



PARENT MANUAL

Version 8.5

Lambton-Kingsway Before & After School Program Inc.

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Please note the latest version of this manual is always available on our web site, and you are encouraged to look there for the latest information.

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Welcome

Welcome to the Lambton-Kingsway Before & After School Program. The Program was formed early in 1992 to meet the child care needs of families enrolled at the Lambton-Kingsway Junior Middle School and its surrounding community. The Program is a non-profit organization overseen and directed by a volunteer Board of Directors.

The Program goals include making sure that the children feel safe and comfortable, have enjoyable options for their time and thrive in a setting where they can grow socially and intellectually. We are continually enhancing the connection between the school day and the child care program by reinforcing the school rules in our program and ensuring that the children's whole experience is fun, rewarding and consistent.

The Parent Manual explains the Before & After School Program policies and procedures. Also included is the Program Statement which explains how the program will be presented to the children.

Please read through the manual carefully. If you have any questions, contact the Program Director.

This is **your** child care program –help us keep it successful!

Board of Directors

The Board of Directors is a voluntary board composed of parents of children enrolled in the Program. Board responsibilities include the direction and management of the incorporated non-profit business and ensuring that the program is in compliance with all legislation and regulations governing incorporation, child care operations, child protection, employment practices and human rights.

Each family is a member of the Lambton Kingsway Before & After School Program Inc. and has one vote at the annual general meeting which is held each fall to review finances, the Program and to elect a new Board. Parents are encouraged to attend Board meetings and to consider joining.

A list of Directors and copies of meeting minutes are available from the Program Director. If you would like to be involved, please contact the President of the Board and/or send an email with your expression of interest to admin@lambtonkingswaybanda.com.

There may be special parent meetings from time to time to discuss various areas of the Program. These meetings will be scheduled to ensure maximum parent participation.

Staff

The Board of Directors recognizes the importance of employing the most qualified and experienced staff possible. At least one of the staff in each room must be an RECE. This means that they have a diploma or degree in Early Childhood Education (ECE) or equivalent qualifications approved by the Ministry of Education, and are also registered members of the College of Early Childhood Educators of Ontario.

Membership in professional organizations and professional development are encouraged and supported by the Board of Directors. Vulnerable Sector police background checks are required for staff prior to hiring and every five years thereafter. All staff are trained in Standard First Aid and CPR.

Licensing

The Before & After School Program is licensed under the Child Care and Early Years Act, 2014 (CCEYA) to provide Before & After school care for children enrolled in Junior Kindergarten to grade 7.

The Program is inspected regularly by the Child Care Quality Assurance Branch of the Ontario Ministry of Education and must meet or exceed a range of provincially determined criteria to renew the operating license. The current license is posted for review on the B&A information board in the lunchroom.

The Licensed Child Care Website shows a Program Information Page. This website is available at <http://www.edu.gov.on.ca/childcare/index.html>

City of Toronto Children's Services Division

Child care fee subsidies are available to families with children in the kindergarten program. Parents should contact the City of Toronto Children's Services Division for more information.

To ensure quality child care is offered to families, the City assesses licensed programs using the Assessment for Quality Improvement (AQI). The results of this assessment are called quality ratings, and are posted online for all parents to view.

<https://www.toronto.ca/community-people/children-parenting/children-programs-activities/licensed-child-care/quality-ratings-for-child-care-centres/>

The Before & After School Program is also overseen by the City in the areas of finances, administration and staffing.

Toronto Public Health

The Toronto Public Health Department inspects the Before and After School Program twice a year examining food handling practices, health policies and infection control.

The George Hull Centre

Special Needs Resourcing is part of the Every Child Belongs model run through the City of Toronto. A Consultant from the George Hull Centre is available to work with children and staff to ensure that every child is supported in an inclusive childcare environment. With the parents' knowledge, staff may initiate a referral if it is determined that a child requires extra support in the B&A Program.

Consultants may visit the Program or conduct virtual observations. See the Program Director for more information.

PROGRAM STATEMENT

The B&A program is focused on the understanding that children are competent, capable, curious and rich in potential. Working together with parents and children, the staff of Lambton Kingsway Before & After Program will deliver a program where the children will excel.

In 2007, the Ontario government published “Early Learning for Every Child Today. (ELECT) to improve the quality and consistency of childcare. In 2014, a resource guide “How Does Learning Happen?” was developed to guide childcare staff in implementing ELECT.

The Before and After Program uses “How Does Learning Happen?” as a guide to incorporate the ELECT principles into the program.

Below are the goals and approaches of the B&A Program

Goal: Promote the health, safety, nutrition and well- being of the children.

To achieve this goal, the B&A staff will

- Create an atmosphere of acceptance and belonging by welcoming the children warmly each day.
- Teach the children respect for self, for other people and others’ points of view, and property through role modelling politeness and manners
- Provide healthy snacks prepared following Canada’s Food Guide and served in a hygienic manner.
- Observe children regularly to ensure that their physical and mental health needs are being met.
- Maintain a safe and clean environment by being alert to potential hazards and instructing the children how to play safely.

Goal: Support positive and responsive interactions among the children, parents, child care providers and staff

To achieve this goal, the B&A staff will

- Create a sense of community within the B&A children by arranging mixed aged groups, setting up visits between B&A rooms, encouraging sibling visits and introducing the children to each other.
- Ask open ended questions to engage the children in discussions in their areas of interest.
- Treat all children equally and with respect.
- Share information about their child’s day at pick up and drop off times.
- Welcome the parents by name.
- Invite parents to observe in their child’s B&A room.

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

To achieve this goal, the B&A staff will

- Protect the children both physically and emotionally by addressing any aggression or bullying behaviour.
- Listen carefully to the children by letting them speak freely without interruption.
- Provide clear and consistent guidelines so the children know the expectations and consequences and can develop self-regulation.

Goal: Foster the children's exploration, play and inquiry

To achieve this goal, the B&A staff will

- Provide opportunities and materials for active learning where children can choose, explore, manipulate and create in their areas of interest and at their own level of achievement.
- Submit detailed program plans incorporating the ELECT principles and observations of the children's interests to ensure that the needs are being met.
- Involve children in program planning to ensure their interests are supported.
- Observe the children to ensure that their needs and interests are being met.

Goal: Provide child initiated and adult supported experiences

To achieve this goal, the B&A staff will

- Encourage problem solving by guiding the children as they work through various challenges.
- Observe the children to ensure that their needs and interests are being met.
- Provide children opportunity to lead group time and activities that they planned.
- Support the children's developing independence by encouraging them to do things for themselves without fear of failure.

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

To achieve this goal, the B&A staff will

- Recognize achievements by encouraging the sharing of experiences with peers.
- Observe the children to ensure that their needs and interests are being met.
- Plan activities which will provide opportunities for cooperative play and interaction.
- Arrange for opportunities for imaginative play through drama centres and other role playing resources.
- Provide opportunities and materials for active learning where children can choose, explore, manipulate and create in their areas of interest and at their own level of achievement.

Goal: Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving child care.

To achieve this goal, the B&A staff will

- Offer opportunities for physical development through structured and unstructured indoor and outdoor play.
- Ensure adequate time is allowed for children to play freely and creatively with the resources.

