

A photograph of two young children, a girl on the left and a boy on the right, both wearing denim overalls over white t-shirts. They are sitting at a table and playing with several colorful stacking cups in shades of blue, yellow, orange, and green. The girl is looking down at the cups, and the boy is reaching out towards them. The background is bright and out of focus.

KiNDERlinx

CHILD CARE CENTRE

Parent Handbook

Updated September 2026

CHILDCARE@OFFICELINX.COM

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Kinderlinx Child Care Programs

SCHEDULE 1: REQUIREMENTS RE CHILD CARE CENTRE

NAME OF AGE CATEGORY	AGE RANGE OF AGE CATEGORY	RATIO OF EMPLOYEES TO CHILDREN	MAX NUMBER OF CHILDREN IN GROUP	PROPORTION OF EMPLOYEES THAT MUST BE QUALIFIED
TODDLER	18 months or older but younger than 30 months	1 to 5	15	1/3
PRESCHOOL	30 months or older but younger than 6 years	1 to 8	20	2/3
PRIMARY/JUNIOR SCHOOL AGE	68 months or older but younger than 13 years	1 to 15	40	1

Operational Hours and Holiday Schedule

Kinderlinx Child Care Centre will be open Monday to Friday from 7:00am until 6:00pm, 52 weeks per year.

Kinderlinx Child Care Centre is closed on the following statutory and civic holidays:

New Year's Day

Victoria Day

Thanksgiving Monday

Family Day

Canada Day

Christmas Day

Good Friday

Civic Holiday

Boxing Day

Easter Monday

Labour Day

Your regular childcare fee includes the above days. Any other days the Centre is closed including Christmas Eve and New Year's Eve, are free of charge.

Due to low attendance during the holiday season, Kinderlinx Child Care Centre may close in accordance with the KPRDSB school calendars Winter Break. Parents will be surveyed about their care needs during this time prior to closing. In a case where a holiday falls on a weekend, we will observe either the Monday/Friday or in some cases both as an observed day.

Fees for Service

As of January 1st, 2025, we are participating in CWELCC.

ROOM	BASE RATE
TODDLER (18 MONTHS OR OLDER BUT YOUNGER THEN 30 MONTHS)	\$19.99
PRESCHOOL (30 MONTHS OR OLDER BUT YOUNGER THAN 6 YEARS)	\$18.61
KINDERGARTEN (44 MONTHS OR OLDER BUT YOUNGER THAN 6 YEARS)	\$13.32
SCHOOL AGE BEFORE & AFTER (68 MONTHS OR OLDER BUT YOUNGER THAN 13 YEARS)	\$35.00
KINDERGARTEN FULL DAY	\$17.68
SCHOOL AGE FULL DAY	\$40.00
FINES	RATE
LATE FEE	When accounts become outstanding of 30 days past due, a \$15.00 late charge will be applied.
COLLECTION AGENCY FEE	Unpaid overdue accounts may be listed with a credit and collection agency upon termination of your childcare with a fee of \$200.00.

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It is your responsibility to keep your account balance current. Enrollment in the daycare is conditional on full and timely payment of fees. When accounts become outstanding 30 days past due, a \$15.00 late charge will apply. At 60 days past due, your child's enrollment will be terminated. Any other payment schedule must be discussed with and agreed upon by the Executive Director.

The County of Northumberland aids families in need. Please call 905-372-1003 ext. 2481 to see if you are eligible.

Late Pickup Charges

Kinderlinx Child Care Centre closes at 6:00pm, we kindly ask families to pick up by 5:50pm to ensure Educators can close Centre at 6:00pm. Failure to pick up by this time will result in a late fee which will be added to your invoice. Late fees are as follows:

- 6:00pm-6:10pm - \$10.00
- An additional \$10.00 added for every 10 minutes
- Emergency contacts will be called if parent/guardian is not answering.
- If parent/guardian or emergency contact cannot be contacted by 7:00pm a call will be made to CAS as well as the Police Department.

Parent Payment Policy

Billing for the current month will take place on the first of each month. For your convenience, we offer two payment options. Fees may be paid in full on the first of each month, or 50% of the payment

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on or before the 15th of each month, and the remaining 50 % on or before the last scheduled day for care in the month.

Payments are to be made by E-transfer:

childcarepayment@officelinx.com

Enrolment in the daycare is conditional on full and timely payment of all fees. It is your responsibility to keep your account balance current. When amounts owing are 30 days past due, \$15.00 will be applied to your account. If your account is not paid in full at 45 days past due a termination notice will be issued for your child/children, and care will no longer be provided, effective immediately. Accounts remaining unpaid 90 days after withdrawal/termination will be charged a \$200.00 penalty and sent to our collection agency.

Kinderlinx recognizes the need for a fee subsidy for some families. Any rules pertaining to subsidy or Ontario works recipients are issued by the County of Northumberland and will apply to all families on said programs. New applicants to our programs, who are awaiting subsidy, will not be permitted to start attending Kinderlinx at the reduced rate (full price-subsidized amount) until confirmation has been received by the program director. Members who receive subsidy or Ontario works are financially responsible to cover any cost not paid by these programs.

