



# POLICIES & PROCEDURES

## AN INFORMATION KIT FOR PARENTS

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## INTRODUCTION

KidHub offers premium school-age child care programs designed to cater to the interests of all of the children who attend. We are thrilled to have your child join us at KidHub! In this booklet you'll find a variety of valuable information about all of our programs and policies so please make sure to take some time to read through it in its entirety so that you are best prepared for what to expect at KidHub!

## INTERPRETATION

In this document:

- **"We"** means KidHub Inc., its management team and its staff
- **"Parents"** means the legal parents or guardians of an enrolled child
- **"Teachers"** means the KidHub staff members working with the enrolled children

## OUR PHILOSOPHY

At KidHub we firmly believe that building healthy relationships with children requires a foundation of mutual trust and respect. One facet of achieving this is ensuring that the children genuinely enjoy, and are excited to participate in, the activities that are being offered. We do this by catering the daily activities of the program to the interests of the children that attend, and while the children will always be encouraged to participate, they will never be forced. We will always offer free play as an option during our planned activities so that children can join in at their own pace when they wish.

We are committed to helping build each child's self-esteem and self-worth by providing a welcoming and warm environment where children are free to learn new things as they develop their uniqueness and reach their maximum potential. We believe that integrating leadership-enhancing opportunities, connecting to the community and preparing for the future (among many other initiatives that we are involved in at KidHub) into our program is what sets us apart from other programs. We do this through many avenues such as KidHub Holiday Committees, KidHub Economy (which includes the Bank of KidHub and the KidHub Store), KidHub Cares, KidHub Clubs, and much more! Children will be encouraged to get involved in developing ideas for activities to help build their independence, creativity, personal responsibility, teamwork and problem-solving skills.

At KidHub we believe that it is essential for children to be provided with an atmosphere where their physical, social, lingual, intellectual, creative and emotional needs are taken seriously and that every effort is made to meet the needs of each child that attends the program. We understand that each child is unique in the way in which their needs are met and we believe it is our duty as child care providers to do what we can to best meet their needs in these areas. Our program will promote differentiated learning through a variety of activities (indoor/outdoor, small group, large group, individual, etc.) that will account for the uniqueness of the children who attend.

We understand that some of the children that attend our program may have exceptional needs and KidHub will care for the needs of those specific children, as appropriate. We will do everything we can to acquire Special Needs Support Staff and One-on-One staff members if the situation requires and will ensure that they are trained on up-to-date methods to help meet the needs of the individual children they will be working with. KidHub is an inclusive program and we want all of our children to feel included in everything we do. Our activities will be planned with the different needs of children in mind and all three of our centres (KidHub Maple, KidHub Woodlawn and KidHub Cornerstone) are wheelchair accessible.

## OUR CENTRES

### KidHub Maple (NEW!)

Location: 56 Maple Avenue, Charlottetown

Emergency Safe Area: Sherwood School Property

KidHub Maple is the newest of our KidHub centres, located at the Sherwood Recreation Hall (56 Maple Avenue), and offers services to Sherwood Elementary, Parkdale Elementary, and François-Buote. KidHub Maple offers the following child care programs ***beginning September 2019:***

Program	Schools Serviced	Hours of Operation
<b>Before School</b>	Sherwood Elementary	7:15am - 8:30am
<b>After School</b>	Sherwood Elementary, Parkdale Elementary, François-Buote	2:30pm - 6:00pm
<b>PD Day Camps</b>	All (drop-off)	7:15am - 6:00pm
<b>Storm Day Camps</b>	All (drop-off)	7:15am - 6:00pm
<b>Early Closures</b>	Sherwood Elementary, Parkdale Elementary, François-Buote	School closure - 6:00pm
<b>March Break Camp</b> <sup>[1]</sup>	All (drop-off)	7:15am - 6:00pm
<b>Summer Camp</b> <sup>[1]</sup>	All (drop-off)	7:30am - 5:30pm

[1] Operating centre may vary

### KidHub Woodlawn (Formerly "KidHub Sherwood")

Location: 40 Woodlawn Drive, Charlottetown

Emergency Safe Area: Sherwood School Property

KidHub Woodlawn (formerly "KidHub Sherwood") is located at the Sherwood Church of the Nazarene (40 Woodlawn Drive) and offers services to Sherwood Elementary and Parkdale Elementary. KidHub Woodlawn offers the following child care programs:

Program	Schools Served	Hours of Operation
<b>Before School</b>	Sherwood Elementary	7:15am - 8:30am
<b>After School</b>	Sherwood Elementary, Parkdale Elementary	2:30pm - 6:00pm
<b>PD Day Camps</b> <sup>[1]</sup>	All (drop-off)	7:15am - 6:00pm
<b>Storm Day Camps</b> <sup>[1]</sup>	All (drop-off)	7:15am - 6:00pm
<b>Early Closures</b>	Sherwood Elementary, Parkdale Elementary	School closure - 6:00pm
<b>March Break Camp</b> <sup>[1]</sup>	All (drop-off)	7:15am - 6:00pm
<b>Summer Camp</b> <sup>[1]</sup>	All (drop-off)	7:30am - 5:30pm

[1] Operating centre may vary

## KidHub Cornerstone (Formerly "KidHub Cornwall")

Location: 9 Cornerstone Drive, Cornwall

Emergency Safe Area: East Wiltshire School Property

KidHub Cornerstone (formerly "KidHub Cornwall") is located at the Cornerstone Baptist Church (9 Cornerstone Drive) and offers services to Westwood Primary and Eliot River Elementary. KidHub Cornerstone offers the following child care programs:

Program	Schools Served	Hours of Operation
<b>Before School</b>	Westwood Primary, Eliot River Elementary	7:00am - 8:00am
<b>After School</b>	Westwood Primary, Eliot River Elementary	3:00pm - 6:00pm
<b>PD Day Camps</b>	All (drop-off)	7:00am - 6:00pm
<b>Storm Day Camps</b>	All (drop-off)	7:00am - 6:00pm
<b>Early Closures</b>	Westwood Primary, Eliot River Elementary	School closure - 6:00pm
<b>March Break Camp</b> <sup>[1]</sup>	All (drop-off)	7:15am - 6:00pm
<b>Summer Camp</b> <sup>[1]</sup>	All (drop-off)	7:30am - 5:30pm

[1] Operating centre may vary

## OUR PROGRAMS

### Before-School Child Care

Minimum notice of withdrawal/schedule change: 3 weeks

We offer a relaxed environment for children to enjoy those early hours before school opens. Children can choose from a variety of free-play activities based on their interests.

Children are to be dropped off at the KidHub centre anytime after opening and at least 20 minutes before program closing (centre-dependent, to allow the children time to pack up and walk to the school/bus stop). KidHub Staff will walk children to the school/bus stop into the care of the on-duty teachers/bus driver.

### School Delay

In the event of a school delay KidHub will extend its before-school care hours to accommodate the delay at no additional cost. This service is only available to children already enrolled in our before-school program. Please note that, if school ends up being cancelled, extra fees will apply for attending the storm day camp (see Appendix A for pricing details).

### After-School Child Care

Minimum notice of withdrawal/schedule change: 3 weeks

We strive to provide the highest-quality after-school care available by ensuring the children have a fun and engaging time with friends while exploring a variety of activities and opportunities after school each day.

At KidHub Maple and KidHub Woodlawn, children will be met by KidHub teachers in the Sherwood Elementary School parking lot designated for child pick up (closest to the Coady Banks Arena) at the time of dismissal. Staff and children will walk back to their respective centre as a group (less than 5 minutes).