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

To achieve this goal, the B&A staff will

- Welcome the parents by name.
- Invite parents to observe in their child's B&A room.
- Post the daily program plan.
- Maintain bulletin boards with information regarding children's issues.
- Post the snack menu.
- Share information about their child's day at pick up and drop off times.
- Communicate via email, telephone and in person.
- Conduct surveys seeking feedback regarding the program.
- Initiate a meeting with staff if there are concerns about their child.
- Engage outside organizations in assisting children in distress.

Goal: Involve local community partners and allow those partners to support the children, their families and staff.

To achieve this goal, the B&A staff will

- Develop positive relationships with the school staff to facilitate a seamless day for the children.

Goal: Support staff, home child care providers or others who interact with the children at a childcare centre or home childcare premises in relation to continuous professional learning

To achieve this goal, the B&A staff will

- Meet regularly with other staff to discuss events in the program as well as any concerns with specific children.
- Staff will work co-operatively and engage in positive respectful and supportive interactions with co-workers.
- Participate in an employee engagement survey.
- Financially assist staff in relevant professional development courses.
- Provide training sessions throughout the year for staff.

Goal: Document and review the impact of strategies set out in clause (a) to (j) on the children and families

To achieve this goal, the B&A staff will

- Record two monthly observations of each child.
- Record observations of the behaviour of children so that all staff are aware of challenges with a child.
- Planning activities following the Elect curriculum.
- Photo documentation of children`s play.

Continuous professional learning

The majority of the B&A staff have diplomas or degrees in Early Childhood Education, are registered with the College of Early Childhood Educators (CECE) and follow the Code of Ethics and Standards of Practice. This gives them the designation RECE (Registered Early Childhood Educator)

Continuous Professional Learning is a requirement of membership in the CECE. The B&A program supports staff in their professional development by bringing workshops to the centre and contributing financially to workshops, courses or resources.

Staff who are not RECE`s also follow the B&A Program Statement. They are supported by their co-workers and are required to participate in continuous learning.

The Program statement will be reviewed annually.

PROGRAM IMPLEMENTATION

The Program Statement of the Lambton-Kingsway Before and After School Program provides the framework for a program where the children feel safe and comfortable and can practise self- discipline and respect for others.

Employees are encouraged to work together to deliver an excellent program by

- Collaborating with team members to identify strategies to reinforce the Program Statement.
- Keeping other team members informed of incidents or behavioural concerns in order to monitor and provide consistent behaviour management by completing tracking sheets and noting incidents in the Staff Communication Book.

Contravention

Failure by an employee to comply with the Program Statement and the expectations for implementing the children`s program will result in disciplinary action which may include a verbal warning, a written warning or dismissal. Immediate dismissal will result where an employee, student or volunteer

Engages in any prohibited practices as follows:

- Corporal punishment
- Physical restraint of the child 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 or someone else and is used only as a last resort and only until the risk of injury is no longer imminent.

- The use of harsh or degrading measures, 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
- The deprivation of basic needs including food, drink, shelter, toilet use or clothing
- Locking the exits of the centre for the purpose of confining a child or confining a child in an area or room without adult supervision unless such confinement occurs during an emergency and is required a part of the emergency management policies and procedures.
- Inflicting bodily harm on children including making children eat or drink against their will.
- Intentionally causing harm to any child
- Wilfully placing a child in danger

Code of Behaviour

Children enrolled in the Before & After School Program are expected to adhere to the Code of Behaviour of the Lambton-Kingsway Junior Middle School. This code was established collaboratively by parents, students, teachers and support staff. It has been adapted slightly to reflect its application to the Before & After School Program.

Children are expected to demonstrate the following behaviours, appropriate to their age and stage of development:

- Respect for one's self.
- Respect for each individual (treat others as you would like to be treated).
- Respect through politeness, good manners, and appropriate language.
- Responsibility for one's behaviour and achievement.
- Respect for different points of view.
- Respect for public and private property.
- Respect for the rules of the Before & After School Program.

Minor Incidents

Minor incidents include interfering with other children and generally being disruptive.

- The children are encouraged to seek staff assistance when an incident occurs.
- Staff will help the children to problem solve.
- Staff can suggest alternatives that will satisfy the children. These could include getting more supplies, ending the activity, substituting an acceptable variation of the same activity or diversion to a different activity.

Serious Incidents

Ongoing and unacceptable behaviours include, but are not limited to:

- A child's outright defiance to a direction or instruction
- Behaving in a potentially dangerous manner after repeated direction to stop
- Repeated foul language or lewd gestures
- Bullying
- Intentionally hurting someone

Consequences for Unacceptable Behaviour

Parents will be informed of any serious misbehaviour and the resulting consequences the day of the incident. The Program Director and parents may meet to discuss the behavioural problems and to develop strategies to manage the behaviour.

If a child intentionally damages or destroys program resources, the parent will be responsible for the reasonable cost to repair or replace the item.

The following behaviours are unacceptable and will result in more serious consequences up to and including expulsion from the program:

- Physical violence or the threat of physical violence.
- Persistent bullying, profanity, racial slurs, inappropriate comments or gestures
- Consistent disregard of staff direction and guidance.
- Verbal harassment, rudeness or disrespect of peers and staff.
- Disobedience or defiance.
- Unauthorized departure from the grounds of the Program.
- Persistent failure to observe Program rules.
- Biting.
- Building or property damage.

Consequences are not necessarily cumulative or sequential and will depend upon the situation and may include any or all of the following:

- Requesting consultations from the George Hull Centre or other agency support services to assist the staff and family in managing the inappropriate behaviours.
- An “in program suspension” for one to three days. The child can choose solitary, quiet activities but will not be allowed to participate in activities with other children.
- Suspension from Program for up to three days.
- If, after exhausting the available resources, the behaviour persists, with consultation with the Board of Directors, the family may be asked to withdraw the child from the Program.
- Toronto Children’s Services will be notified.

Fees are payable while a child is on suspension.

Suspension from School

A child who has been suspended from Lambton Kingsway Junior Middle School will not be able to attend the Program for the period of the suspension.

Behaviour on Field Trips

If a child’s behaviour compromises his/her safety or the safety or enjoyment of other children, the parents may be requested to pick up their child immediately from the trip location.

The child’s behaviour will be reviewed with the parents. The consequences may include any of those outlined in the section entitled “[Consequences for Unacceptable Behaviour](#)” and/or the following:

- The child may be prohibited from participating in field trips.
- The child may be allowed to participate in field trips only if accompanied by a parent.

PROGRAM DETAILS

Communication

Program updates will be sent via email to the parents. If you do not wish to receive information via email, advise the Program Director and other arrangements will be made.

Parent and child feedback is important to the Program. Positive feedback indicates areas of strength and activities that should be repeated. Constructive feedback on issues or areas that need attention is equally important. Parents with concerns, questions or compliments regarding the Before & After School Program and operations should talk to the Program Director or to the President of the Board of Directors. Annually, the parents will be surveyed regarding their satisfaction with the Program. This input is important to the continued development of a quality program.

Location

The Program Office is located in the LKS lunchroom.

The kindergarten program is operated from kindergarten rooms 172 and room 166. For security reasons, the outside doors located in the kindergarten rooms will not be used for drop off or pickup.

The school age program is operated from the lunchroom and several classrooms.

