



KMFRC
Kingston Military
Family Resource Centre

CRFMK
Centre de ressources pour les
familles des militaires de Kingston

Les petits Amis

Childcare Centre

Licensed Childcare Programs

Parent Handbook

September 2025

Address: 32 Lundy's Lane
Phone: 613-541-5010 ext. 4291
Daily Hours: 7:00 am to 5:00 pm
Website: www.kmfrc.com
Facebook: KingstonMFRC

Our Program Statement and Philosophy

Les Petits Amis (LPA) Childcare Centre is committed to providing excellence in childcare by advocating for children and families throughout their individual learning journeys. Our age appropriate, child-centred programs embrace the Ministry of Education's current recommendations for best practices, as outlined in "How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014) <https://files.ontario.ca/edu-how-does-learning-happen-2021-03-23.pdf>. This document is a professional resource guide about learning through relationships, for those working with young children and families. It is intended to support curriculum development (the content of learning) and pedagogy (how learning happens) in early year's programs. How Does Learning Happen? is structured around four foundations to ensure a continuum of optimum learning and growth through the early years: **Belonging, Well-Being, Engagement** and **Expression**. Being guided by these foundations strengthens our early childhood programs and ensures that we provide high quality and enriching experiences that support children's learning, development, health, and well-being.



In these important early years, children explore and make sense of the world around them through play and inquiry. Learning in a safe, enriching, play-centred environment, children acquire the necessary skills to enable them to flourish in all areas of their development. One of the unique factors about LPA is its location in the heart of Kingston's military community. We have a special understanding of the diverse needs of military families and seek to support them in all aspects of our program. Additionally, many of our educators are bilingual, allowing us to support the development of both French and English language skills in children.

We aim to collaborate with families, caregivers and communities to help children develop authentic, caring relationships and a strong sense of belonging. At LPA we affirm each child's need to feel secure, valued and connected with other children, adults and the world around them by offering an inclusive, welcoming environment. As children engage in various forms of social play, they are better able to develop strong social competence, problem-solving and communication skills. Educators support emotional well-being and create secure relationships by responding to children's cues and encouraging reciprocal interactions. We seek to learn from parents, who we recognize as experts about their children. It is our goal to develop healthy, shared relationships by engaging in positive interaction between children and families through personal dialogue and documented observations. We have an open-door policy and encourage families to drop in and participate in children's experiences in our daycare programs.

"Play is often talked about as if it were a relief from serious learning, but for children, play is serious learning. Play is really the work of childhood." – Fred Rogers

The well-being of the children in our care is apparent throughout many areas of our program. Our goal as educators is to ensure that your child's individual needs are met, to support his or her healthy development and growing sense of self. Nutrition is an integral part of every child's physical health. At LPA, we seek to provide a warm, inviting eating environment and nutritious meals, including fresh, seasonal fruits and vegetables. Meal and snack times are a time of connection with our peers. We see the value of sitting together as a group, interacting and communicating in a positive way. Children are encouraged to practice independence and competence through actively participating in regular meal and clean-up routines.

In order to support children's physical well-being, we offer numerous opportunities throughout the day for active learning, including at least two hours of outdoor play each day, structured and unstructured gym play, and classroom activities involving physical movement. Given our beautiful location, we can explore nature trails, the beach, and the nearby marina. We also recognize that each child has unique needs related to active play, rest, and quiet time. To accommodate these needs, we offer alternative options, such as providing quiet activities during naptime for those who do not sleep. We are also taking steps to ensure that our outdoor play spaces reflect our educational values and direction, by updating the space to include more natural play structures, green/garden spaces, natural pathways, and areas for exploration and imaginative play.

Emotional well-being can be enhanced through self-care and self-regulation skills that support children's autonomy, competence, and sense of self. We aim to highlight learning opportunities modeled by educators and peers in everyday activities. This helps the child to make "if-then" connections in various settings. We take time to observe and celebrate each child's unique character and strengths, recognizing the need for individual growth and self-expression. Self-regulation is an invaluable skill with life-long relevance. Educators help children learn to effectively deal with stressors and emotional challenges by demonstrating alternatives or possible outcomes, responding calmly and modeling the use of clear and appropriate language.

"Children need the freedom and time to play. Play is not a luxury. Play is a necessity." - Kay Redfield Jamison, American Professor of Psychiatry

As educators, we believe children are competent individuals who are curious, capable of complex thinking, and rich in potential. Through child-initiated and adult-supported experiences, we seek to foster contexts for learning. Intentional and responsive teaching practice is developed based on observing play, and creating activities which suit children's natural engagement, interests, and individual choices. Our purposeful

environment incorporates dramatic play, arts and crafts, sensory materials, books, natural elements and reflective spaces. Every minute has learning potential for children, and we take advantage of teaching opportunities throughout the day. We regard our children as leaders, our educators as co-learners, and our environment as the final integral piece of the overall educational experience. Through this framework, the focus of each play and learning experience pertains to the journey, as opposed to the destination.

Les Petits Amis staff and volunteers will review the program statement annually, or at any time when the program statement is modified.

KMFRC understands the importance of supporting staff in their efforts to increase their knowledge, maintain currency in their profession, and continually upgrade their skills. LPA staff regularly review, discuss and implement practices that reflect our Program Statement, including reflective and intentional teaching practices and play-based, child-centred, emergent curriculum. The LPA team participates in a minimum of three annual meetings and workshops related to this pedagogical perspective. In addition, LPA staff is encouraged to attend additional on-site or external training related to such topics as development, health, and learning in early childhood.

Program Governance

The Kingston Military Family Resource Centre (KMFRC) operates the Les Petits Amis Childcare Centre (LPA). LPA programs are licensed by the Ministry of Education and undergo annual inspections to ensure compliance with the Early Years Act regulations.

Partnering with Families

We believe the early years are crucial in a child's development and aim to provide an inclusive, family-centered approach that stimulates, challenges, and nurtures children. We are committed to partnering with you in the care of your child.

Our Programs

Full-Day Childcare

Our licensed Childcare Centre provides full-day care for infants, toddlers, and preschool children (up to age 6). We can accommodate 57 children and are open Monday through Friday, from 7:00 a.m. to 5:00 p.m. For safety, parents or guardians must sign children in with a teacher upon arrival. The centre offers two snacks and lunch daily. Children engage in various activities, including arts & crafts, sensory play, and active play in our gym, outdoor yard, and splash pad.

Before & After School Care



Les Petits Amis (LPA) offers 67 Before & After School care spaces for children up to age 13. The morning session runs from 7:00 am to 9:00 am, and the afternoon session is from 2:45 pm to 5:00 pm. Both sessions include nutritious snacks, outdoor play, and age-appropriate activities. Children can also work on school assignments with educator support.

LPA also provides full-day programs for P.A. Days, March Break, summer, and winter camps. Priority registration is given to families currently enrolled in Before & After School care. After three weeks, remaining spaces will be available for the community. Early registration is recommended as spaces fill up quickly.

For cancellations of P.A. Days, March Break, or summer camps, email lpa@kmfrc.com at least 1 month (30 days) before the program starts. Cancellations made less than 1 month (30 days) before the start date will not receive a refund or credit.

Casual Childcare

The Military Family Services Program offers casual childcare to support members and their families in accessing Military Family Resource Centre services. Available Monday to Friday from 9:00 am to 12:00 pm, the program is licensed for 15 children and follows family age grouping, allowing children of different ages to be placed in the same group. The program serves children from 12 months to 13 years old.

To book childcare, call (613) 541-5010, ext. 271-8167. Bookings are confirmed within 24-48 business hours. Spaces are available on a month-by-month basis, with a limit of 2 mornings per week per family. Additional days may be booked depending on availability. A nutritious snack is provided, and parents must cancel if their child will not attend. Failure to cancel may impact future bookings.

Waitlist

To join our waitlist for full-time or Before & After School care, please register at www.kingstonchildcare.ca. Parents will be notified when a space becomes available. For further details, see Appendix 1.

Admission Priorities:

1. Military with a child already enrolled in LPA
2. Military (new to LPA)
3. KMFRC Staff with a child already enrolled in LPA.
4. KMFRC staff (new to LPA)
5. Children of civilian DND, and NPF personnel
6. Children of non-military families

Program Admission Documents

To ensure the health and safety of both our staff and children, all required paperwork must be completed prior to enrolling in any LPA programs.

If your child has been absent from the program for 6 months or longer, a new set of registration forms must be submitted, as previous forms will no longer be valid. The following forms must be completed and submitted by the parent/guardian before the child's start date:

1. Childcare Agreement
2. Registration form
3. City of Kingston Consent
4. Immunization record & Immunization Consent form
5. LPA Permission form
6. Authorization for Non-prescription products form
7. Lillio Participation Agreement
8. Biting and Inclusion Policy
9. Medical forms (if applicable)
 - a. Anaphylaxis forms
 - b. Drug and Medication forms
 - c. Food Restriction Form
 - d. Medical Plans

Transitioning Children

At our center, children are grouped by age to align programs, space, and equipment with their developmental stages. However, mixed-age grouping, approved by the Ministry, allows flexibility in enrollment and supports children's developmental progression. This approach permits up to 20% of younger children in a licensed age group, provided they can safely manage the older environment.

