

McKee McKids Enrichment Centre

35 Church Avenue, Toronto, Ontario M2N 6X6 (416) 222-1414



Welcome to McKee McKids Enrichment Centre

A Community Based Non-Profit Childcare Program

Parent Handbook

**35 Church Ave
North York, ON M2N 6X6
416-222-1414**

Email: mckeemckids@bellnet.ca

Website: <https://mckeemckids.wixsite.com/childcare>



MCKEE MCKIDS HISTORY

It all started in 1984, when a group of concerned parents came together and formed a committee. This committee approached the Principal of McKee Public School and expressed their need for a child care program. Working together with a representative from the Board of Education, the Committee became the Board of Directors for the soon to be "McKee McKids".

Their goal was to form a non-profit, community based child care program. This goal became a reality in September 1984, as we opened our doors to 19 children. We have since expanded to seven rooms and a licensed capacity of over 200. Our hours have expanded as well. We have changed from only offering programs from 7:15-8:45 and 11:30-6:00 to offering full day care from 7:15 a.m.-6:00 p.m. The first Board of Directors' goal has long since become a reality as well as a great success.

MCKEE MCKIDS PROGRAM STATEMENT

Our Mission

McKee McKids Enrichment Centre Child Care is committed to providing a fun, safe & nurturing environment where children are given the opportunity to reach their full learning potential.

Overall Statement

McKee McKids Enrichment Centre recognizes the importance of providing a quality play-based program and to work collaboratively with children, parents and other professionals in the best interest of the children. Our program is designed to respect that each child is unique with different learning styles and interests and at their own pace of development. Every child is seen as competent and capable with a natural curiosity and rich in potential.

How Does Learning Happen? Is the foundation of our program. In accordance with the Minister's Policy on Programming & Pedagogy, McKee McKids Enrichment Centre follows the document "How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)". "How Does Learning Happen?" is used for the purpose of guiding all licensed child care programs in Ontario.

We believe that through caring & nurturing staff, open communication & involvement with families and an environment that is safe, inviting and open to exploration, children are able to learn at their full potential.

Our goals are:

- **To provide children with a sense of belonging within the program and the community**
- **To ensure every child develops a sense of self, health and well-being**

- **To include each child as an active, engaged learner exploring the world with mind, body & senses.**
- **To encourage every child to be a capable communicator comfortable expressing him or herself in a variety of ways**

To this end we will:

- 1. Promote the health, safety and well-being of young children, families and educators.**

You will see:

- A safe and healthy environment

- Nutritious snacks and lunches are provided by our caterer, Food For Tots which follows Canada's Food guide and are approved by a registered dietician
- Staff are trained in first aid and CPR
- Staff carry a first-aid bag complete with first-aid supplies to all play areas for example: the classroom, the gym, outdoors etc.
- Time is scheduled for indoor and outdoor activities
- The playground areas are checked to ensure their safety before each and every time of usage and yearly by a certified playground inspector
- Staff are trained how to sanitize the toys and the classrooms
- A rest-time is scheduled for the preschool children

2. Support positive and responsive interactions between educators, children and families.

You will see:

- Staff engaging in age-appropriate conversations with the children
- Staff are responsive to the needs of the children by using active listening techniques and obtain different materials for the children to use
- Staff are approachable and respectful with each other, the children, and families
- Staff ask open ended questions and encourage verbal communication
- Staff greet parents and welcome them into their program rooms
- Staff engage in informal dialog with families when concerns or issues arise
- Time is planned for children to independently explore their surroundings and initiate play with staff or peers



3. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate

You will see:

- Staff model respectful manners among others
- Staff use positive verbal and non-verbal communication
- Children will be praised and acknowledged for their positive actions
- Staff provide a safe and warm environment to help validate the children's feelings
- Staff redirecting the children to a different activity or area of interest if they are displaying difficulty to self-regulate
- Staff will maintain a calm demeanour and listen actively
- Staff will teach the children alternative ways to self-regulate and how to deal with difficult situations
- Staff will provide different ways of communicating so that every child is able to express themselves. Sign language, pictorial schedule and picture cards are used daily or as needed.

Supporting the Children to self-regulate their behaviour

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour.

This provision forbids physical punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. It sets out clear direction regarding prohibitive practices to support the overall well-being of children

These practices are never permitted at McKee McKids Enrichment Centre:

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

4. Foster the Children's Exploration, Play and Inquiry. Evidence from diverse fields tells us that when children are playing, they are learning.

