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INTRODUCTION

Welcome to Kilworth Children's Centre! This handbook was designed to assist parents in understanding the centre's policies and procedures and to address any questions you may have on an ongoing basis. Please feel free to contact the Executive Director if at any time you have concerns or questions about any of the policies contained within this handbook.

HISTORY OF TIGGIR'S TOTS DAYCARE

Kilworth Children's Centre is a fully licensed non-profit child care in Kilworth, Ontario. Located just minutes west of London, the centre serves families in the towns of Strathroy, Mt. Brydges, Komoka, Kilworth, Delaware and London districts of Byron, Oakridge and Medway. Its location affords easy access to city commuters yet is situated within blocks of beautiful and spacious parkland.

In acknowledging its rural setting, changing workforce demographics and increasingly flexible work schedules, Kilworth Children's Centre offers a variety of enrollment options - full time, part time, half days, occasional care and before and after school programs- for children ranging in age from birth to twelve years. To further serve the needs of the community a limited number of subsidized spaces are available as well.

The centre was originally conceived as a commercial entity under private ownership and opened in 1989 as Hobby Horse Daycare. On June 1, 1991, operating control of the Daycare was assumed by volunteer Board of Directors comprised of members of the Parents Association and Community Representatives. It was at this time that Tiggir's Tots Daycare became a Non-Profit Organization. In the fall of 2012, the staff initiated a name change, and thus Kilworth Children's Centre was born.

There can be no understanding the need for quality child care. Not only do early learning programs provide a valuable service for parents who must work, they also contribute substantially toward the cognitive, intellectual, motor, personality and cultural development of children.

PHILOSOPHY

Kilworth Children's Centre provides a positive learning environment for your child that enhances his/her level of development. Through play experiences and the guidance of specially trained educators, your child will be exposed to activities that will stimulate:

- Curiosity, initiative and independence
- Self esteem and decision making capabilities
- Interaction with and respect of others
- Physical activity developing gross motor skills
- Communication skills
- Fine motor development

METHOD OF OPERATION

Kilworth Children's Centre is a non-profit organization that is governed by a Board of Directors. We are licensed annually under the Ministry of Education and follow the requirements set forth by the Day Nurseries Act. The Board of Directors meet monthly and is generally comprised of parents and community members. An Annual General Meeting is held each year in the spring, at which time officers are elected for the following year. Families are notified in advance of the AGM through flyers posted at the centre. **All families are required to attend this meeting each year.**

FUNDRAISING

In order for the centre to provide high quality child care and creative programming, the centre relies heavily on our involvement with Bingos. Each family enrolled with the centre is added to a rolling list. As the list of Bingo dates become available from the Bingo Hall, the Director will assign five parents to volunteer at each date. It is only required that one parent attend the date.

The Director will notify the family in writing of the date at least 3 weeks in advance. If a family is unable to attend the date, they are responsible for finding a replacement and notifying the Director as soon as possible.

Once a parent has cancelled their assigned date (and a replacement has been found), their name will return to the rolling list.

Any parents who do not show up for their assigned date, or who cancel without notice, will be fined \$100, which will be due immediately. Failure to pay this fee will result in the family being discharged from the centre.

All funds made are used solely towards program supplies, field trips, first aid supplies and storage expense.

STRUCTURE OF THE DAYCARE

Ages of Children/Staff Ratio

Kilworth Children's Centre enrolls children from the age of three months to 12 years of age. Children are separated into age appropriate groups. The child care currently has facilities to accommodate:

- 10 infants: 3 months to 18 months. We maintain a ratio of 1 staff to 3 children in the infant program.
- 20 toddlers: 18 months to 2.5 years. We maintain a ration of 1 staff to 5 children in the toddler program.
- 16 preschoolers: 2.5 to 4 years. We maintain a ratio of 1 staff to 8 children in the preschool program.
- 24 JK/SK: 4-6 years. We maintain a ratio of 1 staff to 8 children in the JK/SK program.
- 30 school age: 6-12 years. We maintain a ratio of 1 staff to 15 children in the before/after-school program.
- 30 Summer Camp Spaces: 6-11 years. We maintain a ratio of 1 staff to 15 children.

