KIDS R KIDS
Early Learning Centre

A World of Wonder, Discovery, & Experiences

Together, we prepare your child for life

Parent Policy Manual

WELCOME TO KIDS R KIDS Early Learning!

Thank you so much for selecting us! We look forward to our relationship with your family.

ABOUT US

If you would like to read & review our Mission, Vision, Core Values and Philosophy, you can do so here: https://kidsrkids.ca/about-us

INCLUSION

We have had many families with specialized needs. We are set up with a layout that provides wheelchair access. Our full time Inclusion Coordinator develops, implements, and evaluates Routine Based Plans. We work effectively with the multi-disciplinary teams that together with families meet the children's needs. The special needs that we have served have been diverse.

CRITICAL INFORMATION & LOCATIONS OF: We want to share with you where the following items are posted.

- **Act and regulations**: located in the Licensing binder which is in our front entrance
- **parent handbook**: We call this our Parent Policy Manual (PPM), an electronic copy is on our website and also a copy is located in the Licensing binder which is in our front entrance
- **license:** framed and displayed in our front entrance
- **most recent inspection report (LIR):** framed and displayed on a window in our front entrance
- **centre behaviour guidance policy:** inside our PPMl (see above)
- **current menu:** in a binder in the front entrance beside the kitchen door
- **daily program plan and routine:** inside the PPM (see above) AS WELL AS posted in all classrooms.
- **current members of the parent committee and current minutes:** posted on Parent Committee Bulletin Board in front entrance on the door of the adult bathroom
- **Notification of funding provided:** located in the Licensing binder which is in our front entrance.

Our Approach

At KIDS R KIDS we embrace the whole child. Please take a minute to read and reflect on what this means for all of us. The idea of catering to the whole child means that we look at all the ways your child is growing and developing, and pay attention to all of them.

We see:

- large and small motor physical development (running, jumping, grasping, climbing, walking, crawling, hopping, stacking things, taking things apart)
- social and emotional development (negotiating with other people, making friends, communicating, problem solving, asking for things, feeling, and expressing oneself, learning how to be in a group)
- cognitive development (logic, thought, attention, memory, reasoning, classification, concept building-all necessary precursors for understanding later academics) and
- language and literacy development (communication, oral language and vocabulary, developing an interest in reading and books, drawing and pre-writing).

Currently there is a lot of emphasis placed on making sure children are ready for school. However, in too many programs this turns into only paying attention to cognitive development. While we, too, are interested in assisting your child in getting ready for formal schooling, we lovingly remind you that we cannot separate your child's head from their body.

We can't focus on one area at the expense of the others. Our goal is to assist your child in creating a strong foundation, on top of which the house of higher learning will be built. By paying attention to the whole child (not just the head), we are giving your child ample opportunity to craft the strongest, sturdiest foundation possible. This is what ultimately leads to long-term school success, not rote learning, memorization, worksheets, flashcards, and drills that are detached from relevant, meaningful experiences.

Do we do math and counting here? Yes! But we are counting how many jumps it takes to get to the classroom, or how many scoops of flour equals one cup while making chocolate cake.

Do we have language and literacy here? Of course, but it's through exposure to real stories and songs, meaningful books, quality literature, silly games, and the opportunity to act out the stories that the children themselves have imagined.

Do we encourage prewriting? Yes, who wouldn't? We'd love to talk your ears off about how using real tools, rolling clay, throwing balled-up socks, making squirt bottle paintings, and drawing and drawing and drawing are all ways your child will be strengthening their hands to hold that pencil!

We want nothing but the best for all of the children who share their childhood years with us. That is why we insist on paying attention to the whole package. Not just certain parts.

FAMILY COMMUNICATIONS PLAN

KIDS R KIDS supports an open communication policy with our families. The following steps are included in this policy:

- You can enter at any time, after you have become a registered family, to observe the operation of the program and visit your child.
- Upon joining our community through registration, families are required to have a meeting with our team about the center and its policies as well as the expectations of both the family and the program. This meeting is a wonderful start to the necessary relationship and teamwork to ensure the child's time with us is a rich and rewarding experience.
- Center staff are required to maintain the confidentiality of private information about the children, parents, staff, center, etc. We ask you to respect this confidentiality as well. This is explained in further detail in our Parent Handbook.
- We encourage open communication by face to face at drop off or pick up, through our HiMama app, by phone 902-450-5437 or email kidsrkidselc@outlook.com .This gives you the chance to communicate with staff at a time convenient for you.
- We have a variety of ways to communicate with parents.The Centre has a business facebook page, a parent facebook group, a website, an Instagram account, and our very interactive Lillio account which is used for the children every day logging the children's sleep, eating, toileting, play and activities.
- Staff communicate regularly with you regarding the progress of your child, program activities, or questions in relation to your child via face to face conversation as well as the Lillio app.
- We have a parent committee and we encourage the parents to be a part of it. We have regular meetings throughout the year.
- We have a section on our registration forms that asks for families to indicate ways to be extra involved with our program such as presenting to the children (cooking, dancing), visiting with guests (such as a police officer) or perhaps just accompanying us during our day (stories, play). This is not required of parents / families but we are happy to build it into our program.
- Parents as Volunteers: for parents to be regular consistent volunteers with us they must have current first aid, as well as a clear Criminal Record Check with Vulnerable Sector Search and also a clear Child Abuse Registry Search.
- We are both a diverse and inclusive community.
- We send pictures throughout the day of activities that your child are engaged in, via Lillio.
- Our interactions with each family are focused on positive approaches and we encourage reciprocal positive engagement.
- It is important to keep parents up to date with any changes to the program and we encourage parents to inform us of any changes in daily routines

PARENTAL INVOLVEMENT

Parents are encouraged to meet with the staff and share their comments and concerns, but we do ask and remind parents to schedule appointments if a lengthy conversation is likely to take place. The supervision of the children is the foremost duty of the teachers. Do not hesitate to set up an appointment to discuss your child's development or an aspect of our program. Should these meetings take place outside of our hours of operation, please note we are not able to provide childcare for your child.

As well, any general parent meetings or those of our Parent Committee, also do not have childcare available. **Parents do need to take the time to read notices (email, texts, daily logs, posted notices). We also have a parent facebook group that we strongly encourage families to be in.**

INTERACTIONS

The Parent / Daycare relationship is so very key to a successful daycare experience for all. It is necessary to have a policy regarding positive interaction as we strive to build effective partnerships with parents. No one will be disruptive or disrespectful to children or adults while at KIDS R KIDS. Should the interactions of adults contra mind this policy, then it may be necessary to evaluate the relationship and its status.

******Should a parent shout at, curse at, raise their voice, take a menacing stance, threaten any team member of our program, the family will forfeit their child(ren)'s space(s) and we will pursue appropriate measures regarding the actions.***

THE PARENT COMMITTEE - The Sandbox

We have had a Parent Committee here at our program since we celebrated our first anniversary. They have been a wonderful part of our program. As of April 1st, 2011, all daycares are required to have one and it has added some elements to the work we undertake. NEW PARENTS WELCOME!!! ***PLEASE INQUIRE AT THE OFFICE FOR MORE INFORMATION***

CHILD'S ORIENTATION TO THE CENTRE

PRESCHOOLERS

During the initial tour (interview) with the parent, it will be determined whether the child will begin the program full time, part time, or perhaps a shorter adjustment period may be needed. This decision is based upon the preferences of the parent, the needs of the individual child, as well as the professional opinion of the director / assistant director.

