



KIDDIES KORNER CO-OPERATIVE NURSERY SCHOOL  
INC.

**ALL-SITES HANDBOOK**

[www.kiddieskorner.ca](http://www.kiddieskorner.ca)  
[admin@kiddieskorner.ca](mailto:admin@kiddieskorner.ca)

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SITE SUPERVISOR'S WELCOME LETTER

## SITE INFORMATION: BRIGDEN

**Address:**

3017 Brigden Road  
Brigden, Ontario  
N0N1B0

**Phone:**

548-834-6877

**Email Address:**

supervisorbrigden@kiddieskorner.ca

**Hours of Operation:**

8am – 4pm

**Daily Base Fees:**

\$22.00 / day

**Ages Served:** 30 months – 6 years (mixed-age license allows for 3 toddlers per classroom)

**Number of Classrooms:** 2, licensed for up to 15 children (upper) and 16 children (lower)

**Ratios in Classroom:** Preschool 1:8

**Rest Times:**

12:00pm – 2:00pm

**Parking:** Street Parking on Brigden Road

**Emergency Evacuation Location:**

Steadman Brothers Funeral Chapel  
3040 Brigden Road  
Brigden, Ontario  
N0N1B0  
519-864-1193

## SITE INFORMATION: COURTRIGHT

**Address:**

1540 Fourth Street  
Courtright, Ontario  
N0N1H0

**Phone:**

226-313-4234

**Email Address:**

supervisorcourtright@kiddieskorner.ca

**Hours of Operation:**

7am – 5pm

**Daily Base Fees:**

\$22.00 / per day

**Ages Served:** 30 months – 6 years (mixed-age license allows for 3 toddlers per classroom)

**Number of Classrooms:** 2

**Ratios in Classroom:**

Preschool: 1:8, licensed for up to 16 children

Toddler: 1:5, licensed for up to 15 children

**Rest Times:** 12:30pm - 2:30pm

**Parking:** Pull through driveway for drop off & pick up. Parking lot located to the north of the building

**Emergency Evacuation Location:**

Courtright Friendship Centre & Library  
1533 Fourth Street  
Courtright, Ontario  
N0N1H0  
519-867-2712

## SITE INFORMATION: PETROLIA

**Address:**

404 Princess Street, Lower  
Petrolia, Ontario  
N0N1R0

**Phone:**

519-882-3009

**Email Address:**

supervisorpetrolia@kiddieskorner.ca

**Hours of Operation:**

8am – 4pm

**Daily Base Fees:**

\$15.60 / per day

**Ages Served:** 30 months – 6 years (mixed-age license allows for 3 toddlers per classroom)

**Number of Classrooms:** 1, licensed for up to 16 children

**Ratios in Classroom:** Preschool 1:8

**Rest Times:** 12:00pm - 2:00pm

**Parking:** Parking located on Princess Street

**Emergency Evacuation Location:**

Juce Computers  
4109 Petrolia Line  
Petrolia, Ontario  
N0N1R0  
519-882-2121

## SITE INFORMATION: WYOMING

**Address:**

730 Second Street  
Wyoming, Ontario  
N0N1T0

**Phone:**

519-332-7001

**Email Address:**

supervisorwyoming@kiddieskorner.ca

**Hours of Operation:**

7am – 5pm

**Daily Base Fees:**

\$22.00 / per day

**Ages Served:** 0 months – 6 years

**Number of Classrooms:** 3

**Ratios in Classroom:**

Preschool: 1:8, licensed for up to 24 children

Toddler: 1:5, licensed for up to 15 children

Infant: 1:3, licensed for up to 10 children

**Rest Times:**

Preschool & Toddler: 12:30-2:30pm

Infant: Individualized to Each Childs' Needs

**Parking:** Ample parking at building

**Emergency Evacuation Location:**

Holy Rosary Catholic School

715 London Street

Wyoming, Ontario

N0N1T0

519-845-3471

## MISSION STATEMENT

**All programs at Kiddies Korner Co-op Nursery School (Petrolia) Inc. are designed to provide a safe, warm, nurturing learning environment for all children. The children of the centre will learn through play and inquiry. Their program will be delivered using the Four Foundations of “How Does Learning Happen: Well-Being, Engagement, Belonging and Expression.”**