You will see:

- Age and developmentally appropriate toys and activities
- Open-ended materials
- Children mixing materials from one area and bringing them to other areas of the room
- Staff engaging with the children in open ended conversations to learn more about the children's interests and developmental level
- Staff engaging in conversations with the children to extend the children's play and to encourage investigation of materials
- The program rooms are set up and designed to appeal to the interests of the children
- Materials are accessible to the children



5. Provide child-initiated and adult-supported experiences to foster development

You will see:

- A variety of materials that are accessible for the children to use
- Daily written observations of the children's interests that informs the programming

- Staff engaging in meaningful conversations with the children to learn more about them
- For the schoolage groups, a suggestion box will be provided for the children who are not comfortable speaking up about their ideas
- the children's initials are noted on the program plan to indicate where the idea initiated
- Staff have programming time away from the children to plan the program and ensure the supplies are readily available for the children

6. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported

You will see:

- Staff demonstrating welcoming body language and kind voice tones
- Staff positioning themselves at the children's level and listening actively to their thoughts and ideas
- The program rooms are set up with the children's interests in mind.
- The program rooms are clean, bright and thoughtfully designed keeping in mind, quiet activities are near quiet activities and louder activities are grouped together
- Staff have ample programming time away from the children to plan a positive and inclusive program based on the children's needs and interests
- Staff do research to be able to answer the children's questions and to also be able to challenge the children
- Reading materials are included in different areas of the program rooms to increase the children's learning opportunities
- Staff read books and sing songs to improve the children's language skills
- Each child has their own developmental portfolio which is used to develop the program plans
- Activities will be modified to ensure the participation of all children
- The room is set up with multicultural and diverse materials for the children to use
- The staff engage with the children in a group and individually and ask open-ended questions



7. Incorporate indoor and outdoor play, as well as active play, rest and quiet time in the day, and give consideration to the individual needs of the children receiving childcare

You will see:

- Program rooms are set up in an inviting way that fosters the children's curiosity to explore the environment
- Children are free to choose what they want to play with
- Staff support individual needs and provide learning opportunities to improve inquiry
- Toys and art supplies are rotated on a regular basis

- Program rooms are re-arranged to increase interest in different areas as well as to respond to the needs and interests of the children
- Quiet/cozy areas are available for individuals who need quiet moments
- A rest-time is planned for the preschool children every day after lunch
- Staff will provide opportunities for the indoor environment to be brought to the outdoor environment and the outdoor environment to be brought indoors
- A flexible play environment where the individual needs of each child are met
- Time is planned every day to play and explore the outdoor environment



8. Foster the engagement of and ongoing communication with parents about the program and their children

You will see:

- Staff greet parents upon arrival and acknowledge their departure
- Staff will informally communicate information to the parents about their child
- Parents have access to their child's portfolio and know about their child's progress
- Parents are encouraged to communicate with the staff and discuss their child's individual needs
- Parents are able to schedule a time to speak with the staff
- The preschool and Nursery parents are provided with a written adjustment form after the first month their child attends our program
- The preschool and Nursery parents are provided with a written McKee McKids designed assessment for their child in the Fall/Winter and in the Spring and are invited to ask questions
- The E.L.E.C.T. development continuum is used and helps staff and parents track children's progress in social interactions, developing a sense of self, physical abilities as well as cognitive and literacy proficiency.
- Parents are provided with a welcome letter at the beginning of September
- Parents are provided with a seasonal newsletter in the Fall/Winter and the Spring/Summer
- The staff keep the lines of communication open with the parents
- Parents are invited to be part of the programming and also to share their occupation or experiences
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9. Involve local community partners and allow those partners to support the children, their families and staff

You will see:

- Volunteers in the classrooms
- Student teachers learning and actively engaged in the program
- Earl Haig high school students volunteering as Reading Buddies with the Kindergarten children
- McKee McKids staff communicating with the McKee School staff

- The Principal of McKee Public School is invited and speaks at our Annual General Meeting
- The resource educator assigned to our area supporting the children as necessary
- Information is posted on the parent board about the early years program in our community, resource listings, pamphlets & articles are available to families

10. Support staff, home childcare providers or others who interact with the children at a childcare centre or home childcare premises in relation to continuous professional learning

You will see:

- Staff are provided with opportunities for professional development
- Professional development is encouraged and supported financially
- Executive Director meets with each staff at least annually to discuss areas of growth and to set goals or develop a work plan as necessary
- Staff receives updated information about the centre and the profession at monthly staff meetings including the new Continuous Professional Learning requirements from the College of Early Childhood Educators.



11. Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families

You will see:

- Staff write daily observations on children's interests, skills, progress and abilities
- Staff write individual weekly or monthly observations (depending on the program) and use this documentation to improve children's abilities and developmental levels
- Staff capitalize on teachable moments
- Photos are posted throughout the environment of children engaged in play
- Children's recent artwork and creations are displayed in the environment or on the bulletin board to inspire the children and to be put in their individual portfolios
- Charts, pictures, books etc. are used to increase inquiry
- Accident reports are prepared as necessary for parents to sign and receive a copy
- Staff are given an opportunity at staff meetings to speak about any challenges in their program to use the other staff as resources

ACTIVITIES

McKee McKids offers a variety of stimulating and interesting activities. Included are arts and crafts, science, music, interest tables, block area, dramatic experiences, sand and water play, gym, computer, baking, cognitive activities, math and writing activities.

Throughout the year, we will also provide specialized areas of interest that relate to the big play idea we are covering. Outdoor play and games are also an integral part of our program. We also offer clubs and our afterschool programs once a month.

P.A. DAYS, WINTER AND SPRING BREAK

Special activities and events are planned to make Professional Activity days and school break days exciting and fun. Sign your child up for the P.A. day package, or for our break program, on days when no classes are held at McKee Public School.



SAMPLE TIMETABLES

EARLY A.M. PROGRAM

7:15-8:45 Activities and free play in the morning. Light snack served until 8:15 a.m.
8:30 Kindergarten and *School-age* children go outdoors to join their classmates. They are monitored by McKee Public School teachers on yard duty until the school bell rings at 8:40

On days of inclement weather, school age and kindergarten children will remain indoors and go directly to class.

NURSERY PROGRAM

8:45-9:30 Outdoor play (weather permitting)
9:30-9:45 Washroom/wash hands
9:45-10:00 Snack
10:00-11:00 Activity time, Table & shelf activities, tidy up*
11:00-11:15 Story time/ songs/games, prepare for home

PRESCHOOL PROGRAM

7:15-8:30 snack and freeplay
8:30-8:45 tidy up, washroom, get ready for outside
8:45 -9:45 Outdoor play
9:45-10:00 washroom, wash hands
10:00-11:30 planned activities, all areas are open
11:30-11:40 Tidy up
11:40-12:15 Washroom, lunch
12:15-12:30 Washroom, booktime,
12:30-1:15 Rest time
1:15 Children who are not sleeping return to classroom for freeplay
1:45-2:00 Children who were sleeping get up and return to classroom
2:00-3:00 Activity time
3:00-3:30 handwashing, snack, get ready to go outside
3:30-4:30 outdoor play
4:30-5:45 activity time, freeplay
5:45-6:00 booktime, get ready for home

AFTERSCHOOL PROGRAM-KINDERGARTEN & SCHOOLAGE

3:00 McKee McKids staff join the McKee Public School classroom
3:00-3:30 washroom wash hands, snack
3:15 School age children come down to McKee McKids upon dismissal from school
3:30-4:00 Outdoor play adjusted to the weather
3:15-4:00 School age children have time to do homework, read, play games and/or have snack

4:00-4:30	Outdoor play (length of time is dependent upon weather)
4:30-5:45	Activities range from gym, clubs program, crafts, drama, free play, science activities, games, special interest activities
5:45-6:00	book time and prepare for home

*special programs supplement the curriculum. Some examples: music, writing books, creative movement, and Reading Buddies.



SCHOOLAGE AFTERSCHOOL PROGRAM

Our afterschool program is less structured and allow more opportunity for the children to relax and pursue many interests after their long day at school. Outdoor time, after snack time, gives children time to expend energy in a positive way, develop gross motor skills, socialize with their friends, get fresh air, and keep fit. Our flexible schedule permits our teachers to adjust outdoor times if the weather necessitates it.

The schoolage children have a variety of activities to choose from throughout the week. There is a free play time every day, but also the opportunity to use gym equipment, participate in specialized activities that encourage math and language skills, learn new skills through board games, puzzles, cognitive, creative and construction activities.

AGES OF CHILDREN

We offer programs for children from 30 months -12 years of age.

