Law. This endeavours to provide a safe environment for children with life threatening allergies-a ‘minimized allergen environment’.

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Birthdays

Birthdays are a special time for all children and we encourage families to celebrate their child's day. If you would like to send any treats for your child's birthday please let your child's teacher know and also be sure it does not contain any nuts, and remember, all peanut and sesame products are not permitted in our centre.

Parent Communication

An Individual Program Plan will be created for your child and all documentation and program plans will be reviewed with families twice a year. There are monthly calendars outlining all of our events for the coming month. Open communication between home and the centre is essential in order to monitor each child's progress. Teachers are always available by appointment to address concerns and answers questions. Administrative and general matters can be discussed on a daily basis directly with the supervisor of the centre during office hours.

Office hours

Our office will be opened from 9:00AM to 5:00PM daily.
However, teachers will be available from 7:00AM until closing.

Behavior Management and Child Guidance Policy

Prohibited Behaviour

We consider our centre to be a safe place for all of us. Therefore hitting, shaking, spanking, kicking, pushing, shoving, grabbing, biting, squeezing and pinching are not allowed. Degrading or harsh treatment that would humiliate, single out or affect a child's self-respect is not permitted in the centre. Confining a child to a locked room, deprivation of food, shelter or clothing is not permitted. This includes humiliating language, yelling, screaming or threatening behaviour. Corporal punishment is not allowed under any circumstances.

Supporting Pro-social Behavior

Pro-social behavior is behaviour that benefits another. It includes sharing, helping and cooperating. Positive reinforcement and encouragement are the most effective means of helping children learn pro-social behaviours. By recognizing personal choice and by allowing the child control over his or her environment, we encourage the child to express feelings and opinions. We provide opportunities for the child to see the validity of different perspectives and to respect the limits created by mutual consent. As teachers, volunteers, parents and students we attempt to model appropriate behaviour by being courteous and by developing warm and trusting relationships with the children.

Activities and toys are age appropriate so the children retain interest. Children's ideas, values and cultures are respected and integrated in class. Children make choices in the classroom and the classrooms are designed so children can reach equipment that they need. All children learn at their own pace. Teachers observe children to develop learning plans for each child and children are supported in learning skills that focus on sharing, helping, cooperating and taking turns. Children develop rules for the class with the teacher. All our teachers role model pro-social behaviors on a daily basis.

There are opportunities for large group, small group and solitary play. We focus on the strengths of each child rather than focus on what they can't do.

We let children know what the classroom expectations are and label the pro-social behaviour when it happens ("We all worked together"). As part of our daily curriculum, we discuss pro-social behavior through play, stories, drama and puppets. Teachers are encouraged to recognize and encourage pro-social behaviour, individually & in groups. We strive to encourage cooperation and not competition and encourage verbal abilities over aggression.

Policy Review

All staff and management at Kidex Academy review the behavior management policies annually. The policies are reviewed with staff and volunteers when they are hired and at annual reviews. All policies and reviews are documented with signatures. The Supervisor monitors the behavior management practices of staff at least annually and keeps these records in their personnel file.

Contraventions

Any staff person who acts against this policy will be dealt with in accordance with the personnel policy. Any incident witnessed by a child, parent, volunteer, student or teacher must be immediately reported to the Supervisor of Kidex Academy.

Dangerous Behaviours

On rare occasions, after much effort, when the centre has not been able to support a child so that the teachers can ensure the safety of all the children/staff/parents at the centre, we will request that a child be withdrawn from the program. We will assist the family in finding outside supports in this instance.

Health Policy

Kidex Academy is interested in the health and safety of its employees, volunteers and children. We will make every effort to provide a safe, healthy work environment. All workers and volunteers must be dedicated to the continuing objective of reducing risk of injury. This policy will be reviewed yearly at staff reviews.

Immunization

Staff will refer families to the region of Halton for immunization information. Children in our programs must provide proof of up to date immunization at registration according to the requirements of the Medical Officer of Health. You may decide because of medical, religious or philosophical reasons not to immunize your child. In this case, you will need to provide a valid written exemption to Halton Public Health. Halton Public Health is allowed access to the health records at our centre to ensure immunizations are kept up to date.