### KIDDIES KORNER PROGRAM STATEMENT:

Kiddies Korner provides a warm and welcoming play-based learning environment for all our children. We work hard to promote the health, safety, nutrition and well-being of each child by providing a clean and safe play and learn environment combined with nutritious lunches and snacks based on the Canada’s Food Guide and Ministry of Education guidelines. Children have access to a healthy snack and drinking water all day, every day.

There are limited transitions during the day in order to eliminate disruptions to play that may cause undue stress to our children. Our educators and staff strive to develop trusting relationships with each of our children and to familiarize themselves with each and every child’s information concerning individualized plans, medical conditions and medication requirements where necessary. We’ll need to know each child’s food allergies, restrictions and sensitivities based on parental information with respect to their child’s health, diet and exercise needs.

All Kiddies Korner staff ensures that there are continuous, positive and responsive interactions among the children, parents, and child care providers. The Director and Board of Directors will support this through the hiring of qualified, informed and well-trained Registered Early Childhood Educators (RECE) who support families in their role as primary caregivers, and understand the individual needs of each child and the diversity of family structures.

Our staff will always encourage children to interact and communicate (verbal and non-verbal) in a positive way. They will support their learning with regard to their ability to self-regulate; acknowledging that ***each child is competent, capable, curious and rich in potential.*** Staff will support self-regulation in children (defined as the child’s ability to gain control of bodily functions, manage emotions and maintain focus and attention). Self-regulation in early development is influenced by a child’s relationship with the important adults in that child’s life... this includes the teachers in our program. All staff will provide positive learning experiences that support, encourage and help young children learn to self-regulate... a crucial component of quality care and child development.

All Kiddies Korner RECE and non-RECE staff are attentive and interactive educators who foster the children’s exploration, play and inquiry by providing a variety of activities in an environment rich in content that encourages choices and active play. They will provide child-initiated and adult-supported learning opportunities and experiences. They will observe and document the children at play and use that information to plan and create a positive learning environment based on the interests of the child,

and supported by all the adults in the child care environment. Our teachers will continuously introduce new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences and will also participate in regular Professional Learning Opportunities throughout the school year.

In addition to indoor play, each child will experience outdoor play (weather permitting) and quiet activities will be made available each day. We will insure that children wash their hands several times during the day; after messy play, before and after lunch and after toileting.

Regular and ongoing communication with parents is an important component. Communication might take place during drop off and pick up times, by phone, e-mail, Seesaw, or through written or posted communication. Communication should flow to all members of the organization, the Board of Directors, the Director, Program Supervisor and all staff.

We view our community as a valuable resource and our teachers will plan learning opportunities which tie our school program to our local community. We regularly seek out opportunities to share the knowledge and expertise of others in our community. Our Board of Directors will determine the fundraising events that take place during the school year.

All Kiddies Korner staff work hard to create a climate of trust, honesty and respect. By working collaboratively, we ensure that a safe, secure, healthy and inviting environment is provided for all children and their families. We are always happy to welcome ECE college students into our programs for their placements and hands-on learning experiences.

Kiddies Korner's goal is to support children through play, inquiry and discovery and provide learning opportunities that are safe, fun and hands-on.

Our Program Statement is reviewed and revised annually.

Reviewed: June 2026

HOW DOES LEARNING HAPPEN?