STAFF

Our staff are caring, dedicated, and experienced Registered Early Childhood Educators who are registered with the College of Early Childhood Educators, as well as Assistant Early Childhood Educators. They have all been working at McKee McKids for a number of years and are genuinely concerned about the well-being of the children in their care. As childcare professionals, all staff are required by law to report any suspicions of child abuse to the Children's Aid Society.

BOARD OF DIRECTORS

Each year a new Board of Directors is voted in at our Annual General Meeting in October. The Board of Directors consists of parent volunteers holding such positions as:

President	Treasurer
Vice-President	Secretary
Members at Large	Personnel

This group of people meet monthly to discuss and make decisions for McKee McKids present and future. If you want to help contribute to your child's stay at McKee McKids, please contact McKee McKids Executive Director or Chairperson. It is a good way to meet other people and work to provide the very best policies and programs.



FIRST DAY

Nursery and Preschool Children: We know that children (and parents) may be anxious when beginning a new program or new year. We offer children and parents support during this adjustment period. Parents are welcome to spend extra time with their child on their first day, if they need it. We do request that parents leave for a short period and return early if the child is experiencing separation anxiety. This way the child will learn that the parent will be back to pick them up. In offering comfort and support to the upset child, we begin to build relationships and trust with him/her.

If possible, please advise our teachers when you will be picking up your child as this may help to alleviate some stressful feelings your child may be experiencing.

What to Bring:

- Bag/backpack
- Labeled change of clothing
- Pillow, small stuffed animal if your child comes to our program from 11:15-3:00
- Pair of shoes to be left in the childcare

CLOTHING AND POSSESSIONS

Your child should be dressed in clothing appropriate for physical activity and the weather. A second set of clothing is required for our junior children and is kept at McKee McKids in case it is needed. We also request that each child have a pair of indoor shoes to be kept at the centre. Senior children are encouraged to keep a spare set of clothing in their bags. All clothing and bags must be labeled with your child's name. Labeling all belongings with your child's name will reduce loss.

ARRIVAL AND PICK UP

When you and your child arrive at McKee McKids, please notify a staff member of your presence.

Similarly, when picking up your child, please make sure the teachers are aware you are leaving and sign your child out, writing the time and your initials in the appropriate space on our sign out sheet.

Unless otherwise arranged, your child cannot be released to any persons other than those specified on your parent contract.



HEALTH

McKee McKids staff are authorized to administer prescription medications as long as parents sign our medication authorization form. All medicine must be in the original container and have a prescription label with your child's name date and dosage on it. Please give all medication to a staff member for storage.

As your child's immunization or medical information changes, please update your child's file.

The Childcare and Early Years Act requires daily outdoor play for all children.

Therefore if your child is unable to go outside, we suggest s/he remain at home.

If your child becomes ill at McKee McKids, temporary care will be provided until we can contact you and you can pick up your child. For the well being of our children, we require that children be well and healthy in order to attend our program. Children who display behaviour or symptoms that indicate they are not well will be sent home. Parents are requested to keep their child(ren) at home until they are not contagious and are able to fully participate in our program.

Please inform us in writing of any allergies, medical conditions, dietary restrictions or concerns that you or your child may have in order to help us meet your child's individual needs.



LUNCHES AND SNACKS

McKee McKids provides a hot nutritious lunch daily to our preschool and lunch club children. We have our lunch catered by a company that specializes in childcare lunches and that also follows the Childcare

and Early Years Act requirements for nutritional value. Menu schedules are posted for the current and following weeks. We also post all children's special food needs/allergies. We offer a Lunch Club for a limited number of school aged children who are registered in our before and/or after school programs. Registration for our Lunch Club takes place after enrolment in our school age program. We do not allow any outside food due to severe allergies of the children in our programs.

ADMISSION AND DISCHARGE POLICY

An interview will be arranged to familiarize you and your child with our program, answer any questions and review our parent contract. A non-refund-able registration fee and full month of June is also required when you submit the completed parent contract. Fees are paid monthly. Payment of fees: we require post-dated cheques dated the first of each month.

If you wish to register your child and we don't have a space available, you will be placed on our waitinglist. Written notice of withdrawal from our program must be given one month in advance. If notice is not received, full program fees will be charged.