INFANTS

"Intro" days are required for your baby's easiest adjustment. "Intro" days consist of a 5-day period, where on day one, the parent and child visit and play together at the center for about an hour or so. Day two, consists of a visit together and after a period of time, mom/dad leave for a period of an hour (approx.) and during this time they have their Parent / Early Learning Consultation. The Parent / Early Learning Consultation consists of sharing back and forth between the program and the family in a meeting about the program and the child, reviewing the policies and beginning the "getting to know you process" that is critical for us to work together. Day three, consists of arriving at the regular time the child will be coming, and spending a half an hour (approx.) with your child before leaving and then only having your child experience half of their program day. Thus, Day four is the same with 3/4's of a day and Day five is all day. Throughout the entire "Intro" period, mom/dad are available by phone, able to come with a moment's notice. (Day 1 & 2's visits are scheduled appointments).

THINGS YOUR CHILD IS REQUIRED TO HAVE AT DAYCARE

*******LABELING MAKES EVERYONE'S LIFE EASIER*******

-Labeled belongings
-3-4 changes of clothes every day, no matter how old he / she is
-For babies and toddlers, at least 3 – 4 outfits per day should be in the bag.
-Possibly a sleepy-time animal, friend --- PLEASE NOTE NON-MUSICAL IS A MUST AS TO NOT DISTURB NAPPING NEIGHBOURS.
-We encourage children to have athletic shoes for play as the grip is usually a good one. While on the topic of footwear, we want to share with you that we permit children being barefoot here at KIDS R KIDS. In the warm months, we permit them to go barefoot and in the colder months if they take their shoes and socks off when inside we permit this as well (although they rarely do). We have resource articles on our website about the importance of opportunities for children's developing feet to be unshod. There are a myriad of nerves in the foot and exposure to a variety of surfaces and textures can dramatically increase neural pathway development as well as the foot is exceptional for traction when climbing and jumping. Furthermore, the unshod foot can develop more naturally.
-Appropriate outdoor clothing (can be colder here). You can **never** be too prepared.
-Diapers, if not trained. A complete package is required with each diaper written on with the child's name.
-Diaper wipes, if not trained. Unscented only please.
-Sippy cups / bottles if not using reg. glasses & food / formula / milk etc. if your child is in the infant program and has not yet tried all the food on our menu.
Other items may be needed.
We send emails and / or notes home letting you know.

THINGS THE CHILDREN NEED FOR SUMMER FUN EACH DAY

*******LABELING MAKES EVERYONE'S LIFE EASIER*******

• Sunhat (we encourage a bucket one for best protection)
• Change of clothes (minimum of two changes)
• Swimsuit
• Towel
• t-shirt for over swimsuit
• Water shoes to play in sprinklers or old sneakers that can get wet

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CLOTHING

Your child is going to get dirty while in our program. This is pretty much a guarantee. Between digging in sand, painting, and many other tactile explorations, whether approached trepidatiously or with gusto, stuff WILL get on their clothes. A lot will wash off, but some may not, so it is important to know this going into the experience.

Please help your child enjoy their time at KIDS R KIDS by sending them in comfortable, washable, play clothing. Easy-to-manage buttons, large zippers versus snaps, and, whenever possible, slacks and jeans with elastic waists help increase the child's independence.

It is PARAMOUNT that your child's clothes fit as well. It is understandable that families may buy clothes a bit larger for a child to get extra time out of the garment BUT if the clothes are too big, they become a safety hazard with tripping as your child moves throughout their day which includes walking, running, climbing, clambering, dancing, negotiating, testing their understanding of space, and shifting around others as they turn take and explore. We recommend the pants with the adjustable waistbands as well as the product Dapper Snappers. There are also some great products that easily create an adjustable hem. We, and your child, really appreciate your cooperation to make sure they are ready to roll for the day with the right clothes.

If your child is a toddler, the clothing should be accessible for toileting. We are teaching your child self-help skills and if they can pull up their pants or Velcro their sneakers after naptime or outdoors, they feel so proud of themselves. Overalls and shoes with laces at this age are very frustrating for young children who are excited to do things themselves. "ME DO! ME DO!"

Children should always have weather appropriate clothing, e.g., warm hats, mitts, and scarves in winter. **REMEMBER, we are on a hill and it is probably colder here that at home.** [It is also important to remember that when spring rolls around, so does the inevitability of mud.]

The children need to have sneakers (velcro for toddlers) to enjoy and participate in all aspects of our program. Feel free to send a pair which can remain at the center. This policy is for the children's comfort and enjoyment. (Boots are not permitted in the classroom and slippers are not safe to play in.). There is room in each child's locker (cubicle) to keep a pair of running shoes for school use if you can send an extra pair.

*****Parents should ensure that all items of clothing, including underwear, sneakers, boots, and outdoor clothing are clearly labeled with the child's name. As well as blankets, sleep-time plush. *****

Children, OF ALL AGES, must have 2 - 3 complete change of clothes (3 - 4 for babies and toddlers) at the center, kept in their lockers. Once toilet training begins, we often require many more clothes as well as specific types of undergarments.

OTHER ITEMS FROM HOME

Parents need to ensure that their child leaves all JIBBITZ (the croc shoe decorations), watches, other jewellery, barrettes, toys, books, candy, money or other treats and personal possessions at home. This will eliminate the type of problems inherent in the sharing of personal possessions and avoid the possibility of losing and/or breaking favorite items, choking hazards as well as allergen exposure re: treats.

The other important reason for this is to eliminate potential choking situations. We monitor the size of the toys in each room with choke tubes. Toys that surprise us from home may not get checked if they are in a child's bag or locker. Particularly dangerous are coins and children's jewelry. If your child arrives with jewelry on, barrettes or coins, we will put it/them into an envelope for safe return home. **

The only exception is when a child has a favorite quiet sleep time soft toy or item. The toy may be sent to the center, for the child's rest period. The "bed buddy" will be put in a safe place until rest period. *We also need your help to explain to your child that this item may only be used on their bed and may not go outside as children have been insisting on taking them out and they get so dirty and quite damaged.*

YOUR CHILD'S LOCKER

Your child has his/her own space at the center, for his/her belongings. In most cases, children have their own locker but depending on our enrollment and your child's program, he/she may have to share. We do not see this as a problem, as sharing is such a valuable lesson anyway.
We ask that you remove artwork from your child's locker regularly. It is also necessary to take the time to look over what is there as clothes, seasons vary.
Toys from home are not permitted, for reasons listed above, unless it is a soft sleepy buddy.

******Food and / or medications are never to be in the children's locker******

Although it is your child's assigned space, kids are kids and go into each other's lockers. With some extreme allergies amongst the children, and the possibility of ingesting medication, make certain that food and medicine are never there.