We require two weeks' notice when withdrawing your child/children from the daycare. Full fees for the two-week period are payable if inadequate notice is given.

Please, advise the Kinderlinx if your child/children will be absent on a scheduled day of care. You are required to pay fees for any day on which your child is scheduled to attend regardless of whether they are in attendance or not. All statutory holidays and days your child is away due to illness or inclement weather must be paid.

No rebate or reduction will be given for absences.

If payment has already been sent and 2 weeks' notice for withdrawal as formally been given, then any overpayment will be refunded back to the payee via E-transfer.

In the case that the Centre closes for the day due to unforeseen circumstances payee will be credited for that day on next invoice.

In the event of a CWELCC base fee reduction, families will be refunded for any overpayment made. An overpayment is defined as the difference between the old base fee and the new reduced base fee.

Child Care Centre Safe Arrival and Dismissal Policy and Procedures

PURPOSE

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare Centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

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Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

POLICY GENERAL

Kinderlinx Child Care Centre will ensure that any child receiving child care at the child care Centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care Centre may release the child to.

Kinderlinx Child Care Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The Centre will not release any children from care without supervision.

PROCEDURES

List Accepting a Child into Care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on Child's Emergency Record or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

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Where A Child Has Not Arrived in Care as Expected

1. Where a child has not arrived in care as expected
 - Where a child does not arrive at the child care Centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the Director or Designate and they must commence contacting the child's parent/guardian no later than 10:00am. Staff shall call parent/guardian, send message on Class Dojo app or email.
 - If staff is unable to contact either parent/guardian then Director will try to contact each one more time, if not contact then Director will contact Emergency Contacts listed on Child's Emergency Record.
 - Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing A Child from Care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the

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parent/guardian/authorized individual's name on the child's file or written authorization.

Where A Child Has Not Been Picked Up as Expected (Before Centre Closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by 5:45pm (15 mins prior to closing time, the Program Staff shall contact the parent/guardian by phone or Class Dojo App and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must call again and leave message. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the Centre.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until Centre closes at 6:00pm and then contact Child's Emergency contacts and notify Director.

Where A Child Has Not Been Picked and the Centre Is Closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
 - One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact parent/guardian first and then proceed to contact the

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authorized individual responsible for pick-up if unable to reach parent/guardian

- If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact all authorized individuals listed on Emergency Record.
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) 1-800-267-0570. Staff shall follow the CAS's direction with respect to next steps.

Where A Child Dismissing a Child from Care Without Supervision Procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

GLOSSARY

Individual authorized to pick-up/authorized individual: A person that the parent/guardian has advised the childcare program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the childcare Centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Additional Regulatory Requirements: Ontario Regulation 137/15 Safe Arrival and Dismissal Policy

50. Every licensee shall ensure that each child care Centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,
- a. provides that a child may only be released from the child care Centre or home child care premises,
 - i. to individuals indicated by a child's parent, or
 - ii. in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
 - b. sets out the steps that must be taken if,
 - i. a child does not arrive as expected at the Centre or home child care premises, or
 - ii. a child is not picked up as expected from the Centre or home child care premises.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the Child Care and Early Years Act, 2014 (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each childcare Centre it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation

of the legislation and its application, the licensee may wish to consult legal counsel.

Child Care Centre Waiting List Policy and Procedures

PURPOSE

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care Centre that maintains a waiting list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

POLICY GENERAL

Kinderlinx Child Care Centre will strive to accommodate all

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requests for the registration of a child at the child care Centre.

Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.

No fee will be charged to parents for placing a child on the waiting list.

Additional Policy Statements

PROCEDURES

Receiving a Request to Place a Child on the Waiting List

1. The Director/ Designate will receive parental requests to place children on a waiting list via form on the kinderlinx.com website, email to childcare@officelinx.com, or telephone 905-800-1414.

Placing a child on the Waiting List

1. The Director will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the Director will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, and children of staff.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

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1. Parents of children on the waiting list will be notified via email that a space has become available in their requested program.
2. Parents will be provided a timeframe of 48 hours in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The Director will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The Director will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.

Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Additional Procedures

- If family reaches out to Kinderlinx Child Care Centre after the allocated 48 hours, they can remain on the wait list until the next space becomes available.
- If a family does not reach out to Kinderlinx Child Care Centre after 2 attempts to contact them, they will be removed from the wait list.

GLOSSARY

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the child care Centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians but will be referred to as “parent” in the policy).

Regulatory Requirements: Ontario Regulation 137/15 Waiting Lists

75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

- a. explain how the licensee determines the order in which children on the waiting list are offered admission; and
- b. provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care Centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry’s authority to enforce the CCEYA and its regulations.

Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

Illness

Please keep your child at home if they show signs of the following symptoms:

- They have a fever of 100 degrees Fahrenheit or 37.8 degrees Celsius or over
- They have had or currently have a heavy nasal discharge and a cough
- They have vomited or had diarrhea (3 diarrhea's or 1 vomiting while in the Centre will result in sending your child home)
- They have any contagious diseases or viruses (a doctor's note may be requested)
- They are sent home and require prescribe medication. Your child cannot come back to the Centre for 24 hours.

If your child becomes ill during the day with any of the above symptoms, they will be isolated from the other children, and we will notify you to come and pick them up. Your child may return to childcare if symptoms started improving for at least 24 hours (48 hours if they had nausea, vomiting and/or diarrhea), they do not have a fever and if they do not develop any additional symptoms.

In the event of an outbreak the health department may require the Centre to submit samples.

Note: If an illness is questionable (i.e.: rash/bumps) the Centre reserves the right to ask for a doctor's note to clarify illness.

Head Lice

Head Lice causes concern and frustration for some parents, staff, and children. This childcare policy is intended to outline roles, responsibilities, and expectations of the childcare community to assist with treating and controlling head lice in a consistent and coordinated manner.

While parents have the primary responsibility for the detection and treatment of head lice our childcare Centre will work in a cooperative and collaborative manner to assist all families to manage head lice effectively. If a child has live head lice present, they are to be excluded from the Centre until treatment has commenced and all live lice and eggs have been removed (the most important part of the treatment is the removal of eggs with a comb, treatment alone does not remove the lice and eggs).

The procedure should be repeated in 7 days to ensure that any live eggs that weren't removed in the first course of treatment are killed off before hatching into lice.

Enrollment

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When a childcare spot becomes available the Director will reach out to the family on the top of the wait list and inquire if care is still needed. If the open position is full-time, we'll fill it with another full-time child. Part time parents on the top of the wait list are contacted and given the opportunity to take the full-time position. If they choose to decline, then the next name is contacted. Once a family accepts the position, we start the enrollment process.

The following must be completed prior to enrollment:

- Registration process is completed online.
- A confirmation phone call is made.
- A position is available, and the family accepts that position.
- Medical forms and up to date immunization record are submitted online. Objection/exemption forms must be notarized (as of Aug 29, 2016)

**Subsidy approval letter (if applicable). If you are in the process of acquiring subsidy, you will be required to pay full fees until we receive the letter at which time, we will review reimbursement.

Notice Of Withdrawal or Downgrading Enrollment Termination

There may be times when we are unable to meet the needs of a child. Should such a situation arise, we reserve the right to

terminate any contract of care.

The following procedure will be followed:

- Behaviour is documented over a period by the program staff. Staff and parents communicate daily regarding the child's behaviour. Parents provide the Centre with pertinent information that may help staff support the child's development.
- The program staff submits a written formal report to the Director.
- The Director and staff meet to discuss the concerns. Strategies are discussed, documented, and then implemented. A trial period for the suggested strategies is established.
- In completion of the trial period, the staff and the Director meet to discuss documented observations of behaviour and strategies implemented. If additional support is required, a meeting is arranged with parents, staff, and the Director. The following steps will then be followed:
 - Identify the concerns
 - Discuss implications of the child
 - Discuss ways of involving community resources
 - Contact community resources and discuss behaviours, strategies implemented, and results reviewed. Results are documented in writing and signed by all parties. Refusal to sign papers will indicate a lack of cooperation and may lead to behaviours, strategies implemented, and results reviewed. Results are documented in writing and signed by all parties. Refusal to sign papers will indicate a lack of cooperation and may lead to immediate termination.
- If the Director determines that the child's needs cannot be met, a recommendation of withdrawal will be forwarded to the parent/guardian, as well as an invitation to attend a meeting with the

Director to put their position forward. Both the owner and Children's Services Consultant will also be notified.

- If the parent/guardian does not attend the meeting, or if after attending, the Director decides that it is in the best interest of the child that they be withdrawn from the program, a written two weeks' notice of withdrawal will be given.
- Any parent choosing to withdraw from the childcare Centre will be required to provide a two-week written notice to the Centre Director.
- Kinderlinx Child Care reserves the right to terminate a parent's contract on the following grounds:
 - Non-payment of fees (2 months in a row)
 - Contravention of the Code of Conduct
 - Continuous late pick-up

Code Of Conduct

The following expectations are intended as a guide to maintaining the atmosphere at our Centre as a happy, comfortable, and safe place to be.

Adults and children always shall:

- Be courteous to others
- Use acceptable language
- Conduct themselves in a manner which allows each child and staff member to feel safe from verbal and physical abuse
- Resolve conflict in a peaceful manner
- Respect the building and equipment as well as the personal property of all staff and others
- Show respect for all individuals through his/her behaviour and words

Please note that staff are to be always treated on a professional level. Staff are providing quality programming for your children and will not accept treatment

that is not respectful. Please deal with discrepancies in private (away from the children and other adults) as it creates a negative atmosphere in the classroom. Any questions, concerns or grievances should be addressed to the Director. Any matter that cannot be resolved at this level will be directed to management. At no time should there be a confrontation in front of any children. Failure to adhere to our Code of Conduct could result in termination of the enrollment agreement (upon the discretion of the Centre).