**How Does Learning Happen?**, Ontario’s education for the Early Years (2014), is one of the resources used by Kiddies Korner. This document has a strong educational focus, indicating that the teaching does not lay out specific curriculum or activities but instead focuses program planning be designed around how learning happens for children. **How Does Learning Happen?** is organized around four foundational conditions that are considered essential for optimal learning and healthy development for children. These four foundations together apply, regardless of the child’s age, ability, culture, language, geography, or setting. Children naturally seek these conditions for themselves and they should not be viewed as separate elements.

<p style="text-align: center;"><b><u>Belonging</u></b></p> <p>Belonging refers to a sense of connectedness to others, an individual’s experiences of being valued, of forming relationships with others and making contributions as part of a group, a community and the natural world.</p> <p>Every child has a sense of belonging and will contribute to their world when they have a sense of connectedness to others and feel valued. Our educators and administrators build a child-focused philosophy into our programming and strive to build healthy relationships with each and every student.</p>	<p style="text-align: center;"><b><u>Well-Being</u></b></p> <p>Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as healthy eating habits, self-care, sense of self, and self-regulation skills.</p> <p>Every child is developing a sense of physical and mental health and awareness. Our educational staff strives to deliver a program that fosters healthy living, self-regulation skills and positive self-awareness both indoors and outdoors.</p>
<p style="text-align: center;"><b><u>Engagement</u></b></p> <p>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.</p> <p>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.</p> <p>Every child is an active and engaged learner who explores the world with body, mind and senses. Our play-based program plans experiences and creates an environment that accommodates the diversity of each child’s learning.</p>	<p style="text-align: center;"><b><u>Expression</u></b></p> <p>Expression or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore material supports creativity, problem solving, and mathematical behaviors. Language-rich environments support growing communication skills, which are foundational for literacy.</p> <p>Every child is a capable communicator that expresses themselves in many ways. Our educational staff foster all forms of expression – verbal, non-verbal and use of artistic materials.</p>

Other documents used for delivering our program include Think, Feel Act and the ELECT Document.

## FINANCIAL INFORMATION

All fees are to be e-transferred to [accounting@kiddieskorner.ca](mailto:accounting@kiddieskorner.ca)  
password: kiddieskorner

Kiddies Korner is pleased to be a part of the Canada Wide Early Learning and Child Care Program (CWELCC) funded by the Federal Government of Canada. The two types of fees within this program are Base Fees (set by the Service System Manager that are recurring and do not increase) and Non-Base Fees (One-time / sporadic payments that may change based on Kiddies Korner's discretion). Our fees are as follows:

### BASE FEES

Location	Classroom	Base-Fee per day*	Infant	Toddler**	Preschool
Brigden	Upper	\$22.00	--	✓	✓
Courtright	ALL	\$22.00	--	✓	✓
Petrolia	ALL	\$15.60	--	✓	✓
Wyoming	ALL	\$22.00	✓	✓	✓

\*These daily fees include lunch and both morning and afternoon snack.

\*\*Brigden & Petrolia have a mixed ratio license allowing 3 toddlers/day per classroom.

### NON-BASE FEES

- Late Pick-Up Fees: Starting the minute the centre closes, you will be charged \$1.00 per minute (per child) which will be added to the following month's invoice. The time connected to the centre's tablets will be used to determine this. Persistent late pick-ups will be addressed and handled by the Executive Director.
- Non-Sufficient Funds: \$25.00 per NSF cheque will be added to your monthly invoice.
- Field Trips: Off-site activities may incur an extra cost depending on the activity. Parents will be notified well in advance of any additional costs.

### REFUNDS

- Kiddies Korner does not offer refunds/credits for any scheduled days missed.
- Withdrawal of you child/ren will require a two-week written notice to the centre. If there is any dollar amount owing after this notice, it will be returned to parents via e-transfer within 10 business days.

### PAYMENT INFORMATION

- An invoice outlining monthly fees will be emailed to parents at the beginning of each month with fees due by the 15<sup>th</sup> of that month.
- In the event of an overdue account, parents will be given a 30-day grace period to pay their invoices. If an invoice is overdue by 45-days, your child(ren) may be considered for withdrawal from our program.
- If your child is graduating from the program or has a scheduled end date, your **final month's fees will be billed together with the previous month's invoice**. This allows all outstanding balances to be settled before your child's final day in the program.