Transition Process

Placement in an older age group considers each child's developmental needs, ensuring their physical and emotional well-being. We collaborate with parents to plan and support transitions, ensuring the placement is appropriate.

Key factors include:

- **Safety:** Ensuring the environment and materials are suitable (e.g., no choking hazards, child readiness for stairs).
- **Physical Needs:** Adapting to individual needs for meals, rest, and diapering.
- **Emotional Support:** Gradual transitions to help children adjust to new educators, peers, and settings.

Children are classified as:

- **Infants:** 0–18 months
- **Toddlers:** 18–30 months
- **Preschoolers:** 30–60 months

We aim for optimal placement initially and use skilled educators to meet learning needs if space availability delays transitions. When readiness and space align, we facilitate familiarization through visits to the next group. These visits, supported by the child's current educators, help ease the transition and allow observations for better preparation.

Parental Communication and Emergency Situations

Parents are informed of and provide consent for transitions, including short-term visits. In emergencies, we may temporarily move prepared children to the next group, prioritizing their well-being.

Our transition practices prioritize the child's growth, comfort, and developmental needs while ensuring a smooth progression to new stages.

Communication

Our educators will keep you informed about your child's health, daily activities, and events at the center. This handbook serves as an additional communication tool, detailing our center's policies, key information about the Les Petits Amis Childcare program, and your responsibilities as an LPA parent.

Lillio

Les Petits Amis has introduced the Lillio app for all childcare programs at the Les Petits Amis Childcare Centre. This app allows educators to record activities and provide daily updates. Parents can access these updates on their smartphones by logging into their child's profile, where they can view pictures, videos, activities, and other important information. At the end of each day, a complete report will be sent electronically for parents to enjoy anytime, anywhere. For more details, please speak with your child's educator or an LPA Manager

Families have the option to invite trusted individuals—such as extended family members or close friends—to join their child's "Crew." Crew members will receive the updates shared by the primary account holder, allowing them to remain connected to the child's development and daily activities.

To add a Crew member:

Log in to the Lillio app → Navigate to the Crew section → Select Add → Enter the individual's name and email address.

Please note that only the primary parent or guardian can manage Crew access and permissions. For additional information, visit support.lillio.com.

Parent Issues and Concerns

Parents/guardians are encouraged to actively engage with our childcare center and regularly discuss their child's experiences in our program. As outlined in our program statement, we promote positive, responsive interactions among children, parents/guardians, staff, and childcare providers. We prioritize open communication with parents/guardians regarding the program and their children, and our staff is always available to foster positive interactions.

All concerns raised by parents/guardians are taken seriously by both staff and the Board of Directors, and we are committed to addressing them promptly and effectively to ensure all parties are satisfied.

Concerns may be shared either verbally or in writing. Responses will be provided in the same manner, with details shared while respecting the confidentiality of all involved.

For a complete version of the Les Petits Amis Parent Issues and Concerns Policy, please refer to Appendix 2.

Guiding Principles

At the Kingston Military Family Resource Centre (KMFRC), the Guiding Principles reflect a commitment to fostering a welcoming, respectful, and inclusive environment for all—staff, volunteers, and community alike. Rooted in our values, these principles set the standard for how we all interact, care for shared spaces and resources, and support one another.

1. We use **kind** and **respectful** language to help everyone feel they belong.
 2. We foster **collaboration** through positive communication and connection.
 3. We respect **privacy** and handle personal information with integrity.
 4. We are **mindful** of noise, surroundings, and individual needs.
 5. We support a **safe** environment by addressing concerns and taking action when needed.
 6. We actively **supervise** children under 12.
 7. We treat KMFRC equipment and resources with **care**.
-

Attendance

Hours of Operation

Les Petits Amis Childcare Centre operates Monday to Friday, from 7:00 am to 5:00 pm, excluding the listed statutory holidays. Please wait until 7:00 am to bring your children into their rooms to ensure a staff member is present.

LPA is closed on the following holidays:

Good Friday
Easter Monday
Victoria Day
Canada Day
Civic Holiday
Labour Day
Thanksgiving Monday
National Day for Truth and Reconciliation



LPA will be closed for a week during the Christmas Holidays. Families are required to pay for the statutory holidays (Christmas Day, Boxing Day, and New Year's Day). No fees will be charged for the other days of the closure.

LPA is open on the following holidays (see note below):

Family Day
Remembrance Day

Note: Parents may be surveyed in advance to assess if childcare is required for those holidays. The surveys are conducted to ensure that we have the appropriate number of staff required. Regular fees will continue to be charged for these days.

Late Pick up Procedure

Parents are responsible for collecting their children by 5:00 p.m. (or 12:00 pm for Casual Childcare), when the program closes.

If parent/guardian is late picking up a child, the following shall apply: ***non base fee

1. Staff will attempt to contact the parent or emergency contact. After thirty (30) minutes, the Director, or a Board Member shall be notified if a parent/guardian/emergency contact cannot be reached. After sixty (60) minutes, the staff will contact the police and CAS. At this point, the child will become the responsibility of CAS.

2. Fines will be levied against the parent / guardian in the following amounts:

- Up to 15 minutes late - \$20.00
- 15 minutes but less than 30 minutes late - \$25.00
- 30 minutes late and over - \$1.00 per minute late

3. Patterns of late pick up shall be addressed by the Childcare Supervisor and can result in termination of daycare services.

Arrival and Departure

To ensure the safe arrival and departure of all children using Les Petits Amis Programs, we ask that parents carefully read the attached arrival and departure policy Appendix 3.

Emergency Closure & Inclement Weather Procedures

At LPA, we consider ourselves an essential community service and strive to remain open whenever possible. However, if local schools close due to hazardous weather or a citywide emergency, LPA will also close. Please note that charges will still apply on inclement weather days, even if the center is closed.

Les Petits Amis Childcare Centre has a comprehensive Emergency Management Procedure, covering situations such as lockdowns, fires, evacuations, and natural disasters.

If the KMFRC closes due to an on-site emergency, the Childcare Centre will also close, and families will not be charged. A notification will be sent via the Lillio messaging app. If LPA closes or plans to close due to weather after programs have started, parents will be contacted and must collect their children within one hour, or as reasonably possible. Regular fees will apply for days when the center closes early due to weather.

For a complete version of the Les Petits Amis Emergency Response Policy, please refer to Appendix 4.

Personal Holidays & Daily Attendance

If your child is unable to attend our program, please notify the classroom staff via Lillio as soon as possible. Please note that you will still be charged for the day, as the childcare space is reserved for your child. If you do not have access to Lillio, you can call 613-541-5010 ext. 271-4291.

Illness

Daily observations and interactions with children help in early identification of symptoms or behavioral changes caused by communicable diseases. By promptly notifying parents and recommending consultation with a physician or nurse practitioner, staff can reduce the risk of an outbreak.

If a child displaying any of these symptoms, they should be isolated, if possible, from the other children, as per guidelines from Public Health. Children are to be excluded from care for a minimum of 24 hours of symptoms improving after the day of onset of any sign of ill health.

Symptoms requiring parent notification if a child falls ill at daycare:

- Vomiting
- Diarrhea
- Elevated temperature
- Lethargy
- Red eyes or ears
- Severe coughing or acute cold
- Undiagnosed skin rash or infections
- Unusual irritability, restlessness, or complaints of pain
- Changes in energy, appetite, or pallor

Action steps:

- Children with these symptoms should be isolated from others as per Public Health guidelines.
- All symptoms, illnesses, and medications must be logged daily.
- Children should be fever-free for 24 hours (without medication) and free from vomiting or diarrhea for 48 hours before returning to daycare.

These guidelines may change based on Public Health recommendations, especially during an outbreak. For more information, refer to the KFL&A Public Health website [here](#).

Head Lice

If head lice are discovered, you will be contacted and asked to come and pick-up your child as soon as possible. Children may not return to the program until they are nit and louse free. A program staff will examine your child's hair upon return. Your child may return to the program after the first treatment has been completed and no live lice or nits are found. Examination will occur following the second treatment.

Financial Information and Policies

Fees

Program fees are generally kept at the current rate, with any necessary increases communicated to families at least four weeks in advance. Current fees are listed in the Fee Schedule (Appendix 5).

The Canada-Wide Early Learning and Child Care (CWELCC) system aims to improve the quality, accessibility, affordability, and inclusivity of licensed childcare. This five-year initiative, being implemented in stages, will lower fees each year, with the goal of reaching an average of \$10 per day by 2025-2026. Les Petits Amis Childcare Centre has opted into the CWELCC agreement.

Fee Payment

Les Petits Amis Childcare Centre is a **non-profit organization** that relies on the timely payment of childcare fees to ensure the smooth operation of our programs. Families are expected to meet their financial obligations as outlined below:

Invoicing and Payment Schedule

- **Invoices** for Full-Day and Before & After School care are issued by the **20th of the previous month**.
- **Fees are due on the 1st day of each calendar month**.
- Invoices are delivered electronically through the **DOKMAIL** portal.