STAFFING

The teaching staff at KIDS R KIDS must have Early Childhood Education (E.C.E.) training (which may be in process) and a current first aid / CPR course. They also must go through a Child Abuse Registry Search and a Criminal Record Check which includes a Vulnerable Sector Search. Teaching staff levels are determined by the number of children enrolled at the facility and are in line with the provincial daycare regulations regarding teacher-child ratios. We employ one (1) teacher for every eight (8) children in our preschool programs. We employ one (1) teacher for every six (6) children in our toddler programs. We employ one (1) teacher for every four (4) children in our infant program. If our daycamp program (school-agers) is operational (5 years - 9 years), the ratio is one (1) teacher to fifteen (15) children.

TEACHER / CHILD / PARENT BONDS

It is important to consider this topic when enrolling your child in a program. It is also important to reflect upon your child developing caring relationships with several teachers, as the focus of the overall program is socialization, along with all other developmental areas. Make certain to know several staff's names and develop rapports so that if a teacher is ill or on vacation, you and your child are comfortable with the rest of our team.

DAYCARE SPACE and REGULATIONS

KIDS R KIDS follows the regulations set out in the Early Learning and Child Care Act of Nova Scotia. The Department of Education and Early Childhood Development is the provincial department that licenses programs like ours in Nova Scotia. Our license is displayed in a frame in our front entrance as well as our most recent licensing inspection report.

The Department of Agriculture (Health) and the Fire Department perform routine inspections to ensure that all standards are being met at the Center. We also have inspections by Occupational Health & Safety. Our fire alarm system, our emergency lights, and our sprinkler system are inspected annually as is our backflow system.

GROUPING

Our center has three age groups: Infants, Toddlers & Preschoolers.

Infants (ages 3 months to 18 months) are in our Tangible Room. They then transition (not all do) very briefly to the Mezzo Room to prepare them for our main Toddler Classrooms. Mezzo prepares the children for our older Toddler Rooms by getting them used to the regular activity tables, eating in regular chairs at a table, and sleeping without a crib. Some children graduate to the Toddler Program without a turn in Mezzo. The factors for this determination vary. Mezzo is a Toddler Room but it is always the very youngest of the toddlers.

Toddlers (ages 18 months - 36 months) are in our Bounce and Zest Rooms. These rooms both run toddler programs which include a wide variety of learning centers as well as circle times, activity / group time, and primary care time (diapering, toilet training, dressing, feeding, napping).

Preschoolers (ages 36 months and up) are in our Vivacity and Dynamic Rooms. These rooms both run preschool programs that prepare the children for both school and for life. They have a wide variety of learning centers with circle time, group time, activity time, free play, and experiences that include science, math, literacy, creativity, drama, art, problem solving, negotiation and more.

PROGRAM

The scheduled programming in each room is developed by that team. They post their lesson plans on HiMama and these are emailed to the parents each day upon sign out.

The schedule and program content are reviewed by the Department of Education and Early Childhood Development to ensure that all the developmental needs of the children are being met. KIDS R KIDS also offers a variety of recreational and educational aids and activities to encourage gross and fine motor skill development. All aspects of the children's physical, social, emotional, linguistic, and intellectual growth are accentuated in our schedule and programming.

CELEBRATIONS

Here at KIDS R KIDS we are a nondenominational program which does not officially participate in any holiday / celebrations with our children BUT our children do discuss and demonstrate interest in: Valentine's Day, St. Patrick's Day, Easter, Canada Day, Mother's Day, Father's Day, Groundhog's Day, Thanksgiving, Halloween, Christmas, Chanukah, Kwanzaa, New Year's Day.

FIELD TRIPS

A form that is required to be filled out when your child enrols at KIDS R KIDS is the field trip consent form. This is a form required to be on file by the licensing agency. When the children are outside but not on the playground, the licensing agency says that this technically is a field trip so even riding the bikes in a blocked off parking lot (when our playground is severely wet), this is a field trip that the preschoolers may partake in.

Daily Schedule GUIDE

*****This schedule is the one from which our toddler and preschool rooms develop their own schedules. Each of these rooms posts their own schedules which use this as a guide. In the toddler room, the times indicated vary a great deal, so that the many primary care needs, diapers, changing clothes, dressing, washing, longer to eat and sleep, are met. In the older rooms (preschool), the schedule may vary due to the needs / interests expressed by the children in those rooms. In the infant room, the younger babies follow their own schedule, and the older toddler-babies are being introduced to the one the toddler room is following so as to prepare for the transition when they move over. *****

7:00 a.m. KIDS R KIDS opens for the arrival of the full time, daycare children. Free play activities are set out.
9:15 a.m. Morning snack
9:45 a.m. Circle time / Gathering
10:20 a.m. Outside play (includes play on verandah, playground, walks)
11:20 a.m. Prepare for lunch (washing hands and if time, a story)
11:30 p.m. Lunch
12:00 p.m. Washroom - after lunch clean up
Nap time
2:00 p.m. Children are being awakened, bathroom time and free play.
2:40 p.m. Tidy up and story time
2:50 p.m. Afternoon snack, eaten as a group
3:15 p.m. Circle time / Gathering
4:00 p.m. Outside play
5:00 p.m. Free play time
5:45 p.m. Baby Room Program Closes
6:00 p.m. Toddler & Preschool Programs close

-The schedule is set but has been established to be flexible to the needs and interests of the children. There may be days where the children indicate they would like more outdoor play time or a longer circle, etc.
-The younger children may eat a bit earlier and the older children may eat a bit later.
-Although flexibility may play a role, all aspects of the schedule occur during each day.

ENROLMENT POLICY

The registration process includes enrolling your child in all the set-up required to prepare for your child's arrival (input into Bear, Lillio / HiMama, Kantech, the file itself, emergency cards, email and text set up as well as & accounts).

NOTE: The management of KIDS R KIDS reserves the right to ask a parent to remove a child from our program if it is determined that the program does not meet the needs of the child, the needs of the parent or if the needs of other children are not met due to this child. Notice will be given to provide the parent(s) with the opportunity to find alternate childcare. This notice will vary in length depending upon situation and circumstances.

HOURS OF OPERATION

KIDS R KIDS is open from 7:00 a.m. to 5:45 p.m. in our Baby Program and 6:00 p.m. in our Toddler and Preschool programs, Monday to Friday. It is recommended that a child not be at daycare for any longer than 9 hours if possible. The day is long and busy for them, and their play is their own type of work. It is also important to note that if this causes a staff scheduling difficulty, there may be a fee specifically for children here longer than 9 hours.