At KidHub Cornerstone, children will be met by KidHub teachers as they get off the bus each afternoon. Teachers and children will walk back to the centre as a group (less than 2 minutes).

A nutritious afternoon snack will be provided.

### PD Day Camps

Minimum notice of withdrawal: 1 week in advance of the day camp

KidHub is pleased to offer care during Professional Development Days and other days off school (excluding holidays) for an additional fee, added to the following month's invoice (see Appendix A for pricing details).

Children must be signed up in advance in order to attend.

A nutritious morning and afternoon snack will be provided but parents are expected to provide their child's lunch.

### Storm Day Camps

Minimum notice of withdrawal: 1 week in advance of the day camp

In the event that school is cancelled due to poor weather conditions, KidHub will open for full-day child care for an additional fee, added to following month's invoice (see Appendix A for pricing details). In the event that the RCMP has deemed the roads unsafe for drivers, KidHub may stay closed or may close early. Parents are responsible to check their email each morning when school is cancelled to find out if we will be open, closed, or delayed.



Children must be signed up in advance in order to attend.

A nutritious morning and afternoon snack will be provided but parents are expected to provide their child's lunch.

## Early Closures

Minimum notice of withdrawal: 1 week in advance of the day camp

In the event that school closes early, KidHub will open early and operate a day camp for an additional fee, added to following month's invoice (see Appendix A for pricing details). Staff will walk over to meet the children in the usual pick-up location (the bus stop for KidHub Cornerstone and the Sherwood Elementary School parking lot for KidHub Maple and KidHub Woodlawn). In the event that the RCMP has deemed the roads unsafe for drivers, KidHub may close early.

Children must be signed up in advance in order to attend. Early closure plans must also be arranged by the parent with their child's school in advance.

A nutritious afternoon snack will be provided. Children will be allowed time to eat their lunch from school if school closes before noon. In the event that school closes early on a day that a child has ordered a meal from the school, KidHub will ensure that the child is fed a healthy lunch in its place.

## March Break Camp

Minimum notice of withdrawal: 3 weeks

KidHub offers a fun-filled week for children so they can make the most out of their break from school! Each day of the camp we have an exciting theme packed with activities, free time with friends & lots of time outdoors!

Children are to be dropped off at the KidHub centre anytime after opening.

A nutritious morning and afternoon snack will be provided but parents are to provide their child's lunch.

KidHub operates a separate registration for the March Break Camp on a first-come, first-served basis (see Appendix A for pricing details). After-School clients are not required to sign up for the March Break Camp in order to keep their after-school space.

## Summer Camp

Minimum notice of withdrawal/schedule change: 3 weeks

We are pleased to offer child care during summer vacation! We strive to make each day at KidHub over the summer a fun, safe and relaxed experience for all children that attend. We spend as much time outside as possible and it's usually only the rain that keeps us inside. Although we will be outside, we will still have lots of fun and "traditionally indoor" activities available and prepared for the children to enjoy each day (ie. arts & crafts, toys, science experiments, etc.). We will have planned activities to go along with each of the weekly

themes and we can't wait to have the children join us for all of the fun we have in store! Children are to be dropped off at the KidHub centre anytime after opening (except on Fridays when we are at Victoria Park).

Every Friday (weather permitting, and with the exception of Gold Cup Day) we will be spending the full day enjoying the sunshine, swimming in the pool, playing at the park and going for nature walks at Victoria Park! The pick-up and drop-off location for this day is at Victoria Park. Parents must walk their children to the playground and sign them in directly with a staff member.

In the event that we have to cancel our Victoria Park day, we will send an email either the night before or early Friday morning, so please be sure to take note of the weather and watch for emails. In this case, drop-off and pick-up would be at the KidHub centre.

On Gold Cup Day, we will *not* be going to Victoria Park as the traffic is too busy and some of the roads in the area are closed. Drop-off and pick-up will be at Mulberry Park instead.

A nutritious morning and afternoon snack will be provided but parents are to provide their child's lunch.

KidHub operates a separate registration for the Summer Camp on a first-come, first-served basis (see Appendix A for pricing details). After-School clients are not required to sign up for the Summer Camp in order to keep their after-school space.

## ATTENDANCE, DROP-OFF & PICKUP

### Sign-in & Sign-out

KidHub utilizes a digital sign-in and sign-out system. Parents will be required to setup a passcode for signing their child in and out of our care. For the safety and security of the children, all passcodes are to remain private and not be shared with anyone (including the children as they will not be permitted to sign themselves out). The KidHub staff are trained to assist in setting up passcodes the first time a new person drops off or picks up a child.

### Drop-off

Drop-off location will be at the KidHub centre unless otherwise notified. Anyone dropping off a child will be required to come into the centre to sign the child in using our digital sign-in/out system.

### Pick-up

Pick-up location will be at the KidHub centre unless otherwise notified. When the weather is nice we may take the children to one of the local parks to play outside. In such a case, we will post a status on our private Twitter page indicating where we will be and leave a sign with a map on the door to the centre. Anyone picking up a child will be required to come into the centre (or find a teacher at the park) to sign the child out using our digital sign-in/out system before they are able to pick them up.

Pickup time is no later than the program closing time unless otherwise notified by KidHub management. Arrangements can be made with the KidHub management team in advance for extenuating circumstances. If no such arrangements have been made, KidHub will enforce a late pickup fee (see Appendix A for pricing details).

In the event that a child has not been picked up by closing time we will make every attempt to contact the parents, emergency contacts, or members of the child's authorized pickup list in order to have the child picked up. If we are unable to get in touch with anyone to come pick up the child after 30 minutes past our closing time, we will inform Child & Family Services and arrange to have the child transferred into their custody. We sincerely hope that this never has to happen and we greatly appreciate the understanding and cooperation of all parents in this matter.

### Bussing Arrangements

All bussing arrangements must be setup by parents, in advance, with their child's school.

### Authorized Pick-up List

Only authorized contacts on a child's pick-up list will be permitted to sign-in/out that child. Each of the authorized contacts *must create their own code*. Additional contacts can be added to a child's authorized pick-up list by sending us an email at [contact@kidhub.ca](mailto:contact@kidhub.ca) with a minimum of one-day's notice. If anyone attempts to pick-up a child and is not on that child's authorized pick-up list, they will not be permitted to leave with the child.

### Intoxication Policy

If anyone appears to be under the influence of alcohol, cannabis, or any other intoxicating substance when they arrive at the centre to pick up a child, KidHub staff *will not release the child*. In this situation staff will:

- Offer to call another contact on the child's authorized pick-up list to pick up the child
- Offer to call a cab for the intoxicated individual
- Inform the individual that if he/she chooses to drive (with or without the child) that they will inform the police immediately
- Call the PEI Department of Child and Family Services if they believe the child is in need of protection

### Notice of Absence

We kindly ask that all parents let us know if their child will be absent at least one hour prior to our program starting time. When KidHub is responsible for picking up the children (e.g. from the school or bus stop), and we haven't been notified in advance that a child will be absent, we will call their parent to ensure that they have them. If we are unable to reach the child's parent by phone we will send them an email and proceed to call the child's school to find out if they were absent at school.

We kindly ask all parents to send in all notices of absence to [contact@kidhub.ca](mailto:contact@kidhub.ca) (checked daily before each program begins). After a thorough investigation into the child's whereabouts and the parents cannot be reached, teachers will contact the police to assist in locating the child.

## HOLIDAYS

KidHub will *not* operate on any Holidays observed by the PEI Public Schools Branch. We do not operate during Christmas break (between the last school-day before Christmas and when school reopens for the New Year in January).