For security reasons, access to the lunchroom is limited to the door in the kindergarten hallway. Please do not ask the children or staff to open any other door.

Please do not walk through the lunchroom to access the other rooms, use the hallways.

The School Age Program

The morning program is designed to accommodate children arriving at different times and is usually quiet and unstructured. The afternoon program involves a variety of structured activities and free play both indoors and outdoors. Children have the opportunity to do homework, participate in activities or take time to relax.

The Kindergarten Program

The morning program is designed to accommodate children arriving at different times and is usually quiet and unstructured. In the afternoon, there will be structured activities as well as opportunities for self-directed exploration. Indoor and outdoor active play will be incorporated into the program as well as quiet time if needed.

Hours of Operation

The Before & After School Program operates Monday to Friday from 7:30 to the start of the school day and from the end of the school day to 6:00 p.m. during the school year.

Absence

If a child is not attending the afternoon session of the program, parents must advise the Program Director by 3:00 P.M. Please call 416- 394-6400 or email before 3:00 pm. The email address for the Program is admin@lambtonkingswaybanda.com . Please add the B&A contact information to your phone.

The B&A Program is not advised by the school administration of a child's absence or early departure.

Looking for an absent child takes staff away from the Program and jeopardizes the safety of the other children. The Program reserves the right to terminate child care for parents who habitually neglect to call in absence.

Play Dates

Play dates must be arranged in advance and the B&A program notified before 3:00. It is not possible for the B&A to contact the parents to authorize a play date that the children arranged during the day.

Please note that for an arranged play date, children will not be released unless the parents have advised the Program regardless if the person picking up is on the pickup list.

Extracurricular Activities

When children are involved in school based extra-curricular activities, parents will complete a Permission Form indicating the dates and timing of the activities. The Before & After School Program is not responsible for the children until they have reported to the Program in the afternoon or once they have left the Program for a morning activity.

Hall Passes

The teachers have been provided with hall passes that are to be completed when B&A children are working in their classrooms either in the morning or after school. The children bring the hall pass, signed by the teacher, to the B&A staff and then they return to the classroom. This allows us to know where each child is and when to expect him/her at the Program and to reserve snack food. The Before & After School Program is not responsible for the child until he/she has completed the school related activity and reported to the Program.

School Closure Due to Weather

Parents should listen to their local radio station for information about school closures. If buses in the Toronto are cancelled or Lambton-Kingsway School is closed, the Before & After School Program will also be closed.

Statutory Holidays

The B & A Program is closed for all Statutory Holidays as well as Easter Monday.

P. A. Days

A full day of care (7:30 am to 6:00 pm) is offered on PA days. Special activities or presentations may be offered and/or lunch may be provided. A reasonable fee will be charged depending on the activities.

Parents will be advised several weeks in advance to register their child for the PA Day. If plans change, children can be withdrawn from the PA day up to a week before however with less than a week's notice, payment is required if the child does not attend.

December Holidays and March Break

Families will be surveyed well in advance of the holiday to determine the need for a full day program during the December/January Break. Registration for all of the days that the camp runs would be required. The B&A Program is closed for March Break.

Morning Sign in

Children must be accompanied into the school and signed in on the attendance sheet noting the time and signing with a legal signature (e.g. not “Mom” or “Sister”).

The children are not to sign the sign in sheet.

The Program does not accept responsibility for the children until they are signed in.

Child Sign In

The exception to the sign in procedure is a Morning Sign In Waiver for older children. The parent and the child sign the waiver after reviewing the following rules and responsibilities:

- The child must go directly to their B&A room to sign in and not stop in the playground, at a locker, in the washroom or anywhere else.
- If the child makes any stops along the way, the Program accepts no responsibility for anything whatsoever that may happen to the child.
- If these rules are not followed the child may lose the privilege of unsupervised arrival.
- The Program accepts no responsibility for the child until he/she has signed in.
- The Program accepts no responsibility for confirming the safe arrival of the child to either the Program or the school.

Afternoon arrival at the B&A Program

The kindergarten children will be escorted from their classrooms to the B&A program rooms.

The grade 1 – 7 children must come directly to the Program upon school dismissal. If a child has not arrived by 3:15, the staff will then look for them.

The Program has a protocol for locating a child who does not arrive at B&A in the afternoon. If, after following all of the steps, the child cannot be located, the police will be contacted.

Pick Up Policy

Verbal or written authorization from the parent is required before a child will be released to a person who is not on the pickup list. Photo identification will be required.

Afternoon Pickup

Please make contact with the staff to ensure that they are aware that you have picked up your child.

The safest practice is that children always be picked up from the B&A Program. Occasionally, arrangements are made for the children to be picked up at dismissal from the classroom or playground; however, a situation may arise where the pickup is delayed and the child would be unsupervised in the playground.

The children must be signed out with a legal signature (e.g. not “Mom” or “Sister”) and indicate the time of pick up. The children are not to sign the sign out sheet unless they are authorized to by their parents to leave the Program on their own. (see “child sign out” below)

The Program does not accept responsibility for children once they have been signed out.

Child Sign Out

Parents may request that their child leave the Program unsupervised. If this is a regular occurrence, the parents and the child will sign an authorization indicating the circumstances under which the child can sign out and their understanding of the following rules and responsibilities.

- The child must leave the school building immediately unless attending school supervised events
- The Program accepts no responsibility for anything whatsoever that may happen to the child once he/she has signed out
- The Program accepts no responsibility for confirming the safe arrival at home or the destination designated by the parent
- If these rules are not followed the child may lose the privilege of unsupervised departure

Snacks

The nutritious food provided for snack is catered by Wholesome Food For Kids. The snack menu and any substitutions will be posted in all rooms that the B&A use.

The snack will be offered to children who have arrived by 8:15 am and immediately after school. Snack will be saved for children who are working late in the classroom or who are involved in extracurricular activities.

If a child chooses to not eat at snack time, he/she will not be given the opportunity to have it later.

Parents are requested not to send snacks from home as this practice creates difficulties controlling food allergies and in managing snack time.

Bagged Lunches

During P.A Day and Summer Camp children may be required to bring lunches and snacks from home.

Proper food storage is important to ensure the lunch stays fresh. Children’s lunch will be kept in their backpacks during the day and the children will carry their lunches on field trips. Packing lunches with ice packs, in sealed containers and labeled with the child’s name will ensure that the children’s lunches maintain safe temperatures and nutrition.

Lambton Kingsway Junior Middle School is a peanut/nut free school. Any items which contain, may contain or are suspected to contain peanuts or tree nuts will be sent home.

Prior to the children eating, the staff will check each child’s lunch for possible allergens (i.e peanuts, nuts, sesame)

If a food containing an allergen is found, the child will be given the choice to either

- take the food home and they may be offered a replacement snack or
- eat the food in the kitchen under the supervision of staff. The child will be required to

wash their hands and rinse their mouth after eating.

If a child forgets their lunch the B&A will contact the child's parents and ask them to drop off the lunch. If a parent is unable to be contacted the B&A will provide the child with a lunch. (i.e purchasing zoodles from the corner store)

Maintaining a well-balanced diet is important for child development. Visit Canada's Food Guide for more information on packing nutritious lunches.

