

Program Statement

At *West Carleton Kids' Korner* we believe that licensed group based child care is one of the best options for children. We do our utmost to ensure that each program offers children quality care in a stimulating, play-based learning environment. *WCKK* strives to provide a safe and healthy environment with annual checks of equipment and systems, water flushing/testing as well as daily checks of classrooms and playground areas prior to children entering the program. Our warm and inviting classrooms are designed with age appropriate equipment and gain the varied interests to positively support the children's learning in our care.

We believe children are competent, capable, curious and rich in potential. Our daycare setting promotes and enhances a child's emotional, social, physical and cognitive development. Each program allows children in our care to follow their interests and take part in child-initiated and teacher-supported activities as they play, read, inquire and explore their environment within their flexible daily schedule. This allows children to satisfy their curiosity and reach their developmental milestones. Children are encouraged to develop self-regulation, rather than simply learning to be compliant. Teachers model positive appropriate language with children, other staff and parents to support children in their own abilities to communicate by use of manners and the expression of one's emotions and needs. Our teachers guide your children in a positive manner, and never engage in prohibited practices outlined in the regulations.

Structured and unstructured activities are provided both indoors and outdoors in all of our programs. *WCKK* respects the fact that children need a time for active and quiet play as well as rest time giving consideration to the individual needs of the children in our programs. Our teachers take advantage of opportunities for exploration in our neighborhood with community partners that include but are not limited to visits from the local librarian and local talent involving music and rhythm and story time with the elderly. Parents and siblings are encouraged to visit the daycare program on these days to add an added sense of community involvement within our families. Visits from community helpers are used as well to supplement and enrich our programs. Staff will share these experiences with parents by providing them with photos of their children actively involved in these activities and daily interactions at drop off and pick up times. Bulletin boards, emails, regular newsletters and communication books are used to keep parents well aware of their children's learning and foster the engagement of ongoing communication. Programming is reflected by documenting the impact of these activities on the children and possibly their families. Parents will be given the opportunity to have input into their child's programming in any/all capacity that they are willing to do by means of being provided with reviews the staff have prepared from the activities in their programs.

WCKK has consulted with Canada's Food Guide to plan all meals, snacks and beverages provided to the children in their care. Parents are consulted with their child's nutritional preferences and restrictions and possible allergies and are accommodated by the full time cook. Recipes are provided to parents who would like to include the nutritional meals in their homes.

WCKK offers professional development opportunities including first aid courses. Through our regular monthly meetings, staff is notified of conferences, workshops and courses offered by community partners and others. Staff is familiar with the *Early Learning for Every Child Today* and the *How Does Learning Happen?* documents published by the Ministry of Education in order to implement the pedagogical approach and documentation that are reviewed and updated continuously to support children as they learn along a developmental continuum allowing for smoother transitions from one program to another.

By working together and offering support, advice and resources to staff, parents, students and children we recognize that early years programs are critical as children's early experience last a lifetime. Promoting a

deeper reflection on creating a daycare facility where children, families and staff explore, question and learn together as a whole is a main goal at **WCKK**.

Hours of Operation

West Carleton Kids' Korner Inc. operates Monday to Friday from 7:00 a.m. to 5:45 p.m. on a twelve month basis. We accept children from 1 to 10 years of age and offer five different programs namely: Toddler, Junior Preschool, Senior Preschool, Kindergarten and School Age.

The center will be closed for the following statutory holidays:

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

The daycare closes between Christmas and New Year's due to low enrollment and to allow the staff a holiday with their families. Plenty of notice is given each year to the parents as to the specific dates of closure.

Waiting List

West Carleton Kids' Korner Inc. maintains an up to date waiting list for children wanting space at our facility. It is on a first come first served basis. We offer discounts for second and third children as well as for staff. Sibling priority will over ride anyone new waiting to have a space at WCKK. Our website at www.wckidskorner.com has a pre-reg page that can be filled out and that alone will place your child/ren onto our waiting list. We only offer full fee spaces and do not have subsidized care.

The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it by being locked in the office and only available to the Supervisor to consult. The position of a child on the list is available only to the Supervisor who has the access and can see the page number to determine the position of a child on the waiting list.

There is no charge to place your child (ren) onto our waiting list and no fees associated with any registration fees. Once you choose WCKK as your child's daycare, you only secure your space with the required paperwork submitted and a non-refundable deposit of half of your child's first month of care.

Admission Policy

Spaces require a **non-refundable deposit of half the first month's daycare fees** to secure the space payable on the date of registration. Forms in the registration package must be fully completed and returned with the deposit and series of post-dated cheques.