## STAFFING

### Employee Qualifications

We pride ourselves in hiring qualified, fun, and passionate staff to work with the children. All staff must have:

- Criminal record checks
- Up-to-date First-Aid/CPR certification
- Food Safety training
- School-Age Child Care Provider certification

### Staff-to-Child Ratio

Staff-to-child ratios will be continuously monitored in order to maintain a smooth and safe environment for both the children and the staff. We follow the set legal ratios as established in the Early Learning and Child Care Act Regulations (Early Learning and Child Care Act Regulations, 2010):

- Indoors: 1 staff for every 15 children
- Outdoors: 1 staff for every 22 children

## COMMUNICATION & PARENTAL INVOLVEMENT

The knowledge that a parent has about their child's strengths, preferences, and interests is essential to ensuring that each child has the best experience possible while attending our program. We maintain regular communication with parents about their child's time spent at KidHub and about our daily program. We value and encourage parental involvement at KidHub and always encourage and welcome any and all feedback that they may have about the service we provide.

KidHub provides a number of mediums for keeping parents up-to-date with what's going on at KidHub:

## Email and Phone

Due to the high volume of questions and requests that we receive on a regular basis, we rely heavily on the use of various technologies to help us communicate with parents more efficiently and effectively. The best way to get in touch with us is via email to [contact@kidhub.ca](mailto:contact@kidhub.ca). This shared inbox allows us to assign emailed questions to the most appropriate person ensuring that they are answered in the quickest manner, with the most accurate information, from the right person. We typically respond to all emails within 1-2 business days.

In the event of an urgent or time-sensitive request, please call the KidHub phone line at 902.388.KIDS (5437).

## KidHub Teacher Greeting

Parents will always be greeted by one of our KidHub Teachers when they arrive to pick up their child at the end of the day. Our staff will update parents on their child's time at KidHub and if they have any feedback for parents. If there were any injuries or incidents that occurred while their child was in our care, the staff will present written documentation (Incident or Injury Reports), explain the situation and ask them for their signature (to be kept on the child's file). The KidHub teachers will share any information with parents at this time — whether it be to tell a positive story from the day or to express a concern they may have. Parents are always welcome to come in to view what types of activities the children have been participating in each day.

## KidHub Calendars

KidHub provide parents with up-to-date information about our program via our digital calendar. Parents may choose to subscribe to our calendar to see what we are doing and what snacks we are having each day at KidHub. Most of our programming is planned out for the school year in advance, but there are always changes that can happen along the way and providing this digital calendar allows parents to receive convenient updates on their mobile devices or computers. To subscribe to the calendar, parents may follow the step below:

### For iOS/macOS Users:

Simply open the desired link below in a web browser on your device and follow the prompts to subscribe to the KidHub Calendar:

**KidHub Maple:** <webcal://calendar.maple.kidhub.ca>

**KidHub Woodlawn:** <webcal://calendar.woodlawn.kidhub.ca>

**KidHub Cornerstone:** <webcal://calendar.cornerstone.kidhub.ca>

### For Android Users:

To subscribe to our calendar you must have a Google/Gmail account set up on your device and set to display calendars, then follow these steps:

1. On a computer (this step will not work on a mobile phone), log in to Google Calendar — <http://calendar.google.com>.
2. Next to "Add a coworker's calendar" on the left, click the plus button.
3. Select "From URL".
4. Enter the desired calendar's address in the field provided:  
**KidHub Maple:** <webcal://calendar.maple.kidhub.ca>  
**KidHub Woodlawn:** <webcal://calendar.woodlawn.kidhub.ca>  
**KidHub Cornerstone:** <webcal://calendar.cornerstone.kidhub.ca>
5. Click "Add Calendar". The calendar will appear on the left side under "Other calendars" and will now sync to your device.
6. Ensure that the calendar is selected to be displayed in your Google Calendar app on your phone. Note that it might take up to 24 hours for new calendars to show in your Google Calendar app.

## Twitter Accounts

We have a Twitter account for each KidHub centre for informational updates. These Twitter accounts are private and parents must submit a request to follow us. We only approve known parents to follow our account and to view our posts. We will post about our daily activities, location and if there are any schedule changes (i.e. heading back to the centre early due to weather, changing a planned park location due to construction, etc.). See below for each centre's Twitter handle:

**KidHub Maple:** [@KH56Maple](https://twitter.com/KH56Maple)

**KidHub Woodlawn:** [@KH40Woodlawn](https://twitter.com/KH40Woodlawn)

**KidHub Cornerstone:** [@KH9Cornerstone](https://twitter.com/KH9Cornerstone)

## Parent Information Board

KidHub will provide an up-to-date "Parent Information Board" at the entryway of each centre so parents will know where to find important news about what the kids are up to at the program (current KidHub Classes, KidHub Clubs, etc.). Parents may also view our daily snack menu on this board.

## Email Newsletters

We will periodically send out important information to parents about upcoming events and programs via email newsletters. We encourage parents to stay tuned for these emails and read them thoroughly as there is a lot of valuable information to be found in them!

## KidHub Events

We are very involved in the community at KidHub and spend time raising money throughout the school year for local charities through bake sales, talent shows, setting up at markets or any other fun ways the children come up with through our "KidHub Cares" leadership initiative. We encourage and invite parents to get involved in their children's efforts and we have lots of parents that love to participate and often volunteer their time. This allows for parents to get to know our staff and our program even better by working along side us and for children to share a bit of what they've been up to at KidHub with them.

## ELECTRONICS & PERSONAL ITEMS

Children will not be permitted to have electronics at KidHub with the exception of specially-scheduled days. Children are permitted to bring in other items from home provided they are appropriate for school-aged children and they understand, and agree to, the risks of doing so. KidHub does not assume any responsibility for lost, broken or stolen items.

## BEHAVIOUR MANAGEMENT

### Group Behaviour Management

We encourage a positive environment for the children at KidHub and we hire qualified, patient and caring staff members who are confident in working with children even through difficult situations. KidHub has a zero-tolerance policy for sexual abuse, harassment, molestation, corporal/physical punishment, emotional punishment, neglect or the denial of necessities for any reason whatsoever. We train our staff on a variety of positive behaviour management techniques to use when trying to get the attention of the whole group. We also encourage our staff to bring in their own positive techniques that they feel will meet the needs of the children that they are working with.

Examples of group behaviour management strategies:

- **"KidHub High Five!":** A teacher shouts out in a fun and positive tone "KidHub High Five" and the children respond with the sound of a high five ("chhh"). The excitement and noise created from the children's responses will catch the attention of other children who may not have originally heard the teacher. This gives them a moment to end their conversations and listen to the KidHub teacher.
- **"1-2-3, Eyes on Me!":** The KidHub teacher will shout out in a positive tone "1-2-3 eyes on me" and the children will respond with "1-2 eyes on you!". The children who respond will grab the attention of the other children who didn't originally hear the KidHub teacher's request for attention.
- **"If You Can Hear Me...":** This strategy promotes movement and allows the children to burn off a little energy while trying to gain their attention. The teacher will then lead the children through several different actions such as:

- "If you can hear me... touch your toes!"
- "If you can hear me... give someone a high five behind your back!"
- "If you can hear me... pretend you're a snowman melting to the ground!"
- "If you can hear me... sit nicely and listen to the instructions for our next fun activity!"