Activities off Premises

Outdoor play is a component of our daily programs. As a part of this program children will participate in community walks on a regular basis. This may include walks to the parks, library or simply just a nature walk. While off premise ratios will still meet the regulations according to the CCEYA. Consent for participation in any of the above activities is given in the registration package.

On occasion field trips are planned to enhance the classroom programs. These trips include experiences such as going to an apple orchard, farmers market, grocery store etc. An additional consent form is required from parents to give permission for these trips as a onetime event. These trips usually include transportation in the form of a rental school bus from a local company.

Field trips may be subject to additional costs from the parents.

Supervision Policy for Volunteers and Students

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It is Kinderlinx Child Care Centre's policy that only employees will have direct unsupervised access to children. Under the Child Care and Early Years Act, (the "Act"), volunteers and students are not counted in the staffing ratios requirements for Kinderlinx Child Care Centre while in operation. Further, the Act provides that no child in a childcare Centre can be supervised by a person under 18 years of age. As such, volunteers, students, and persons under 18 years of age will never left be alone with the children at Kinderlinx Child Care Centre.

VOLUNTEERS AND STUDENTS

- Volunteers and students are not considered part of the ratios and must never be left alone with the children.
- The Executive Director or the designate is responsible for the recruitment, orientation and training of volunteers and students.
- The Executive Director or the designate is responsible for the ongoing supervision of the volunteers. For students, the Executive Director designates a Registered Early Childhood Educator (RECE) who is responsible for the ongoing supervision of the student.
- All volunteers and students must have a vulnerable sector check (VSC.) The VSC must be completed prior to their involvement with the children at the Centre.
Co-op students under the age of 18 are exempted from this requirement. Kinderlinx Child Care Centre may require a reference letter from the school the volunteer under the age of 18 attends.

All volunteers and students must include a health assessment and immunization records as directed by the local medical officer of health.

VOLUNTEERS:

- All persons expressing a willingness to become a volunteer must be screened, interviewed, and placed within the Centre by the Executive Director or the designate.

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- All volunteers must complete a standard application form to establish suitability for placement within the Centre. Every effort will be made to place the volunteer in a setting that best utilizes their interests and experience.
- The length of commitment will be mutually agreed upon by the volunteer and the Executive Director or the designate. Prior to volunteering at the Centre, the volunteer must sign an agreement outlining the expectations of the Centre, as well as the role of the volunteer.
- The Executive Director or the designate, may, at any time, ask the volunteer to leave provided there is written documentation on file indicating the reasons for the request.
- All volunteers will receive a description outlining their duties and expectations.

Parent's Issues and Concerns Policy and Procedures

GENERAL

Parents/guardians are encouraged to take an active role in our childcare Centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available

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to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Kinderlinx Child Care Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

CONFIDENTIALITY

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

CONDUCT

Our Centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels

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uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

CONCERNS ABOUT THE SUSPECTED ABUSE OR NEGLECT OF A CHILD

Everyone, including members of the public and professionals who work closely with children, are required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>.

PROCEDURES

NATURE OF ISSUE OR CONCERN	STEPS FOR PARENT AND/OR GUARDIAN TO REPORT ISSUE/ CONCERN:	STEPS FOR STAFF AND/OR LICENSEE IN RESPONDING TO ISSUE/CONCERN:
PROGRAM ROOM-RELATED E.g.: schedule, sleep arrangements, toilet training, indoor/ outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to: • the classroom staff directly • the supervisor or licensee	• Address the issue/concern at the time it is raised or • Arrange for a meeting with the parent/guardian within 1 business days. • Document the issues/ concerns in detail. • Documentation should include:
GENERAL, CENTRE OR OPERATIONS-RELATED E.g.: childcare fees,	Raise the issue or concern to: • the supervisor or licensee	

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hours of operation, staffing, waiting lists, menus, etc.		- the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or - information given to the parent/guardian regarding next steps or referral.
STAFF, DUTY PARENT, SUPERVISOR, AND/OR LICENSEE-RELATED	Raise the issue or concern to: - the individual directly - the supervisor or licensee All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/ guardian(s) who raised the issue/concern.
STUDENT/ VOLUNTEER-RELATED	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

ESCALATION OF ISSUES OR CONCERNS

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Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Ministry of Education.

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g., local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

CONTACTS

EARLY YEARS SERVICES NORTHUMBERLAND COUNTY HEADQUARTERS:

MINISTRY OF EDUCATION,
LICENSED CHILD CARE HELP
DESK:

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Stephanie Darling
Executive Director

905-800-1414

Kinderlinx Child Care Centre

1-877-510-5333 or

childcare_ontario@ontario.ca

555 Courthouse Road

Cobourg, ON K9A 5J6T.

905-372-6846 ext. 2471

Toll Free: 1-800-354-7050 ext. 2471

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

- 45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,
- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee.
 - (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
 - (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each childcare Centre or home childcare agency it operates which shall include,
- (a.2) a copy of the licensee's policies and procedures

required under section 45.1 regarding how parents' issues and concerns will be addressed.