CARE OPTIONS

Full Time Status

- Children are scheduled Monday to Friday
- Year-round care
- Entitled to 5 vacation days per calendar year
- Obligated to pay for Stat days
- Give 2 weeks notice of change of status

Part Time Status

Children are scheduled a minimum of 2 days/week

Year-round care

Will accrue 1 vacation day every 50 days in care

Obligated to pay for stat day if regularly scheduled day

Give 2 weeks notice of change of status or scheduling changes

Occasional Status

Children are scheduled on as needed/availability basis (call in)

Ineligible for vacation time

Once you have booked a day, you are obligated to pay for it, unless you give 2 weeks notice

***The centre cannot guarantee your current schedule, if you alter the status of your child's care. For example, altering childcare arrangements in the summer months may jeopardize your full-time/part-time spot for September. If you do not need care for the summer, but would like to save your child's spot, you are obligated to schedule/pay for a minimum of 2 days per child per week in order to do so.**

REGISTRATION & ENROLLMENT

All parents must complete a Child Registration Package prior to their child's first day of care. This package must be completed in full and submitted to the office before your child will be able to attend.

Kilworth Children's Centre strives to provide quality childcare services to all families of the community who may be in need. However, it is a priority of the centre to accommodate parents who require fulltime care before those requiring part time care. Therefore, if space is limited, those holding part time positions may be given the choice of assuming a full time space or giving up their position if full time care is required by another family. In the event that full time is not an option, the child may remain in the part time position for 2 weeks in order to allow enough time to make alternate child care arrangements. Every effort will be made by the centre to accommodate all families.

CHANGE IN REGISTRATION INFORMATION

Please notify the centre immediately if any of the information provided on your Registration Form changes. The accuracy of this information is vital to the safety and well-being of your child. Staff will review emergency information with parents on a yearly basis to ensure that it is up to date.

HOURS OF OPERATION

The centre's hours of operation are from 6:45 a.m. to 6:00 p.m.

PLEASE NOTE: If for any reason we need to extend the Before & After School Program due to bus delays , your child will be charged \$5 an hour if in care.

LATE PICKUP POLICY

The centre closes at 6:00pm daily. If a parent is late picking up their child, the following procedure will be followed:

On the first incident, a reminder will be given to the parent, and documented in our Daily Log Book. On each subsequent offense, parents will be charged \$1 per minute past 6:00pm. The charge will start at 6:01pm and will accumulate by the minute until the child departs from the program. The closing staff member will record your departing time and the parent will confirm the time by initialing the late form. The payment is be paid directly to the closing staff to compensate for their inconvenience of staying late.

If late pickups continue, the family will be dismissed from the centre.

SNOW DAYS

The decision to close the centre shall be jointly decided between the President of the Board of Directors and the Director. The Director will leave an outgoing message on the answering machine if the centre is closed for the day. Every attempt will be made to ensure that this occurs before 6:45am. All decisions made to close the centre are final.

If Parkview Public School in Komoka is closed, or closes at any time during the day because of snow or inclement weather, then the centre will also close.

The centre may also be closed on an occasion due to other emergency situations such as no hydro or water. Under these circumstances, The centre is required to close immediately by the Ministry of Education. You will be notified immediately to arrange for the pick up of your child in the event that the centre must close for emergency purposes.

Please note that if the centre is closed due to weather conditions or other emergency situations, parents will still be required to pay their regular fees if their child was scheduled to attend that particular day.

FEE PAYMENT POLICY

It is encouraged that all Kilworth Children's Centre families pay by direct debit. Payments are made on the 1st and 15th of each month. We prefer not to accept cash for payment of fees due to the security risk involved with keeping large amounts of cash on hand. Families who currently pay with cheque must pay two weeks in advance.

Enrolment at the centre is conditional on full and timely payment of all fees. It is your responsibility to keep your account balance current. The centre reserves the right to charge a \$25 late charge on all accounts not paid within 2 weeks. There is a locked payment box located in the office at both locations and is checked daily. A payment is considered late when we do not receive your payment within 2 weeks, regardless of the date that has been written by the parent on the cheque. We strongly encourage all our families to register for Direct Debit to ensure all fees are paid in a timely manner.

REGISTRATION FEE

There is a one time \$20 registration fee per family that is due prior to the child's first day of attendance.

FEE REDUCTION

There is a 10% family discount for families with 2 or more children attending full time. Part time children are not eligible for a family discount. Full time is defined as attending 5 full days per week.

FINANCIAL ASSISTANCE

Financial assistance in the form of child care subsidy may be available for those families who qualify. For more information, please contact the County of Middlesex Social Services Department at 519-434-7321.

WITHDRAWAL

Two weeks written notice is required when a child is being withdrawn from any program or two weeks of fees in lieu of notice. Please ask your child's teacher for a Notice of Withdrawal Form. When complete, please submit to the office.