If, after using several of our fun methods of trying to gain the children's attention (this is rare but it can certainly happen) and the whole group is still having a difficult time listening or transitioning, the KidHub teachers will implement another group behaviour management technique to help the children relax and prepare for listening (stretching, reading, quiet reflection, etc.). This will only be for a couple of minutes until the KidHub teacher feels that the children are ready to listen as a group. If, after this time, it is only select children who are having difficulty listening to the teacher's instructions they will be separated from the group to talk to a KidHub teacher privately and the rest of the group will move on to the activity. When deemed appropriate, teachers will fill out an Incident Report (see Appendix B) to be signed by parents.

## Individual Behaviour Management

At KidHub we believe that forgiveness is essential in helping children grow and learn from their mistakes. If a child seems to be having frequent behavioural issues, a conversation will be had with the child about how we can assist them to have a better experience and make better choices and they will be given the chance to be involved in correcting their own behaviour. If the child shows little-to-no progress, the parents will be involved so that we can work together to find a positive resolution.

We believe that it is important to be prepared with a variety of preventative behaviour management strategies in order to encourage positive behaviour in the children at our program and to discourage or limit any negative behaviours from occurring in the first place. Children thrive off of being praised and feeling valued (just like adults!) and we make this a priority at KidHub through the different techniques we use. Individual behaviour management strategies are an important way to help children succeed in contributing to their own positive behaviour and are excellent preventative measures.

Examples of some of the individual behaviour management strategies used at KidHub:

### KidHub Economy

Doubling as a part of our leadership initiative during the school year, the KidHub Economy also encourages children to be active participants in managing their own behaviour at KidHub. Children earn KidHub Cash various ways (being kind to others, helping out the KidHub teachers, completing KidHub monitor duties, etc.) and they can spend this money by purchasing fun items from the KidHub Store Catalogue. All children have their own KidHub Cash Cards and are rewarded KidHub Dollars accordingly each day by KidHub teachers — every hole punch on their card is worth one KidHub dollar. The money is then deposited into their own online virtual bank accounts for saving.



## Awesome Rewards

Exclusive to our Summer & March Break Camps, the Awesome Rewards are another fun way to encourage children to have positive behaviour each day. Similar to the KidHub Cash Cards, each child will have an Awesome Card and the KidHub teachers will reward children for being great helpers, showing acts of kindness, etc. The KidHub teachers will punch a hole in their card each day and the children can redeem the card once all of the holes have been punched for a fun reward. They can even choose to save up multiple cards for larger rewards.

## Behaviour Management Plans

Sometimes children do not respond to the various behaviour management strategies (whether individual or group) that are attempted and it can become disruptive to the rest of the program and even pose a safety risk. If any child's behaviour frequently interrupts the operation of our program or creates a safety risk by requiring a staff member to frequently leave the group to assist them in their needs then the child will be placed on an age-appropriate Behaviour Management Plan (BMP). Parents will always be informed when a child has been placed on a BMP in the hopes of working together to make the child's experience more positive for themselves and all others at KidHub. We encourage and expect that parents will get involved and be active participants in guiding their children to have a more successful time with their behaviour at KidHub. We are more than willing to work with children to try to find a positive resolution and BMP's have proven to be an effective way in doing so at KidHub. However, there are times that children do not respond to our methods even after various strategies have been implemented. After making multiple attempts and trying various behaviour management techniques with a child and there appears to be little-to-no improvement in their behaviour, the parent will be asked to keep their child home from the program for a suspension (at the expense of the client) for a length of time deemed appropriate by KidHub.

## Suspension and Termination of Child Care

If any child's behaviour puts themselves, other children and/or KidHub staff members at risk or is deemed as harassment (whether verbally or physically) then the child will be warned that a call home will be made. If the child's negative behaviour persists throughout the day and the KidHub teachers believe that it poses a safety risk in any way, parents will be informed that their child's care has been suspended for the remainder of the day and that they must come to pick their child up from KidHub immediately. If deemed appropriate by KidHub staff, the child may also be placed on a suspension for longer (at the expense of the client).

We ask that during the time of a suspension, of any length, that parents work closely with their child to get to the root of the negative behaviour so that they will be encouraged and ready to start fresh upon their return. The other children will never be made aware of any child's suspension by a KidHub staff member. If, after the suspension, the child's behaviour has not changed and no progress can be noted over a reasonable length of time, KidHub reserves the right to take the appropriate measure of terminating the child's care. We sincerely hope that no such extreme circumstance shall ever present itself but in the event that it does we must keep the safety & well-being of the other children and the staff of KidHub in mind.

## HEALTH AND SAFETY

### Hygiene/Hand-washing

All children & staff members must wash their hands upon entering the building, before and after mealtimes, and after using the bathroom. Children will be reminded by staff and by signs that are posted on the walls of the centre. Children will also be informed about the importance of hand-washing and why it is important to do their best to keep the spreading of germs to a minimum.

### Facility Cleaning

Staff are required to complete daily cleaning tasks, including, but not limited to:

- Sanitization of all dishes, utensils, water fountains (if applicable), snack tables, and food preparation areas (e.g. counters and sinks) before/after each meal
- Daily cleaning and sanitization of all bathrooms
- Regular sanitization of centre equipment, toys, and activity supplies
- General cleaning of the centre including:
  - Daily sweeping/vacuuming floors
  - Mopping floors as needed
  - Daily cleaning of all surfaces (e.g. tables, counters, sinks, etc.)
  - Daily emptying of all garbage bins

Staff will follow proper safe food-handling guidelines and ensure that food preparation utensils are clean and sanitized and that all food is served in sanitized dishes. Staff are required to follow the proper sanitization method (posted above sinks) when cleaning dishes after snack.

### Bathroom Competency

As this is a school-aged program, we expect that all children will be able to recognize when they need to use the washroom on their own without reminders from the staff. All children enrolled in KidHub must be able to fully care for themselves while in the bathroom (unless they have a one-on-one support worker to assist them).

### Indoor Shoes

For the health and safety of all of the children at our programs we require all children to leave a pair of indoor shoes at the centre. This policy applies to all programs with the exception of the summer camp, during which we will be inside so rarely that it is impractical to expect the children to change out of their outdoor shoes. In this case, we will simply allow the children to wear their outdoor shoes inside.

## Weather-appropriate Attire

Parents are responsible to ensure that their child is dressed appropriately for the given weather conditions of each day as we often stay outside to play or may have snack outside before heading back to the centre.

## Sun Protection

The KidHub teachers will apply sunscreen every 2-3 hours anytime the Ultraviolet (UV) index is moderate (3) or higher. KidHub only uses sunscreen with a Sun Protection Factor (SPF) of at least 60.

If a child requires the use of a special type, or brand, of sunscreen due to an allergy or sensitivity, parents are required to ensure that an adequate supply is provided to the KidHub teachers to keep at the centre. All bottles of sunscreen provided by parents must be clearly labelled with the child's full name. A teacher will notify the child's parent when their sunscreen is running low, however, it is ultimately the parent's responsibility to ensure that enough sunscreen is supplied for their child. In the event that a child's sunscreen runs out and the UV is moderate (3) or higher, parents will be contacted and instructed to either drop off a new bottle or to pick up their child in order to prevent any skin damage from the hot sun.

## Meals, Allergies and Sensitivities

### Peanut/Tree-nut Free

All KidHub centres are **peanut/tree-nut free**. Food items containing peanuts or tree-nuts are not permitted at the centres in order to maintain a safe environment for the children who have allergies. Any food items sent with a child that are not peanut/tree-nut free will be disposed of safely and parents will be notified and reminded of our policy. In the event that this happens we will ensure the child has something else healthy to eat. If this happens frequently, parents will be charged the cost of the replacement meals.