WAITINGLIST POLICY

There is no fee charged or collected to be on any of the McKee McKids waitinglists. All children on the waiting list must live in the McKee Public School Boundary and attend McKee Public School if they are old enough for enrollment in the school. McKee McKids does not carry waitinglists forward year to year. A new waitinglist is established every January for September enrollment. The waitinglist forms are kept in a binder in the office and the ED or AD can show the families the number of forms ahead of their child in the binder without releasing the names of the other children.



WAITINGLIST AND REGISTRATION PROCEDURES:

Pre-registration for children already in our program will go out at the end of January, beginning of February and parents will have one week to bring in all forms, cheques etc. Spaces are filled on a first come first-served basis, when the completed package is returned. This applies to children already enrolled in our program. Historically there are fewer children in grade 5 graduating than senior kindergarten children moving into the grade 1 spaces.

All packages must be completed in full including all post-dated cheques, and a recent photo. For the Nursery and Preschool children, a copy of their immunization record is also required as well as 2 proofs of address confirming that the child lives in the McKee Public School district. We do not accept health cards or driver's licenses as proof of address. If the family lives in a condominium, a letter from the Management Company or owner confirming the registered occupants is required.

Any of the existing children who are not offered a space at time of registration will be placed on our own "internal" waitinglist. If any children withdraw from our program, children on the "internal" waitinglist will be offered the space before the "external" waitinglist.

On the second week of January, we will begin to take names for a lottery for our Nursery, Preschool, Kindergarten and Schoolage programs. A form must be filled out. We cannot take the information over the phone. The form will ask for information such as child's name, address, phone number, date of birth and program that the parents need.

On a specific date (to be determined) the ED and AD will randomly select the forms to fill the available programs. Once the spaces have been allocated, the ED and AD will randomly select the remaining forms and that will establish their position on the new waitinglist.

This means that parents will NOT be lining up on registration day for Nursery/Preschool or Schoolage spaces.

Parents will be notified and will be able to come in and pick up registration packages and handbooks etc. They will then set up a registration appointment with the ED or AD. These will be held on (date to be determined). If they don't show up on registration day, the first person on the waitlist for that space will be contacted. If parents have not fully completed the registration package, or have not supplied the payment, they will have 24 hours to do so or their space will be forfeited to a person on the wait list and their registration fee will be forfeited.

Fees will be set at the Board meeting in November for implementation beginning January 1st.

For children in our Kindergarten program, registration will take place after McKee Public School has completed their registration process. The ED or AD will contact the families and inform them about our process and the date of registration. Spaces are filled on a first-come first-served basis on that day. Registration begins at 7:15am and parents line up and enter through the childcare door on the East side of the building. Parents are given a number in the line and that will be their child's number on the waitinglist chart. The chart consists of the child's name, the parent's name, phone and email address(es).

The number of packages that will be handed out depends on the number of available spaces. The non-refundable registration fee of \$60.00 is payable at this time by either cheque or cash. Any cash payments will be issued a receipt.

The parents will have one-week to return the completed package otherwise the next family on the waitinglist will be contacted and offered the space. There will be no refunds issued for parents who change their minds about registering in our program. All packages must be completed in full including all post-dated cheques, and a recent photo.

The Kindergarten waitinglist chart will form the basis on the kindergarten waitinglist. Any families who come after this registration day will need to complete a waitinglist form and their child will be placed on the waitinglist after the families on the chart.



Sibling Priority

McKee McKids employs a sibling priority enrollment as long as there is space available in the program. What this means is that if a child is offered a space, then the sibling will be placed on our "internal" waitinglist for the program. However, if all of the available spaces have been taken by the existing children in the program then the sibling will need to wait until a space becomes available.

FEES

McKee McKids is enrolled in the Canada Wide Early Learning and Childcare Program (CWELCC). The CWELCC system supports quality, accessible, affordable and inclusive early learning in licensed childcare settings for children under the age of 6. There is a 25% reduction in fees starting in April 2022 and an additional reduction in January 2023.

Parents/Guardians must submit monthly post-dated cheques. Subsidy is available for eligible families. Please speak to our Executive Director if you need more information. Income Tax receipts will be given out early in February. Fees are subject to change depending on budgetary considerations. Effective September 2021:

Nursery- \$389.00 per month. Preschool \$1005.00 per month. Kindergarten before and afterschool \$664.00 per month. Schoolage before school \$151.00 per month, schoolage before and afterschool \$450.00 per month. Schoolage just afterschool \$343.00. per month.