## REGISTRATION & PARTICIPATION REQUIREMENTS

### **REGISTRATION:**

Parents (both new and returning) are required to fill out the registration forms, sign the parent handbook agreement, and submit a copy of your child's immunization record (yellow card) **prior** to your child's first day. If you have chosen not to immunize your child, a [Statement of Medical Exemption](#) form or a [Statement of Conscious or Religious Belief](#) form must be completed and provided to the centre.

### **SUBSIDY:**

If finances are a barrier for your family's participation in our program, please consider applying to Lambton County's Childcare Subsidy Program. To speak to a case worker or to apply, contact the Children's Services Department at 519-344-2062 or email [childcareadmin@county-lambton.ca](mailto:childcareadmin@county-lambton.ca)

### **DAILY PARTICIPATION:**

We are committed to establishing a safe and comforting space for your child while they are in our care. Children are welcome to bring an item from home that may provide additional comfort (especially for nap time); blankets, stuffies, soothers etc.

The following additional items are needed for your child:

- Clean, non-slip indoor shoes
- Clean water bottle with fresh water
- All diapering necessities (diapers, wipes, creams etc)
- A change of clothes (multiple pairs for potty-training and messy play)
- Appropriate outdoor clothing: we spend 2 hours per day outside rain or shine

**\* Please label all personal clothing and items that belong to your child \***

### **CO-OPERATIVE NURSERY SCHOOL / PARENT PARTICIPATION:**

The co-operative aspect of our programs is rooted in collaboration, community and education. This unique experience allows parents to partake in the responsibility of the preschool while developing relationships with other families and children in our community.

All members of the co-op are to:

- abide by the policies of the school,
- abide by this Parent Handbook
- participate in 2 fundraisers per school year
- donate one snack per month for their child's classroom (ideas can be found in the Nutrition Information portion of this Handbook)

### **CONSIDER BECOMING A MEMBER OF OUR BOARD OF DIRECTORS!**

email [admin@kiddieskorner.ca](mailto:admin@kiddieskorner.ca) for more information

## PLANNED CLOSURES AND ABSENCES

All Kiddies Korner programs run Monday – Friday, 12 months of the year. Digital and physical notices will be posted and sent to parents regarding upcoming closures to ensure adequate time to secure alternative care for their child(ren). Below are the planned closures for this school year:

### **STAT / NON-STAT HOLIDAYS:**

- New Years Day (January)
- Family Day (February)
- Good Friday (April)
- Easter Monday (April)
- Victoria Day (May)
- Canada Day (July)
- Civic Holiday (August)
- Labour Day (September)
- Thanksgiving Day (October)
- County-wide PD Day (October)
- Christmas Day (December)
- Boxing Day (December)

All centres will be closed the 3<sup>rd</sup> full week in July for deep cleaning and staff vacations.

Additionally, all centres in Lambton County are closed one day in October for Professional Development training.

### **INCLEMENT WEATHER:**

Kiddies Korner will make every effort to stay open during inclement weather, while simultaneously keeping staff and family's safety a priority. Closures for snow, fog, or other extreme or unsafe weather conditions will be at the discretion of the Director. On the rare occurrence that the centres are closed, parents will be notified well before 7am by email and / or Lillio app (or by phone for families who do not have access to a computer).

### **SICK / VACATION / ABSENT**

If your child(ren) are missing their scheduled program day for any reason, the centre must be notified via email, phone or Lillio app. Contact information for your child's site is outlined at the beginning of this Handbook. If your child is sick, you must disclose symptoms and work together with your child's educator to plan a return date. Below is our Medical Exclusion Policy for reference if you are unsure whether to send your child or not.