STATUTORY HOLIDAYS

Kilworth Children's Centre will be closed to observe the following holidays:

New Years Day	Family Day
Good Friday	Victoria Day
Canada Day	August Civic Holiday
Labour Day	Thanksgiving
Christmas Day	Boxing Day

OUR EDUCATORS

Kilworth Children's Centre is committed to selecting the best possible candidate when hiring new employees. Our team is comprised of Registered Early Childhood Educators (minimum of 1 per classroom), Teacher's Assistants, Dietary Planner, and the management team, which consists of the Financial Manager & Support Services and Executive Director. All of our staff (including students and volunteers) are required to submit current Criminal Reference Checks upon hiring. All of our staff are trained in CPR & First Aid and are required to attend monthly staff meetings and ongoing Professional Growth and Development Workshops.

ARRIVALS & DEPARTURES/COMMUNICATION

Please accompany your child to his or her room and ensure that the classroom teacher is aware of your child's arrival. It is important to relay any pertinent information regarding your child to the teacher at this time.

Please note that all children enrolled in our infant programs have Daily Report Sheets that are completed daily. Information about your individual child's day will be recorded (i.e.; eating habits, sleep patterns, toileting, ect).

We also encourage you to complete the top portion of these sheets to let the teacher know of any pertinent information that should be communicated.

You will also find Parent Mailboxes placed on a table inside the front entrance of each centre. These are arranged alphabetically and there is one per family. Any correspondence for parents will be placed in these files (i.e.; invoices, newsletters, ect). Please check these files at least once or twice a week for any important notices or information.

Please note that Kilworth Children's Centre will not release your child to anyone other than those indicated on your registration form, unless otherwise notified by you beforehand.

CLOTHING FOOTWEAR & OTHER BELONGINGS

Children should be dressed in casual, comfortable clothing that allows them to explore and play without fear of getting dirty. We have lots of messy fun! Painting, water play, playdough, sand play ect. We want your child to have fun while in our care, so please send them in "play-friendly" clothes.

The cubby area is a very busy place, and it's very easy for a child to accidentally place his or her clothing in another cubby by mistake. Be sure to label all of your child's belongings. Please take care and caution to ensure that any inappropriate items are removed from your child's diaper bag or back pack for the safety of all the children.

We recognize that the first few days in the centre can be confusing for both the parents and children. To help ease your transition, we have compiled the following list to assist you in preparing for your child's day:

Infants

- Closed toe shoes
- 2-3 changes of clothes
- Appropriate seasonal outerwear (see chart below)
- A full bag of disposable diapers
- Baby wipes
- Any special lotions or creams
- Pre-made formula or baby food for the day
- A blanket and or cuddly toy

Toddlers

- Closed toe shoes
- 1-2 changes of indoor clothes
- Appropriate seasonal outerwear (see chart below)
- A full bag of disposable diapers
- Baby wipes
- Any special creams or lotions
- A blanket and or cuddly toy

Preschool

- Closed toe shoes
- A change of indoor clothes
- A blanket and or cuddly toy
- Appropriate outerwear (see chart below)

FALL	WINTER	SPRING	SUMMER
Lined Jacket Splash Pants Rubber Boots Hat 2 pairs of mittens	Snow Suit Winter Boots 2 pairs of mittens Hat Extra socks	Lined Jacket Splash Pants Rubber Boots	Sun Hat Closed toe running shoes/closed toe sandals (NO flip flops)

MENUS

Four week rotational menus are posted on the Parent Information Boards. The centre offers a Spring/Summer and Fall/Winter Menu. If you would like a copy of the menus, please speak with the centre's Director. All meals and snacks are provided in accordance with Canada's Food Guide. We strive to provide a menu that is healthy and child-friendly in nature, while encouraging children to explore a variety of different flavours.

FOOD FROM HOME

Due to the increasing amount of food allergies among young children, it is the policy of the centre to restrict the practice of families bringing food into the centre. Children are not permitted in bringing in any food from home (including breakfast items).