Statutory Holidays and Closures

- Statutory holidays, including the **winter break**, are billed at the **regular daily rate**, as fees secure a child's space in the program.

Accepted Methods of Payment

Families may pay their childcare fees using one of the following options:

1. E-Transfer

- Log in to your DOKMAIL account to view your monthly invoice.
- Send your payment to lpapayments@kmfrc.com.
- Please include your **child(ren)'s full name(s)** and **invoice number** in the message field to ensure accurate processing.

2. In-Person Payment

- Payments made by **debit, credit, or cash** can be processed at the **KMFRC reception desk** during regular operating hours.

Before & After School care families are not charged for P.A. Days, March break, or summer camp, unless they have separately registered to reserve a spot.

Collection (Late Payment) Procedure

Payment is due on the 1st of each month. If suitable arrangements for repayment of overdue accounts are not made, children will be removed from the program, and services will be suspended until full payment is received. Please note that child spaces cannot be held for more than 30 days.

Fee Subsidy

LPA is registered with the City of Kingston's subsidy program. To apply, families must first secure a confirmed space at the center, after which LPA will submit the necessary paperwork to the city. The city will then contact the family for an income-testing assessment. For more details on income and contribution amounts, visit the City of Kingston website.

Subsidized families are responsible for paying full fees if their child exceeds the allowed number of sick, vacation, or absent days. The number of days is specified in the

"Approval of Childcare Subsidy" letter. Additional days beyond the limit will be invoiced within two months and must be paid within 5 business days.

For more information, contact LPA or the City of Kingston's Community and Family Services at (613) 546-2695, ext. 4825.

Program Withdrawal and Termination Procedure

Effective September 1, 2025, families with children enrolled full-time—including those registered in the Before and After School program—are required to provide **one month's (20 days) written notice** prior to withdrawing from the program. Without written notice, charges will continue until notice is received. Please ensure Les Petits Amis Childcare Centre has your current address for tax receipt purposes.

The Centre reserves the right to terminate childcare for the following reasons:

- Non-payment of fees
- Inability to meet the child's needs while ensuring the safety of all children.
- Please note that refunds will be provided for any remaining invoiced weeks **after** the current week if a child is removed from the program due to our inability to meet their needs while ensuring the safety of all children. **No refund will be given for the current week in which the child is removed.**

Refunds

If you need to cancel your registration for P.A. Days, March Break, or Summer Camps, please email lpa@kmfrc.com at least **1 month (30 days)** before the program start date. Cancellations made less than **1 month (30 days)** prior to the program's start will not be eligible for a refund or credit. Parents will be required to provide their banking information, and the refund will be deposited directly into their account.

Income Tax Receipts

Income tax receipts are typically issued by the end of February. Please allow some time before inquiring, as it takes a while to prepare them. We strive to provide them to you as promptly as possible. Please note that families using our **Casual Care** program are responsible for keeping their individual payment receipts as proof of fees paid. As this program does not constitute full-day care, an annual income tax receipt is **not issued**.

Our Staff

Our Educators

LPA is dedicated to hiring individuals who are highly qualified for each position. Our educators are skilled, committed, and passionate about supporting children's learning journeys. Each team member holds relevant qualifications, including Registered Early Childhood Education, Child and Youth Worker, Behavioural Psychology, or Education degrees. Additionally, our educators engage in continuous professional development to ensure they provide high-quality programming for the children in our care.

Student and Volunteers

Students and volunteers are recognized as valuable contributors to KMFRC Programs and are carefully selected and supervised to ensure your children always receive the best care possible. All our students and volunteers receive appropriate screening and required training prior to the commencement of their work or placement in LPA daycare centre. The following regulations pertain specifically to our students and volunteers:

1. No child will be supervised by a person under 18 years of age.
2. Only LPA Childcare Centre employees will have direct, unsupervised access.
3. Volunteers and placement students will not be counted in staffing ratios.

All candidates, paid or volunteer, are subject to the hiring practices and requirements outlined in the KMFRC HR manual. Pre-employment reference checks, criminal records and vulnerable sector checks must be completed before any candidate, paid or volunteer, commences work.

Health and Well Being

Medications at Daycare

If ever your child is prescribed a medication and is well enough to come to daycare, please note there are a few regulations surrounding medication administered by daycare staff. Parents are asked to bring the medication to LPA **in the original bottle/container**, as supplied by the pharmacist. The container is to be clearly labelled with the child's name, the name of the drug or medication, dosage, the date of purchase and expiration, and if applicable, instructions for storage and administration of the drug. You must fill out a **Medication Administration Form** in order for us to be permitted to administer the medication.

If you would like us to administer a medication that is not prescribed, for e.g., Polysporin, saline nasal sprays, eye drops, the following conditions must be met. First, the medication should not be used as a measure to eliminate symptoms which would otherwise stop your child from attending daycare (such as Tylenol to control a fever). Second, the medication must be in the original package and will only be administered to a child in accordance with the instructions on the label or written instructions from a physician. Third, parents are required to provide written authorization for the administration of the drug by completing a **Medication Administration Form**. The Authorization for Medication Administration form must be accompanied by a doctor's note for over-the-counter medications.

FOR THE SAFETY OF ALL CHILDREN MEDICATIONS CANNOT BE LEFT IN YOUR CHILD'S KNAPSACK OR DIAPER BAG.

Allergies / Food

Les Petits Amis Childcare Centre is a peanut and tree nut safe zone. We do not have peanut and tree nuts on our premises, or products which contain these ingredients. All labels are read before purchasing a product.

If your child has any allergy, sensitivity, or eating restriction due to religious reasons or personal preferences, it is your responsibility to inform the LPA Managers in writing and to discuss the menu requirements. Most allergies can be accommodated with the help of the family. Children of special diets (including diabetic, gluten-free, dairy-free, vegetarian, or vegan diets) may be asked to bring in items to replace the necessary items, such as alternate grains, milks, or proteins. Please make sure your child's food is clearly labelled with their full name.

Our programs offer daily snacks and lunches, and as such families are not required to bring food in the Infant, Toddler, Preschool, or Before & After School care programs. Our camps & PD Day programs (Summer Camp, PA Days, March break, winter break) do require families to bring in a lunch. Please ensure to include ice packs as we are unable to refrigerate lunches and must have children's full name labelled on the front of the lunch bags.

Anaphylaxis

At times, we have children in our centre who are at risk for potentially life-threatening allergies. Anaphylaxis is a severe allergic reaction that can be caused by foods, insect stings, medications, latex and other substances. Anaphylaxis can lead to death if untreated; however, anaphylactic reactions can be avoided. Education and awareness are key to keeping children with potentially life-threatening allergies safe.

Our centre's anaphylaxis plan is designed to ensure that children at risk are identified, strategies are in place to minimize the potential for accidental exposure, and staff, students and volunteers are trained to respond in an emergency. All parents of children with life threatening allergies will receive a copy of the Anaphylaxis policy and plan upon registration.

Identification of Children at Risk At time of registration parents are asked about medical conditions, including if children are at risk of anaphylaxis and/or asthma, and whether or not an epinephrine auto-injector (Epi-pen) or inhaler is required. All staff, students and volunteers must be aware of these children. Where an Epi-pen has been prescribed for a child, an Individual Anaphylaxis Emergency Plan will be developed and reviewed by all staff.

Parent Responsibilities

- Inform the centre of their child's allergy or asthma.
- Before the child attends the centre, complete medical forms and the Anaphylaxis Emergency Plan (with input from the child's parent or guardian and the child's physician). This includes a photograph of the child, description of the child's allergy, emergency procedures, contact information and consent to administer medication. Once complete, the plan will be posted in key areas, such as the child's classrooms, and the food preparation/serving areas, and a copy will be attached to the child's emergency card. All staff, students & volunteers are required to review each plan annually or when updated.
- Provide training on the details of the Anaphylaxis Emergency Plan to the LPA Daycare Program Supervisor and related educators.
- Ensure that updated medications are provided in their original containers (see medication)
- Medications must not be expired.
- Advise the centre in writing if the child has outgrown an allergy or no longer requires an Epi-pen. A note from the child's allergist or doctor is required.

Nap Time

Nap-time is from 12:00 to 2:00 p.m. Naptime shall not exceed two hours. We will **NOT** prevent tired children from napping based on the child's need, those unable to sleep after the first hour are permitted to rest or engage in a quiet activity.