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern, they wish to have addressed by the licensee.

Program Statement

Child Care and Early Years Act 2014 Regulations Regarding Program Statement:

(3) The program statement shall describe the goals that guide the licensee's program for children at a childcare Centre it operates or at a home childcare premises it oversees, and the approaches that will be implemented in the program.

As part of providing a quality program we are following the regulations of the Child Care and Early Years Act 2014. How Does Learning Happen? Ontario's Pedagogy for the Early Years 2014 (HDLH) is used as a guideline for licensed childcare programs. HDLH views children as competent, capable, curious and rich in potential. The foundations of learning are belonging, well-being, engagement and expression. For more information on this please go to <http://www.edu.gov.on.ca/childcare/pedagogy.html>.

Kinderlinx views children as being competent, capable, curious, and rich in potential.

The following is how Kinderlinx Child Care Centre staff will implement the goals in the Centre:

PROMOTE HEALTH, SAFETY, NUTRITION HEALTH

The staff at Kinderlinx Child Care Centre conduct daily health observations of the children. Children are checked for any signs of ill health which are documented in the communication book for the room and discussed with parents. All staff follow Public Health policies and procedures including hand washing, toileting, and diapering, cleaning up a mess, etc. Public Health postings are up throughout the Centre to remind and encourage everyone to follow the procedures and help keep our environment as healthy as possible.

Throughout the day:

- Staff in the room make sanitizing and disinfecting solutions used daily for cleaning tables and washrooms, etc.
- Staff document any signs of illness in the communication book, fill out illness or accident forms.
- If a child is ill the Director will be informed and the parents notified, in the event of a communicable disease or an outbreak staff will refer to Public Health policies and procedures on how to handle the situation.
- Staff role model and encourage children to practice respiratory etiquette.
- Staff assist children with toileting and diapering according to Public Health standards.
- Staff role model and ensure proper hand washing/hand hygiene with children.
- The early staff in the room administers any medication to a child, if not in the room the late staff will administer the medication.
- Staff review medications in the room to make sure they have not expired.

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- The staff return medication to families once complete.
- The staff in the room are responsible for washing and disinfecting the toys and equipment in the room (daily for infants, weekly for toddlers and preschoolers) Infant and toddler staff follow a laundry schedule as laundry is done throughout the day.
- In the office the staff collect information from the parents during the registration process which includes the child/children's immunization records.
- The office staff maintain the immunization records on a monthly basis to ensure that each child's is up to date.
- Office staff are responsible for notifying parents and any other necessary organizations of any communicable diseases or illnesses that are contagious. This is typically done through email or postings around the Centre.

SAFETY

Everyone's safety in the Centre is very important. The staff at the Centre play a big role in maintaining the safety of other staff, children and families. As children arrive and throughout the day staff are doing head counts of the children to ensure that there is no one missing. Attendance verification is signed at multiple intervals throughout the day.

In addition, staff:

- Position themselves to maximize the view of the area.
- Check and scan environments frequently/responding to unusual noises.
- Ensure they are always aware of the number and location of children.
- Balance observation and interactions with children
- React quickly to remedy unsafe conditions.
- Can attend to a planned activity as well as observing children in the environment.

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- Have a plan in place to purchase and update equipment.
- Ensure areas of hazards are dealt with right away by staff, the Director or other professional.
- Encourage children to respect classrooms, their peers and activity equipment.
- Check equipment and purchase as needed for the program and discarded when broken Check the playground twice per day.

The Centre's staff are responsible for overseeing the safety of the entire Centre. This may include repairs inside/outside, monthly and seasonal playground checks, fire drills and other maintenance and hazards that affects the well-being of the staff and families in the Centre.

NUTRITION

Children's nutritional health is part of their growth and development. Kinderlinx Child Care Centre will be catered by Real Food for Real Kids; they will be providing a hot lunch and 2 snacks daily. Menus are approved by a third-party Registered Dietitian and exceed all the guidelines in the Child Care and Early Years Act (CCEYA). Allergy/restriction lists are posted in all rooms, the office and kitchen. The staff must follow the allergy/ restriction list. Allergies and restrictions are reviewed with families quarterly and updated and signed off with the staff as necessary.

For children with anaphylactic allergies the staff are trained on how to use EPI-PENS for each individual child that has an anaphylaxis allergy.

Also:

- Staff role model and explain appropriate hand washing at mealtimes.
- Plan mealtimes so that waiting for food is avoided.
- Meals are planned to ensure socialization and open communication.

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- Children are encouraged to eat and try new foods, staff role model where necessary.
- Children must not be forced to eat or taste new foods.
- If desserts are served, they are planned as an integral part of the meal.
- The toddler and preschool staff incorporate cooking experiences into the program monthly.
- The office staff are constantly in contact with the catering company.
- Office staff collect the company's Public Health inspections and dietician letters at least annually.
- The office is responsible for informing the company of allergy/dietary restrictions, any issues with food delivery or quality.
- Allergies and restrictions are reviewed quarterly with families and staff, this includes the children with EPI PENS.
- The office staff collect all necessary information regarding children with anaphylaxis and EPI PENS and organize the training with the staff.