Clean up

The children are expected to help clean up after an activity. They are also responsible for tidying up toys and games when they are finished playing. It would be appreciated if the parents would give their children time to put away the toys before they leave at the end of the day.

Gym Activities

The Program tries to use the gym as much as possible however, access is restricted by school activities and outside permitted use. When the children are in the gym, they must wear running shoes. Boots, slip on shoes or sandals are not allowed. During the winter months, it is advisable to leave running shoes at the Program.

Toys from home

Toys from home or electronics are not allowed at B & A as there is a risk that they may be lost, broken or stolen. Any personal items will be stored in the child's knapsack.

Outdoor Safety Policy

All children will participate in at least 30 minutes outdoor activities (weather permitting) unless there are written instructions from the child's parent or physician on file.

Children should have appropriate clothing for outdoor play. A child who is not dressed for the weather will not be comfortable outside. For snowy activities such as tobogganing, snow pants or slush pants, mitts and hats are required.

The Before & After School Program has a comprehensive outdoor safety policy to ensure the comfort and safety of the children. The playground structures are owned and maintained by LKS and the Toronto District School Board. The Before & After School Program's use of these structures is regulated by the Ministry of Education guidelines for childcare centres. Depending on the results of the annual playground inspection, the children will use the structures that are appropriate to their age and development.

The Program regularly uses the park to the south of the school (called the Shale Pit). Because of the frequency of use of this park, consent will not be requested for each occasion.

Children who are not registered in the Program are not allowed to use the resources or play with the Before & After children as the staff cannot be responsible for the behaviour of children that we do not know.

Children participating in skating, rollerblading, cycling or scooter activities must wear a CSA approved helmet.

PROGRAM POLICIES AND PROCEDURES

The management of a licensed child care requires many policies to ensure a consistent and smooth operation. Many of the following policies are legislated by the provincial government.

Waiting List Policy

This Waiting List Policy (Policy) is necessary because there are times when requests for immediate or future care exceed the Program's capacity. This Policy describes the process and rules that the Program follows in managing its waiting lists.

The Program maintains two separate waiting lists – one for Kindergarten and one for School Age Children to ensure that the Program meets the applicable regulatory and licensing requirements of childcare for each age group.

Ascertaining a child's position on the waiting list.

- Placing a child's name on the waiting list does not guarantee that there will be a spot in the Program on the desired start date.
- The number of vacancies for September placement will depend on the needs of the current registrants.
- In April of each year, the current registrants are asked to commit to retaining their B&A spot in September.

- To ascertain a child's position on the waiting list, email a request to the Program Director at admin@lambtonkingswaybanda.com and the position of the child on the waiting list will be shared in a manner which maintains the confidentiality of the families on the waiting list.
- A child's position on the list may change depending on sibling registrations (see "Sibling Rule" below)

Waiting List Rules

1. An applicant must complete an application form and submit it to the Program to be placed on a waiting list. No fee is required.
2. Each applicant's position on the waiting list is determined by the date on which the applicant's completed application is received by the Program (the Application Date) – with earliest Application Date being ordered at the top of the list.
3. The Program will fill available spots based on waiting list position – starting from the earliest Application Date, with the following exception:
 - a) **The Sibling Rule** – Siblings of current registrants will be given priority. This means that any available spots in the program will first be filled by siblings of current registrants who are on the waiting list. Ordering among siblings on the waiting will be determined by Application Date (with the earliest Application Date being the top of the list). However, if the registered sibling(s) of an applicant leave the Program, the sibling on the waiting list will no longer be given priority and their position on the waiting list will be determined solely by Application Date.

4. The application will be moved to the waiting list for the following September start if a space is not available in the year requested and order will be maintained based on the Application Date.
5. If a space is offered part way through the school year, and it is declined because child-care arrangements are in place, the original Application Date will remain in effect.
6. If a registrant withdraws from the Program and then wishes to rejoin at a later date, a new application will be required, and will be subject to the rules set out in this Policy.
7. The Program will maintain an application on the waiting list until:
 - The Program is unable to contact the applicant after several attempts;
 - The applicant advises that the spot in the Program is no longer required; or
 - The applicant declines a spot when one becomes available at the start of the school year.
8. In situations where there are available spots in the Program in the last few months of the school year, and a waiting list for the following school year, the Program may:
 - freeze enrollments to the Program to ensure spots in the Program for the following school year are fairly allocated taking into account waiting list applicants; or
 - continue enrollments for the balance of the school year with the understanding that registrants may not have a spot in the Program for the following school year. In this instance, the child's position on the waiting list will be determined by the original Application Date.

Deposit

Upon acceptance of an offer of a spot in the Program, a one-time, non-refundable registration fee of \$100 will be required.

Progression from the Kindergarten Program to the School Age Program

The Program cannot guarantee that every senior kindergarten (SK) registrant will be offered a spot for the following school year (i.e. the child's Grade 1 year). The Program will follow the rules set out below to allocate spots to Grade 1 students when the number of applicants for Grade 1 spots exceeds the available spots.

Step 1: The Sibling Rule applies and available spots are filled first with siblings of current registrants.

Step 2: If, after applying Step 1, available spots remain, the remaining spots will be offered to children who were registered in the Program since the start of their JK year. If the number of applicants exceeds the available spots at Step 2, then the available spots will be allocated based on Application Date among children who were registered in the Program since the start of their JK year.

Step 3: If, after applying Steps 1 and 2, available spots remain, the remaining spots will be allocated to children who are currently registered in the kindergarten Program (but who were not registered in the kindergarten Program since the start of the JK year), based on Application Date.

Step 4: If, after applying Steps 1, 2 and 3, available spots remain, the remaining spots will be allocated to applicants (who were not registrants in the Kindergarten Program) based on Application Date.

Application Process

The application form is available from the Program website and can be submitted online. One form is required for each child. An email will be sent indicating that the application has been received. It is important that the contact information is kept up to date.

Once a spot is offered, the following registration forms will be completed before the child can start

- Child information form
- Information Sharing Consent Form – to allow a confidential sharing of information between the Program and school officials in order to best serve the child's needs. The type of information may include attendance, illness or behaviour.
- Parent Agreement (copy attached)
- Credit card authorization form.

Fees

Fees are set by the Board of Directors according to ongoing operating costs. One month's notice will be given before fee changes are implemented. There are separate fee structures for the School Age Program and the Kindergarten Program. For current Program fees visit the Program's website at www.lambtonkingswaybanda.com.

The fees for the school year are divided into ten equal monthly payments.

Additional fees are charged for late pick up, NSF fees, P.A. days, summer camp and for the December holiday if a full day program is offered.

No refund will be made for absent days including illness, snow days or other emergencies resulting in school closings.

There is no refund if a child is registered for a PA day or for a holiday camp and does not attend.

Upon admission to the program, a one-time, non-refundable registration fee of \$100 is required.

Child Care Fee Subsidy

Child care fee subsidies are available to eligible families with children in the Program. Parents can contact the City of Toronto Children's Services Division for more information.

Canada Wide Early Learning and Child Care System

The Program is not participating in the Canada Wide Early Learning and Child Care System program (\$10 a day child care).

Tax Receipts

A receipt for Income Tax will be issued in February of each year.

Fee Payment

The fees are paid by credit card. A credit card authorization for a recurring payment on the first of each month from September to June will be required.