The following forms are required upon registration:

- 1. Registration Package (please ensure all permission areas are signed)**
- 2. Public Health Immunization Information Form and 2 photocopies of your child's immunization record**
- 3. Administration of Pain/Fever Reliever Waiver Form (full day students)**



Payment and Fee Schedule

All payments are due on the first of each month before the service is rendered. Post-dated cheques covering 6 months at a time are requested from all parents. Parents may choose to divide their fees into 2 equal monthly payments. Please check the Daycare Rates Schedule included in this registration package. There is an administrative charge of \$5.00 per cheque if two payments are made. There will be a NSF charge of \$25.00 for cheques returned by the bank. All cheques are to be made out to **West Carleton Kids' Korner Inc.** or **WCKK**. For families who register 2 or more children **full time** at **WCKK**, we offer the following discount: a 2.5% reduction of the fees of the 2nd child registered, OR 5 % off the fees for a 3rd child registered.

As always, if any family has any need to make alternative arrangements to the ones outlined above, please do not hesitate to contact the Director, Karen Bolton at karen@wckidskorner.com. We are happy to help you in any way we can. You can also pay by e-transfer monthly to the same email address above but please ensure you do it by the first of every month.

Income Tax Receipts

Since childcare fees are tax deductible, an official Income Tax receipt will be issued to all parents in February for the preceding year. If your child leaves the program before this time, please ensure that we have your current address. When registering, please specify whom you would like the tax receipt made out too. Duplicate receipts issued may be subject to an additional administration fee.

Period of Integration for Toddler & Preschool Programs

For many young children, starting daycare is often a new experience for both the child and the parent. This may be the first time that the child has been separated from the parent. To make this transition to daycare a little easier, we have devised an integration process. On your child's first day, we advise that you and your child come for a one hour visit. The second day we ask that you leave your child here for a full day but with shorter hours than what you would normally need. This will help both you and your child adjust to the daycare setting. By the end of the week we would work up to what your normal hours of care would be, depending on your child and how well the integration proceeds; there is some flexibility in this process. Older children are usually fine with starting their first day on their own. Please feel free to call the daycare anytime during the day to inquire how your child is settling in.

School Buses For Kindergarten & School Age Programs

Parents are required to make arrangements with the appropriate transportation department to ensure their children will be delivered to our school age program. Due to staffing arrangements and use of space, we are not be able to provide a full day of care without proper notice should buses be canceled due to inclement weather.



Arrival and Pick-Up

Our program runs from 7:00 a.m. to 5:45 p.m. All children should be present by 9:00 a.m. Children depend on a regular routine for a sense of security and we recommend that you establish fixed hours for dropping off and picking up of your child. If you are running late or your child will be absent, please phone us in the morning before 9:00 a.m. The main door to the daycare facility will always be locked for added security with a keypad entry system. You will receive the code prior to your child's first day. In the event you forget it, there is a doorbell you can ring. Late children may not be accepted after 9:00 a.m. without an earlier call letting us know. Please call if you need to pick up your child earlier than usual or if your child will not be returning to our care

after school off of the school bus. For the protection of your child, we must be notified **IN ADVANCE** if someone other than yourself will be coming for your child. We will ask for photo ID from people that we have not previously met. **WE WILL NOT RELEASE YOUR CHILD TO ANYONE WITHOUT YOUR PRIOR CONSENT.** Parents who are late (after 5:45 p.m.) will first be given a written warning. A second late will result in a late charge of \$10.00 for each 15 minute period started. This will be *paid directly to the staff member staying late with your child.* Three late fees may result in the termination of your daycare spot. Please ensure that the staff is made aware of your child's arrival so that we are able to complete our attendance accurately. Please also ensure that the staff is aware of when you leave with your child at the end of the day.

Absenteeism, Illness and Holidays

Please inform us of any absence due to illness before 9:00 a.m. Parents may be asked to provide a doctor's note for their child to return to the program if he/she has been absent for more than 3 consecutive days due to illness.

Children who are too sick to participate in the program must remain at home until their symptoms have subsided and they can actively join in. Children with diarrhea, fever, vomiting or those with a bacterial infection requiring anti-biotics must be symptom free, and on anti-biotics (if applicable) for 24 hours before re-entry to the program, unless otherwise advised by their physician. In such cases, where a doctor has deemed the child well to re-enter the program prior to our 24 hour policy, a doctor's note is required.

If you are planning holidays with your child, please let us know in advance. Parents are required to pay for any and all absences whatsoever due to vacation, sick time, early closing etc.

In the event that the City of Ottawa issues weather warnings asking employers to send their employees home early, the day care may also close early. In this situation parents will be contacted to come and pick-up their children as soon as possible. It is the **parent's responsibility** to let us know of any changes in their contact names and/or numbers.