2 Months, 4 Months & 6 months	DPTP, Hib
After First Birthday	MMR
18 Months	DPTP, Hib, MMR
4-6 Years	DPTP

Injuries

All scrapes, bruises and cuts that happen at the centre are recorded in the “Health & Safety Log”. Parents will be notified at pick up time of any injuries. More serious injuries are dealt with under serious occurrence listed in the Safety Policy and parents are notified immediately. All open cuts or sores are to be covered.

Children That Are Ill

A child is not to be brought to the program if he or she is ill. Please see the lists on the next page. If a parent is unsure as to whether or not their child should come to the program, the parent should call ahead, call the Tele-health line 1-866- 797-0007 and/or visit the doctor. The staff will observe children when they arrive to ensure they are healthy enough to participate. The centre will keep the child separate from the other

children until the parents arrive at the front of the centre. In the event of an emergency, the parents would be called and the child would be picked up by ambulance and taken to hospital with the signed "Emergency Treatment Release Form" that is completed at the time of registration.

Periods of Exclusion for Illness

Children with the following diseases should remain at home and away from others:

Chickenpox- Until well enough to participate in all activities regardless of the state of the rash.

Diarrhea - until 24 hours after it stops

Fifth's Disease (Parvovirus) - No exclusion. If the child is well enough to participate in all activities

Head lice or scabies- must have one treatment to return

Hepatitis A -safe to return 7 days after the jaundice began

Impetigo - Until the antibiotic prescribed by a doctor has been taken for at least 1 full day.

Measles - For at least 4 days after the rash begins.

Mumps - For at least 9 days after the swollen glands first appear.

Pink-eye, bacterial conjunctivitis - Until antibiotic prescribed by doctor is taken for 1 full day.

Ringworm - Until treatment has started.

Rubella (German Measles) - Until at least 7 days after the rash first appears.

Scarlet Fever - Until antibiotic treatment prescribed by a doctor has been taken for 1 full day.

Strep Throat - Until antibiotic treatment

Whooping Cough (pertussis) - Until antibiotic taken for 5 days or 3 weeks from when the cough began without antibiotic.

Children cannot attend the program if they...

Don't feel well enough to participate in regular programming Have a temperature that is above normal

Have a headache that is affecting there ability to interact Have diarrhea

Have strep throat or impetigo (isolated for 24 hrs after treatment begins)

Have an eye infection (isolated for 24 hrs after treatment begins)

Have discharge from the ear or eye Have an earache

They require care that the teachers are not able to provide.

Are extremely sleepy

Are having trouble breathing

Have vomited 2 or more times in the last 24 hours.

Are unable to tolerate normal food or drink due to illness

Have a severe cough

Have a skin rash from an undetermined cause

Have head lice or scabies (must have one treatment to return)

Have chickenpox (safe to return after sores are crusted over usually 7 days)

Have hepatitis A (safe to return 7 days after the jaundice began)

Have pertussis (Safe to return after 5 days of antibiotics)

Have tuberculosis, measles, shingles, E.Coli, or Shigella (Dr.

must provide signed note saying they are no longer contagious)

Pandemic Flu Policy

The regular flu symptoms are fever, muscle aches, sore throat, coughing and weakness. Young children, those with chronic illness and the elderly can become more seriously ill. Pandemic flu is not your average flu. Pandemic Flu causes serious illness and spreads easily from person to person. Many experts believe we are overdue for a pandemic. In Halton, as many as 35% of the population could be affected at any time.

1. Staff is encouraged to get the flu vaccine each fall. This is a personal choice.

2. Flu vaccination clinic information is available at the centre for our families.

2. Waterless hand sanitizers available.

4. Staff will encourage people to cough into the crook of their elbow and not their hands.

5. Phones will be wiped off at the end of each shift, and all regular health procedures followed.

6. If a staff person is ill then other staff and volunteers will be asked to help out.

7. If we are required to close then parents will be emailed and told about online chat times for them to connect.

Medication

If a child requires medicine the parent is to complete a medication form and the pharmacists label must be clearly visible.

Please see below for more details on Asthma and allergies.