Overdue Fees

The following action will be taken for the collection of overdue fees:

- Parents will be reminded by the Program Director of the overdue amount two days after the due date.
- After one week, the Program Director will send out a reminder letter.
- If the fees are still outstanding at the end of the third week, a letter from the Board of Directors requesting payment of fees will be mailed out.
- The Program may refuse admittance of a child until the outstanding fees are paid in full.

NSF Fees

A fee of \$35.00 will be charged on NSF cheques.

Late Pick Up Policy and Fees

A late fee of \$2.00 per minute per child will be charged starting at 6:01. The person picking up the child will sign the "Acknowledgement of Late Pickup" form which indicates the time of pick up and the amount owing. This form will be signed by staff and late fee will be charged to the credit card on file at the end of the month.

Parents who are consistently late may be asked to withdraw from the Program.

If a child has not been picked up one hour after the Program's official closing time, and if the staff cannot contact the parent or the emergency contacts, the Children's Aid Society must be advised. The Police will also be contacted.

Withdrawal from the Program

As indicated in the Parent Agreement, the parent must not withdraw a child from the Program at any time during the school year except in the event that the child is withdrawn from Lambton Kingsway Junior Middle School.

If the child is withdrawn from Lambton Kingsway Junior Middle School during the school year due to changing schools, the Parent is required to provide the Program with at least two (2) weeks' notice or payment in lieu of notice.

As mentioned in the section concerning Behaviour Management, if the Program is having difficulties meeting the child's needs and a family is asked to withdraw, the Program will ensure that

- Families asked to withdraw are dealt with in a fair and equitable manner
- Reasonable care has been taken in assessing the child's needs and the Program's ability to support those needs.
- Special needs resources and outside agency support have been exhausted prior to the Notice of Withdrawal.
- Toronto Children's Services will be notified.

Information Updates

The Program's ability to fully ensure the safety and well-being of the children is dependent on accurate information. Any change to your child's profile must be immediately communicated to the

Program Director. This would include new phone numbers, email addresses, changes to the pick-up list, medications and medical or behavioural concerns.

Failure to advise the Program of medical or behavioural concerns, medication or any other information relevant to the well-being of the child or other children in the Program could result in removal from the Program.

Confidentiality Policy

The staff and the Board of Directors will respect the confidentiality of the information that comes to them concerning the children and their families unless Provincial laws or regulations require them to do otherwise.

Conflict of Interest

A conflict of interest may make it difficult for an employee to perform his or her duties in an objective manner as their private interests interfere with the interests of the B&A Program.

To avoid conflicts of interest staff will not

- use their position or B&A property or information for personal gain
- accept substantial gifts from families, suppliers, or competitors
- provide private childcare to current B&A families

Non Discrimination Policy

The Lambton Kingsway Before & After School Program is committed to providing an environment in which all employees, children, parents or visitors are treated with respect and dignity and given equal opportunities to participate in the Program.

To support this goal, the Program prohibits discrimination on the grounds of race, ancestry, place of origin, colour, ethnic origin, language or dialect spoken, citizenship, age, marital status, political or religious affiliation, sex, sexual orientation, gender identity or gender expression and mental or physical disability.

Reporting Incidents of Discrimination

- All employees, contract employees, volunteers, student placements, guests and individuals in the workplace are responsible for maintaining and promoting an environment that is free of discrimination.
- Management will investigate and deal with all complaints of workplace discrimination in a fair, respectful and timely manner.
- Information provided about an incident or complaint will not be disclosed except as necessary to protect workers, to investigate the complaint, to take corrective action or as required by law.
- Workers are not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace discrimination.

Investigating an Incident

- An incident of discrimination must be reported in writing to the Director within 5 days of the

occurrence.

- The Director will investigate and provide a written resolution to the employee within 3 days of receiving the complaint.
- If the employee is not satisfied with the proposed resolution, the Director will forward the complaint and proposed resolution to the President of the Board of Directors.
- The President and the executive of the Board will present a proposed resolution in writing to the employee within 10 days of the occurrence which led to the issue.
- The President will present the issue and the resolution to the full board at the next meeting.
- If the resolution is not satisfactory to the employee, the employee can consult with the Ontario Human Rights Legal Support Centre and/or the Ontario Ministry of Labour.

In a situation where an employee is not comfortable approaching the Program Director to report an incident of harassment, two options are available:

- the written complaint can be given to the health and safety representative who will pass it to the President of the Board of Directors or the written complaint can be given directly to the President of the Board of Directors.

Harassment Policy

The Lambton Kingsway Before & After School Program is committed to providing a workplace in which all employees are treated with respect and dignity. Workplace harassment will not be tolerated in employment or business dealings from any person including employees, volunteers, student placements or clients (children and parents registered in the program)

Workplace harassment means

- engaging in vexatious comments or conduct against a worker that is known or ought reasonably to be known to be unwelcome in the area of race, ancestry, place of origin, colour, ethnic origin, language or dialect spoken, citizenship, creed, age, marital status, criminal charges or criminal record, mental or physical disability, or political affiliation.

Workplace sexual harassment means

- engaging in vexatious comments or conduct that is known or ought reasonably to be known to be unwelcome against a person because of sex, sexual orientation, gender identity or gender expression.
- making a sexual solicitation or advance where the person making the solicitation or advance is in a position to grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Reasonable action taken by the employer relating to the management and direction of workers or the workplace is not workplace harassment.

Reporting Incidents of Harassment

- All employees, contract employees, volunteers, student placements, guests and individuals in the workplace are responsible for maintaining and promoting an environment that is free of harassment.
- Management will investigate and deal with all complaints of workplace harassment in a fair, respectful and timely manner.
- Information provided about an incident or complaint will not be disclosed except as necessary

to protect workers, to investigate the complaint, to take corrective action or as required by law.

- Workers are not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.

Investigating an Incident

- An incident of harassment must be reported in writing to the Program Director within 5 days of the occurrence.
- The Director will investigate and provide a written resolution to the employee within 3 days of receiving the complaint.
- If the employee is not satisfied with the proposed resolution, the Director will forward the complaint and proposed resolution to the President of the Board of Directors.
- The President and the executive of the Board will present a proposed resolution in writing to the employee within 10 days of the occurrence which led to the issue.
- The President will present the issue and the resolution to the full board at the next meeting.
- If the resolution is not satisfactory to the employee, the employee can consult with the Ontario Human Rights Legal Support Centre and/or the Ontario Ministry of Labour.

In a situation where an employee is not comfortable approaching the Director to report an incident of harassment, two options are available:

- the written complaint can be given to the health and safety representative who will pass it to the President of the Board of Directors or the written complaint can be given directly to the President of the Board of Directors.

Accessible Customer Service Plan

Lambton Kingsway Before & After School Program is committed to developing policies, practices and procedures that provide accessible quality services to its clients. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

The Lambton Kingsway B&A is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with [Ontario Regulation 429/07, Accessibility Standards for Customer Service](#).

People who wish to provide feedback on the way that Lambton Kingsway Before & After School Program provides service to clients with disabilities can write or email their comments to the Program Director (admin@lambtonkingswaybanda.com). A response can be expected within 5 business days. Any complaint will be addressed according to the procedure outlined in the Parent Handbook.