### Snacks

Healthy morning snacks will be provided by KidHub, and prepared at the centre, for the children around 9:30am on Day Camps. Healthy afternoon snacks will be provided by KidHub, and prepared at the centre, to the children between 2:30pm-3:15pm (depending on the program). The cost of snacks are included in the monthly fee. Children will be allowed to eat their own snacks if they wish but this will not affect the cost of the monthly fee. All snacks will be prepared at KidHub by a staff member with up-to-date Food Safety training.

If any child has a serious allergy in which a certain food item cannot be in the area of the child, then it will not be served as a snack at KidHub. It is imperative that parents inform us, in advance, of any food allergies or sensitivities that their child has.

## Lunches

On full days (PD/Storm days, March Break Camp & Summer Camp) *parents are required to send a **peanut/tree-nut free** lunch* for their child each day. Since we do not have room in our fridges to store lunch bags for each child we ask that lunches that require refrigeration be sent in insulated bags with adequate cooling (e.g. ice packs).

## Treats and Special Snacks

KidHub is devoted to teaching and emulating the importance of healthy eating on a regular basis. That being said, we believe that there are certain times when treats and special snacks can be appropriate. As such, we will serve limited treats on special occasions such as holiday parties.

## Play During Meal Times

To maintain a safe and clean eating environment, no toys or activity supplies will be permitted on the meal tables while children are eating. We will have some activity tables set aside in a separate area for those children that have chosen not to eat or who have finished eating early.

## Medication, Illness, Injuries, and Emergencies

### Medication

KidHub staff will not administer any medication (prescription or non-prescription) to a child without direct authorization from the parent. If a child has medication that must be administered while under KidHub's care, a Medication Authorization Form (see Appendix B) must be signed by the parent prior to administration by the KidHub staff. All medication must be in its original container and administered according to its original label. Prescription medication will only be administered if it has been prescribed by a qualified medical practitioner. Staff will keep track of the dosage and the time of administration on the log included on the back of the form.

Medication will be stored in a portable locking security bag. The medication bag will be kept in a closet or storage room away from children's reach at the centre and in the KidHub staff bag when off-site. The staff will have access to keys and will not allow children to have access to the bag. Any current medications being administered will be stored inside the medication bag along with the signed medication authorization form so staff may reference it and then sign the back of the sheet after each administration.

### Illness

If any child mentions, or their behaviour indicates, that they are feeling ill, the KidHub teachers will have them sit, relax and drink some water. Teachers will ask the child a few questions about how they are feeling to determine the cause and will take the children's axillary temperature. If a child's temperature is below, but close to, 37°C, the child will be monitored closely and their temperature will be re-checked periodically. If a

child's temperature is ever above 37°C, parents will be contacted to pick up their child. If any child becomes sick and teachers feel concerned about the child's health, their parents will be contacted at the discretion of the teachers, to have the child picked up. If any child has come into contact with a contagious illness (e.g. Chicken Pox) or infestation (e.g. Head lice) then all parents will be notified as well as the children's schools. Parents are asked to notify us immediately upon finding out that their child has a contagious illness or infestation for the health and safety of all other children who attend KidHub.

## Injuries

In the event of an injury sustained by a child while at KidHub, teachers will assess the extent of the injuries and treat them appropriately using the most up-to-date First-aid techniques. All KidHub teachers are required to have up-to-date First-aid and CPR certification. For minor injuries, teachers will update parents at the time of pickup. If KidHub teachers have any concerns regarding an injury they will attempt to contact the parent to allow them to decide if they would like to pickup their child early. For major injuries, teachers will contact the child's parents immediately and, depending on the circumstances, contact emergency medical services immediately. When deemed appropriate, teachers will fill out an Injury Report (see Appendix B) to be signed by parents.

## Emergency Medical Authorization

In the event that a serious injury or illness befalls a child, KidHub staff will act on behalf of the parents in obtaining or authorizing emergency medical treatment for that child, if they are unable to reach the parents. Any treatment administered would be on the advice of a qualified medical professional.

## Zero Tolerance of Abuse/Harassment

At KidHub, we encourage a positive environment and we reserve the right to suspend and/or terminate child care immediately in any situation deemed unhealthy, non-collaborative, uncooperative, or where the client or child is abusive (sexually, physically, verbally, or emotionally), or shows any form of hostility, aggression (physically or verbally) or harassment towards other children, staff members, or clients. A zero-tolerance policy in this matter is in effect.

KidHub staff are dedicated to the safety and healthy development of all children. KidHub stands firmly in line with and follows the Child Protection Act. In section 22 the Act reads that "...every person who has knowledge, or has reasonable grounds to suspect that a child is in need of protection shall, without delay, report or cause to be reported the circumstances..." (Child Protection Act of PEI, 2000). KidHub staff are trained and required to confidentially record any concerns they may have about a child's well-being and are encouraged not to ignore their concerns but to report them to the proper authorities in a timely manner. The final decision to report is the responsibility of the adult who is concerned.

We follow an "Open-Door Policy" at KidHub where all room doors must remain open at all times with the only exception of a child using the bathroom. If a child needs assistance in the bathroom, staff will communicate with one another about assisting the child.

In the event that an allegation of abuse or harassment is reported (by a child, parent/client or staff member towards a child, parent/client or staff member), KidHub:

- Staff & Management will respond to the allegations seriously and compassionately without admitting legal liability or making public statements without the aid of legal council
- Staff will immediately report the allegation to the management team
- Staff & Management will complete a written incident report
- Staff & Management will fulfill statutory reporting obligations to child protective agencies or police authorities
- Staff & Management will maintain the confidentiality for the alleged victim and perpetrator
- Management will immediately suspend the alleged perpetrator (parent/client, child, or staff member) pending the outcome of the investigation
- Management will consult a lawyer
- Management will report the incident to the insurance company

## Inappropriate Behaviours in Children

KidHub staff will be trained on how to respond to inappropriate behaviours in children. KidHub is committed to ensuring that their staff handles themselves professionally and competently. As per the PEI Child Protection Act "Good judgment must be practiced in the choice of language used with the children (e.g. such as "sexy", "babe", "little bugger" and "brat" are unsuitable for Child Care Providers to use in reference to children in their care)" (Child Protection Act of PEI, 2000). KidHub teachers are to be in constant communication with co-workers to ensure both a safe work and play environment. When deemed appropriate, teachers will fill out an Incident Report (see Appendix B) to be signed by parents.

## Missing Child

In the unlikely event that a child goes missing while under the care of KidHub, staff will remain calm and follow the procedures below:

1. Keep the remaining children together in a safe place.
2. Call the Police and give them a complete description of the child.
3. Notify the parents and inform them of the steps that are being taken to locate their child.

Please note that a situation like this has never happened at KidHub and the KidHub staff are trained to take preventative measures to ensure that it doesn't ever happen. Such measures include: taking regular roll calls, proper staff-to-staff communication when transitioning children, etc.

## Child Protection Services

KidHub is in full support of the PEI Child Protection Act as enforced by Child and Family Services. KidHub management and staff are legally required to comply with any orders given by the agents of Child and Family Services including, but not limited to:

- Releasing information about the child's social, behavioural and emotional state while under our care, to the extent of our experience with the child
- Releasing information about the child's family (including but not limited to: phone numbers, email addresses, physical and mailing addresses, financial history at KidHub, etc.) as provided by parents during the course of the child's enrolment at KidHub, to the extent of our knowledge
- Reporting any and all concerns that the KidHub staff may have to Child and Family Services. KidHub does not make any judgements about the validity of these concerns, but rather defers to the judgement of Child and Family Services.
- Providing opportunities for its agents to interview and examine a child under KidHub's care upon request, uphold confidentiality, and, if necessary for the safety of a child, relinquish custody of that child to the care of Child and Family Services.
- Any other orders that fall within the bounds of the PEI Child Protection Act.