TIMES OF DROP-OFF / PICK-UP

It is IMPERATIVE to know the typical, usual times you will be dropping off and picking up your child. These times are necessary for when a child becomes ill and also to schedule our staff so that we can always have the appropriate number of staff for children. The form, EMBEDDED in your registration form, called ARRIVAL / DEPARTURE needs to be filled out letting us know your times. ***Please make certain to have one that is up to date on file.***

CUT - OFF DROP - OFF TIME

*****The latest your child can arrive at the Center is 9:00 a.m.***** Timely arrival is important so your child can experience all aspects of the program, to their fullest; the other reason for the cut-off time is a count is done so that we are all aware of the total number of children in case of the need for evacuation. Also, the cook needs to know how many children for snacks and meals re: preparation. This is also a requirement for the Licensing Agency. ***If your child has not been dropped off by the given cut-off time, we will assume that your child is not attending daycare that day. If your child is going to be late arriving at the Center, please call us as soon as possible with the reason for the tardiness.*** Children will only be accepted after 9:00 if they have had a doctor's appointment and we have been informed or perhaps if the weather is extreme. **We cannot accept a child after the set cut-off time for your child's program, as this is when the program begins for the day. We also require a phone call, email or Lillio / HiMama message when your child will be absent for any reason with the reason being stated. If a child is ill, we need the symptoms either via phone or via email. This is a requirement of the Guidelines for Communicable Disease Prevention and Control for Child Care Settings. If a child is absent, to stay home for the day but not ill, we need to know that for Dept. of Health as well. If it is a vacation day, we need to document that for the Licensing Agency.**

LATE PICK - UP

If you are going to be late picking up your child, please notify the Director as soon as possible. Parents will be charged a late fee of $25.00 per minute that a child is left at the Center after the child's particular program ends. REMINDER: **KIDS R KIDS CLOSES AT 5:45 P.M. FOR BABIES & 6:00 P.M. FOR TODDLERS & PRESCHOOLERS.** WE REQUIRE A PHONE CALL ADVISING US OF LATE PICK-UPS. *WE WOULD LIKE TO REMIND YOU THAT IT IS A LONG DAY FOR BOTH THE CHILDREN AND STAFF. PLEASE REMEMBER THAT WE DON'T OFFER 'LATE CARE', WE PROVIDE IT FOR EMERGENCY SITUATIONS ONLY. THE STAFF NEED TO CLEAN AND CLOSE THE CENTRE AFTER YOUR CHILDREN LEAVE SO THAT THEY CAN GO HOME TOO.*

ARRIVAL / DEPARTURE PROCEDURE

At KIDS R KIDS, we care about the safety and security of your child. Therefore, we will not allow any child to leave the Center with an unauthorized person. The parent or guardian registering the child must submit the names and phone numbers of persons authorized to pick up their child. ***Any subsequent changes to the list of authorized persons must be given to the Center in writing. These changes can be emailed BUT please note that a signature will be required in the office on the email after we print it off. ***In cases of parents who are no longer able to be with a child, it is the law that a copy of the appropriate court order must be on file stating custody or restraint details***** **Staff will ask individuals coming to our door to present photo identification if they do not have a proximity tag programmed to permit them entrance.** The Center will not enable a child to go home unaccompanied in a taxi. The attendance is used in emergency situations, i.e.. fire evacuation, etc. and is a required document by law. We fulfill this requirement using the HiMama program. ***Please note: these records can be subpoenaed for court cases***. After arriving, **children are to be taken to their locker by the person dropping them off and given assistance removing outerwear and getting prepared for the day.** A few minutes of special attention can go a long way in starting off anyone's day on a good footing!

CLOSURE DATES:

KIDS R KIDS Daycare Inc. will be closed on all the following holidays: **New Year's Day, Nova Scotia Heritage Day, Good Friday, Easter Monday, Victoria Day, Halifax Natal Day, Canada Day, Labor Day, National Day for Truth & Reconciliation, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day**
We close at noon on Christmas Eve & We close at noon on New Year's Eve (if either of these "Eves" fall on a weekend day, then we will close at noon the last business day before them). *****Change re: Christmas Holidays see next section****

****If any of these holidays, including Remembrance Day, fall on a weekend day, then we will be closed for that day on the first weekday to follow.****

Parents are required to pay for all holidays, as well as the child's absence from scheduled sessions due to illness, injury, vacation time, etc. Cancellations due to inclement weather or Covid will not be refunded or credited. These cancellations will be posted to Facebook as well as sent to you via text/message via Lillio / HiMama. Advance written notice of absences due to vacation dates are to be given to the Director at least one month prior to the effective date.

CHRISTMAS HOLIDAY BREAK:

As of 2020, we began closing for holiday break. We close at noon on Christmas Eve and reopen the day after New Year's Day. This is a necessary break for the teaching staff and children. Tuition is still required to be paid as all the daycare expenses are still taking place during this time: heating / oil, rent, wages, power, water, etc.

VACATION: We require every family to book one week off during the months of July or August. This is still time that is paid for by the family as they retain the space. This facilitates our team of educators to have their vacation time. The hiring of summer staff also facilitates this.

Absent Days (Used for absences due to illness, vacation or personal reasons): Children who are absent from the child care centre (due to lengthy travel), if you have more than 25 consecutive days in a row (5 weeks) then you will forfeit your space and be responsible to pay the full fee of $43.00 per day. Prior to the 26th day, the space remains yours with the province paying its portion and you paying yours and as of the 26th day, you are responsible for the entire daily fee.

CANCELLING THE PROGRAM OR DELAYING OPENING Effective September 1, 2022, we began to follow the direction of the Department of Education and Early Childhood Development (DEECD) and the Halifax Regional Centre for Education (HRCE) for storm closures. When the HRCE makes the decision to cancel schools in the HRM due to inclement weather, we are also closed. We encourage all families to sign up for HRCE's text alert system so that you will be notified by 6.30am of any closures for that day. Information on closures and how to sign up can be found here: https://www.hrce.ca/about-our-schools/parents/school-cancellations

https://www.hrce.ca/notifications If a significant winter storm develops while children are present at our program, and if the weather report is calling for deteriorating weather conditions, a decision may be made to close the centre early. In this event, all families would be notified via email/text via Lillio / HiMama, to pick up their child(ren) by a certain time

FINANCIAL INFORMATION

• Fees are due and payable on the first of the month, for the entire month, in advance. • Children may not attend if that month's fees are not paid. We charge **late payment fees of $10 / day. Spaces will be offered to families on the waiting list if still unpaid by the 5th weekday of the month.**
• There is a fee deposit required that goes towards your first month's tuition.
• Additional monies may be required for special events, or extracurricular programs in place. (i.e., Scholastic, T-shirts, field trips, special events, etc.)

• Fundraising has also taken place at KIDS R KIDS for special events, or large purchases, I.W.K. telethon, Muscular Dystrophy Hop-a-thon, Children's Trust Fund Dreamwalk, etc.) We have sold t-shirts, hats, tickets, held yard sales and have had lots of new ideas - courtesy of the parents! Do not feel that you need to contribute for everything - we have some parents who try this and it is not necessary nor do we expect it.

NUTRITION & ALLERGY INFORMATION

We are required to follow the Guidelines for Food and Nutrition in Regulated Child Care Settings as well as the Standards for Food and Nutrition in Regulated Child Care Settings set out by the Departments of Community Services and Health and Wellness (formerly Health Promotion & Protection) These can viewed at: chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.ednet.ns.ca/docs/nsel_food_nutrition_guide_en.pdf We have a Eating Establishment Permit that we must renew every year. Our kitchen and food preparation areas are monitored and inspected every 6 months by the Department of Agriculture. Our menu is in a binder outside the kitchen and also Menu 2026

Outside foods cannot come into the center. We purchase the foods and bring them in and / or have them delivered as an Eating Establishment. The foods are all purchased / delivered in their original packaging. We are permitted to request that foods be brought in for a special event but that food must also come in with ingredients listed, labelled and in it's original packaging.