Inclusion, Access and Equity Policy

The Lambton Kingsway Before & After School Program is committed to providing an environment in which all employees, children, parents or visitors are treated with respect and dignity and given equal opportunities to participate in the Program.

To support this goal, the Program

- prohibits discrimination on the grounds of race, ancestry, place of origin, colour, ethnic origin,

language or dialect spoken, citizenship, age, marital status, political or religious affiliation, sex, sexual orientation, gender identity or gender expression and mental or physical disability.

- Will develop policies, practices and procedures that encourage inclusion and provide accessible quality services to all children. The program will be presented to children with special needs in a manner that promotes and respects dignity, independence, integration, equal opportunity and inclusion of all children.

Child's Individualized Support Plan

There will be a current individualized support plan in place for each child with special needs. The plan will be developed with the parents and health professionals who work with the child. This plan will include the following

- A description of how the B&A program will support the child to participate fully and meaningfully in activities that are developmentally and age appropriate.
- Descriptions and instructions in the use of any aids or modifications that are necessary to support the child's success.

Staff Role

To ensure the success of the plan the B&A staff will

- Understand the individual support plan for the child with special needs.
- Be alert to any obstacles that could impact the child with special needs
- Understand the nature and scope of the services provided
- Work in co-operation with the child, parents and other professionals to find the best solution.

Staff must be aware that:

- A child with special needs may include someone who is blind, has vision challenges, is deaf or hard of hearing, has physical disabilities as well as learning, intellectual and/or mental health disabilities.
- Many disabilities are not obvious or visible.
- Support persons may accompany and assist children with special needs when accessing services.
- Assistive devices are used to allow independence to children with special needs and will be respected accordingly. Assistive devices could include a wheelchair, a walker, a screen reader or listening device or a cane.

Types of Barriers to Accessibility

- Architectural and physical barriers (eg. Toys out of place can obstruct the movement of a person in a wheelchair or using a walker)
- Information or communication barriers (eg. Signs are written with small font and are difficult to see)
- Attitudinal barriers (eg. Assuming that a child cannot play with others because of a disability)
- Technology barriers (eg. Telephones that do not have volume control for people who are hard of hearing.
- Systemic barriers (eg policies or practices which may negatively impact a person with a disability).

Withdrawal

If the B&A Program is having difficulty meeting a child's needs, the program will ensure that

- All families are asked to withdraw from the Program in a fair and equitable manner
- Notice of withdrawal is the same for all families. It will include written notice of withdrawal, documentation of meetings and discussions with special needs support staff when appropriate
- Reasonable care has been taken in assessing the child's needs including the Program's ability to support those needs
- Special needs resources and other outside agency support have been exhausted prior to notice of withdrawal.
- Toronto Children's Services will be notified.

Personal Information Policy

This Personal Information Policy (Policy) describes how the Lambton Kingsway Before & After School Program (Program) handles personal information and is consistent with the requirements of the federal *Personal Information Protection and Electronic Documents Act (PIPEDA)*.

Identified Purposes:

Under PIPEDA, "personal information" means "information about an identifiable individual". The Program collects, uses and discloses personal information only for purposes related to the Program's provision of child care services. Such purposes include the following:

- To meet legislative, regulatory and licensing requirements;
- To process, track and maintain child enrolment and re-enrolments;
- To process enrolment fees, subsidy and receipts for child tax credit purposes;
- To record, process and collect outstanding enrolment fees;
- To assess and implement centre policies, practices and programs;
- To maintain up-to-date records;
- To communicate with parents/guardians;
- To meet and respond to daily care needs;
- To respond to emergencies, including communication with emergency contacts, hospitals and/or medical practitioners;
- To provide the Program's staff and third parties (where applicable) with necessary medical information (e.g. dietary restrictions, allergies).

Retention:

The Program retains personal information for as long as necessary to fulfill the purpose for which it was collected, or as otherwise required by law. For example, the provincial legislation upon which the operating license is based requires that the Program retain a child's files for three years beyond the date the child is discharged from the Program. Once personal information is no longer required to fulfill the purpose or to comply with any other legal requirements, the Program Director (or, if the Director directs, the Director's designate) will destroy the information or render it anonymous.

Safeguards:

The Program will protect personal information by employing security safeguards appropriate to the sensitivity of the information. Safeguards will vary depending on the sensitivity, format, location and storage of the personal information. Personal information will be stored in a file cabinet within a locked office.

Program staff are trained to collect, use and disclose personal information only as necessary to fulfill their duties as childcare providers, and only as set out in this Policy and in accordance with applicable law. Program staff will be required to sign a confidentiality agreement each year.

It is the policy of the Program that staff not interact with current families, including parents and children, on social media networks.

Access and Accuracy:

Individuals have the right to know what personal information about them has been collected, how it is being used, to whom it has been disclosed, and to challenge the accuracy and completeness and to have errors corrected. Requests for access to the information must be made to the Program in writing and will be addressed within a reasonable time (generally within 30 days).

The Program will make every effort to ensure that any personal information it uses is accurate, complete and up-to-date. Parents are responsible for providing the Program with up to date contact information (i.e. notifications of address changes).

Transfers and Disclosures of Personal Information

Other than as set out below or unless required by law, the Program does not disclose the personal information under its control to any other parties.

Where it is necessary to meet a purpose set out above, the Program may transfer or disclose personal information to:

- Service providers retained by Program to perform functions, such as catering (i.e. names of children with food allergies or restrictions);
- The Lambton Kingsway Junior Middle School administration;
- Government agencies, where the Program has received consent for such disclosure or where the disclosure is required or permitted by law.

Consent:

By submitting personal information to the Program, you agree that the Program may collect, use, and disclose such personal information in accordance with this Policy. You acknowledge that Program may also use and disclose personal information collected from you as otherwise permitted or required by law including: where the personal information is subject to solicitor-client privilege or is publicly available; where the use or disclosure clearly in the interests of the individual and consent cannot be obtained in a timely way; to investigate a breach of an agreement or a contravention of law; as necessary in an emergency that threatens the life, health or security of an individual; or to comply with a subpoena, warrant or court order.

Subject to legal or contractual requirements and with reasonable notice, you may withhold or withdraw your consent to the Program's use and disclosure of your personal information at any time. However, if you withhold consent or withdraw consent previously given, the Program may be limited or unable to provide some or all of the childcare services to your family.

Changes to the Privacy Policy:

The Program reserves the right to modify or supplement this Policy. Any changes to this Policy will be posted on the B&A website and a copy of the revised policy and changes will be available upon request.

Inquiries or Further Information:

Any questions or concerns related to the Policy or the handling of personal information by the Program should be directed to the Program Director.

Serious Occurrence Notification

Serious Occurrence Reporting to the Ministry of Education is a tool that monitors the appropriateness and quality of service of licensed child care programs. A serious occurrence could be any incident in the daycare from a serious injury to complaints about the program delivery.

In the event that an incident happens which requires a report to the Ministry, a Serious Occurrence Notification Form will be posted to provide a brief overview of the occurrence for parents. This form will be posted on the bulletin board in the lunchroom. In the case of allegations of abuse or unverified complaints, the notification will be posted immediately.