BAGGED LUNCH POLICY

July 2024

When Kinderlinx has children over 44 months of age bringing in their own lunches and snacks, we will:

- Establish guidelines for the content of bagged lunches and examples of bagged lunches so that parents know that what they are sending from home meets the recommendations in the Canada Food Guide requirements.
- Program staff will monitor the content of bagged lunches. Staff need to talk to the child's parents if they have concerns that what is being sent from home is not nutritious.
- Program staff will consider how food/drink from a child's home

will be properly stored so the food is maintained at a safe temperature (for example, need to plan for refrigeration or the use of cold packs).

- Kinderlinx will have back-up plan if a child loses or forgets their lunch/snack or if what the child has brought into the Centre contravenes the Centre's anaphylactic policy.
- Kinderlinx had extra food or snacks available if a child's food from lunch is not very nutritious and/or if the child is still hungry because there wasn't enough food sent from home.

SUPPORT POSITIVE AND RESPONSIVE INTERACTIONS

The staff at Kinderlinx Child Care must conduct themselves in a professional manner. Children and parents are greeted by staff when they come into the Centre. Staff role model positive interactions for children between parents and other children in the Centre. Children are encouraged to use manners when speaking to staff and other children. Staff have positive interactions with families daily. In addition to this staff regularly share children's developmental process through a portfolio which is reviewed monthly and through parent teacher meetings held at least annually.

- Friendly greeting/departure to child/family.
- Demonstrates positive physical contact.
- Models calm relaxed manner, good manners, positive body language.
- Pleasant voice tone and level.
- Using humour appropriately.
- Responds positively to children's, parents, and other staff's emotions.
- Being available to children who need help.
- Working in a team environment.
- Modelling positive social behaviour and language.
- Observing children's interactions and intervening appropriately by giving verbal direction.

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- Using open-ended questions to encourage the children to problem solve.
- Providing supervision near children.
- Clarifying and/or using positive reinforcement.
- Office staff endeavour to have staff and families feel safe and comfortable in the Centre.
- We receive any concerns with an open mind and try to problem solve on a case-by-case basis.
- Any conflicts that are not easily resolved by the office staff are then sent in writing to the Board of Directors.

ENCOURAGE POSITIVE COMMUNICATION AND SELF-REGULATION

Throughout the day children are provided with opportunities to engage in communication with others. During this time staff can praise and encourage children when they are engaged with each other in an appropriate manner. Staff are role models for positive communication. They communicate respectfully with each other and with all families in the Centre.

- Stating expectations clearly.
- Matching expectations to developmental level.
- Explaining consequences of behaviour.
- Advising children of upcoming changes.
- Helping children label their emotions and the emotions of others.
- Providing ways for children to express emotions constructively.
- Praising positive behaviour.
- Using positive direction and comments.

Staff allow children the opportunity to attempt various tasks on their own, step by step, and assist them when required.

To support self-regulation staff:

- Provide choices when possible.
- Encourage/provide time for children to complete task.
- Encourage the development of appropriate self-help skills.
- Respect children's decisions.
- Help when appropriate.
- Using sincere praise and encouragement.
- Respond positively to children's interests, strengths and needs.
- Comment on tasks in smaller steps when necessary to give child sense of accomplishment.

FOSTER EXPLORATION, PLAY AND INQUIRY

One of the four foundations of learning in How Does Learning Happen? Ontario's Pedagogy for the Early Years is engagement.

It states the following:

Engagement suggests a state of being involved and focused. When children can explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond (Page 7).

At Kinderlinx Child Care Centre we believe that children learn through play, which aligns with the foundation of engagement in How Does Learning Happen? Ontario's Pedagogy for the Early Years. We provide a variety of materials which are open ended and allow children to explore and express themselves, problem solve and be more creative in their thinking.

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Staff create program plans that are based on children's interest; however, program plans can change if children's interests change. Every room has access to a wide range of materials to help expand on children's current knowledge and support the learning process in any new inquiries.

- Staff participate in play with children.
- Staff listen to children and provide experiences to enhance their ideas.
- Staff have access to a multitude of resources to help expand children's ideas that come up during play.
- The room is set up in a manner that children are interested in playing (the set-up, what materials are provided, open-ended materials that allow children to problem solve, etc.).

CHILD-INITIATED EXPERIENCES AND ADULT SUPPORT

The staff at the Centre create weekly program plans based on weekly observations of individual children and the children as a group; however, children's interests often change. Therefore, staff allow children to take direction during experiences. When necessary, there is a section on the program plan where staff can document the alternate experiences that the children initiated.

- Staff provide opportunities for multiple experiences throughout the day.
- Staff support children throughout the day when exploring the different materials available to them.
- Experiences documented on plan and provided daily for individual children and the children as a group.
- Areas are set up so that children know what to do with accessories and can decide the direction to take with them.