There are a few exceptions to this rule:

- Parents of children in the infant program may bring in food for their children, as we understand that children at this age are on individual diets. However, food must be store-bought, in unopened jars. If you are serving your infant pureed homemade food, our dietary planner is able to puree food from our menu for your baby. Please speak to an infant teacher or to the Director for more information.
- Children with severe food sensitivities. Our cook is able to accommodate food sensitivities and dietary restrictions. Parents may provide the centre with a substitute item (i.e.; milk allergies, parent provides centre with lactose free cheese).
- Children will be permitted to bring in special treats for holiday parties or other special occasions as long as the following criteria is met: Homemade treats will not be permitted, due to staff inability to determine the contents of the treats, and the materials that the treats may have come into contact with during preparation. Products must be store bought, and still in the original, unopened package upon arrival to the centre. Tim Horton's treats **DO NOT** fall into this category. Products must be peanut free and must not contain any traces of nut products. Staff will review any Special Treats upon arrival to ensure the above criteria is being met.

ANAPHYLAXIS POLICY

Anaphylaxis is a growing health issue. It is the most severe form of allergic reaction. In childcare settings, the most common allergens or triggers are foods or insect stings. In an effort to create a safe environment, the centre has taken important steps to minimize accidental exposure to allergens.

The centre is a peanut/tree nut safe facility. All foods served for snacks and lunches are peanut/tree nut safe and have not been manufactured in facilities that produce such foods. Children and staff consuming peanut products at home are strongly urged to practice good hand washing and teeth brushing before entering into the program.

Upon enrolment, parents will be asked to fill out an Individual Emergency Plan if there are any known anaphylaxis allergies. This sheet contains allergy information, a list of foods, medicines, etc. to avoid, signs and symptoms, an action plan, emergency contact information and consent to administer epinephrine. The Individual Emergency Plan will also have a photo of the child. The information will be updated every six months to ensure that the centre has the most current procedures in place.

The anaphylaxis information will be posted in the child's classroom, and a copy of the I.E.P. will be placed in the child's file and medication book, as well as in the class emergency binder and the allergy noted on master list in kitchen.

Staff: All staff members are made aware of children with allergies and the action required should a child go into anaphylactic shock. Staff will be trained to administer the Epi-pen on a yearly basis by one or more of the following: a doctor, within the scope of our Annual First Aid Training, via video, by a Health Nurse, the Program Supervisor/Director, or the parent of the child with the allergy. Staff will review our Anaphylaxis Policy, as well as each child's Individual Emergency Plan yearly and sign off stating they have read and understand the above policies and procedures.

Classroom: As a regular part of programming, staff will speak with children about allergies and safe food practices. Children will be exposed to terminology and information about allergies. Staff will keep

children's Epi-pens at all times in the group's backpack located by the entrance door

Parents: All parents are made aware of our anaphylaxis policy upon enrolment. The Program Supervisor/Director, as stated in our handbook, outlines the policy, during the initial intake/tour. Parents of children with an anaphylaxis allergy will be required to submit an Individual Emergency Plan specifically for their child. They will be given the opportunity to come in and train all staff and volunteers on a yearly basis. Parents will be asked to review children's Individual Emergency Plan every six months to ensure the most up-to-date information is available.

Kitchen: A master list of all children with allergies is posted in the kitchen. The cook is responsible for ensuring that all food prepared and/or that passes through the kitchen is peanut/tree nut safe. Any children with allergies to foods on our regular menu will have substitutions prepared or the family will be asked to provide a bag lunch.

Information exchange: Kilworth Children's Centre will share information with parents, staff and volunteers regarding the anaphylaxis policy and procedures via our handbooks, policy manual, and training sessions, as well as at the Annual Parent meeting.

Off-site activities: For walks and field trips, a staff member will carry the child's Epi-pen in the group's backpack. Emergency information is on-hand in the emergency info binder. Staff members will take caution on any field trips where there is food available. Children will not eat, ingest or come in contact with unknown products or items. Children will be encouraged to play in open, previously inspected play areas to avoid the risk of insects and/or their nests. A cell phone is also carried on field trips/walks in the event of an emergency.

BEHAVIOUR MANAGEMENT

Discipline or behavior management is an important part of a child's learning experience. We believe that children should be disciplined in a positive manner that is appropriate to their actions and age. It is important for all children to have a safe and enjoyable time at the centre. To help achieve this goal, children are expected to function with reasonable limits of behavior. All staff are expected to role model appropriate behavior, to offer alternatives or redirection and to assist children in making good choices. Ultimately our goal is to promote the development of self-discipline through a positive approach.

INCLUSION

Kilworth Children's Centre believes that all children and their families should have an opportunity to participate in quality early learning and child care. We believe children develop to the best of their ability if they have a positive, nurturing and secure developmental environment that promotes physical, social, emotional and intellectual growth. For these reasons, we work in partnership with families and community agencies to ensure children with special needs are integrated successfully into our centre.