Notation from the Standards: Despite Sections 5.4 and 5.5, Some foods may be donated to or purchased for regulated childcare settings under the following circumstances:
(i) the food is considered to be a low-risk food by the Department of Agriculture, including whole fruits and vegetables that have not been cut except for the purpose of harvesting and dry non-potentially hazardous baked goods (i.e. those that do not contain cream, custard, cream cheese, meat or any other potentially hazardous food as a filling or a topping; and
(ii) the food brought into the program is acceptable to the licensee.

*****We are a peanut-careful environment. We have many children with severe allergies and can go into anaphylactic shock from contact with peanut butter*** IT IS NOT TO EVEN TO ENTER THE CENTER. On behalf of the parents of these children and our staff, we thank-you in advance for respecting this.**

******Food and / or medications are never to be in the children's locker******

Although it is your child's assigned space, kids are kids and go into each other's lockers. With some extreme allergies amongst the children, and the possibility of ingesting medication, make certain that food and medicine are not there.

In line with the Early Learning and Child Care Act, one-third (1/3) of the daily nutrients required for a child in full time daycare must be provided through the meal and snacks served at the center. Our hot lunch and snack schedule is designed to do just that. Our menus must be submitted and approved by a Nutritionist. Our menus are posted and are rotating.

In order to provide a well-rounded, nutritionally balanced menu, it is impossible to cater to the individual taste of your child on a daily basis. We endeavour to choose menu items that are generally "child preferred", yet we are also bound to the guidelines laid down regarding food varieties.

Children will not be forced to eat "unpreferred" foods as we can respect that individual tastes exist. Our policy is to have children try a food before flatly refusing and /or eating the part of the meal that they do prefer. Children may say "no thanks" to a.m. and p.m. snacks, but we ask them to try at least a bite of each part of lunch. If a child has a food allergy, the parents must identify this to the Director of the Center. A meeting will be held at which time appropriate accommodation of the child will be discussed. If the child's food / diet needs are extremely different than the food planned, (extreme allergies, or other dietary restrictions etc.) than alternate arrangements must be made, with the discretion of the director and the Food and Nutrition guidelines

Our staff are responsive to children's hunger cues and ensure that mealtimes are both enjoyable and relaxing. (Standards 7.0 & 8.0) At all times, we model positive attitudes towards Food & Nutrition through conversation, role modeling, discussion as well as learning activities in our curriculum (Standard 9.0)

INFANT / TANGIBLE ROOM MENU & EATING

Should your family be feeding your child with breast milk, we are happy and delighted to accommodate this. If you need to breast-feed on site, one of our in-class rocking chairs are available or if you prefer, you can enjoy the couch in the adjacent room next to our baby room. If you are sending breast milk in, please ensure that it is dated and labeled, and you advise us on refrigeration methods.

Infant feeding plans are used to record and communicate the infant's progress during the transition to solid foods and indicate, when requested by the parent, how menu items are prepared to accommodate the infant's developmental stage. Staff allow infants to explore their food, feed themselves and we also respond to hunger and fullness cues.

For a baby to go on our menu and for us to provide the food and drinks for them, they need to be fully ready for the entire menu. This means that they have tried everything on the menu at least three times and that is submitted in writing. We will not introduce foods as food allergies is a serious concern. So a child cannot be partially on the menu, they must either be on the menu or not yet ready.

If not on the menu, then the parent is providing the food and drinks for the baby. It is a requirement of both the Department of Community Services recommendations as well as the Food Safety Specialist that the bottles be labeled, and the food provided by labeled. If it is a jar of baby food, or unopened container of food with ingredients listed, that is acceptable. (Just remember - peanut careful) You must alert us as to what formula the baby is on and we can print off the ingredients from the internet to have in a binder. The bottles need to be dated with the date the formula is made. If a jar of opened food, these must be dated with the date opened. If a container of home-made food, then clearly label the date of preparation and what it is. We have a Food Establishment permit to serve food to the six classes and they are regulations that must be followed. If you have any questions, please don't hesitate to ask and we would be happy to help you.

Regulation (27(1)(a)) Food, formula and breast milk is labeled as to the child's name, date received, and contents. **If this is not completed, we will be unable to accept the food, or bottles.**

REST TIME

All children attending KIDS R KIDS are required to participate in a rest period following lunch. Individual cots / cribs are provided by the Center. The cots / cribs are tagged for each child, so that a child will use the same cot / crib each day. Children also sleep in the same location each day. Children are required to be provided with a sheet and blanket. We have a supply of all of these for the children. We ask that you send in a LABELLED BLANKET FROM HOME as children prefer that to a daycare blanket. We will use OUR SHEET. You will need to take that blanket home at the end of the week for laundering and need to bring it back at the beginning of the following week.

We begin to wake the preschool children (that sleep as some may just rest with quiet activities) at 2:00 p.m. {The "babies" nap on their own schedules.} As we develop a relationship with your child, we quickly learn his / her sleep pattern and needs. Those who need the extra sleep are left to be awakened last at around 2:20 p.m. and sometimes some children begin to awaken prior to 2:00. The children in the preschool rooms are permitted to get up earlier if they are awake and can then participate in quiet activities.

HEALTH

Children must have a completed health questionnaire upon enrollment. This includes an immunization record with dates of needles. A further note along the topic of immunizations is the need to give us notes regarding any additional immunizations your child may receive while they attend.

We are required to follow this document with regards to children's health and illness:
Guidelines for Communicable Disease Prevention and Control for Child Care Settings
--- at all times this is what we must follow as must all daycares in the province.

All diet, allergies or health problems requiring special attention or consideration must be reported when a child is registered. Parents should feel free to discuss their child's special needs and appropriate handling with the Director.

The programming at KIDS R KIDS includes outdoor play for all children, except when the weather is too severe. Children will not be permitted to remain inside due to illness -- supervision is not available for individual children to remain inside.

Children who are unwell are to be kept at home. Children with symptoms such as diarrhea, vomiting, elevated temperature, rashes, or evidence of communicable disease will not be accepted at the Center.

Your child's health is a matter of importance to all of us. When you bring a sick child to the center, you are infecting the other children and staff. We reserve the right to refuse your child for the protection of the other children and the comfort of your child.

Our basic rule of thumb when a child is ill: is he/ she functioning within our program? Are they comfortable? Is he/she enjoying the day? Do they need their parent(s)/guardian(s)? Are they able to participate in all aspects of our program? We ask these questions and of course, check their temperature, etc. and then we use our professional judgment in deciding to call Mom/Dad/Guardian.

Please use the guidelines in the communicable disease guide to determine how long your child is required to remain at home during illness. If your child is not out of the center for the entire period of "contagious-ness", we may have to send him / her home again in order to protect the rest of the children and the staff.

If your child contracts a communicable disease, e.g., measles, chicken pox, impetigo, you must inform the Center as to the nature of the disease and the date the symptoms appeared. The child cannot be accepted back at the Center until the disease is no longer contagious. A doctor's certificate may be required before the child returns to the Center.