Behaviour Management/Discharge Policy/Prohibited Practices

At **West Carleton Kids' Korner** we believe that there are socially acceptable standards of behaviour and we will resolve to maintain these standards. We strive to instill the principles of fairness, integrity, honesty and a sincere appreciation of human dignity. In order to promote self-discipline, ensure health and safety, respect the rights of others, and maintain equipment, children are disciplined in a positive manner. At **West Carleton Kids' Korner**, the following practices are prohibited:



- Corporal punishment of the child;
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting him/herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 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;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

Any staff contravening this regulation will be terminated immediately. Natural consequences for a child's actions are enforced in order to help promote a sense of responsibility and self-regulation. Re-direction or simply discussing the inappropriate behaviour, and ways to improve, are our preferred methods of discipline. We will inform parents of ongoing behaviour situations with their child so that daycare staff and parents can work together in a consistent manner to promote positive change. In extreme situations, a discharge policy may come into effect

for very difficult, aggressive or destructive behaviour from children in our care. Verbal or physical abuse from parents as well will not be tolerated and may result in immediate termination. **WCKK** strives to provide a positive environment not only for the children and parents but for their staff as well.

Health And Administration of Medication

Ontario Regulation 137/15 made under the Child Care and Early Years Act, 2014 requires that all children in attendance must be provided with regular outdoor play each day. If you feel your child is too ill to fully participate in our program indoors and outdoors, we insist that they remain at home. If your child is showing signs of illness before coming to the day care (high fever, 101F/38c or higher, unexplained rash, diarrhea, vomiting, or a communicable disease) or becomes ill during the day, you will be asked to make alternate care arrangements. This is to protect all children and staff from becoming ill.

West Carleton Kids' Korner Inc. staff will administer both prescription and non-prescription medication to children as long as the medication comes in its original container, with the original prescription label. An authorization to administer medication form must be completed and signed by the parent before any medication will be administered. Please tell the staff if your child is on medication at home so that we may be alert to any side effects.

EPI-PEN/LIFE THREATENING ALLERGIES: Children with a diagnosed anaphylactic allergic reaction should wear a **MEDI-ALERT** bracelet/necklace. If prescribed, an Epi-pen **MUST** accompany the child at all times while in the daycare, whether carried by an older child or monitored by staff for the younger child. If the epi-pen is forgotten at home, **WCKK** reserves the right to refuse your child until the Epi-pen is present. In the case of food allergies, please make arrangements to consult with our cook.



Nutritious Lunches and Snacks

With a full time cook on the premises, we provide your child with a nutritious mid-day meal as well as a morning and afternoon snack each day for those children who are here at those times. The current and following weekly menu plans are posted on the Menu Board for you to see at the main entrance of the daycare.

Morning and afternoon snacks are provided for Kindergarten and School Age programs for children who are here at those times. Lunch is provided to these children on PD Days, March Break and summer months.

In order to provide as safe an environment as possible, **WCKK** does not allow peanut butter and/or nut products from home at either of our locations, nor do we use nut products in our menus.

Individualized Support Plan

WCKK accepts children at all different levels including those children that may require special/medical support to be included in our programs. We currently have access to **Children's Integration Support Services** which offers support and guidance to the staff, parents and children involved for a smooth transition of inclusion within the program. Individualized Support Plans will be drawn up from consultation with parent, staff and any other professionals to successfully include a child into the program. Regular monitoring and evaluating will continue to ensure a smooth integration into all of our programs.

Serious Occurrence

The safety and well-being of your child is the highest priority for **WCKK**. In spite of all the best precautions, serious occurrences can sometimes take place. A serious occurrence could include:

- Serious injury to a child,
- Fire or other disaster on site,
- Complaint about service standard,

- Declaring of an outbreak.

We are required to report serious occurrences to the **Ministry of Education**, which is responsible for our child care licensing. We are also required to post a Serious Occurrence Notification Form at our main entrance so that parents can have access to it. This posting will give you information about the incident and outline any follow-up actions taken and the outcome. **WCKK** will post at our front entrance beside our license should a Serious Occurrence ever happen.

Clothing and Possessions

Each child is required to have one full change of clothes at the daycare at all times to be kept in their cubbies. Please ensure that all belongings are labeled with your child's name. For reasons of safety, slippery or flip-flop style shoes are not permitted. We strongly recommend dressing your children in clothes designed for "play". We do not assume responsibility for clothing that becomes soiled, ripped or worn as a result of typical children's play. To dress your child for outdoor play periods we suggest the following:

SUMMER: mandatory sunhat, t-shirts and shorts, closed toe sandals and/or running shoes, bathing suit and towel.