## Emergency Evacuation Preparation and Procedures

Each of our centres will hold monthly evacuation drills to ensure that all children understand what to do in the case of an emergency evacuation or a fire. The teachers will keep a record of each evacuation drill including the following information: the length of time it took for everyone to exit the building, the number of children and staff members present, which children did not have indoor shoes, and how the children reacted. Drills will be repeated more frequently if unsatisfactory results are obtained. Emergency evacuation safety procedures (including all important emergency phone numbers) and floor plans (see Appendix C) with the labelled primary and alternative emergency exits will be posted on the walls of the centre and on the teachers' clipboards.

## REFERENCES

- Early Learning and Child Care Act Regulations, 2010 c.8: R.S.P.E.I. 1988, E-.01. Retrieved from <https://www.princeedwardisland.ca/sites/default/files/legislation/E&.01Gdoc-Early Learning and Child Care Act Regulations.pdf>
- Child Protection Act, 2000(2nd) c.3 R.S.P.E.I. 1988, C-5.1. Retrieved from [https://www.princeedwardisland.ca/sites/default/files/legislation/c-05-1-child\\_protection\\_act.pdf](https://www.princeedwardisland.ca/sites/default/files/legislation/c-05-1-child_protection_act.pdf)



# APPENDIX A

## PRICING, FEES, AND FINANCIAL POLICIES

## PROGRAM PRICING

Program	Tuition Fee	
AFTER SCHOOL		
Non-Refundable Registration Deposit: \$50 / child		
Full Time	(Avg. \$17.13/day)	\$310.00 / child / month
Full Time (2+ children)	(\$35.00 discount per child!)	\$275.00 / child / month
Part Time (4 days/week) <sup>[1]</sup>		\$258.00 / child / month
Part Time (3 days/week) <sup>[1]</sup>		\$206.00 / child / month
Part Time (2 days/week) <sup>[1]</sup>		\$154.00 / child / month
Daily Rate <sup>[1]</sup>		\$17.50 / child / day
BEFORE SCHOOL		
Non-Refundable Registration Deposit: \$50 / child <sup>[2]</sup>		
General Public		\$80.00 / child / month
Discounted Rate for After School Clients		\$40.00 / child / month
Daily Rate <sup>[1]</sup>		\$5.00 / child / day
PD & STORM DAYS		
General Public		\$35.00 / child / day
Discounted Rate for After School Clients		\$17.50 / child / day
EARLY CLOSURES		
General Public		\$35.00 / child / day
Discounted Rate for After School Clients	(Free if school closes after 12:00pm)	\$17.50 / child / day
MARCH BREAK CAMP		
Non-Refundable Registration Deposit: \$25 / child		
General Public		\$150.00 / child / week
Discounted Rate for After School Clients		\$100.00 / child / week
SUMMER CAMP		
Non-Refundable Registration Deposit: \$50 / child		
Full Week		\$150.00 / child / week
Daily Rate <sup>[1]</sup>		\$35.00 / child / day
Sunscreen Fee		\$8.00 / child / summer

**[1]** Limited part-time spaces are available. **[2]** The before-school deposit is waived for children enrolled in the after school program.

## EXTRA FEES

Fee Type	Fee Amount
Late Pickup Fee <sup>[1]</sup>	\$1.00 / child / minute late
Non-Sufficient Funds (NSF) Fee (Returned Cheques)	\$50.00 / bounced cheque
Insufficient Notice of Withdrawal Fee	Equal to the value of the registration deposit paid

[1] Pickup time is no later than the program closing time, unless otherwise notified. See "Late Pickup" below for more details.

## FINANCIAL POLICIES

### Invoices & Payment Expectations

Invoices will be emailed a few days before the payment is due with your balance owing. Payments can be made via e-transfer to [payments@kidhub.ca](mailto:payments@kidhub.ca).

All invoice payments are expected to be paid by the due date unless an alternate payment plan has been arranged in advance. Failure to pay by the due date or to pay in accordance with an alternate, pre-arranged payment plan will result in the suspension or termination of child care services until all payments are made in full. We thank you for your cooperation in ensuring payments are made on time.

### Invoice Splitting

KidHub's invoicing system allows us to split invoices across multiple paying parties. Should you require invoice splitting please contact us ([contact@kidhub.ca](mailto:contact@kidhub.ca)) and let us know how you would like the invoices to be split (50/50, 60/40, etc). Please note that in care is dependent on all parties having accounts in good standing. KidHub reserves the right to suspend child care due to account delinquency even when only one party is delinquent.

### Non-Refundable Registration Deposits

In order to reserve a space for your child in one of our programs you will be required to pay a non-refundable registration deposit *for each program you would like your child to attend*. All deposits will be held and credited towards the last invoice of the program for which the deposit was paid. If proper notice isn't given for the termination of child care or child care is terminated by KidHub for any reason, the deposit will not be returned. If sufficient notice of withdrawal is given and your account is in good standing, the deposit will be returned and credited towards your last invoice of the program.

## Notice of Discontinuation of Child Care

We require all clients to give us a minimum of three week's notice for discontinuation of child care at each of our programs. This allows us adequate time to try to fill your child's space with someone from our waiting list. If we don't receive proper notice then you will be liable to pay for the cost of care for you child for the weeks that notice was not given and your registration deposit will not be credited back to you. We appreciate your help and cooperation in this matter.

## Late Pickup

Pickup time is no later than the program closing time (6:00pm during the school year and 5:30pm during the summer) unless otherwise notified by KidHub management. Arrangements can be made with the KidHub management team in advance for extenuating circumstances. If no such arrangements have been made, KidHub will enforce a late pickup fee of **\$1/child/minute late**. We greatly appreciate your understanding and cooperation in this matter.

## Discounted Vacation Time

We offer two weeks worth of vacation that can be used at any time as long you've been a client with KidHub for at least three months and your account is in good standing. If you are going on vacation or don't require childcare for a minimum of three consecutively-scheduled days, you may request a vacation discount up to a *maximum of 10 scheduled after-school days*, discounted at \$15.00 per scheduled after-school day. Vacation days may be used for any day that your child is scheduled to attend the after school program when KidHub is open & operating. Vacation days may *not* be used on days when your child is not scheduled to attend, or when KidHub is either not open or not operating its regular after-school programs (i.e. Christmas break, Mark break, summer, holidays, PD days, storm days, etc). Vacation discounts must be requested at least 1 week in advance of your vacation start time.

# APPENDIX B

## COMMON FORMS AND REPORTS

## INCIDENT REPORT



2 Nevin Lane - Box 686, Cornwall, PE C0A 1H0  
902.388.KIDS (5437) • contact@kidhub.ca

### INCIDENT REPORT

Child's full name: \_\_\_\_\_ Date: YYYY-MM-DD Time: h h : m m

Centre: **Sherwood** or **Cornwall** Where (specific): \_\_\_\_\_ **Inside** or **Outside**

#### Description

What happened (please omit the names of other children involved)? \_\_\_\_\_

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Were the child's actions physically aggressive?

Yes / No

Were the child's actions intentional?

Yes / No

Has this/something similar been done by this child before?

Yes / No

**Staff:** If you answered "yes" to these three questions then discuss with the supervisor or staff coordinator and they will decide if a call needs to be made home.