TRANSITIONS

When it is time for your child to move up to the next age group, the following procedure will be taken:

- Parents will receive a transition package outlining the time frame, new teachers, and an idea of what to expect in the next classroom.
- Children will transition into the next classroom over two weeks. The first week your child will visit for the morning, by the second week your child will stay for nap time and eventually spend the whole day.

Some children may need more time to transition and we are very open to accommodating the needs of the child.

FIELD TRIPS

A program may occasionally take field trips away from the centre to enhance the learning experience. Field trips by bus will never be taken without written notification to parents in advance. Parent volunteers are always welcome to attend these trips to assist the teachers. A fee may be charged to cover the cost of admission and/or transportation. It is generally the Preschool and School Age Group that participate in field trips, but we do occasionally include the toddlers on local outings (i.e.; splash pad).

ILLNESS POLICY

The health and well being of all our children and staff is the centre's primary concern. Therefore reducing the possibility of spreading illness is vital for everyone's safety. Our first objective is to minimize the possibility that an illness will be brought into the centre. We ask that you do not bring a sick child to the centre. Furthermore, we respectfully request that parents not "mask" their child's symptoms by administering Tylenol in an attempt to reduce their child's fever before sending them into the centre for the day.

We understand that is not always possible to recognize if your child is just having an "off" day or coming down with an illness. If you have any concerns about your child's health, please speak to one of their teachers at drop-off. By keeping us informed, we will be better able to monitor your child's activities throughout the day, and to react appropriately to his or her needs.

Generally speaking, the centre follows the exclusion policies and recommendations of the Middlesex-London Health Unit, as outlined in the Safe Healthy Children Manual for Childcare Providers.

It is the policy of the centre that all children shall be excluded from care if any of the following symptoms are displayed. Please also note that if your child displays any of the below symptoms while at the centre, parents will be called immediately to make arrangement to have their child picked up.

Diarrhea

If a child has one episode of diarrhea but otherwise feels well (i.e.; no fever, nausea or vomiting), the child will be monitored for signs of illness for the remainder of the day. If more than one episode of diarrhea occurs during the same day, or the child displays other symptoms of illness (i.e.; elevated temperature, vomiting), parents will be contacted as soon as possible to make arrangements to have their child picked up. The child must remain at home until there have been no further episodes of diarrhea for a 24 hour period.

Vomiting

If a child has one episode of vomiting, the parents will be contacted as soon as possible to make arrangements to have their child picked up. The child must remain at home until there are no further episodes of vomiting for a 24 hour period.

Fever

If a child has a temperature of 102F or higher, parents will be called to make arrangements to have their child picked up as soon as possible. Please note that the centre is not permitted to administer Tylenol or any other fever-reducing medication. Please also note that at no time is it acceptable for a parent or other adult to come to the centre to administer Tylenol or any other fever suppressant and then leave the child at the centre.

Children may return to the centre the next day if there is no fever, however, if the classroom has experienced a outbreak of high fevers, children will be asked to remain at home for 24 hours.

Conjunctivitis (Pink Eye)

Any child with a suspected case of Pink Eye will be required to be examined by a physician. Any child with a confirmed case of Pink Eye will be required to be on antibiotics for 24 hours before returning to the centre. If the child does not have Pink Eye, it is required that the centre receive a doctor's note stating otherwise before returning to care.

Skin Rash

Upon the discovery of an unexplained rash, we will attempt to contact the parents to discover the possible cause of the rash. It will be up to the discretion of the Director to determine whether or not the child must be excluded from care until examination by a physician.

Head Lice

Although head lice does not pose any health risk, it is something the staff will periodically be monitoring or doing complete classroom checks should a case be observed. If a child is identified as having head lice, the staff will contact the parent to pick up the child immediately. The child must be free from lice and nits before returning to the program. Staff will check the child's head upon their return to the centre. If any nits or lice are found, the child will not be permitted to stay.

MEDICATION

Medication will be administered by a designated staff member in each classroom. Please note that the centre can only administer prescription medication that is in the original container with a prescription label. Parents will be required to fill out a Medication Authorization Form upon arrival in the morning. Staff will administer medication in accordance to the instructions provided. Please note that staff cannot administer fever-suppressants or other over-the-counter medications without a doctor's note. The doctor's note must be for a specific condition and cannot cover a blanket period of time. (For example, we cannot accept a doctor's note that states "Administer Children's Motrin whenever child's Temperature is higher than 38C" _ If you have any questions about the Medication Policy, please do not hesitate to speak to the Director

In compliance with the Day Nurseries Act, all children 18 months and older are required to play outside for 2 hours daily, weather permitting. Please ensure that your child is dressed appropriately to enjoy his/her time outside. Please note that due to licensing requirements pertaining to staff-child ratios, it is impossible for us to keep your child indoors while the remainder of the children go outside. If your child is too sick to participate in the program fully, it is with the child's best interest, to stay home.