## STUDENT EXCLUSION (MEDICAL) POLICY

There may be reasons when it is not advisable for children to attend Kiddies Korner's program. Parents are to notify the school and inform the staff of the nature of the illness so that it can be documented and other parents notified if necessary.

Our medical exclusion policy is as follows:

### **YOUR CHILD MAY BE CONTAGIOUS AND SHOULD STAY AT HOME IF THEY EXPERIENCE ANY OF THE FOLLOWING:**

- A consistent temperature of 101 F or higher (38.3 C or higher)
- Cough (continuous barking or croupy)
- Sore throat
- Diarrhea two or more times within 12 hours
- A new medication. Children may experience adverse reactions to a new medication and should remain at home for 24 hours after the first dose.
- Vomiting
- Head Lice
- An unidentified skin rash
- Pink Eye (redness or discharge from their eyes), Hand Foot and Mouth or other contagious ailments
- General feeling of unwell that would prevent the child from enjoying their time at Kiddies Korner

If children display any of the above or other concerning symptoms, they will be sent home and not able to return until they are symptom free.

**PLEASE NOTE** that children must be symptom free for a full **48 HOURS** before returning to Kiddies Korner following their last **diarrhea and vomiting** episode.

**PLEASE NOTE** that children must be **fever free** for a full **24 hours** before returning to Kiddies Korner.

Three or more children absent for the same symptoms must be reported to Lambton County Public Health.

This policy was developed alongside Lambton County Public Health's *Guide to Common Childhood Infections*. This guide can be found on their website and can be a very helpful resource to parents.

## NUTRITION INFORMATION

All our programs include a hot, home cooked lunch and a morning and afternoon snack prepared by our in-house cooks. If a child is hungry outside of meal times, snack will be offered. Children are to bring their own labelled water bottles which will be available at all times through out the day. We strive to serve a variety of fresh foods that are low in salt, sugar and saturated fats. We follow the guidelines set forth for us from the Ministry of Education and Canada's Food Guide, introducing children to new tastes and textures alongside their familiar favourites while ensuring safe serving sizes are maintained. All our sites are peanut free.

We will work closely with families regarding allergies, aversions and dietary restrictions.

As part of the co-op aspect of our program, parents are required to donate one snack per month for their child's classroom. In lieu of physical donation families are welcome to donate grocery gift cards (No Frills / Foodland / Loblaws). Due to regulations imposed by Lambton Public Health, we cannot accept any dairy products or food items made in a home. Some snack suggestions are listed below and can always be discussed more thoroughly with your site supervisor.

Fruits & Vegetables (uncut / unwashed / unprepared), Crackers (low sodium, low sugar), Bread Products (english muffins, bread, bagels, tortillas), Cereal: low sugar (Cheerios, Chex, Shreddies, Rice Krispies etc.)

## EMERGENCY MANAGEMENT INFORMATION

Emergency lock down and evacuation procedures have been put into place at all Kiddies Korner sites. These plans are approved by local Fire Departments and the Ministry of Education. All staff and volunteers are briefed and trained on these procedures regularly. Your child(ren) will participate in monthly fire drills and educators will explain emergency protocols in an age-appropriate manner. Should an emergency situation arise that results in evacuation of the childcare centre, parents will be notified by phone and through our parent communication app regarding the event and instructions on when to pick up their children (if emergency response professionals have deemed the centre unsafe to return to). Site specific evacuation locations and contact information are found on pages 4-7 of this handbook. A more detailed "Emergency Management Policy & Procedures" as well as a "Fire Safety Plan" can be viewed upon request.

In the event of a power outage at any Kiddies Korner location, the affected centre will cease operations for the remainder of the day if power is not restored within 60 minutes. At the 60-minute mark, supervisors and staff will contact parents/guardians via phone and Lillio app, and request that children be picked up as soon as possible. During a power outage, staff will continue to supervise children and maintain a safe environment until all children have been picked up.