Anaphylactic, Asthma & Allergy Policy

We strive to be a nut free centre and ask that children who have had peanut butter or peanuts at home wash their hands and face with soap before coming to the centre. Nuts are not allowed at the centre and signs are posted to that effect. Parents are required to record allergies on their registration form and a list of children and parents with allergies is kept in the front of all program binders and in the food server. Parents must fill out an

“Allergy Form and Anaphylactic Package” that includes an individual plan for that child with emergency procedures. The information is kept in the program registration folder. Staff are encouraged to attend anaphylactic & first aid workshops and we strive to provide one each year. All staff, students and volunteers review the individual action plans for children that are Anaphylaxis. The parent of a child in program will train staff on

the procedures required. Children with life threatening allergies must bring a current epi-pen or inhaler that is kept by the program staff in a fanny pack at all times. Children's allergies are not posted publically on "Allergy Forms" due to privacy issues unless a parent requests it. Symptoms of an anaphylactic reaction are posted on the wall of the staff work centre. This policy and the allergy plan for every individual child will be reviewed during hiring and annually by staff. We ask that children, parents and staff refrain from using strong perfumes, while in our centre. We do not purchase scented toys or use strong scented markers. Our centre is non-smoking and we require that parents and staff do not smoke in the centre or near the entrance to the centre. All children with an anaphylaxis allergy will receive a package that will be completed upon registration that includes the individual action plan and all emergency procedures.

Cleaning

Toys are cleaned on a weekly basis. Toys are washed in soap and water and disinfected for 10 minutes. We wash mouthed toys daily and do a general tidy up of any mess made that day. In the event of an outbreak toys are washed in 1/9 parts bleach. Staff clean the center daily.

Hygiene, Diapering and Toileting

The diapering procedures are posted above the change table area. The hand washing guidelines posted, washing for 30 seconds. If toilet-trained children request assistance then staff is to offer encouragement outside of the bathroom to encourage independence.

Safety

The centre meets all of the bylaw requirements of the Town of Oakville (zoning, and fire) and works closely with the Halton Region Health Dept. A daily written log is kept that includes health and safety incidents. This form can be after this policy. Emergency phone numbers are above the phone on the desk wall and at all entrances.

Offsite Field Trips

Kidex Academy will take the children off premises for walks or field trips. Kidex will inform parents ahead of time about field trips. Staff/child ratios will be maintained on all walks or field trips, a First Aid Kit and emergency cards with updated information and photo of child will be brought on all field trips or walks. At least one staff member present with the children must hold a current, valid first aid certificate, and access to a working telephone must be available within 5 minutes walking distance of the field trip site. An emergency plan must be developed prior to field trip, and all staff/volunteers in attendance at the field trip must be familiar with the emergency plan. All emergency plans should contain the telephone numbers of parents, ambulance, hospital and doctor,

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as well as what actions are to be taken in the event of an emergency occurring. A signed informed consent form must be received from the parent/guardian of the child prior to any field trips.

Equipment

Toys are inspected on a rotating basis so that all are cleaned and checked once a month to insure that all broken toys are removed from the collection. Toys that are small in size and could be choking hazards, as well as stuffed animals, cloth toys and toys with strong scents are not purchased. Care is taken to purchase environmentally friendly, durable, safe equipment that is suitable for classroom use.

Building Security

The front doors are visible from the front rooms of the centre. The doors have a chime and sound when they are opened. The back rooms have a clear view of all exits and are locked from the outside. The playground gate is to be closed at all times.

First Aid

There is always at least one staff on duty with up to date first aid and CPR training. The centre offers a yearly first aid course that is open to members and volunteers. A first aid kit and manual is kept at the front desk and a cold pack is in the fridge. Any open sores or cuts are to be covered. The first aid kit is checked four times a year to ensure that it has all items that it requires. All injuries including bruises and scrapes are written in the daily log book. If a child needs to go to hospital, and it is not an urgent need requiring an ambulance then the parent will be called to take the child. In the event of an injury requiring immediate care the parent will be called as well as the ambulance.

Universal Precautions

Wash your hands frequently. Wash your hands for 30 seconds after contact with blood or a fluid that may contain blood. Always use gloves when encountering this situation and wash hands for 30 seconds after disposing of the gloves. Gloves are only to be used once; dispose of them and any other blood stained material in a sealed bag and put in a sealed container. Keep cuts and scrapes covered with band-aids until they are completely healed. Clean any blood stained surfaces with 1 part bleach to 9 parts water.