Additional comments or information:

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Signature of reporting staff: \_\_\_\_\_ Date: YYYY-MM-DD

Signature of witness to Incident: \_\_\_\_\_ Date: YYYY-MM-DD

Signature of parent/guardian: \_\_\_\_\_ Date: YYYY-MM-DD

#### Notification of Parent or Guardian

Who was notified? \_\_\_\_\_ How: \_\_\_\_\_ Time: h h : m m

Comment: \_\_\_\_\_

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## INJURY REPORT



2 Nevin Lane - Box 686, Cornwall, PE C0A 1H0  
902.388.KIDS (5437) • contact@kidhub.ca

### INJURY REPORT

Child's full name: \_\_\_\_\_ Date: YYYY-MM-DD Time: hh:mm

Centre: **Sherwood** or **Cornwall** Where (specific): \_\_\_\_\_ **Inside** or **Outside**

#### Description

What happened? \_\_\_\_\_

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What parts of the body were involved (specific)? \_\_\_\_\_

Was the skin: Broken? **Yes / No**, Bruised? **Yes / No**, Bleeding? **Yes / No**, Inflamed? **Yes / No**

If yes to any of the above, describe: \_\_\_\_\_

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Was breathing impaired? **Yes / No**, If so, describe? \_\_\_\_\_

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Was child unconscious, dizzy, etc? **Yes / No**, If so, describe: \_\_\_\_\_

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Were first-aid measures taken? **Yes / No**, If so, by whom? \_\_\_\_\_

Did they hold a valid first-aid certificate? **Yes / No**, Describe the measures taken: \_\_\_\_\_

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Signature of reporting staff: \_\_\_\_\_ Date: YYYY-MM-DD

Signature of witness to Incident: \_\_\_\_\_ Date: YYYY-MM-DD

Signature of parent/guardian: \_\_\_\_\_ Date: YYYY-MM-DD

#### Notification of Parent or Guardian

Who was notified? \_\_\_\_\_ How: \_\_\_\_\_ Time: hh:mm

Comment: \_\_\_\_\_

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## MEDICATION AUTHORIZATION FORM



2 Nevin Lane - Box 686, Cornwall, PE C0A 1H0  
902.388.KIDS (5437) • contact@kidhub.ca

### MEDICATION AUTHORIZATION FORM

Child's full name: \_\_\_\_\_

Parent/Guardian's full name: \_\_\_\_\_

Person to contact with questions: \_\_\_\_\_ Phone: \_\_\_\_\_

#### Medication Administration Details

Medication name: \_\_\_\_\_

Medication will be carried by: ☐ Staff ☐ Child

Is this prescription medication? ☐ Yes ☐ No

**NOTE:** All medication must be in its original container and administered according to its original label.

Prescription medication will only be administered if it has been prescribed by a qualified medical practitioner.

Reason for medication: \_\_\_\_\_

Start date: YYYY-MM-DD End date: YYYY-MM-DD

Dosage to be given (be specific): \_\_\_\_\_

Route: ☐ Oral ☐ Topical ☐ Other: \_\_\_\_\_

Times to be given: \_\_\_\_\_

Requires refrigeration? ☐ Yes ☐ No

Special instructions (i.e. on full/empty stomach, etc.): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Possible side effects: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I acknowledge that I am the parent/guardian listed above and hereby authorize the KidHub staff to administer medication, to the child listed above, according to the details laid out above.

Signature of parent/guardian: \_\_\_\_\_ Date: YYYY-MM-DD



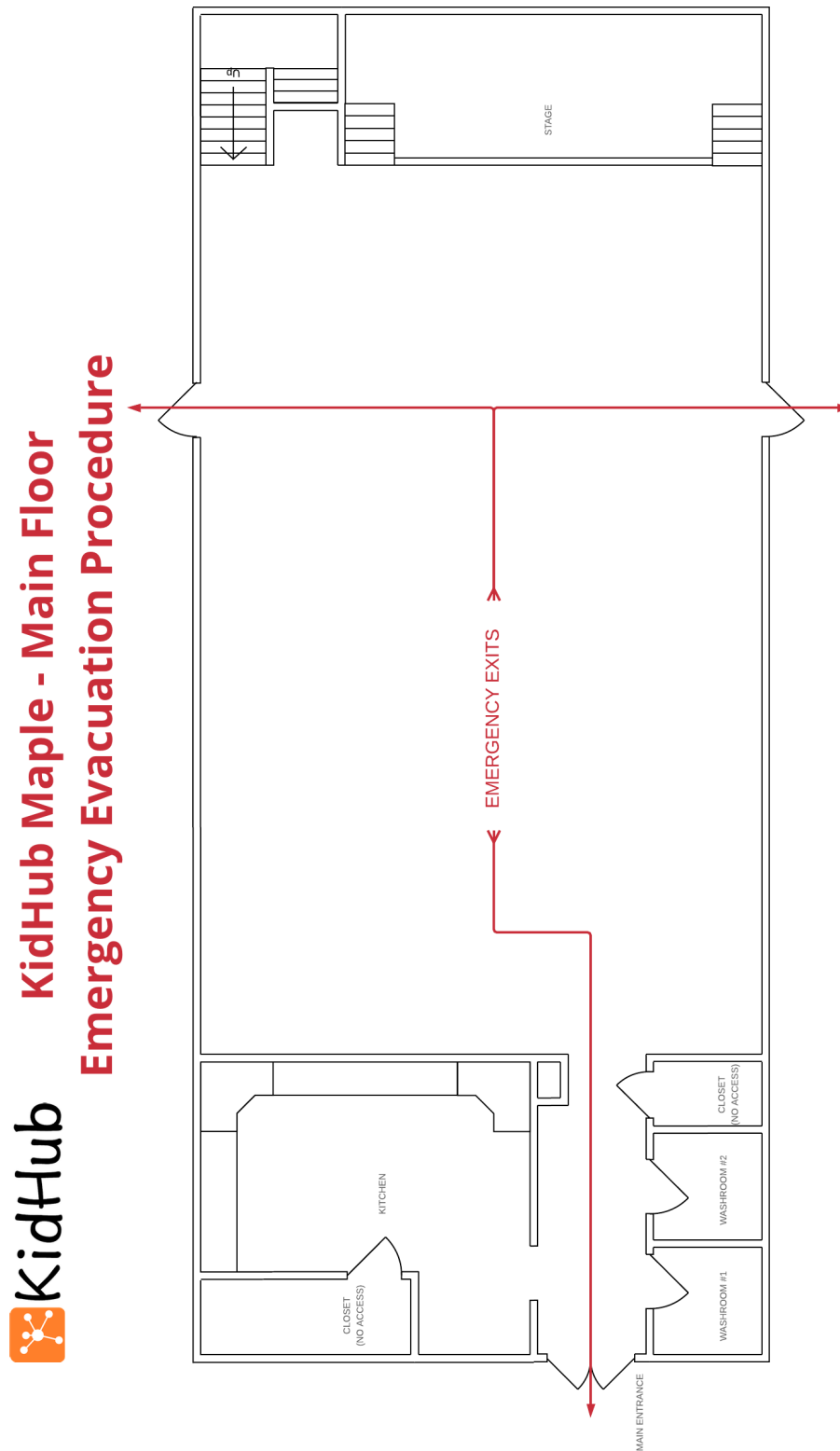
## MEDICATION ADMINISTRATION RECORD

[illegible]