PLAN FOR POSITIVE LEARNING ENVIRONMENTS TO SUPPORT DEVELOPMENT

Children thrive in indoor and outdoor spaces that invite them to investigate, imagine, think, create, solve problems, and make meaning from their experiences – especially when the spaces contain interesting and complex open-ended materials that children can use in many ways. How Does Learning Happen? Ontario's Pedagogy for the Early Years (Page 20).

Children are observed frequently. Based on the observations the staff develop individualized experience plans. This allows the child to work on a specific skill. Staff also provide additional experiences to peak children's interests.

Children's individualized experience plans are included on the weekly program plan. Rooms are set up in advance to allow children to explore as soon as they enter the room. Staff reinforce and help children with the process of learning. Children are praised for all attempts at learning and developing new skills.

Program plans are completed weekly, are diverse and include, creative experiences, circles, language, and literacy, sensory, science, dramatic play, cognitive experiences, block play, sleep time with wake-up experiences and outdoor play which happens twice a day for an hour (weather permitting) gross motor play when children cannot go outdoors.

Staff meet once a month to discuss children's individual and group progress and plan/ implement experiences to improve their development, these are documented in the room's communication book. Staff attend workshops to enhance the environment, program, and quality of the room as necessary. Transition visuals, daily schedules and pictorial symbols are incorporated throughout the room and are used consistently with all children as an inclusive

program. Combination of checklists, IPPs, suggestions used as basis for program planning.

VARIETY OF EXPERIENCES THROUGHOUT THE DAY

The children participate in many experiences throughout the day.

Indoor:

- Variety of activities offered and implemented daily that cover all areas in the room and all areas of development.
- Fun equipment/toys and displays set up to challenge children's abilities.
- Activities listed cover all areas of development.
- Learning circles are pre-planned and circle bins are set up ahead of time.
- Changes and additions are documented on the plan as necessary throughout the week.
- Activities planned for children from 7:00 am – 6:00 pm covering all areas of development.
- Staff read to children daily and individually during group setting.
- Books are rotated monthly.
- Enough equipment for rotation (2 per child).
- Dramatic area offered daily and changed every few weeks accordingly.
- Instruments available to enhance music activities.
- Where applicable, books are available in other areas of the room.
- Children can combine toys and materials from other learning areas.
- Prop boxes available to rotate.
- Multicultural accessories available.
- Music and movement activities planned and implemented daily.

Outdoor:

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- Supervision of children ensures for both safety and child's need to explore.
- Planned activities are available daily, whether inside or outside.
- Positive interactions occur during transitions.
- Portable attendance travels with each group.
- Written verification of attendance after each staff changes.
- First aid, etc. checked and replenished on a regular basis.
- Staff brings in correct number of children to maintain ratios outside.
- Good balance of interaction and supervision.
- Activities planned to ensure all children have a choice to participate. Individual needs are met during transition (preparing children ahead of time).
- Playground checks done at an appropriate time.
- Inclement weather/field trips noted on the forms on days playground not used.

COMMUNICATION

Parents are an important part of the program. They are aware of their children's interests and development. Parents may contribute ideas, materials, and their personal expertise into the program. Communication happens through daily observations, phone calls, letters left in cubbies, email, portfolios, and parent teacher interviews which occur at least annually.

To maintain positive and open communication with other staff and parents in the Centre the staff:

- Give coworkers positive and constructive feedback.
- Pass along messages as needed.
- Discuss concerns with coworkers and Director.
- Reads Centre communication book daily and signs on each day.
- Communicates with parents respectfully and friendly.

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- Complete daily logs of children and share with the parents at the end of the day.
- All staff to discuss children's portfolios monthly with parents.
- Staff create documentation postings for parents which include the ELECT for the skill that the children are working on.

COMMUNITY

The staff and Director are responsible for connecting the Centre to the community. The Director organizes some workshops in which people from the community come into the Centre to help staff gain knowledge. If permissible, monthly the children are provided with an enrichment program consisting of a presenter followed with a learning activity. The presenter can be a parent from the Centre, another staff member or someone from the community.

PROFESSIONAL LEARNING

Lifelong learning is very important. As our community grows, and changes staff and families must be aware of appropriate ways to handle a variety of situations. Individually staff are required to do at least one training program per year. In addition, the Centre may have group trainings to learn more about a variety of topics.

All staff at the Centre are required to be Standard First Aid and CPR Infant Level C trained. Training is provided at the Centre and upgraded annually or as required. The Centre will pay for all mandatory training.

CENTRE EVALUATION

Prior to employment at Kinderlinx Child Care all staff are required to read and understand the policy binder. They must sign off that they have read and understand the policies of the Centre. All policies are then reviewed annually

and more frequently if necessary. The Program Statement will be available to anyone that comes into the Centre, reviewed before the commencement of employment or volunteering, reviewed annually for changes, reviewed annually with staff, students and volunteers and used to document its effect on families.

The staff will be evaluated at least annually based on their implementation of the program statement in the Centre; in addition to their general evaluation, also done at least annually.