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NEW SERIOUS OCCURRENCE NOTIFICATION FORM

The following describes the process for posting the new Serious Occurrence Notification Form.

1. Following submission of the Serious Occurrence Initial Notification Report (INR) to the ministry and within 24 hours of becoming aware of an occurrence or when the Operator/Supervisor deems the occurrence to be serious as set out under the MCSS/MCYS 2009 Serious Occurrence Reporting Procedures, the Operator/Supervisor will complete a Serious Occurrence Notification Form to communicate information to parents about serious occurrences that have occurred in the child care centre.
2. The Serious Occurrence Notification Form will be posted next to the Child Care License and Licensing Summary Chart at the front of the centre.

For a more detailed description of our Serious Occurrence Notification Form policy, please see the Supervisor in the office and a copy will be provided to you.

Staff

Staff to Child Ratios

We adhere to all the policies and ratios outlined by the Day Nursery Act.

Criminal Reference Checks and Immunizations

All staff, students and volunteers must submit police checks before they are hired or volunteer at Kidex academy. The Supervisor will review all police checks and documentation and the items will be kept in a confidential personnel file. All immunizations are up to date based on the immunization policy set out by Halton public health.

Staff Qualifications

The supervisor and all classrooms at Kidex Academy have at least one teaching staff that is Registered Early Childhood Educators. All staff have experience working with children. All staff are eligible to work in Canada and they have up to date immunizations. All staff must have submitted an up to date police check and have a new one completed yearly. Their references have also been checked before hiring. Yearly reviews, behaviour guidance observations and policy reviews are documented in staff files.

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Child Care Supervision Policy For Students and Volunteers

Kidex Academy looks to ensure the safety and wellbeing of all children in our care. Implementation of this policy will ensure that all children are safe from harm.

The following outlines what the policy entails:

No child is supervised by a person under 18 years of age;

Only employees will have direct unsupervised access to children.

Volunteers and students may not be counted in the staffing ratios in child care centres. Volunteers and students must have current criminal reference checks and vulnerable sector screening

All Volunteers and students must have current immunization up to date based on Halton Public Health Policy.

As a criminal reference check is required to attend a field trip or assist in a classroom, we recommend completing a check upon registration to avoid long wait periods. When completing the application, submit as a volunteer to allow for a reduced fee. Please provide the original to the centre and a copy will be made to be kept in your child's file.

Policy For the Customer Service Standard Under AODA

Accessibility Policy

Kidex Academy is committed to developing policies, practices, and procedures that provide accessible quality services to its clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Kidex Academy is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario

Regulation 429.07 Accessibility Standards for Customer Services.

Prohibited Practices

Any practice based on a negative control technique is not part of the Kidex Child Guidance Method. Prohibited practices include:

- **Harsh discipline of any kind:**
 - **Spanking or other abusive physical control;**
 - **Deprivation of food or normal activity other than a brief time alone;**
 - **Confinement in any small dark or other inappropriate area.**
- **Verbal abuse including: humiliation, harsh tone, threatening, swearing, harassment, yelling, sarcastic comments, and discussion of a child within any child's hearing.**
- **Any type of behaviour that is sexually abusive. Abuse includes: sexually molested or sexually exploited.**
- **Lack of supervision including: diverted attention for frequent or extended periods; and/or leaving children unattended.**

Emergency Management Policy and Procedures

Kidex Academy has emergency management policies and procedures available for parents review and reference as per request.

Kidex academy management shall notify parents if an emergency occurs.

Parent Issues and Concerns Policy and Procedures

Purpose

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

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 staff and the child care center. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care center staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by the supervisor 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 2 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, the child care center, 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).

Conduct

Our agency 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, home child care provider and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the home child care agency head office.

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/childremsaid/reportingabuse/index.aspx>

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Yearly Schedule of closing

Kidex Academy is open 52 weeks a year with the exception of statutory Holidays:

Ontario Statutory Holidays
New Year's Day January 1
Family Day Third Monday in February
Good Friday Friday Before Easter Sunday
Victoria Day Monday Before May 25
Canada Day July 1 or 2nd If Falls on Sunday
Civic Holiday First Monday of August
Labour Day First Monday of September
Thanksgiving Second Monday of October

Christmas Day
Dec 25

Boxing Day
Dec 26