INFANTS Nap-time Napping schedules vary from baby to baby and change over the time they are in the Infant group. We endeavour to have babies onto the afternoon nap schedule by the time they are bumping into the Toddler Group. By 15 months of age, children are transitioned from a crib to a cot in preparation for moving into the Toddler Group

Serious Occurrence Policy

In the event of a serious occurrence, a Serious Occurrence Notification Form will be posted near the entrance of the Childcare Centre, next to the childcare licence. This information will be high level, succinct and maintain the confidentiality of child(ren) and staff involved. It will not include personal information such as names, age, date of birth, room or age group. It will remain posted for a minimum of ten (10) business days. A Serious Occurrence is defined by the Ministry of Education as:

1. The death of a child who received childcare at a childcare centre;
2. Abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a childcare centre. This includes an allegation against any person who is on-site at the childcare centre and not limited to employees and childcare providers.
3. A life-threatening injury to or a life-threatening illness of a child who received childcare at a childcare centre
4. An incident where a child who is receiving care at a childcare centre goes missing or is temporarily unsupervised.
5. An unplanned disruption of the normal operations of a childcare centre that poses a risk to the health, safety or well-being of children receiving childcare at a childcare centre.

For a complete version of the Les Petits Amis Serious Occurrence Policy, please refer to Appendix 6.

Prohibited Practices

The Kingston Military Family Resource Centre believes in supporting the health and happiness of all children in Les Petits Amis Childcare Centre and helping them grow to their fullest potential. We seek to promote secure relationships between children, educators, and families by providing child-initiated and adult supported experiences for the children in our care as well as coaching, guidance, and resources to our educators. Our focus is on a collaborative approach that supports positive interactions between

children, educators, and families. To this end, with respect to the children in our care, the following practices are prohibited:

1. Corporal punishment of the child.
2. Physical restraint of the child, such as confining the child to a highchair, 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.
3. Locking the exits of the childcare 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 and is required as part of the licensee's emergency management policies and procedures.
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
6. Inflicting any bodily harm on children including making children eat or drink against their will.

Disciplinary Action

In the event that an employee, volunteer, student, parent or client are noted to be not following the policies of the Kingston Family Military Resource Centre, appropriate corrective actions will be taken.

Employees, Volunteers and Students – subject to the Discipline/Coaching Policy as outlined in the Kingston Military Family Resource Centre Human Resources Manual.

Parents and Clients – subject to a verbal warning and/or other action as deemed appropriate by the Executive Director and the appropriate Supervisor.

The following will be considered:

1. The seriousness of the offence.
2. The actual or potential risk, or harm to the child.
3. The past and recent performance of the person involved.
4. The frequency of the occurrence; and/or
5. Previous disciplinary action taken.

In the event of the commission of a prohibited practice

6. If a prohibited practice is observed by an employee, volunteer or student, it must be reported immediately to the Childcare Manager and Executive Director who will

report the incident to FCSFLA (Family and Children's Services of Frontenac, Lennox and Addington)

7. The employee will be suspended immediately until the internal investigation and FCSFLA investigation is complete, and a report is provided.
8. If found guilty of a prohibited practice the Childcare Supervisor will report professional misconduct to the College of Early Childhood Educators, College of Teachers, and/or College of Social Workers and Social Service Workers if applicable.
9. The Manager(s) will follow the Serious Occurrence Policy
10. The employee will be subject to the Discipline/Coaching Policy. NOTE: A manager may proceed through to a higher level or warning, without following the Discipline/Coaching Policy sequence, depending on the level of inappropriate behaviour.
11. NOTE: Every person who has reasonable grounds to suspect that a child is or may be in need of protection must promptly report the suspicion and the information upon which it is based to a Children's Aid Society.

Confidentiality

Any information you share with us regarding you, your child or your family will be kept in confidence at LPA. All files are kept in a locked cabinet, accessible only to the LPA Managers and the Administrative Assistant. All files are kept for three years and then shredded.

Offsite Special Activities

As part of our programming, we aim to provide opportunities for children to connect with their community and surroundings. We achieve this by organizing off-site field trips within



Kingston and its surrounding areas. Whenever there is a planned field trip, our staff will share all relevant information with parents, including details about the event and a consent form for completion. Parents are always welcome to join us on these trips, and we encourage them to speak to their child's educator about any requirements to attend. While we encourage all children to participate in field trips, we understand that there may be times when parents or guardians prefer their child not to participate. In such cases, parents or guardians will be responsible for arranging alternative childcare arrangements, and the regular fee will still apply.

Children's Clothing & Personal Items

Many of the educational activities your child will participate in—such as cooking, water and sand play, and painting—can get messy. Please dress your child in comfortable clothing that can handle “wear and tear” for a busy day of exploration and learning.

To ensure your child remains comfortable throughout the day, pack a couple of extra changes of clothing in their backpack or diaper bag for use when needed. For infants through preschool-aged children, diaper wipes will be provided by the classroom.

Please clearly label all items brought into the center with your child's name. Additionally, ensure your child's clothing is appropriate for the weather. For example: sun hats for sunny days, winter toques for cold weather, and appropriate footwear such as running shoes, rain boots, or winter boots, depending on the season.

Full day Child Care Items Required

- 2 changes of clothes
- Diapers (if cloth diapers, provide supplies needed, plus a bag for soiled diapers)
- Water bottle labelled with child's name
- Indoor & outdoor shoes
- Hat
- Sunscreen (*permission is completed at registration*)
- Blanket for nap time
- Weather appropriate outdoor clothing

Before & After School Care Items Required

- Hat
- Sunscreen (*permission is completed at registration*)
- Water bottle labelled with child's name
- Indoor & outdoor shoes
- Weather appropriate outdoor clothing

Casual Childcare Items Required

- 2 changes of clothes
- Wipes and Diapers
- Water bottle labelled with child's name
- Indoor & outdoor shoes
- Hat



- Sunscreen (*permission is completed at registration*)
- Weather appropriate outdoor clothing

Splash Pad (*permission form is completed at time of registration*)

One of the unique features of our centre is our popular splash pad. Seasonally open from 8 am to 8 pm, our children can enjoy water play (weather permitting). Please be sure to send the following items so that your child can participate:

- Bathing suits
- Towels
- Sun shirts (highly recommended, but not required)
- Water shoes (not flip flops)
- Sun screen (*permission is completed at registration*)

While we make every attempt to hang and dry towels, parents are asked to take home and wash wet/dirty articles at minimum on a weekly basis.

Toys

Children are welcome to bring a security item to assist with drop-off transitions or naptime. However, we strongly recommend that personal toys be left at home. Given the active and dynamic environment of our classrooms, we cannot take responsibility for any toys that may be lost or damaged. Additionally, we discourage bringing electronic devices such as iPods, cell phones, or tablets, as these items are delicate and may not withstand the demands of the daycare setting.



Appendix 1

WAITING LIST

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 childcare centre that maintains a waiting list to have related policies and procedures.

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

Policy

General

- Les Petits Amis Childcare Centre will strive to accommodate all requests for the registration of a child at the childcare 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.

Placing a child on the Waiting List

- (1) The licence Supervisor will inform parents to register their children at www.kingstonchildcare.ca

- (2) Once a child has been placed on the waiting list, the licensee Supervisor 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 (effective 01 June 2025):
 1. Military with a child already enrolled in LPA
 2. Military (new to LPA)
 3. KMFRC Staff with a child already enrolled in LPA.
 4. KMFRC staff (new to LPA)
 5. Children of civilian DND, and NPF personnel
 6. Children of non-military families

Offering an Available Space

- (1) Parents of children on the waiting list will be notified via phone or email that a space has become available in their requested program.
- (2) Parents will be provided a timeframe of 2 business days 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 Supervisor will contact the parent of the next child on the waiting list to offer them the space.

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.

School age Camp, School Holiday and PA Day Program Waitlist Information

Currently enrolled Les Petits Amis Childcare Centre (LPA) Families in the Before and After School & PA Day Programs:

- (1) Pre-registration for the program will be available through the online platform currently used by Les Petits Amis Childcare Centre (LPA).
 - a. PA Days / School Holidays – once the school boards release the yearly calendars registration will be available.
 - b. Summer Camp registration will be released mid February.
- (2) Currently enrolled LPA families in the Before and After School & PA Day programs will receive priority when submitting requests for registration for the upcoming PA days, school holidays and Camps

Community Members not enrolled with Les Petits Amis Childcare Centre (LPA)

- (1) Community members who are not currently enrolled at LPA will have the opportunity to submit registration requests 2 weeks after LPA clients
- (2) All community members must be registered on the City of Kingston's Centralized Waitlist and select the appropriate age group for:
 - a. Summer Camp
 - b. PA Days
 - c. School Holidays
- (3) Once the current LPA families are registered and confirmed, Les Petits Amis Childcare Centre will then utilize both the City of Kingston Centralized Waitlist and the PA Day / School Holiday and Summer Days Camp Request Form to fill any remaining spots in the program. Community members must ensure they are on both lists.

Please note that the online request form serves as a registration request only and does not guarantee a space in the program. You will be contacted within 48 hours with further registration details.

Acceptance into the PA days, School Holidays and Summer Days Camp program does not guarantee a space in the Before and After School program.

All children must have completed their first year of school prior to requesting space in the Summer Days Camp program.

Glossary

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

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

Appendix 2

PARENT ISSUES AND CONCERNS

Purpose

The purpose of this policy is to provide a transparent process for parents/ guardians, the childcare licensee and staff to use when parents/ guardians bring forward issues/ concerns.