WINTER: full snowsuit, warm waterproof boots, two pairs of mittens and a warm hat. **NO SCARVES**

Sunscreen will be provided by the daycare for summer months. We ask that parents apply the sunscreen upon arrival in the morning. Our staff will re-apply children's sunscreen in the afternoon before outdoor play.

During the warmer summer months, **WCKK** will provide the children with sprinklers or water tables for play to keep cool with. Wading pools are no longer permitted on the daycare premises. Swimming/wading is only allowed with a certified lifeguard present.

Sleep/Rest Time Policy

In order to nurture children's healthy development and well-being, **WCKK** supports each and every child's varied physiological and biological rhythms and needs for active play as well as sleep and quiet time. We provide each child with up to two hours of sleep/rest time. Each child will be provided a cot with a clean sheet and a calm soothing atmosphere. A favourite sleep toy is permitted during sleep time. Please provide a seasonally appropriate blanket as well. With consultation regularly with parents and children, we establish a rest/sleep plan that best suits the child's needs. By providing flexible rest time programming we can meet the needs of all the children in our care. During this period of programming, direct visual checks are performed every 30 minutes by the staff physically checking each child for any signs of distress while they are sleeping.

Field Trips/Parent Involvement

Throughout the year, trips are made to places of interest according to the seasons and to promote learning opportunities. We will require your signed permission for field trips and, at times, a fee to help cover costs. Parent volunteers may be required on some trips. A newsletter is emailed monthly that will tell you of upcoming trips and things that are going on at the daycare. Trips will generally be planned on school holidays to accommodate the Kindergarten and School Age programs. Toddlers and JR Preschoolers will always remain on the premises.

A librarian will visit the programs each month to provide an enriched story/circle time in promotion of the daycare's philosophy on early literacy.

Parents are encouraged to be a part of our programming by means of sharing a skill, hobby or tradition at any time to enrich the program's diversity. Please always feel free to speak with your child's teacher or the supervisor if you would like to contribute.



Student/Volunteer Policy

With our long affiliations with local high schools and colleges, WCKK takes in students/volunteers into our programs. We have certain policies in place that have our staff supervising students and that students will not have unsupervised access to the children at any given time. Criminal reference checks are required for anyone working with or around children this includes student, staff and volunteers.

Parent Issues and/or Concerns Procedures

Parents/Guardians are encouraged to take an active role in our child care center and to regularly discuss what their child (ren) are experiencing; both the good and sometimes the bad. We support positive and responsive interactions among the children, parents/guardians, staff and students 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 at **WCKK** and will be addressed with every effort taken to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. Investigations will be fair, impartial, kept confidential and respectful to all parties involved and within 1-2 business days.

Program Room/Related issues and concerns should be raised with the staff directly in that program or with the Director/Supervisor.

General, Center or Operations Related issues and concerns should be raised with the Director/Supervisor directly.

Staff/Supervisor and/or Licensee Related issues and concerns should be raised with the individual or Director/Supervisor directly.

Student/Volunteer Related issues and concerns should be raised with the staff responsible for supervising the student or volunteer or with the Director/Supervisor directly.

Anything that puts a child's health, safety or well-being at risk needs to be reported as soon as possible. Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern to the Director/Supervisor/Licensee. 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. Other relevant regulatory bodies where appropriate, are available for consultation/reporting should a parent/guardian feel the need.

Our staff is approachable, as well as the Director/Supervisor, to engage our parents/guardians in conversations and support a positive experience during every possible interaction.

Reduction or Termination of Services

We require **one month's written notice** should you decide to terminate or reduce your daycare services for any reason, or one month's fees in lieu thereof. This can be done by handing in a written letter or emailing the Director or Program Supervisor directly.

Emergency Response Management Policies

WCKK has Emergency Management Policies in place should a situation such as a lockdown, hold and secure, bomb threat, disaster requiring evacuation, environmental threats or natural disasters ever occur. All staff have been instructed with these procedures to ensure the safety and well-being of the children in our care. Parents will be notified by email should WCKK ever have to follow such procedures. WCKK has use of Cavanagh Arena for their emergency shelter.

Seesaw Learning Tool

At WCKK we use a new learning tool called Seesaw. Your child will have their own learning journal, and you

will get notified when the educator adds a new item. It is completely private – only you can see your child’s journal. Once you have the access code for your child’s learning journal you can access Seesaw on the web or you can download the Seesaw Parent app for iPhone or Android.

In Closing...

Welcome to **West Carleton Kids’ Korner Inc. Daycare**. We look forward to getting to know you and helping your child develop through the programs we offer. Should you have any concerns or comments during your time here please do not hesitate to contact the **Program Supervisor, Kristy Needham or Director, Karen Bolton, (613-832-1300)** at any time.

WELCOME ABOARD!