If your child becomes ill while at KIDS R KIDS, you will be contacted. The Center will provide care apart from other children for a period of one (1) hour after a telephone call to the parent or guardian is made. If a parent/guardian is not reachable, the person who is listed on the application form as the emergency contact will be called and asked to pick up the child. We cannot provide care in isolation for the duration of the day.

REMINDER: IF YOU ARE NOTIFIED BY KIDS R KIDS THAT YOUR CHILD(REN) IS/ARE ILL, KIDS R KIDS WILL ONLY PROVIDE "EMERGENCY" CARE FOR A PERIOD OF ONE HOUR. AFTER THIS HOUR HAS ELAPSED, WE WILL THEN CONTACT YOUR LISTED "EMERGENCY CONTACT " PERSON AND REQUEST THAT THEY COME AND GET THE CHILD(REN).

THIS POLICY IS FOR THE COMFORT AND HEALTH OF NOT ONLY YOUR CHILD(REN) BUT ALL THE CHILD(REN) AT KIDS R KIDS.

Center staff will attend to minor injuries such as cuts and scratches. An accident report is filled out each time any type of first aid is used. The accident report must remain at the center as part of your child's records. You will need to sign these reports.

Serious injuries will be noted by the Director and / or the Assistant Director, who will contact the parents and arrange to meet them at the hospital. While we do have a medical release form on file to seek medical attention for each child, the I.W.K. Children's Hospital will not treat a child unless a parent is present. If an ambulance is needed, we summon one with our security system's panel as well as dialogue with 911 on another line.

SCENT SENSITIVITY ***We are a scent careful environment.*** Children, as well as adults, can be / are very sensitive to scents. Sometimes it can cause respiratory problems such as wheezing, a feeling of being choked up breathing wise and for some it causes severe headaches. So we cannot have the children themselves using heavy scented products such as shampoos, body wash etc. and this is also something that is a must for adults. Sometimes your laundry detergent and / or fabric softener is also very strong. Additionally, sometimes when folks enter the building their perfumes or colognes remain present for some time and lead to physical reactions. Please know that this has been a policy here for some time and that we sincerely do not wish to cause offense ever, we are just taking care of everyone. We have found that some families can find this a difficult thing to understand but it is so important to remember that we serve a large group of families and children and some of the children have complex needs regarding health so as a community we need to have everyone's participation and respect for this policy.

We must follow rules and regulations set forth by the food safety inspector, as well as Public Health and the Department of Community Services. The following were detailed as required by the Department of Community Services.

- **Health Questionnaire:** Upon enrollment, it is required that your child have a health questionnaire complete and within his/her file. It requires the dates of your child's immunizations as well as a health card number. Please note*** When your children get another immunization after they begin to attend, we need to be given notice of this too in writing.

• **Accident / Incident Reports:** A parent signature is required on all accident and incident reports. • **Monitoring the children's health:** Every classroom has a log and must record the number of children absent each day, they must record absences due to illness, if children leave early due to illness (record time parent called and time child is picked up), children receiving medication with form signed by parent, new children starting, new or substitute teachers, visitors, special events, field trips, and unusual events in the schedule.

- **Daily Health Checks**: each day as the child arrives, we do a "health check": noting whether the child appears healthy, is flushed, may have a fever, a persistent cough, runny nose, red eyes, etc. Notations are made in the classroom log for furthering monitoring. If the check reveals exclusionary criteria, then the parent is so informed. If the child is returning after an absence due to illness, the parent is to be informally interviewed about the child's health: whether on medication, sleep needs, lingering symptoms and information received must be logged.
- **Staff Illness:** Notations regarding staff illness will be noted as staff provide it. Doctor's notes will be required for illness for return from prolonged illness.
- **Public Health:** will be informed if a child or staff is ill with a reportable disease. When 10% of the children are absent due to illness, the Public Health office will be called**.**

- **Infant and toddler logs:** are kept daily monitoring developmental progress as well as primary care needs and general health. This is achieved through the use of the Tadpoles program and is emailed to you upon sign out each day.
- **Menu consistency:** nutritional requirements are set out in the menu and the menu is followed. We are peanut careful and work as a team to continually remind parents with regards to bringing items from outside the center for breakfast items early in the morning or for snacks for parties.
- **Hand washing:** hand washing procedures are posted throughout the center for staff, children and parents. We use soap for hand washing and we also use hand sanitizer for other times when wiping hands between nose blowings / wipings, on trips, on the playgrounds. Whenever possible hand washing is done over hand sanitizing.
- **Disinfecting procedures:** Disinfectant is clearly labeled and is in every classroom. It remains out of the reach of children. It is used on tables, shelves, doorknobs, phones, doors, change tables, etc. and remains on for 30 seconds. Tables are disinfected before snacks and meals, allowing surfaces to air dry where possible. Toys that are mouthed are disinfected right away and the other toys are disinfected by a carefully followed schedule.

MEDICATION

No medication will be administered unless the parent or guardian fills out the necessary forms when they bring the medication to the center. **Medication must be in their original container and handed directly to a staff member for safe handling and storage.** Medication must not be left in the child's locker or backpack. Other children occasionally venture into lockers / bags and we do not want any such accidents to occur. We will only administer prescription medication.

Child Guidance Policy & Agreement

At Kids R Kids, we will provide care to children and families. We support children's experiences through positive interactions supporting their exploration and learning. It is our expectation that KRK staff will strive to meet the physical, emotional, intellectual and spiritual (sense of self and the world around them) needs of the individual children in the program. They must, at all times, be cognizant of the culturally sensitive issues and experiential needs of the child, ensuring positive experiences for them and creating a friendly, welcoming atmosphere.

Techniques for positively guiding the children in learning appropriate, acceptable behaviour.

1) Staff will adopt a positive attitude towards the children which includes enjoyment of & respect for the children as individuals.
2) The environment supports the child's exploration and learning based on their needs. The planned program supports developmental needs of the children
3) Tell the child what they can do, rather than what they cannot do; interactions are positive and value the child as an individual
4) Staff shall stay with the child and listen to them during periods of upset behaviors, or until they are calm
5) Children are supervised at all times and the KRK Staff are aware of their health and safety responsibilities
6) Some positive redirection, along with a simple explanation to move the child to another area can be offered to help minimize conflict situations

The following form of discipline SHALL NOT BE USED:

1) Corporal punishment, including but not limited to the following:
    - Striking directly or with any physical object
    - Shaking, shoving, spanking or any other forms of aggressive physical contact.
    - Requiring or forcing a child to repeat physical movements.
2) Harsh, humbling, belittling or degrading responses of any form including verbal, emotional or physical.
3) Time out
4) Food is not used to reinforce desired behaviors in the Behaviour Guidance Policy. (Standard 11 of the Food & Nutrition Standards for Regulated Child Care Settings)

Dealing with inappropriate behavior is a complex matter as every child brings life experiences, cultural backgrounds and personalities.We encourage you, as parents/guardians, to share your own child guidance so that we can make more meaningful interactions with your children. Teachers will always inform parents/guardians of any behavioral concerns. If necessary, a meeting will be scheduled so parents and teachers can share information and form a consistent guidance management plan.