ACCIDENTS

Despite our best efforts to provide a safe, nurturing learning environment for all our children, accidents do occur from time to time. If your child gets hurt while at the centre, staff will complete an Accident Report Form which will require your signature upon your arrival at departure time. The form will be signed by the Director and be placed in your child's file.

If there is a serious accident that results in the need for medical attention, the centre will attempt to contact the parent immediately and arrangements will be made for you to pick up your child or to meet the Director at the emergency facility. If parents cannot be reached, we will contact your emergency contacts as provided.

In the event of a Serious Occurrence, it is required by the Ministry of Education that every centre post a Serious Occurrence Report for a minimum of 10 business days

The report will be posted near the centre's annual license.

FIRE DRILLS AND EMERGENCY EVACUATIONS

Fire drills are conducted on a monthly basis in accordance with regulations. It is imperative that children are appropriately dressed in hard-soled footwear, as we are required to perform fire drills, regardless of weather conditions. In case of a serious fire, all children will be taken to the designated place of emergency shelter (Community Futures). In the event of an emergency evacuation, the following steps will be taken:

1. All parents or emergency contacts will be notified as soon as possible.
2. An evacuation notice will be hung on the front door, outlining our location, time of departure and contact phone number.
3. Staff will evacuate children to Community Futures Development Corporation (22423 Jefferies Road, Komoka ... across the parking lot from the child care).
4. Staff will remain at the emergency location until all children have been picked up by parents or emergency contacts.

SUN PROTECTION POLICY

Kilworth Children's Centre recognizes the dangers of children being exposed to the sun.

Sunscreen of at least 30SPF will be applied to children 15-30 minutes before going outside. Parents will be required to pay a nominal fee at the beginning of each season for sunscreen. We request that parents refrain from sending in their own sunscreen unless their child has sensitivity to the sunscreen provided.

Children are strongly encouraged to wear sunhats outside. Programs will schedule outdoor time before 11am and after 3pm when the sunrays are lower in strength.

PARKING & CAR IDLING

In an effort to first and foremost provide a safe environment for our children, parents are to ensure that their vehicles are parked and turned off during arrival and departure times. Keys should not be left in the ignition. Staff and other parents will help ensure the safety of the children at Kilworth Children's Centre by adhering to this policy and supervising others.

Please be aware, that there is no parking in the back of the centre between the two locations (in front of Sr. Toddler/Preschool Yard). This is an Emergency Fire Lane and must be clear at all times.

ROLE OF THE PARENTS IN THE PROGRAM

We encourage our families to be involved in their child's experiences at the centre. Communication with your classroom educator on a regular basis is very important. Calendars, newsletters, information boards and the website act as a wonderful communication tool that we hope you will familiarize yourself with. And of course, parents are always welcome to volunteer on class fieldtrips and participate in all of our special events hosted by the centre.

INAPPROPRIATE BEHAVIOUR OF A PARENT/GUARDIAN

If a family member act inappropriate in a program or towards a staff it may result in the immediate dismissal of the family from the centre.

The following behaviours are not acceptable:

- Endangering the health and safety of children and/or staff
- Threatening a staff member
- Using vulgarity, profanity or obscenity
- Acting in a lewd manner
- Damaging centre's property

If a parent is impaired upon arrival for pick-up, staff will request the parent to take a cab or to contact an alternate person who can be responsible for driving them home.

If this is not observed , the Police and or Children's Aid may be called.

PROCESS FOR EXPRESSING CONCERNS

Kilworth Children's Centre conducts an annual Parent Survey. Results are shared with staff and families who together develop and implement a plan of action to address any concerns.

We encourage you to discuss any concerns that you may have regarding your child's classroom experiences directly with his/her educator. However, if you feel it necessary, the Director is always available and willing to discuss any concerns or questions you may have.

If you have any questions or concerns about any of the information contained within this handbook, please do not hesitate to speak to the Director at any time.

WELCOME TO KILWORTH CHILDREN'S CENTRE!