# APPENDIX C

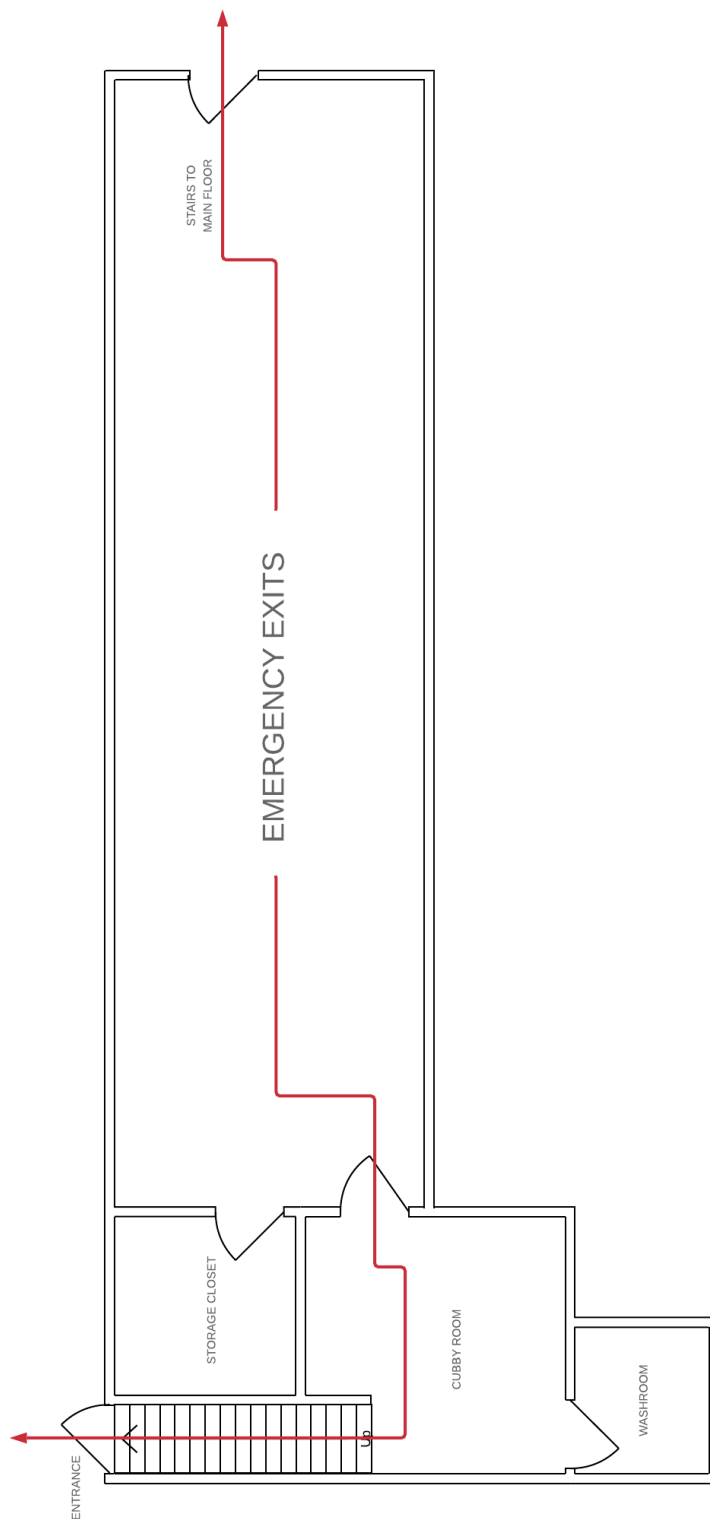
## EMERGENCY EVACUATION PROCEDURES

## KIDHUB MAPLE - MAIN FLOOR

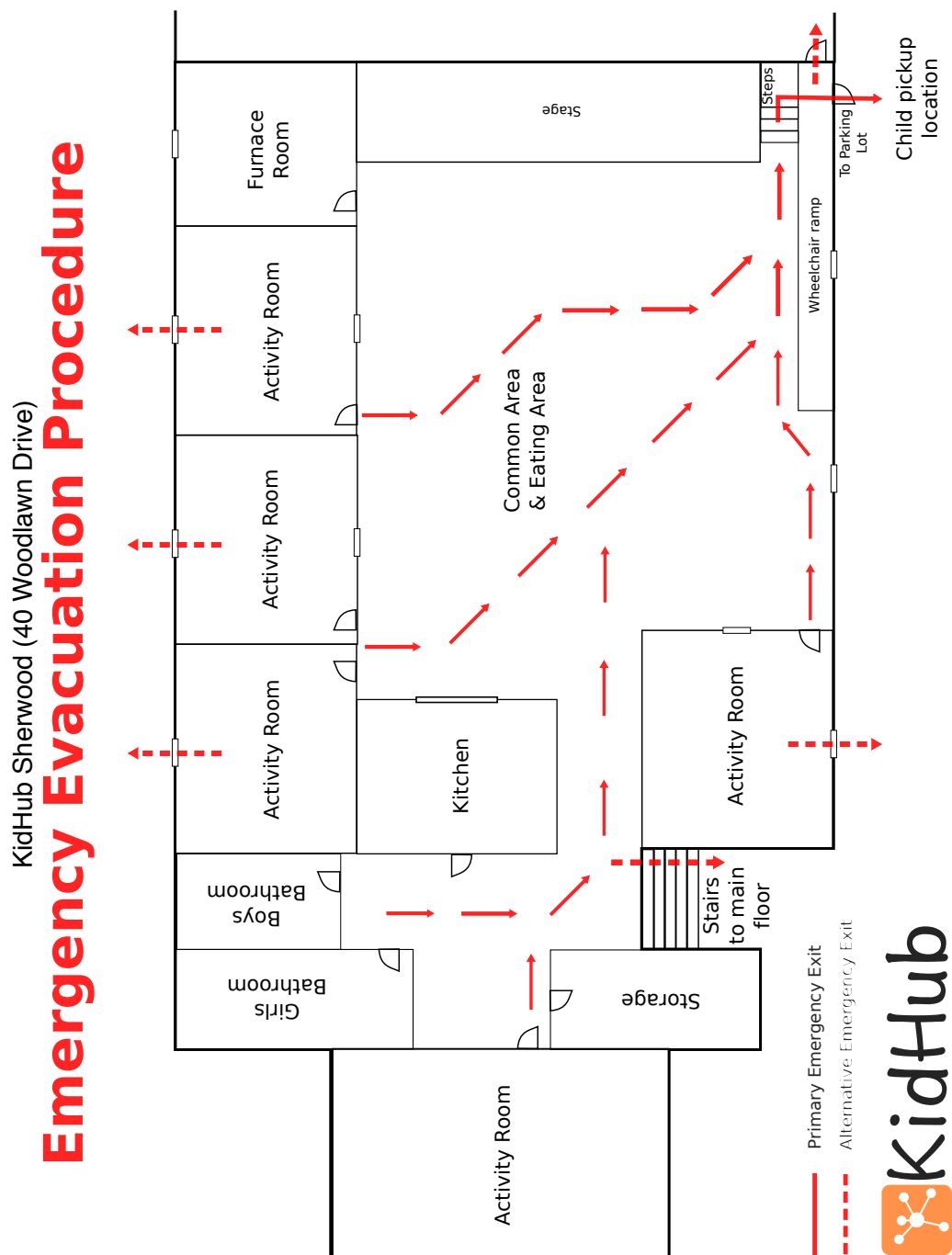


## KIDHUB MAPLE - BASEMENT

### KidHub KidHub Maple - Basement Emergency Evacuation Procedure



# KIDHUB WOODLAWN



# KIDHUB CORNERSTONE