Prohibited Practices

Child Care and Early Years Act 2014

No licensee shall permit, with respect to a child receiving childcare at a childcare Centre it operates or at a premises where it oversees the provision of childcare. As per Ontario Regulation 137/15, s. 48, the following practices are strictly prohibited:

- a) Corporal punishment of the child;
- b) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) Locking the exits of the child care Centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;

f) Inflicting any bodily harm on children including making children eat or drink against their will

(g) sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the *Early Childhood Educators Act, 2007*.

Contravention of Prohibited Practices

1. Anyone observing or hearing a prohibited practice being used shall immediately report to the Centre's Director or, in her absence, the designate. The reporter, or anyone else having knowledge of the incident shall maintain the strictest confidentiality and the incident shall only be discussed further with the Director.
2. The Director will complete a written, objective account of the verbal report, to be signed by the person reporting.
3. The Director will immediately advise the Executive Committee of the Board of Directors of the report. The Director will also determine if the Children's Aid Society (or appropriate agency) should be notified. Subject to the involvement of C.A.S., the Executive Committee will determine the appropriate course of action, including whether an internal investigation will take place and whether the province will be involved.
4. An investigation may require observation, private discussion with the staff involved, and in some cases, other staff. Complete documentation will be part of the investigation process. In some cases, it may be necessary to suspend the employee during the investigation, prior to disclosure of the complaint to the employee.
5. Depending on the outcome of the investigation, several courses of action are possible:

- If the investigation is inconclusive, the Director will continue to monitor the activity of the employee providing further documentation.
 - If the investigation proves that the initial report was unfounded, no further action will be taken.
 - If the Director finds the report to be based on fact, disciplinary action will be taken in accordance with the severity of the situation.
 - If the Director is reported to be using a prohibited practice, the Board of Directors or the Executive Committee will conduct the investigation and take appropriate action.
 - The Board of Directors will make all final decisions regarding suspension and payment of salary while under suspension.
6. In severe situations, the Director may immediately suspend an employee. Immediately after such a suspension, the Director shall advise the Executive Committee of the Board of Directors. If there is evidence that indicates that harsh discipline was used, or that a child was sexually abused in any way, the employee will be dismissed immediately. The reason for the dismissal will be noted in the employee's personnel file and notification will be sent to the Province and Children's Services.
 7. In less severe situations, the employee will be interviewed by the Director and a representative of the Board of Directors. The employee will be placed on probation and encouraged to develop positive practices through self-development and/or training. The employee will be advised in writing at the time of the interview that prohibited practices must not be used, stating specific practices. This written advise will form part of the employee's personnel file.
 8. If a second instance of the use of the prohibited practice is substantiated, the employee will be dismissed. The reason for the

dismissal will be noted on the employee's record and depending on circumstances, written advice may be sent to the Province and Children's Services.

Contravention of Policies and Procedures

It Is Imperative That the Employee Know Exactly What Is Expected of Him/Her and the Possible Consequences Should Corrective Action Be Taken.

The following disciplinary levels will be used:

- (a) LEVEL 1. The first level will be a verbal warning given by the employee's immediate supervisor. The official verbal warning will be given privately to the employee, by specifically removing them from their regular place of work to a private area.
- (b) LEVEL 2. The second level will be a verbal and written notification to the employee, with a copy being placed in the employee's personnel file, listing the infraction(s) and stating that further action will be forthcoming in corrective measures are not taken.
- (c) LEVEL 3. The third level, and usually the final level, is a verbal and written notification by Registered Mail informing the employee that they have been discharged, on what date, and giving reason(s).

Emergency Management/Disaster Evacuating Site

Kinderlinx Child Care has an emergency management policy the purpose of this policy is to provide clear direction for staff, students, and volunteers to follow to deal with emergency situations and how to contact parents/ guardians.

Parents/guardians will be contacted by phone call as well as email in the event of an emergency or evacuation.

In the event of an emergency or disaster which requires the Centre to be evacuated (fire, flood, etc.), the children will be taken to:

**Community Health Centre of Northumberland
99 Toronto Rd.
Port Hope ON L1A 3S4**

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be always followed by employees, students, and volunteers at Kinderlinx.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.

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- In cases where a child has food allergies and the meals and snacks provided by Kinderlinx cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care Centre with the child's full name and the date the food arrived at the childcare Centre, and that parents advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the Kinderlinx (e.g., by thoroughly washing hands, brushing teeth, etc.)
- All food and beverage that is provided by the parent of a child must:
 - Meet the nutritional recommendations of the Canada Food Guide.
 - All containers must be labelled with the child's name.
 - Respect Kinderlinx Child Care Centre allergy awareness procedures, including prohibited foods (e.g., peanuts or tree nuts).
 - Practice proper food storage procedures.
 - Have written instruction provided by the parent for all children younger than 44 months of age.
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled at Kinderlinx Child Care Centre.
- Make sure each child's individual plan and emergency procedure are kept up-to-date and that all staff, students, and volunteers are trained on the plans.

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- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at Kinderlinx Child Care Centre.

NOTES