Centre closure after 60 minutes is mandated because of the following:

- Losing access to running water (hand washing, toilets, drinking water)
- Inability to control/maintain a minimum indoor temperature of 20°C
- Potential issues with safely storing/serving food due to loss of refrigeration
- Potential inadequate lighting to safely supervise children

## ANAPHYLACTIC POLICY & STRATEGIES TO REDUCE RISK AND EXPOSURE

1. All allergies of registered children must be posted inside the classroom and updated when necessary. If an enrolled child has a known allergy causing a potential anaphylactic reaction, the allergen will be banned from the center. All parents/guardians will be notified immediately upon enrollment of the child and reminded often via parent communication channels. Signage alerting all visitors of banned items will be posted in the center.
2. An "Allergy Alert" will be posted for each anaphylactic child inside the classroom, the kitchen and the outside play area (where applicable) at Kiddies Korner. This will include the child's name, name of allergen, procedures to follow in the event of anaphylactic reaction and all emergency contact numbers. A "How to Use An EpiPen" sign will also be posted.
3. Training will be provided to staff by first aid professionals and additional training may be given by each parent/guardian of the child. Training will be provided to all staff and volunteers on the proper procedures to follow if anaphylactic reaction does occur within the center. Training will be completed before the child can attend the center. Staff and volunteers will sign that they have received pertinent training for each individual child.
4. In the event that emergency use of an EpiPen is needed, 911 will be called as well as parent/guardian and/or emergency contacts. This is considered a SERIOUS OCCURRENCE and will be reported on the Child Care Licensing Site for the Program Advisor.
5. The individual emergency plan for each child with anaphylaxis and the emergency procedures shall be reviewed:
  - by all employees before they begin employment and at least once annually afterwards
  - by all volunteers and students who will be providing care or guidance at the center before they begin and at least once annually afterwards
6. Parents will provide Kiddies Korner with detailed information of their child's anaphylactic allergy upon registration. An individualized care plan will be developed with the parent along with any regulated health professional, where the parent finds appropriate. All care plans for children with anaphylactic reactions will be posted in the classroom and the kitchen.

## PARENT ISSUES AND CONCERNS POLICY & PROCEDURES

Parents/guardians are encouraged to take an active role in our child care 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, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available 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 Kiddies Korner 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 24 hours from The Board of Directors. 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 uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or director (admin@kiddieskorner.ca) and/or Board of Directors.

### **Concerns about the 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 (CAS) directly.

Kiddies Korner staff 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*.

## 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:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or director (admin@kiddieskorner.ca).</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 5 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> </ul>
<p><b>General, Centre-or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or director (admin@kiddieskorner.ca)</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-, Volunteer-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor.</li> </ul> <p>All issues or concerns about the conduct of staff, volunteers, 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.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor.</li> </ul> <p>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.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

**Escalation of Issues or Concerns:** 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 the Kiddies Korner Board of Directors.

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.

Reviewed June 2026

**Contacts:**

Kiddies Korner Director: [admin@kiddieskorner.ca](mailto:admin@kiddieskorner.ca)

Ministry of Education Child Care Complaint Form: [www.ontario.ca/page/make-child-care-complaint](http://www.ontario.ca/page/make-child-care-complaint)

Sarnia-Lambton Children’s Aid Society: [info@slcas.on.ca](mailto:info@slcas.on.ca)

## SAFE ARRIVAL & DISMISSAL POLICY

Please see the chart below for site-specific times which are referenced throughout this policy:

	<b>Column A</b>	<b>Column B</b>	<b>Column C</b>	<b>Column D</b>	<b>Column E</b>
Location	Hours of Operation	Late Arrival Phone Call or Message	Late Arrival Phone Call Follow-Up	Late Dismissal Phone Call	Children's Aid Society Phone Call
Brigden	8am – 4pm	9am	9:30am	4pm	4:40pm
Courtright	7am – 5pm	9am	9:30am	5pm	5:40pm
Petrolia	8am – 4pm	9am	9:30am	4pm	4:40pm
Wyoming	7am – 5pm	8am	8:30am	5pm	5:40pm

### **Purpose:**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care at all Kiddies Korner locations. 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.