Supervision Policy

In order to support the safety and well-being of the children in our care, The Lambton Kingsway Before & After School Program will ensure that:

- Only employees of Lambton Kingsway Before & After School Program will have direct unsupervised access to the children.
- No child will be supervised by a person under 18 years of age.
 - Volunteers and students will not be counted in the staffing ratios.

Child Abuse Policy

Child care workers are mandated by law to report any suspected abuse of children in their care.

The Lambton-Kingsway Before and After School Program is committed to taking a pro-active position regarding the prevention of child abuse through:

- Ongoing observation of the children in our care.
- Professional education with respect to early identification, effective response and adherence to legal obligations including reporting.
- Keeping abreast of developments in legislation and relevant issues.
- Communication and support of the child and family.
- Working with other community service providers.

Individual Plan for Management of Emergency Medical Concerns

An individual plan will be developed for each child with an anaphylactic allergy or serious medical condition. Upon registration and annually thereafter, the Director and the parents, with input from the child's physician, will develop an individual plan which will include a list of causative agents, potential reactions, consent to administer medication, emergency procedures, current emergency contacts and a photograph of the child.

It is the obligation of the child and parents or guardian to ensure that the information is kept up to date with the medications and information concerning the anaphylactic allergy or medical condition.

The individual plan will be kept in the child's B&A room attendance binder. In addition, the individual plan will be taken when the Program leaves the school for a field trip.

Anaphylaxis Policy

Anaphylaxis is a severe systemic allergic reaction which can be life threatening. The allergy may be related to food, insect stings, medicine, latex, exercise etc. The Anaphylaxis Policy of the Lambton-Kingsway Before & After School Program is intended to help support the needs of a child with a severe allergy and to provide information on anaphylaxis and awareness to parents, staff, students and visitors to the Program.

Lambton Kingsway Before & After School Program will make every effort to reduce the risk of exposure to anaphylactic causative agents.

The following strategies will be employed

- The staff will be familiar with the allergies and medical needs of every child.
- The Program will make every effort to avoid using causative agents in its daily menu or in the cooking program for the children.
- Children will not be allowed to eat snacks from home or left over lunches.
- On PA days or during summer camp, the staff will check the lunches brought from home for any causative agents.
- If any child has a lunch containing a causative agent, he/she will be required to eat in another location and to wash his/her hands and mouth immediately after eating.
- Staff will wash any surface that the causative agent may have touched.
- If the causative agent is environmental, the staff will be diligent in monitoring the surroundings during outdoor activities.

Administration of an Epi-pen

Parents are responsible for training the staff annually on the procedures to be followed in the event of their child having an anaphylactic reaction. The training will include the signs and symptoms of anaphylaxis and the administration of medication. The parents and the staff will sign an agreement that the training has been conducted.

A child with an anaphylactic allergy may wear an epi-pen with him/her or keep it in his/her knapsack.

In the event that an epi-pen is administered in response to an anaphylactic emergency, 911 will be called and the child will be transported by ambulance to a hospital accompanied by a staff member. The parents or emergency contacts will be advised to proceed to the hospital.

Illness Policy

The staff will observe the children each day to ensure that they are in good health. Children who show any of the following symptoms are not allowed to attend the Program:

- A temperature of 38° C or higher.
- Vomiting or diarrhea.
- Pink Eye (Conjunctivitis) or similar eye infections.
- Undiagnosed skin rashes or infections including ringworm and impetigo.
- Any contagious disease.

If a child becomes ill during the day, the parent or emergency contact will be asked to pick up the child as quickly as possible. The child will be isolated in the Director's office or in a quiet part of the room and asked to put on a mask to reduce the spread of any illness.

The Program is required to advise the Toronto Health Department of certain contagious diseases. A note from the doctor may be requested before a child returns to the Program after an absence due to a contagious disease.

COVID-19

Staff and children who were exposed to an individual with COVID-19 should monitor for symptoms.

The Program will follow the advice of the Toronto Public Health and will communicate with the families of the children who were exposed to the ill child or staff and advise that they should monitor their child for symptoms.

Staff and children who are being monitored by Public Health must follow instructions from Public Health regarding returning to the Program.

B&A will follow the direction of Toronto Public Health and follow the current guidelines for re-admitting a child exhibiting symptoms to the Program.

The Program is required to report when the program has a 30% absenteeism rate due to illness.

Please refer to Toronto Public Health Childcare Guidance website for the most current information.

Medication Policy

In order for the staff to administer medication, a Medication Consent Form must be completed and signed by the parent each day that the medication is required. The medication must

- Show the child's name.
- Show the name of the medication in the original package.
- Show the date of purchase.
- Indicate storage instructions.
- Indicate the dosage and frequency.

Head Lice Policy

A child with head lice is not allowed to be at the Program. The child may return after all of the nits have been removed. A notice will be issued immediately to Program parents advising them that head lice has been identified in a child enrolled in the Program. The identity of the child will not be revealed.

Please be considerate of other families – if your child has head lice, advise the Program Director so that other children can be checked and treated and the cycle stopped.

Emergency Management Policy and Procedures

The purpose of this policy is to provide clear direction for staff to follow to deal with emergency situations.

An emergency is any urgent or pressing situation in which immediate action is required to ensure the safety of the children and adults in the Program.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

All emergency situations will be documented.

The staff involved in the emergency situation will provide a written report from which the Director will submit a Serious Occurrence Report.

A detailed copy of the Emergency Management Policy and Procedures is available upon request in the B&A program office.

Meeting place/Evacuation site

For situations that require evacuation of the building, the meeting place for the B&A program will be the turf in the school playground.

If the children cannot return to the school, they will walk to the emergency evacuation site which is

**Kingsway-Lambton United Church
85 The Kingsway
Etobicoke ON M8X 2T6**

416-234-8224

This church is located on the north-west corner of The Kingsway and Prince Edward Drive.

The Director and staff will contact the parents to advise them of the relocation to the evacuation site.

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than the one listed above.

Smoke Free Policy

Smoking tobacco and use of electronic cigarettes is not permitted on the premises or on the playground.

Smoking of medical and recreational cannabis by smoking or through the use of an electronic cigarette is not permitted on the premises or on the playground.

Parent Issues and Concerns Policy

The purpose of this policy is to provide a transparent process for parents/guardians and the B&A Program to use when parents/guardians raise issues/concerns.

As supported by our Program Statement, the B&A staff support and encourage ongoing communication with the parents/guardians about the Program and their children. All issues/concerns raised by the

parents/guardians are taken seriously and may be brought forward verbally or in writing.

Confidentiality

Investigations will be fair, impartial and respectful.

Issues/concerns 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. Ministry of Education, College of Early Childhood Educators, A Children’s Aid Society and/or law enforcement).

Conduct while reporting an issue/concern

The B&A Program maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will not be tolerated.

If at any point, a parent/guardian or employee feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Director.

Concerns about Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is 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 directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS 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/childrensaids/reportingabuse/index.aspx>

Procedures for Reporting and Responding to Issues/concerns

The following information outlines the steps for reporting and responding to parent raised issues/concerns.