FOOD STANDARD BEHAVIORS

The following Food and Nutrition Standards are to be included with child care staff:

- Standard 7.0 - Meal and Snack Routines- Staff members are at all times to be responsive to children's hunger cues. Watch children closely for these cues and ensure that they can have food should they be hungry.
- Standard 8.0 - Meal and Snack Time Environment - staff are to participate in creating a relaxing and enjoyable meal environment.
- Standard 9.0 - Modelling Positive Attitudes towards Food and Nutrition - staff are to be role models for the children with regards to assisting the children to develop positive feelings and understanding towards healthy food and eating through actual food consumption, discussion, stories and games.
- Staff will not expect children to eat a food they do not want to eat, e.g. Try this before this

chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.ednet.ns.ca/docs/nsel_food_nutrition_guide_en.pdf

(See APPENDIX 1 for more info. at the back of the manual.)

A TODDLER BEHAVIOR

Toddlers by their very nature and as part of their development are very egocentric. They have just become fully aware of themselves as individuals and are ready to test how they interact with everything else in their environment. They also are in the process of language development, and it can be a very difficult time, testing and exploring everything but not being able to fully express themselves.

A form of expression that is to be considered normal for toddlers is that of biting. It is part of a child's development to go through all this exploration. At this age, most of their lives have been spent processing and exploring with their mouths. To use their mouth in a time of frustration when words cannot come is not unusual. If a child seems to utilize this method of expression often, they are shadowed and monitored continually. Both the parents of the child who is bitten and the child who has bitten are notified and we work together to reinforce more acceptable behavior.

FILE DOCUMENTATION

It is extremely important that the information in your / our children's files is kept current. Parents must **advise the office in writing of changes** in information initially provided at registration. This includes such information as phone number, address, parents' work locations and phone numbers, the names and phone numbers of persons authorized to pick up the child, change in family status, changes in medical status, etc.

PHOTOGRAPHS AND VIDEOS

We take a large quantity of photos and some videos of the children at play here in our programs. These photos are used for a variety of reasons. They are sometimes used for the children themselves to reflect on their play and develop plans for future play, they are used for observing and recording the children's developmental progress, they are occasionally used as a complement to the information on our website to further illustrate an activity, they are shared on a monitor in the front entrance, we share through our social media photos and brief videos to illustrate something we are participating in. We consciously try to make sure our photos are of the children engaged with the materials as opposed to individual photos. **By signing our**

parent policy agreement, you are consenting to the usage of photos and videos in the manner / methods described above.

CHILDREN'S PROGRESS REPORTS

Children's progress reports are completed on a scheduled basis to help staff determine the developmental needs and capabilities of your child. This helps the staff to develop a well-planned program and meets requirements of **Early Learning and Child Care Act of Nova Scotia.**

The progress reports are filled out based on observations and anecdotal records. These are done every six months from time of enrolment on. They are filled out and remain with your child's file. Photocopies can be available for your records with a written request submitted.

Parents are encouraged to check with staff regarding their child's progress. Parents are also encouraged to attend Parent-Teacher Nights to discuss the programs offered and their own child's development.

When your child reaches the requirements to move into the next group, the staff will inform the parents prior to the move. The teacher of the new group will help coordinate the transition so it will be a pleasant experience for your child.

If parents have any questions or concerns regarding their child or the program offered at KIDS R KIDS, they are welcome to address them to the staff of the Center.

DRUGS AND ALCOHOL

No child will be released from KIDS R KIDS to a parent or guardian who is experiencing the effects of drugs or alcohol.

As professionals, our staff are legally authorized to enforce this policy. The following steps will be taken when a staff member determines that the parent or guardian is unable to accompany a child safely home: • Call the other parent or person who is listed on the child's emergency form. Note, if the resultant pickup is later than the child's usual scheduled day, a late fee will be charged.

- Call Family and Children's Services (Children's Aid) if the parent or guardian becomes abusive or is not in control.
- Call the Police to alert them if the parent has taken the child without the staff's authorization.

SECURITY

Anyone arriving at the center without an access tag will be asked to show a photo ID through our door and this will be recorded. This will take place EVEN for our current families should they forget their own tag. When you arrive at the center, the only way to enter the building is through the middle front entrance which has an access system [Only people with access specifically programmed for this door can use it]. The cost of access tags is extra (not included in your registration fee). If there are other people who will be coming to the center regularly, they need to have their own access tag as well. The tag is programmed with your child's program. It will not let you in on days or times other than this. Each person is required to sign an Access Agreement for their tag. The computer registers everyone's entrance and these records could be used in custody situations or emergencies. It is imperative that these records are accurate. The access usage and maintenance of this system is integral to your child's safety. If you lose your tag, there is a "loss replacement fee" for a new one. If your tag needs to be replaced due to wear, then there is a smaller "new fee". There is a penalty fee (in the form of fines) for

misuse of the card too. There is also a penalty fee charged to your bill if you are caught letting other people in. We have children here at our center who have people who are forbidden access to them, so these measures must be maintained and respected. ******In cases of parents who are no longer able to be with a child, it is the law that a copy of the appropriate court order be on file stating custody or restraint details****** We are also only a button away from an ambulance, police or fire with our regular security system. This offers great peace of mind to all rather than calling and explaining the need via phone. Just a further note on that, if we were to call an ambulance with our panel, we would also utilize 911 on the phone to assist us while the ambulance is en route.

LOST AND FOUND

We have stated repeatedly in this manual that labeling your child's belongings makes everyone's life easier. We have a lost and found hamper, but we want you to know that after a couple of weeks it is emptied, and the contents go to a local charity. Every effort is made to match belongings to owners, but this is a very difficult task with so many families, so many people picking up children and lack of labeling.

- ***KIDS R KIDS is not responsible for any lost or stolen articles. We will do all we can to help the search, but it is your responsibility to label articles and keep valuables (purses, wallets, etc.) secured.***

FAMILY COMMUNICATIONS PLAN

KIDS R KIDS supports an open communication policy with our families. The following steps are included in this policy:

- You can enter at any time, after you have become a registered family, to observe the operation of the program and visit your child.
- Upon joining our community through registration, families are required to have a meeting with our team about the center and its policies as well as the expectations of both the family and the program. This meeting is a wonderful start to the necessary relationship and teamwork to ensure the child's time with us is a rich and rewarding experience.
- Center staff are required to maintain the confidentiality of private information about the children, parents, staff, center, etc. We ask you to respect this confidentiality as well. This is explained in further detail in our Parent Handbook.
- We encourage open communication by face to face at drop off or pick up, as well as through our Lillio / HiMama app, by phone 902-450-5437 or email kidsrkidselc@outlook.com .This gives you the chance to communicate with staff at a time convenient for you.
- We have a variety of ways to communicate with parents. The centre has a business Facebook page, a parent Facebook group, a website, an Instagram account, and our very interactive Lillio / HiMama account which is used for the children every day logging the children's sleep, eating, toileting, play and activities.
- Staff communicate regularly with you regarding the progress of your child, program activities, or questions in relation to your child via face-to-face conversation as well as the Lillio / HiMama app. ● We have a parent committee, and we encourage the parents to be a part of it. We have a regular meeting(s) throughout the year.
- We have a section on our registration forms that asks for families to indicate ways to be extra involved with our program such as presenting to the children (cooking, dancing), visiting with guest (such as a police officer) or perhaps just accompanying us during our day (stories, play). This is not required of parents / families, but we are happy to build it into our program.