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 at any Kiddies Korner location. Guidelines include the steps that 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 all children.

### **Policy:**

Kiddies Korner will ensure that any child receiving care at any of our centres is only released to authorized individuals. These individuals include: the child's parent/guardian, or any persons who are authorized to pick up the child stated on the child's Registration Forms. The centre's staff will only release children from care to individuals who have written authorization.

When a parent/guardian authorizes pick up by another individual not indicated on the child's Registration Form, whether it be verbal or written, identification of the individual is needed before staff can dismiss a child into their care (ex. Driver's License etc.)

### **Procedures:**

#### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - o greet the parent/guardian and child.
  - o 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 an authorized individual will be picking up, the staff may ask the parent/guardian to provide authorization for pick-up in writing (e.g., note, email) or if verbal, noted in the daily log.

- document the change in pick-up procedure in the daily written log/record and the sign-in binder
- sign the child in on the classroom attendance record and on the Lillio app.

#### **Where a child has not arrived in care as expected**

1. 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., sent an email, left a voice message, messaged on the Lillio App or advised the closing staff at pick-up), the staff in the classroom must:
  - inform the supervisor at each site and the supervisor must commence contacting the child's parent/guardian no later than the **site-specific time specified in column B in the chart on page one of this policy**. The supervisor shall either message the parent on the Lillio app or call the parent/guardian and record the time of call in the daily log. A message indicating the date and time can be left for the parent to return the call.
  - If parent cannot be contacted, the supervisor will make an additional call at the **site-specific time specified in column C in the chart on page one of this policy**, and the child will be marked absent at that time if no contact is made. Additional calls will be made to authorized emergency contacts to confirm that the child will not be attending.
  - 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 authorized individual. 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 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 time frame that their child is to be picked up from care and the child has not been picked up by the specified time, the supervisor / program staff will contact the parent/guardian by phone 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 then contact an alternate authorized person to come pick up the child. 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 continue to call the parent/guardian to let them know their child was picked up by the authorized individual.

#### **Where a child has not been picked up 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 the **site-specific time specified in column D in the chart on page one of this policy** the Supervisor/program staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. 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 continue to call parent/guardian to let them know that an authorized individual will be picking their child up.
3. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file by the **site-specific time specified in the chart on page one of this policy**, the Supervisor shall proceed with contacting Sarnia-Lambton Children's Aid Society (CAS) at 519-336-0623. Staff shall follow CAS's direction with respect to next steps.
4. Please note: If a child is not picked up before the centre's closing time, a late fee will be added to the following monthly invoice billed at \$1/minute per child (categorized as a non-base fee).

Reviewed June 2026

## STATEMENT OF PROHIBITIVE PRACTICES

Kiddies Korner Co-op Nursery School will ensure that your children have a safe and positive experience that promotes their growth as a learner. Our teachers and staff will engage in positive, responsive interactions that are critical for children's overall learning, development, health and well-being.

The following practices are supported by our facility:

- No 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
- No locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency
- No abusing a child physically, verbally or emotionally including making children eat or drink against their will
- No depriving a child of basic human needs including food, drink, shelter, sleep, toilet use, clothing
- No corporal punishment (may include but not limited to hitting, spanking, slapping, pinching)
- NO use of harsh or degrading measures or threats of 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

In the event that the Director or Supervisor observes or is made aware of any practice that is not supported, they will address the issue immediately with the staff member according to the strategies outlined in the Disciplinary Policy that is outlined in the Kiddies Korner Policy and Procedure Manual.

All Registered Early Childhood Educators (RECE) have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators Code of Ethics and Standards of practice. All Registered Early Childhood Educators hold themselves accountable and will use the Code of Ethics, the Standards of Practice and the CCEYA to guide their decisions and practice.