Policy

General

Parents/ guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/ guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/ guardians about the program and their children. Our staff are available 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 the Supervisor 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 7 business day(s). The person who raised the issue/ concern will be kept informed throughout the resolution process.

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

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education,

College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
----------------------------	---	---

<p>Program Room-Related</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"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - The LPA Manager 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 7 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received;
<p>General, Centre- or Operations-Related</p> <p><i>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</i></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - The LPA Manager 	<ul style="list-style-type: none"> - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff, Parent, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - The LPA Manager <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Daycare Program 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 7 business days or as soon as reasonably possible thereafter.</p>

Student- / Volunteer- Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - The LPA Manager <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>Document reasons for delays in writing.</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 addressed by The LPA Manager they may escalate the issue or concern verbally or in writing to the Executive Director, KMFRC. If parents/guardians are not satisfied with the response or outcome of an issue or concern addressed by the Executive Director, they may escalate the issue in writing to the President, KMFRC 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 help desk number listed below.

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, etc.) where appropriate.

Glossary

Licensee: KMFRC, the individual or agency licensed by the Ministry of Education responsible for the operation and management of each childcare centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff)

Appendix 3

Safe arrival and dismissal policy and procedures

Purpose

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

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

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

Policy

General

- Les Petits Amis Childcare Centre will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare centre may release the child to.
- Les Petits Amis Childcare Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below

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:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has

indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on Emergency Contact or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note, Lillio message or email).

- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., sent Lillio message or advised the closing staff at pick-up), the staff in the classroom:
 - Must commence contacting the child's parent/guardian no later than 10:00am for the full day program. Staff shall send a Lillio message to the parent / guardian, if parent/guardian is not on the Lillio app, staff will contact parent via phone call.
 - School Age Program staff will contact parents/guardians immediately if a child does not get off the school bus in the afternoon for the after-school program. If parent/guardian is not on the Lillio app, staff will contact parent via phone call to confirm. If no communication is received by parent/guardian through Lillio or by phone call the staff will continue to contact the parent/guardian until confirmation is received.
 - Please note that after three no shows without notification, within a 30 day period, the parent/guardian will be subject to a \$50 charge.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

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

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

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up the Classroom staff shall contact the parent/guardian by Lillio our parent communication app and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must confirm 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 contact the centre supervisor.

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 5:30 PM, 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 contact the parent / guardian first then proceed to contact the authorized emergency contact.
3. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 5:30 PM, the staff shall proceed with contacting the local Military Police Detachment at 613-541-5010 ext 5648 Staff shall follow the Military Police direction with respect to next steps.

Glossary

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

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

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

References

Ministry of Education Childcare Licensing Manual Child Care and Early Years Act, 2014

Appendix 4
Emergency Response SOP

Please see a Childcare Manager for the full KMFRC Emergency Response Policy



KMFRC | **CRFMK**
Kingston Military | Centre de ressources pour les
Family Resource Centre | familles des militaires de Kingston

Standard Operating Procedure		
Emergency Responses		
Date: June 17, 2025	Entry: SOP Creation	Author: Cara Cowie, Tanzen Lécuyer, & Alexa Waycik

Purpose: To outline standardized procedures for responding to emergency situations such as lockdowns, hold and secure orders, and bomb threats for the Kingston Military Family Resource Centre (KMFRC) including Les Petits Amis (LPA) childcare centre. This SOP ensures the safety and accountability of all individuals on-site, including staff, children, clients, and visitors during such events.

Scope: This procedure applies to all KMFRC staff including LPA childcare staff and front desk Information Services Assistants (ISA).

Procedure Overview and/or Definitions:

- **Evacuation Sites:**
 - **Primary Meeting Place:** KMFRC front lawn.
 - **Secondary Location:** Trinity Church – 33 Lundy’s Lane, Kingston.
 - **Refuge Point:** The rear stairwell near the EvacuTrak.
- **Note:** *All emergency instructions from police, fire, or medical personnel take precedence over this SOP, provided they present sufficient identification.*
- **Child-Specific Plans:** Follow individualized support plans in all relevant emergency situations.
- **Unlisted Situations:** The Executive Director or Supervisor will provide direction.
- **Documentation:** Educators must record all emergency responses in the daily written log.
- **Serious Occurrence:** if any emergency situation meets the Ministry of Education criteria for a serious occurrence, the LPA serious occurrence policy and procedures will also be followed as per the Ministry of Education.

Procedure Review: This SOP must be reviewed for amendments annually, after any real emergency incident, or whenever a drill has occurred.

Procedure:

- **Calling 911 – Emergency Protocol**
 - In the event of an emergency that requires calling 911, follow the steps below carefully. Your response can significantly impact the effectiveness of emergency services and the safety of those involved.
 - **Phone Options**

• **DND Phone (Preferred):**

- Calling 911 from a DND (Department of National Defense) phone will directly connect you to the Military Police (MP).

• **Personal Phone:**

- Calling 911 from a personal device connects you to a civilian dispatch.
- **Important:** Clearly state that the emergency is located on base at CFB Kingston to ensure proper routing.

- **Key Information to Provide**

- When speaking with the dispatcher, ensure you communicate the following five key elements:

- **Your Identity and Location**

- Full name
- Precise location and address (include building name/number if applicable)
- 32 Lundy's Lane
- State clearly: "**We are located at CFB Kingston.**"

- **Nature of the Emergency**

- Clearly specify the type of emergency, for example:
- Lockdown, Hold and Secure, Bomb Threat, etc.
- Any other relevant incident (e.g., medical emergency, fire, intruder, etc.)

- **Describe the Situation**

- Calmly and clearly explain what is happening.
- Include:

- What you have seen or heard
- The number you're calling from
- Details on any suspects, injuries, or damages (if known)

- **Access Control**

- Instruct the dispatcher that **no transportation is to be allowed access** to the site (this includes school buses, city buses, taxis, etc.).

- This helps to secure the perimeter and prevent further risks.

□ **Follow Dispatcher Instructions**

- Remain on the line unless directed otherwise.
- Be prepared to answer further questions or provide updates.
- **Inform Executive Director** o Contact the Executive Director or assigned designate in their absence for awareness.
- **Complete Incident Report** o After each occurrence, an incident report **must** be completed.
- **Event Specific Procedures:**

LOCKDOWN	4
HOLD & SECURE	5
BOMB THREAT	6
DISASTER REQUIRING EVACUATION	7
DISASTER – EXTERNAL ENVIRONMENTAL THREAT	8
NATURAL DISASTER – TORNADO / TORNADO WARNING	9
NATURAL DISASTER – MAJOR EARTHQUAKE	10
DURING A POLICE EVACUATION	11
PROCEDURES TO FOLLOW WHEN “ALL-CLEAR” NOTIFICATION IS GIVEN	12

PROCEDURES TO FOLLOW WHEN "UNSAFE TO RETURN" NOTIFICATION IS GIVEN	13
PROCEDURES FOR RESUMING NORMAL OPERATION	14
PROCEDURES FOR DEBRIEFING STAFF, CHILDREN AND PARENTS/ GUARDIANS	15

Lockdown







When a threat is on, very near, or inside the childcare centre. E.g. a suspicious individual in the building who is posing a threat.

Initiation

- Any staff member who becomes aware of the threat must immediately notify others, call 911, and notify the Executive Director for awareness.
- Announce clearly: “**Lockdown! Lockdown! Lockdown!**”

LPA Staff & Children

If **outside**:

-  Immediately seek shelter in the woods and move as far away from the threat as possible.
- If **inside**:
 - o Lock classroom doors.
 - o Move children away from doors/windows.
 -  Take attendance.
 -  o Shelter with children in closets or under furniture if possible.
 -  Calm children and keep them quiet.
 -  Turn off all lights, computers, and turn cellular devices silent.
 -  o Close windows and blinds.

ALL individuals on-site, including staff, clients, and visitors

- Lock all entrance/exit doors immediately if possible.
- Take personal shelter and lock office doors where possible.
- Do not allow entry/exit—only emergency services personnel permitted upon providing identification.

- | | |
|---|--|
| <ul style="list-style-type: none">o Barricade doors.o Gather emergency medications if safe.o Wait for further instructions. | |
|---|--|

Hold & Secure (Shelter in Place)

When a threat is in the general vicinity of the childcare centre, but not on or inside the childcare premises. E.g. a shooting at a nearby building.