LATE FEE

McKee McKids programs end at specified times. If you are late picking up your child, a late fee is charged. This fee is charged from one minute after each program ends, according to our designated clock. Our late fee is \$10.00 for the first 10 minutes and then \$1.00/minute for each minute after that time.

Please refer to our registration package for further details. If late, parents will be requested to initial a late fee book and make payment to the staff member at that time. A Board Member will monitor and issue notices for outstanding charges. Since clocks and watches may vary, we open and close our centre by the designated clock in our room. Please call us to advise us if you will be late so our staff and your child are not worried. Late fees will still apply. At times it may be necessary for you to make alternate arrangements to have your child picked up by a relative or neighbour if circumstances prevent you from getting to McKee McKids on time. We encourage you to make alternate arrangements in the event you are delayed for any reason. Your alternate person's name and phone number should be in your child's file in order to authorize us to release your child to this person.

HOLIDAYS

McKee McKids begins each school year the day after Labour Day, and ends the last day of the school year in June. We observe the following statutory holidays:

Labour Day, Thanksgiving, Family Day, Good Friday, Easter Monday, and Victoria Day.

McKee McKids is also closed between December 25 to January 1 inclusive. McKee McKids is closed in July and August.

MCKEE MCKIDS SERIOUS OCCURRENCE POLICY AND PROCEDURES

The purpose of these procedures is to establish a consistent process for communicating and reporting serious occurrences to the Ministry of Education (in compliance with licensing regulations). A Serious Occurrence Notification form will be posted in a conspicuous place on the parent information board near the childcare license and Licensing Summary Chart where most parents enter the childcare centre for a period of 10 days. If there are any updates to the information, the notice will be posted for an additional 10 days. The information contained on the Notification form will be at a high level and not include any identifiers such as age or sex of the child. If the Serious Occurrence is involving a staff member then the information will be posted at the conclusion of the investigation complete with the findings such as No further action required. The information will be at a high level and not identify the staff member involved or who made the report.

PROHIBITED PRACTICES

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour. This provision forbids physical punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. It sets out clear direction regarding prohibitive practices to support the overall well-being of children.

These practices are never permitted at McKee McKids Enrichment Centre:

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

PARENT ISSUES AND CONCERNS

Staff will respond to all parents issues and concerns in a timely manner. Staff must inform the Executive Director, Assistant Director, or Designate at the earliest opportunity about the parent concern, or issue if necessary. If staff do not feel comfortable handling a parent concern, they can direct the parent to the Executive Director, Assistant Director or Designate.

- All staff are expected to listen and respond to parent issues and concerns in a professional, respectful manner.
- All staff are expected to deal with any parent issues and concerns first before requesting the assistance of the ED/AD or designate.
- If staff do not feel comfortable speaking with the parent or threatened by the conduct of the parent, the staff can call the ED/AD or designate for support or to speak with the parent.
- Staff have the right to be treated with dignity and respect and any parent who is violating these rights will be asked to leave the childcare program and their concern can be discussed the following day with the ED and/or AD.
- If the ED/AD are made aware of a parent concern or issue, the ED/AD will determine the severity of the issue/concern and follow up with the parent if necessary.
- The ED will use her discretion regarding informing the Board of Directors depending on the severity of the concern or parent issue and the potential of further action.



PLACEMENT STUDENT AND VOLUNTEER POLICY

No child will be supervised by a person under 18 years of age. Placement Students and Volunteers are not to be left alone with the children at any time. Only employees will have direct unsupervised access to children. Volunteers and Placement Students will not be counted in the staffing ratios.

The Placement Student and Volunteer policy will be reviewed annually and will be reviewed with all Employees, Placement Students, and Volunteers before they begin their employment or providing care or guidance to the children and at least annually afterwards. Placement Students and Volunteers are interviewed to determine their suitability. All Placement Students and Volunteers must have a clear criminal reference check prior to starting their work at the centre. Placement Students and Volunteers must fill out the required paperwork and hand it into the McKee McKids office by the date specified at their orientation.

ACCESSIBILITY POLICY FOR THE CUSTOMER SERVICE STANDARD UNDER AODA

McKee McKids Enrichment Centre 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. McKee McKids Enrichment Centre 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.

We hope this handbook has been informative and helpful.

We look forward to you and your child joining McKee McKids.

If you have any questions, concerns or comments, please feel free to give us a call.

McKee McKids Staff
416 222-1414

Email: mckeemckids@bellnet.ca

Website: <https://mckeemckids.wixsite.com/childcare>