- Parents as Volunteers: for parents to be regular consistent volunteers with us they must have current first aid, as well as a clear Criminal Record Check with Vulnerable Sector Search and also a clear Child Abuse Registry Search.
- We are both a diverse and inclusive community.
- We send pictures throughout the day of activities that your child is engaged in, via Lillio / HiMama.
- Our interactions with each family are focused on positive approaches and we encourage reciprocal positive engagement.
- It is important to keep parents up to date with any changes to the program and we encourage parents to inform us of any changes in daily routines

COMMUNITY INVOLVEMENT

You have enrolled your child in a daycare which has been active in the community. We have raised over $9000.00 for the IWK Children's Hospital. We have raised over $4000.00 for Muscular Dystrophy. We have raised over $1500.00 for the Children's Trust Fund. We have participated in special events for the Children's Wish Foundation, the Salvation Army Angel Tree program, had food drives for several food banks, clothing drives for shelters, a drive for toys, clothing, etc. for emergency relief, and many other special community events too. So, we hope as part of the KIDS R KIDS community, that you will encourage and support these activities as you can.

PARKING LOT

All are asked to remember to enter our parking lot at a slow speed. Children are entering and exiting vehicles, families are busy carrying items. Being mindful of this, at all times, is critical. Children are never to be left alone in a vehicle in our parking lot, whether they are older school age children or not. We are required to ensure that all children on our premises are cared for and under adult supervision. At no time is a vehicle to block the main entrance of the building as this must be clear for emergency vehicles if needed. The other space to be left clear is the designated space with the wheelchair. We have several people who need the space and appreciate your respect for its special designation. Children are never to be left unattended in a vehicle. Purses, wallets, cell phones, and other valuables should not be left in unlocked vehicles. REMEMBER: THIS IS A VERY BUSY BUSINESS PARK. On a final note, please do not leave your car running as we have children on the playground and the windows open.

CAR SEATS

We used to permit parents to leave car seats on site at the center during the day as some parents might have needed to leave it to be transferred to another car at the end of the day. As we have so many children, and we have no storage space at all, we would have them sitting in our staff washroom. Concerns arose as with an average of 4 - 5 car seats in the bathroom each day, it was difficult for staff to use the washroom. To have the car seat sitting in the classroom would not be safe as it would be an item for play or climbing upon, so we are unable to store a car seat on site.

WITHDRAWAL

To withdraw a child from a program at KIDS R KIDS, you must submit a written, paid notice of one month (4 weeks) as well as detailing the reason for the withdrawal to the office. A requirement of the Day Care Act is to have the reason documented; to accomplish this we have an Exit form for you to fill out. If this is not submitted / received, then the parent will continue to be charged for the child's program, as this amount grows, it will be turned over to a collection agency.

PRIVACY POLICY

Privacy of personal information is an important principle to KIDS R KIDS. We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the goods and services we provide. We also try to be open and transparent as to how we handle personal information. This document describes our privacy policies.

What is Personal Information?

Personal information is information about an identifiable individual. Personal information includes information that relates to their personal characteristics, (e.g., gender, age, income, home address or phone number, ethnic background, family status), their health, (e.g., health history, health conditions, health services received by them), or their activities and views, (e.g., religion, politics, opinions expressed by an individual, an opinion or evaluation of an individual). Personal information is contrasted with business information, (e.g., an individual's business address and telephone number), which is not protected by privacy legislation.

Who we share our information with

We partner with several agencies and support workers that may in the course of their duties have limited access to personal information we hold. These include computer consultants providing technical support, accounting auditors, cleaners, landlords, supply staff, Resource consultants and assistants, employees of agencies that provide support to children with Special needs. The Ministry of Education & Early Childhood Development in the course of their duties to ensure compliance with the Early Learning and Child Care Act will have access to personal information we hold. The Regional Municipality of Halifax in the course of their duties have limited access to personal information regarding subsidized clients we hold. The Regional Municipality of Halifax Inspections Department in the course of their duties to ensure compliance with the Day Nurseries Act will have access to personal information we hold. We restrict their access to any personal information we hold based on the legislative requirements and their authority to collect.

Why We Collect Personal Information

As licensed providers of childcare we collect, use and disclose personal information in order to serve our clients. For our clients, the primary purpose for collecting information is to provide the best childcare possible, adequately meeting the needs of the children and families

A second primary purpose will be to meet the legislative requirements of the Day Care Act.

A third primary purpose is to collect personal information from Resource Support Agencies to assist us in providing the best childcare possible and adequately meet the needs of the children.

A fourth primary purpose to obtain the necessary information is so that we can contact the appropriate people in the event of an emergency.

It would be rare for us to collect any personal information without the client's express consent, but this might occur in a case of urgency, (e.g., parent or guardian is unavailable), or where we believe the client would consent if asked and it is impractical to obtain consent, (e.g. a child's well being is at risk).

Protecting Personal Information

We understand the importance of protecting personal information. For that reason, we have taken the following steps:

- Paper information is either under supervision or secured in a locked or restricted area.
- Electronic hardware is either under supervision or secured in a locked or restricted area at all times.

Retention and Destruction of Personal Information

We need to retain personal information for some time to ensure that we can answer any questions you might have about the services provided and for our own accountability to external regulatory and legislative bodies. However, we do not want to keep personal information too long in order to protect your privacy.

We keep our children's files for 2 years after the clients withdraws from our centre. Financial files are kept for

seven years. We destroy paper files that contain personal information by shredding. We destroy electronic information by deleting it, and when the hardware is discarded, we ensure that the hard drive is formatted to erase any information contained within.

You Can Look at Your Information
You have the right to see what personal information we hold about you. We will need to confirm your identity, if we do not know you, before providing you with the access.

If there is a problem, we may ask you to put your request in writing. If we cannot give you access, we will tell you within 30 days if possible and tell you the reason, as best we can, as to why we cannot give you access.

If you believe there is a mistake in the information, you have the right to ask for it to be corrected. This applies to factual information and not to any professional opinions we may have formed. We may ask you to provide documentation that our files are wrong. Where we agree that we made a mistake, we will make the correction and notify anyone to whom we sent this information. If we do not agree that we have made a mistake, we will still agree to include in our file a brief statement from you on the point.

Do You Have a Question?
Our Information Officer, Heather Hansen, can be reached here at our program:
18 Oland Crescent, Halifax, N.S. 450-5437, sayhello@kidsrkids.ca

She will attempt to answer any questions or concerns you might have. If you wish to make a formal complaint about our privacy practices, you may make it in writing to our Information Officer. She will acknowledge receipt of your complaint, ensure that it is investigated promptly and that you are provided with a formal decision and reasons in writing.

This policy is made under the Personal Information Protection and Electronic Documents Act. There are some rare exceptions to the commitments set out above.

For more general inquiries, the Information and Privacy Commissioner can be reached at:
https://www.priv.gc.ca/en/