Initiation

- The observing staff member alerts others, calls 911, and notify the Executive Director for awareness.
- Announce clearly: “**Emergency, Emergency, Emergency, Initiate Hold and Secure.**”

<p>LPA Staff</p> <ul style="list-style-type: none"> • If outside: <ul style="list-style-type: none"> ◦ Return to program rooms immediately. ◦ Ensure door is securely locked once inside. • If inside: <ul style="list-style-type: none"> Take attendance. Close windows and blinds. Continue with regular programming. Stay calm and wait for updates. 	<p>ISA Staff</p> <ul style="list-style-type: none"> • Lock all exit and entry doors, request assistance if possible. • Turn off all lights in lobby. • Post a visible note on the exterior door alerting that no entry or exit is permitted: <i>"Hold and Secure in effect. No entry or exit permitted at this time."</i>
<p>All individuals on-site, including staff, children, clients, and visitors</p> <ul style="list-style-type: none"> • Return to offices or event/activity rooms immediately. • Ensure door is securely locked once inside. • Take attendance (if applicable) • Close windows and blinds. • Continue with regular programming. • Stay calm and wait for updates. 	
<p>Bomb Threat</p> <p>A threat to detonate an explosive device intended to cause property damage, injury, or death. E.g. phone call bomb threat, threats received by phone call, or a discovery of a suspicious or unidentifiable item.</p>	

<p>General Response</p> <ul style="list-style-type: none"> • The observing staff member alerts others, calls 911, and notify the Executive Director for awareness. • Follow emergency personnel instructions. • Confirm child attendance. 	
<p>LPA Staff</p> <ul style="list-style-type: none"> • If outside, come back inside unless otherwise specified. • Assist in safe evacuation if directed. • Keep children together and calm. • Maintain attendance checks throughout. 	<p>All Staff</p> <ul style="list-style-type: none"> • If receiving the threat by phone: • Keep the caller on the line as long as possible. • Quietly signal another person to call 911. <ul style="list-style-type: none"> ◦ Document: time, caller details (voice, tone, accents, sex, age, emotions, etc.), background noise, and message. • If discovering a suspicious or unidentifiable item. <ul style="list-style-type: none"> ◦ Do not touch or approach. O ◦ Call 911. ◦ o Evacuate surrounding area to safety. ◦ o Wait for police instructions.

Disaster Requiring Evacuation A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.	
Initiation The staff member who becomes aware of the disaster must immediately alert all other staff by loudly yelling “Fire! Fire! Fire!” until the alarm is activated. If the disaster is a fire, the staff member must activate the nearest fire alarm pull station and follow the KMFRC fire evacuation procedures. Evacuation should begin immediately.	
ALL individuals on-site, including staff, children, clients, and visitors <ul style="list-style-type: none"> • Remain calm • Gather all children, the attendance record, children’s emergency contact information any emergency medication. • Exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing (if possible) according to weather conditions. • Escort children to the meeting place; and take children’s attendance to confirm all children are accounted for. • Keep children calm and wait for further instructions. <i>If possible, staff should also:</i> <ul style="list-style-type: none"> • Take a first aid kit; • Gather all non-emergency medications. 	DESIGNATED Staff <ul style="list-style-type: none"> • Help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); • Follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the rear stairwell near the EvacuTrak as the refuge point. Ensure their required medication is accessible, if applicable, wait for further instructions <i>If possible, the site designate must:</i> <ul style="list-style-type: none"> • Conduct a walk-through of the KMFRC to verify that everyone has exited the building.

	<ul style="list-style-type: none"> Secure any windows and doors that you pass while evacuating the building, unless otherwise directed by emergency services personnel.
Disaster – External Environmental Threat An incident outside of the building that may have adverse effects on persons in the KMFRC. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.	
Initiation <ul style="list-style-type: none"> The observing staff member alerts others, calls 911, and notify the Executive Director for awareness. Follow directions from emergency services personnel regarding whether to remain on site or evacuate. 	

If Remaining on Site:

- 1. Staff members outdoors with children must return indoors to their program rooms immediately.
- 2. Staff must:
 - Remain calm
 - Take attendance to confirm all children are accounted for
 - Close all program room windows and exterior doors (where applicable)
 - Seal off external air entryways located in program rooms (where applicable)
 - Continue program operations
 - Wait for further instructions
- 3. The Site Operations Administrator or designate must contact CE (Construction Engineer) via email or phone through +CE (Work Reception Real Property Operations Detachment) to:
 - Seal off external air entryways not located in program rooms (where applicable)
 - Place a notice on external doors indicating no entry/exit until further notice
 - Turn off all heating, ventilation, and air conditioning systems (if applicable)

If Evacuation is Directed:

- Follow the “Disaster Requiring Evacuation” procedure. (page 8)

Note: For after-hours emergencies, contact CE After Hours – Heating Plant at 613-541-5010 ext. 4582.

Natural Disaster – Tornado / Tornado Warning

Initiation

- The staff member who becomes aware of the tornado or warning must notify all staff immediately, call 911, and notify the Executive Director for awareness.

ALL individuals on-site, including staff, children, clients, and visitors outdoors must bring them inside to their program room(s) immediately.

1. Everyone must:

- Remain calm
- Gather all
- Take shelter in the lower LPA hallway, do not stand near or by any windows. If the lower LPA hallway becomes too full, additional people may take shelter outside lower LPA hallway near the elevator or any interior room (no windows) of the building if possible.
- Educators must take attendance to confirm all children are accounted for
- Stay away from windows, doors, and exterior walls
- Keep everyone calm
- Conduct ongoing visual checks of all staff, volunteers, children, parents/guardians, and visitors. • Wait for further instructions

Natural Disaster – Major Earthquake
General Response <ul style="list-style-type: none">• Staff in program rooms must immediately.• The observing staff member alerts others, calls 911, and notify the Executive Director for awareness.

ALL individuals on-site, including staff, children, clients, and visitors

- Remain calm
- Instruct children to take shelter under a sturdy desk or table and stay away from unstable structures
- Ensure everyone avoids windows and outer walls
- Assist children who need help finding shelter
- Lock wheelchair wheels and instruct users to duck low and use a strong item to protect their head/neck
- Find safe shelter themselves
- Visually assess the safety of all children
- Wait for the shaking to stop

Staff outdoors must move everyone away from buildings, power lines, trees, and tall structures and wait for the shaking to stop.

- Once shaking stops, staff must:
 - Gather the children, emergency cards, and emergency medications
 - Exit the building via the nearest safe exit, if possible

(due to risk of aftershocks or damage) o If possible, before exiting the building, staff should:

- Take a first aid kit o Gather all non-emergency medications
- Once outside, everyone must gather at the meeting place and wait for further instructions.

DESIGNATED staff

- Assist individuals with medical and/or special needs to the meeting place (per the child's individualized plan)
- Follow posted instructions on assistive equipment
- If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the rear stairwell near the EvacuTrak as the refuge point. Ensure their required medication is accessible, if applicable, wait for further instructions.
- Wait for further instructions

The Site Operations Administrator or assigned designate must conduct a walk-through of the childcare centre to ensure all individuals have evacuated, if possible.

During a police evacuation	
Initiation <ul style="list-style-type: none"> • Military Police will evacuate the building when it is deemed safe or when the threat is neutralized. • Follow all instructions given by Military Police or other law enforcement agencies. 	
If evacuation IS required: <ul style="list-style-type: none"> • All individuals on-site, including staff, children, clients, and visitors must gather at Trinity Church (Spiritual Fitness Centre) • Take attendance to confirm all children are accounted for • Report any missing persons immediately 	If evacuation is NOT required: <ul style="list-style-type: none"> • Everyone will meet in the KMFRC gym for a debrief with the Executive Director, Managers, and Supervisors as directed. • Take children's attendance to confirm all are accounted for
If anyone is missing, do not re-enter the building. Notify the Executive Director, Supervisors, or Military Police immediately.	
DESIGNATED staff <ul style="list-style-type: none"> • Assist individuals with medical and/or special needs to the meeting place (per individualized plans) • Follow posted instructions on special needs equipment • If someone cannot be safely assisted outside, assist them to the KMFRC Gym and ensure access to required medication • Wait for further instructions 	

Procedures to Follow When “All-Clear” Notification is Given to All individuals on-site, including staff, children, clients, and visitors involved in an incident.

Procedure

1. All-Clear Notification

The individual who receives the *all-clear* from the appropriate authority must promptly inform all staff that it is safe to return to the KMFRC.

2. Support for Individuals with Medical or Special Needs Designated staff who assisted individuals with medical and/or special needs during evacuation will also assist and accompany them during the return to the centre.

3. Staff Responsibilities Upon Re-entry Staff must:

- a. Take attendance to ensure all children are accounted for
- b. Escort children back to their program room(s), where applicable
- c. Take attendance again once back in the program room(s) to confirm all children are present
- d. Re-open any closed or sealed blinds, windows, and doors

4. Resumption of Operations

The Executive Director will determine whether regular operations will resume and will communicate this decision to all staff.

Communication with Parents & Clients

1. All-Clear Communication

As soon as possible, Supervisors or designates must notify parents/guardians of the emergency situation and confirm that the *all-clear* has been given.

2. Notification of Non-Evacuation Incidents

If a disaster occurs that does **not** require evacuation of the childcare centre, Supervisors must provide a notice of the incident to parents/guardians via email or written letter.