Nature of Issue/concern	Steps for Parent/guardian to report issues/concerns
Program/room related E.g. Schedule, activities	Raise the issue/concern with the classroom staff or the Program Director
General Program E.g. Fees, hours, staffing, waiting list, menu etc.	Raise the issue/concern with the Program Director
Staff	Raise the issue/concern with the individual directly or with the Program Director All issues or concerns about the conduct of staff that puts a child’s health, safety and well-being at risk should be reported to the Program Director.
Students/volunteers	Raise the issue/concern with the Program Director All issues or concerns about the conduct of volunteers or

	students that puts a child's health, safety and well-being at risk should be reported to the Program Director.
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Responding to issues/concerns

Staff will inform the Director of all discussions with parents regarding issues/concerns.

Steps for Staff in Responding to issues/concerns

- Address the issue/concern at the time it is raised or provide contact information for the appropriate person if the person notified is unable to address the matter.
- Arrange for a meeting with the parent/guardian within 5 business days. The Director will attend this meeting.
- Ensure that the investigation of the issue/concern is initiated by the appropriate person within 5 business days or as soon as reasonably possible.
- Responses and outcomes will be provided verbally or in writing upon request.
- Provide a resolution or outcome to the parent/guardian who raised the issue/concern.
- Delays in resolving issues/concerns will be documented in writing.

Documentation

Issues/concerns will be documented in detail by the staff receiving the issue/concern. The initial documentation will include the following information:

- The date and time the issue/concern was received.
- The name of the person who received the issue/concern.
- The name of the parent/guardian reporting the issue/concern.
- The details of the issue/concern
- Any immediate steps taken to resolve the issue/concern
- Information given to the parent/guardian regarding the next steps or referral.

Escalation of Issues/concerns

If parents/guardians are not satisfied with the response or outcome of an issue/concern, they may escalate the issue/concern verbally or in writing to the President of the Board of Directors. If necessary, the issue may be raised at an Executive Board Meeting for consideration.

Parents can ask to speak to the Board of Directors at one of the regularly scheduled meetings. Contact the President or Secretary for additional information.

If the issue/concern remains unresolved, the parent/guardian may contact

- The Ministry of Education's Child Care Quality Assurance and Licensing Branch
1-877-510-5333 or childcare_ontario@ontario.ca
- Toronto Children's Services Division 416-392-5437

The parent/guardian may make a report to other relevant regulatory bodies. (e.g. public health, police, fire departments, Ministry of the Environment, Ministry of Labour, College of Early Childhood Educators).

Summer Camp

School Age children

The Before and After Program operates a Day Camp for five weeks after the last day of school in June for children entering grades 1 to 7. The camp is available to the children in the community as well as the members of the Before & After School Program. Children can be registered for as many weeks as required. A daily variety of activities are offered as well as a weekly field trip. Details and registration forms are available in February for the upcoming summer program.

The Day Camp operates under the license of the Before and After School Program and the policies and procedures of the Before & After School Program apply to the operation of the Summer Camp.

PARENT AGREEMENT

Child's Name: _____

PARENT AGREEMENT Between Lambton-Kingsway Before & After School Program Inc. (the "Program") and the undersigned parent(s) having custody of the "Child".

NOTICE

The terms and provisions of this Agreement provide protection for the parents and the Program. The terms and provisions of the Lambton-Kingsway Before & After School Program Parent Manual ("Parent Manual") are incorporated into this Agreement by reference. The manual will be updated periodically and parents will be informed when significant changes occur. The most current version of the manual is available on the website:

www.lambtonkingswaybanda.com.

Please read the Parent Manual carefully and in full to ensure that you understand all of its provisions. If you are confused about any of the terms and provisions, please speak with the Director of the Program before signing this Agreement.

THE "PARENT" AND THE "PROGRAM" AGREE AS FOLLOWS ABOUT CHILD CARE SERVICES TO BE PROVIDED FOR THE "CHILD":

The Program:

The Program will provide child care services in accordance with:

- I. The Parent Manual, and,
- II. All relevant statutes, regulations, policies, orders and directives of any governmental authority having jurisdiction over the Program or its operations.
- III. If there is a conflict between (I) and (II) above, (II) shall prevail.

The Parent:

The Parent acknowledges:

- I. Receiving a copy of the Parent Manual
- II. Having read the entire Parent Manual, and,
- III. Understanding the provisions in the Parent Manual.

The Parent agrees to all provisions contained in the Parent Manual.

The Parent will pay the fees as set out in the Parent Manual or subsequent updates to the Manual, without set off or deduction. The Program shall give the Parent written notice one (1) month prior to any change in the fees.

The Parent must not withdraw a Child from the Program at any time other than

(1) at the end of the school year (June), or

(2) in the event that the child is withdrawn from Lambton Kingsway Junior Middle School. In the event the child is withdrawn from LKS during the school year, the Parent is to provide the Program with at least two (2) weeks' notice or payment in lieu of notice.

If the Parent fails to meet or comply with any of the Parent obligations under this Agreement (a "Default"), the Program may, in its sole and absolute discretion:

- Upon the first or subsequent occurrence, provide written notice to the Parent of the Default and require that it be cured immediately or within the time allowed for under this Agreement.
- Upon the second or subsequent occurrence, suspend child care services for all of the Defaulting Parent's children for a period of one day upon two days written notice, and,
- Upon the third or subsequent occurrence, terminate this Agreement and all child care services whereupon the Parent shall within fourteen (14) days withdraw the Child from the Program.

The Program may waive events of Default, provided that no waiver shall affect the Program's rights for any other or subsequent Default.

The Parent agrees to pay any penalty fees how and when provided for in this Agreement or in the Parent Manual. A failure to pay any penalty fee shall constitute a Default.

Notwithstanding any other provision contained in this Agreement, if any fees, late fees or penalty fees remain unpaid for more than thirty (30) days after they were due and payable, the Program may refuse admittance of the Child until the outstanding fees are paid in full.

The Parent permits the Child to participate in activities and trips in the local community while enrolled in the Program. This includes the Shale Pit and the skating rink adjacent to the school and other local parks. Separate permission forms must be signed by the Parent to authorize a Child's participation in other, non-local field trips. The Parent releases and saves harmless the Program, its agents, servants, board members, employees and volunteers from any and all liabilities, actions, causes of actions, suits, claims and demands arising out of any field trip or ancillary activity, including any illness or accident that may occur during or after such activity or field trip.

The Parent consents to the Program staff:

- I. Administering first aid (for which they are qualified)
- II. Obtaining emergency treatment for the Child if the Program believes there exists a medical emergency. This may include the transportation or arrangements for transportation of the Child to a hospital.

The Parent releases and saves harmless the Program, its agents, servants, board members, employees and volunteers from any and all liabilities, actions, causes of actions, suits, claims and demands arising out of any actions taken to administer first-aid or obtain such emergency treatment, including transportation to a hospital.

I agree to receive emailed communications from the Lambton Kingsway B&A Yes No

The Program shall give the Parent notice of any changes to this Agreement.

This Agreement becomes effective on the date on which it is accepted and signed by the Lambton-Kingsway Before & After School Program Inc., as set out below, and continues in effect for as long as the Child remains registered in the Program.

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED THIS AGREEMENT.

Accepted this _____ day of _____,

Name of parent/guardian with custody

signature of parent/guardian with custody

Name of parent/guardian with custody

signature of parent/guardian with custody

Accepted By Lambton-Kingsway Before & After School Program Inc.

This ____ day of ____ . Authorized Signature _____