Reviewed June 2026

## SUPERVISION OF STUDENT & VOLUNTEERS POLICY

1. This policy is required to meet the standards as outlined in the Child Care Early Years Act (2014) Development and Implementation of the Supervision of Volunteers and Placement Students at Kiddies Korner Nursery School.
2. Only employees of Kiddies Korner Nursery School will have direct unsupervised access to children. Volunteers and placement students will not have unsupervised access to children.
3. Volunteers, Pathways Resource Staff and placement students may not be counted in the ratios of any classroom
4. No child will be supervised by a person less than 18 years of age.
5. Kiddies Korner Nursery School is responsible for the implementation, annual review and evaluation of this policy
6. Kiddies Korner Nursery School is responsible for orientation procedures to help participating parents, students and volunteers understand the operation of the Program and the expectations for their placement/volunteer experience.
7. This policy aligns with the Ministry of Education's Ontario Regulation 137/15

### **Procedure:**

1. The Supervisor will be the designated person to supervise staff and participating parents, volunteers and placement students.
2. To fulfil requirements, a minimum of one Registered Early Childhood Educator will be on the premises at all times.
3. The centre will be under the supervision of the Supervisor in unison with the director and the Board of Directors.
4. The Supervisor is responsible for the provision of effective orientation and mentoring of the volunteers and students.
5. The Parent Handbook will be provided to all families, volunteers and placement students.
6. Staff, volunteers and placement students will be required to sign and date the review of the policy on an annual basis.
  - Behaviour management policies and procedures are reviewed with volunteers or students who will be providing care or guidance at Kiddies Korner before they begin providing that care or guidance and at least annually afterwards.
  - There is a written procedure for monitoring the behaviour management practices of volunteers or students who provide care or guidance at Kiddies Korner.
  - The individual plans for children with anaphylaxis, medical or special needs and the emergency procedures are all reviewed by volunteers and students who will be providing care or guidance at Kiddies Korner before they begin providing that care or guidance and at least annually afterwards. Care plans will be readily available and posted in each classroom
  - Criminal reference checks are required for all volunteers. Placement students under the age of 18 will not need a police check.

## WAITING LIST POLICY

### **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.

### **Policy:**

#### **General**

- Kiddies Korner Co-op Nursery School (Petrolia) Inc. will strive to accommodate all 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.

### **Procedures**

#### **Receiving a Request to Place a Child on the Waiting List**

1. The licensee or designate will receive parental requests to place children on a waiting list via One HSN List, emails and phone calls from parents.

#### **Placing a child on the Waiting List**

1. The licensee or designate 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 licensee or designate 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 of Kiddies Korner employees, currently enrolled children (families wanting to change site locations), siblings of currently enrolled children, returning families (not exceeding two years from withdrawal), and new families who are requesting full time over part time.

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**

1. Parents of children on the waiting list will be notified via email or phone call that a space has become available in their requested program.
2. Parents will be provided a timeframe of one week 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. Kiddies Korner Assistant 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. Kiddies Korner Assistant 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**

1. 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.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

PARENT HANDBOOK AGREEMENT

Thank you for choosing Kiddies Korner Co-operative Nursery School Inc. Our goal is to provide a safe, nurturing, and engaging environment where your child feels a sense of belonging and freedom to express themselves through play. We look forward to a wonderful year of learning, growth, and discovery together.

**Please read and sign below:**

I acknowledge that I have received, read, and understand the contents of this Parent Handbook. I agree to follow the policies, procedures, and expectations outlined within the handbook. I understand that it is my responsibility to review these policies and ask for clarification if needed.

By signing below, I agree to

- Comply with the terms and conditions outlined in the Parent Handbook
- Provide accurate and updated information about my child
- Follow the centre’s health policies regarding illness and exclusion
- Follow payment policies and timelines
- Treat all staff, volunteers and other families with respect

Child’s Name: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_