3. Communication Regarding Disrupted Operations If normal operations do **not** resume on the same day as the emergency,

	Supervisors must inform parents/guardians of when and how operations will resume, as soon as this information becomes available.
--	--

Procedures to Follow When “Unsafe to Return” Notification is Given

Procedure

1. Notification of Unsafe Conditions

The individual who receives the "*unsafe to return*" notification from an authority must inform all staff and direct them to proceed from the meeting place to the designated evacuation site or the location determined by emergency services personnel.

2. Escort and Attendance

Staff must take attendance to confirm all children are accounted for and escort them safely to the evacuation site. **3. Support for Individuals with Medical or Special Needs** Designated staff who assisted individuals with medical and/or special needs during evacuation must continue to support and accompany them to the evacuation site.

4. Parent/Guardian Notification

Where safe and possible, Supervisors must post a notice at the childcare Centre entrance with information about the evacuation site for parents/guardians.

5. Upon Arrival at the Evacuation Site, Staff Must:

- Remain calm
- Take attendance to ensure all children are present
- Help keep children calm
- Engage children in activities, where possible
- Conduct ongoing visual checks and head counts
- Maintain constant supervision
- Record attendance as children are picked up by parents, guardians, or authorized persons

Communication with Parents & Clients

1) Initial Notification

Upon arrival at the emergency evacuation site, Supervisors must notify parents/guardians of the emergency situation, the evacuation, and the location where they can pick up their children.

2) Voicemail Update

Where possible, Supervisors must update the childcare centre's voicemail as soon as possible to inform parents/guardians of the evacuation. The message should include the evacuation site location and relevant contact information.

- | | |
|--|--|
| <ul style="list-style-type: none">• Remain at the evacuation site until all children have been picked up | |
|--|--|

Procedures for Resuming Normal Operation

Description

Where applicable, reopening the childcare centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.

Procedure

• Resumption of Operations

If operations resume, childcare centre staff must:

- o Ensure all children in their group are accounted for
- o Escort children back to their classroom, when applicable

- o Take attendance once in the classroom to confirm all children are accounted for
- o Re-open any sealed windows, blinds, and doors
- **Support for Individuals with Special Needs** Designated staff will:
 - o Assist individuals with medical and/or special needs in reaching the meeting place, following the procedure outlined in the child's individualized plan (if applicable)
 - o Follow instructions posted on special needs equipment or assistive devices during the evacuation
 - o If individuals cannot safely exit the building, assist them to The KMFRC Gym and ensure their required medication is accessible, if applicable
 - o Wait for further instructions

• Report to Ministry of Education

The Child Care Supervisors or designate will inform the Ministry of Education of the evacuation through a Serious Occurrence Report.

Procedures for Providing Support to Children and Staff who Experience Distress

Procedure

- | |
|--|
| <ol style="list-style-type: none">1. The Supervisor and Educators will talk with children in support of the emergency situation and will answer questions in a sensitive manner.2. The Supervisors and Executive Director will address any concerns or distress that arise with staff as a result of the emergency situation. |
|--|

Where, deemed appropriate, professional consultants will be contracted to provide support for children, staff and families.

Procedures for debriefing All individuals on-site, including staff, children, clients, and visitors involved in an incident.

Description

Include, where, applicable, details about when and how the debrief(s) will take place, etc.

Procedure

1. After the emergency event the supervisors or designates must debrief staff, children and parents/guardians after the emergency.
 - Staff during an organized staff meeting either in person or via virtually
 - Children during large and small group sessions
 - Parents through written communication and where necessary, parents' meetings if needed.
2. Where deemed appropriate, the supervisor or designate will contract a professional consultant to debrief children, staff and parents. Full Time employees are able to contact EAP

Appendix 5

Fee Schedule

Program	Base Rate	CWELLC
Infant	\$55.25 / day	\$22.00/day
Toddlers	\$47.75/day	\$22.00/day
Preschool	\$42.75/day	\$20.20/day
Before & After School *Children under 6	\$12.15/day	\$12.00/day
Before & After School * Children 6 +	\$24.25/day	
PD Day/Snow Day – * Children under 6	\$40.50/day	\$19.14/day
PD Day/Snow Day * Children 6 +	\$43.00/day	
Summer Camp (5-day week) * Children under 6	\$202.50/week	\$95.70/week
Summer Camp (5-day week) * Children 6 +	\$220.00/week	
Casual Care	\$16.25 / visit	\$12.00/visit

Appendix 6

SERIOUS OCCURRENCE

Purpose

The purpose of this policy and the procedures within is to provide clear instructions for staff, students and volunteers to follow for how to identify, respond to and report a serious occurrence. It ensures that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and those working directly with children, and that these serious incidents are addressed by the child care centre and reported to the Ministry of Education for review.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures with respect to serious occurrences for child care centres.

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

Policy

Identifying a Serious Occurrence

Under the *Child Care and Early Years Act, 2014*, serious occurrences are defined as:

- the death of a child who received child care at a child care centre,
- abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
- a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,
- an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
- an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre.

Reporting a Serious Occurrence

- Staff will notify the licensee, supervisor or designate of a serious occurrence as soon as they become aware of the incident.
- All serious occurrences will be reported to the Ministry of Education in the Child Care Licensing System (CCLS) within 24 hours of the licensee, supervisor or designate becoming aware of the occurrence.
- Identifying information such as children or staff names will not be included in the serious occurrence reports.
- If CCLS cannot be accessed (e.g. where CCLS or an internet connection is unavailable), the licensee, supervisor or designate will notify the program advisor (PA) assigned to the licence by email or by telephone within 24 hours of becoming aware of the occurrence. A serious occurrence report will be submitted in CCLS as soon as the system can be accessed.
- Where a Ministry of Education PA cannot be reached by telephone, a voicemail message will be left to notify the PA of the incident.
- All updates to serious occurrences will be reported in CCLS through update reports until the serious occurrence has been closed by the Ministry of Education.
- Where the Ministry of Education requests updates to a serious occurrence in CCLS, these will be provided as soon as possible through update reports.
- Serious occurrences reported to the Ministry of Education will be documented in the daily written record.

Posting a Serious Occurrence Summary (Notification Form)

- Within 24 hours of becoming aware of a serious occurrence, Supervisor will complete a Serious Occurrence Notification Form in CCLS.
- The form will provide a summary of the serious occurrence and of any action taken by the child care centre.
- The summary will not include identifying information (e.g. names and ages of children, staff, or program rooms) and will contain gender-neutral language.
- The summary will be posted at the child care centre in a place that is visible and accessible to parents for a minimum of 10 business days,

regardless of the serious occurrence type and the status of any related investigation.

- All serious occurrence summaries will be retained for 3 years from the date they are created or last updated (whichever date is most recent).

Concerns about the Suspected Abuse or Neglect of a Child

- If any person, including a person who performs professional duties with respect to children, has reasonable grounds to suspect that a child has suffered, or is at risk to suffer, physical or emotional harm or sexual exploitation or molestation inflicted by the person having charge of the child, the person will report the suspicion directly to a children's aid society (CAS).
- Suspected abuse or neglect that will be reported will include physical, emotional and sexual abuse and/or neglect.
- Where a parent expresses concerns that a child is being abused or neglected, the parent will be advised to contact their local CAS directly. The person who becomes aware of these concerns is also required to report the concerns to the local CAS.

PROCEDURES TO RESPOND TO A SERIOUS OCCURRENCE

Steps to Follow For All Serious Occurrences

Steps for Staff, Students and Volunteers to Follow:

1. Immediately:
 - Ask for assistance from other staff, students, or volunteers.
 - Provide immediate medical assistance, if applicable, according to Standard First Aid and CPR training, where applicable.
 - Call emergency services and follow direction from emergency services personnel, where applicable,
 - Ensure that other children are removed from the scene and do not have access to the area, where applicable.

- Address any risks to the health or safety of the child and/or other children present to prevent the risk of further harm.
- Notify the supervisor/designate.
- 2. Ongoing and after the incident:
 - Follow any direction provided by third-party authorities (e.g. police, CAS, public health, etc.)
 - Ensure that children are supervised at all times.
- 3. Within 3 hours:
 - Document the incident in:
 - the daily written record;
 - the child's record of symptoms of illness, if applicable; and/or
 - in an accident report, if applicable.
 - Where an accident report is created, provide a signed copy to a parent of the child.

Steps for the Licensee/Supervisor/Designate to Follow:

1. Immediately:
 - Provide assistance to children, staff, students, volunteers and families.
 - Provide immediate medical assistance, if applicable, according to Standard First Aid and CPR training.
 - Call emergency services and follow direction from emergency services personnel, where applicable.
2. Within 24 hours of becoming aware of the incident:
 - Collect all pertinent information to report the incident to the Ministry of Education as a serious occurrence, including:
 - A description of the incident;
 - The date, time, place where it occurred, actions taken and outcome;
 - The current status of the incident and child/parties involved; and
 - All other parties notified (e.g., emergency services, CAS, parents).

- Report the serious occurrence in CCLS, or notify the Ministry of Education program advisor by telephone or email where CCLS is not available. Note: Where CCLS is not available, a serious occurrence report will be submitted in CCLS as soon as it becomes available.
- Post a summary of the serious occurrence and of any action taken by the child care centre in a place that is visible and accessible to parents.

3. Ongoing and after the incident:

- Follow any direction provided by third-party authorities (e.g. police, CAS, public health, etc.)
- Maintain confidentiality at all times.
- Update the serious occurrence report in CCLS, as required.
- Conduct an internal review of the serious occurrence with staff, students and volunteers to establish next steps and reduce probability of repeat occurrences.
- Provide children, parents, staff, students and/or volunteers with supports, if needed.
- Review with staff, students and volunteers the child care centre's program statement policies and procedures that set out prohibited practices and expectations of promoting the health, safety, nutrition and well-being of all children.

Steps to Follow According to Specific Serious Occurrence Categories

Serious Occurrence: Death of a Child

Steps for Staff, Students and Volunteers to Follow:

If Death occurs while a child is receiving child care: See 'Steps to Follow for All Serious Occurrences' for staff, students and volunteers.

Steps for the Licensee/Supervisor/Designate to Follow:

See 'Steps to Follow for All Serious Occurrences' for the Licensee/Supervisor/Designate, and complete the steps below:

If Death occurs while a child is receiving child care:

Immediately, upon becoming aware of the incident: Contact a parent of the child, or where a parent cannot be reached, contact the child's emergency contact.

If Death occurs while a child is not receiving child care:

Within 24 hours of becoming aware of the incident: Contact local Children's Aid Society (CAS) or police services to find out if there is an investigation. If an investigation is ongoing, conduct an internal investigation after CAS or police services have completed their investigation, if applicable.

Serious Occurrence: Allegation of Abuse and/or Neglect

Steps for Staff, Students and Volunteers to Follow:

See 'Steps to Follow for All Serious Occurrences' for staff, students and volunteers, and

Where there is a concern about the abuse or neglect of a child by any person:

Immediately:

- Report concerns to the local Children's Aid Society (CAS) as per the duty to report obligations under the *Child, Youth and Family Services Act, 2017* (CYFSA).
- Document the conversation with CAS and follow their recommendations.
- Notify the supervisor/designate of the incident and the report made to CAS, where appropriate.
- Refrain from discussing the allegation with others.
- Maintain confidentiality at all times.

Steps for the Licensee/Supervisor/Designate to Follow:

See 'Steps to Follow for All Serious Occurrences' for the Licensee/Supervisor/Designate, and

Where there is a concern about the abuse or neglect of a child by a staff, student or volunteer, or where a person has otherwise reported alleged abuse/neglect concerns to the supervisor/designate:

Immediately:

- Notify the person who reported concerns about their duty to report obligations under the *Child, Youth and Family Services Act, 2017* (CFSA).
- Report the concerns to the local Children's Aid Society (CAS) as per the duty to report obligations under the CYFSA, unless it is confirmed that a report has already been made to CAS.
- Document the concerns.
- Contact and notify a parent of the child, where appropriate.
- Based on the nature of the allegation and/or the direction of CAS and/or internal policies, determine next steps such as disciplinary measures and additional actions, such as an internal investigation to protect children in care.
- Determine whether the individual alleged to have abused/neglected a child is registered with a professional regulatory body (e.g. College of Early Childhood Educators, Ontario College of Teachers, etc.). If so:
 - Report the allegation of abuse to the appropriate regulatory body;
 - Report to the College of Early Childhood Educators when the employment of a registered early childhood educator (RECE) is suspended or terminated or if the RECE resigns.
- Refrain from discussing the allegation with others.
- Maintain confidentiality at all times.

Once all external investigations are complete (e.g. by police and/or CAS), if applicable:

- Update the serious occurrence report in CCLS, as required.
- Update all other authorities to whom the allegation was reported (e.g. College of Early Childhood Educators, Ontario College of Teachers, CAS, etc.).

Serious Occurrence: Life-Threatening Injury or Illness

Steps for Staff, Students and Volunteers to Follow:

See 'Steps to Follow for All Serious Occurrences' for staff, students and volunteers.

Steps for the Licensee/Supervisor/Designate to Follow:

See 'Steps to Follow for All Serious Occurrences' for the Licensee/Supervisor/Designate.

Serious Occurrence: Missing or Unsupervised Child(ren)

Steps for Staff, Students and Volunteers to Follow:

See 'Steps to Follow for All Serious Occurrences' for staff, students and volunteers, and

Immediately, upon becoming aware that a child or children are missing:

- Alert the supervisor/designate, and all staff, students and volunteers;
- Search the child care premises, including outdoor areas (e.g. hallways, washrooms, playground, outdoor classrooms, etc.);
- Ensure that remaining children are supervised at all times.

Where the child or children are not found after being deemed missing.

- Continue to search the premises.
- Update the supervisor/designate.

Where the child or children are found after being deemed missing.

- Update the supervisor/designate.
- Document the incident in the daily written record.

Steps for the Licensee/Supervisor/Designate to Follow:

See 'Steps to Follow for All Serious Occurrences' for the Licensee/Supervisor/Designate, and

Immediately, upon becoming aware that a child is missing:

- Assist with searching for the missing child(ren).

Where the child or children are not found after being deemed missing:

- Call emergency services and follow direction from emergency services personnel.
- Contact the child(ren)'s parent(s), or where a parent cannot be reached, contact the child's emergency contact.

Where the child or children are found after being deemed missing:

- Update the child(ren)'s parent(s), or where a parent cannot be reached the child(ren)'s emergency contact(s).

Serious Occurrence Unplanned Disruption of Normal Operation

- Fire
- Flood
- Gas Leak
- Detection of Carbon Monoxide
- Outbreak
- Lockdown
- Other Emergency Relocation or Temporary Closure
- Public Health ordered closure

Steps for Staff, Students and Volunteers to Follow:

See 'Steps to Follow for All Serious Occurrences' for staff, students and volunteers, and

Where the incident is suspected to be an outbreak:

1. Immediately:

- Notify the supervisor/designate on site of concerns.
- Separate children who are showing symptoms of illness from other children.
- Follow the child care centre's sanitary practices policy and procedures.

2. Within same day:

- Record symptoms of ill health in the affected child(ren)'s records,
- Document the incident in the daily written record.

Where the incident is not an outbreak (all other disruptions of normal operations):

1. Immediately:

- Follow the child care centre's fire safety and evacuation plan and/or the emergency management policies and procedures, as applicable.

2. Within same day:

- Document the incident in the daily written record.

Steps for the Licensee/Supervisor/Designate to Follow:

See 'Steps to Follow for All Serious Occurrences' for the Licensee/Supervisor/Designate, and

Where the incident is suspected to be an outbreak:

1. Immediately:

- Contact the local public health department.

Where the incident is deemed an outbreak by public health:

1. Immediately:

- Follow instructions from the local public health department.
- Contact the parent(s) of the affected child(ren) and ensure the affected child(ren) are picked up by their parent(s) and/or taken to hospital.

- Obtain an outbreak posting from the local Medical Officer of Health and post in an area easily accessible for parents.

Note: Outbreaks must be reported as a serious occurrence only if deemed an outbreak by public health.

2. Within 24 hours:

- Notify all parents of children enrolled at the child care centre of the outbreak.

Where the incident is not deemed an outbreak, follow all sanitary practices.

Where the incident is not an outbreak (all other disruptions of normal operations):

1. Immediately:

- Follow the child care centre's fire safety and evacuation plan and/or the emergency management policies and procedures, as applicable.

Note: a hold and secure (an external threat in the area) is not a reportable serious occurrence.

Glossary

Children's Aid Society (CAS): A local agency with the exclusive mandate, under the *Child, Youth and Family Services Act*, 2017 to investigate allegations of child abuse or neglect and to deliver child protection services.

Emergency: An urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre.

Interact: To be or become involved in communication, social activity or work with somebody else or one another (Source: Encarta Dictionary). Examples of interactions with children include conversing, playing, directing, intervening, supervising **or assisting in fulfilling their needs (e.g. food/drink consumption, toilet use).**

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Lockdown: A threat inside the building that will restrict movement within the child care centre.

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

Serious Occurrence: An incident that must be reported to the ministry of education within 24 hours.

Staff: Individual employed by the licensee (e.g. program room staff).

Regulatory Requirements: Ontario Regulation 137/15

Serious occurrences

38.

(1) Every licensee shall ensure that,

there are written policies and procedures with respect to serious occurrences in each child care centre operated by the licensee and each premises where it oversees the provision of home child care, that address, at a minimum, how to identify, respond to and report a serious occurrence;

a report is provided to a program adviser of any serious occurrence in any child care centre operated by the licensee or any premises where it oversees the provision of home child care within 24 hours of the licensee or supervisor becoming aware of the occurrence;

a summary of the report provided under clause (b) and of any action taken as a result is posted for at least 10 business days in a conspicuous place at the child care centre or home child care premises; and

the report and the summary of the report are each kept in accordance with section 82.

References

Ministry of Education Childcare Licensing Manual

Child Care and Early Years Act, 2014