



# *Parent Handbook*

## Introduction:

Welcome and thank you for considering Kidtopia Child Care Centre as a choice for your child(ren). Kidtopia has been serving the Mississauga community since 2019, it is family owned and operated by an amazing team of mother and daughter. Kidtopia's current Director is a Registered Early Childhood Educator with over 10+ years of experience and 6+ years in a supervisor position.

Kidtopia Child Care Centre is approximately 5,100 square feet of fun! We have one infant room catering to children 6 months to 18 months, two toddler rooms catering children 18 months to 30 months of age, two preschool rooms catering 30 months to 4 years of age.

Please read the following parent handbook for all policies and procedures as well as important information. Please note that in your registration package you will be required to sign off that you have read and understand the contents in this handbook. Should you have any questions, please feel free to speak directly to your centre Director.

We sincerely hope that you feel supported and welcomed as we begin our journey together

Sincerely,

Priscilla Baro & Lina Pimentel

Director and CEO

Co-Founders of Kidtopia

## Our Vision & Values

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### *Our Mission & Values*

*Inspiring and engaging children as we encourage their growth and development through emergent play  
Establishing relationships with families and children blossoming as a community*

### *Our Vision*

*Providing a safe and enriched community full of learning and building relationship.  
Providing a key to success!*

## Program Statement:

Kidtopia Child Care Centre strive to provide a safe environment that fosters children's Social, emotional, physical, artistic and intellectual needs together with families. We believe by feeling a sense of belonging, children are able to thrive in each area/domain.

Kidtopia strives to provide a natural environment for children to explore. Our educators use the following documents to help them in providing an effective classroom for our children;

- How Does Learning Happen
- Think, Feel, Act
- ELECT

Our educators are required to continuously expand their knowledge by participating but not limited to participating in professional development courses. Educators are encouraged to reflect on the four foundations of How Does Learning Happen (Belonging, Engagement, Expression and Well being)

We view all children as competent, capable, and rich in potential therefore we strive to provide an environment that can challenge children to explore and inquire using the materials and provocations provided by educators.

The following goals and approaches described below is how we guide the program to strive to provide;

### **a) Promote the health, safety, nutrition and well-being of the children.**

At Kidtopia we understand the health, safety and well-being is the utmost important factor. Kidtopia has put policies into place to help protect the children and ensure a safe and comfortable environment. The following policies are in place to ensure the health, safety and well being;

- Sanitary Practices
- Sleep Supervision Policy
- Monitoring Compliance and Contraventions
- Medication Policy
- Playground Policy
- Anaphylaxis Policy

Staff, volunteers and students are required to thoroughly read each policy and sign off their understanding of policies. The policies are also available in a binder to review at any time.

Kidtopia serves two (2) snack and one (1) hot lunch each day that meets the requirements of the Canadian food guide.

**b) Support positive and responsive interactions among the children, parents, child care providers and staff;**

Kidtopia strives to provide a positive environment for children, parents and educators. We welcome parents into our centre by offering special events and parent/ teacher nights. We encourage our educators to communication with parents each morning and during pick up. Our Director/ Owner if on site allowing parents the opportunity to voice any concerns, comments, etc.

Kidtopia was built by a mother and daughter team therefore we strongly encourage building healthy family relationships.

**c) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate**

Kidtopia understands that all children communicate and self-regulate differently. We encourage our staff to get down to the child's level, giving children an opportunity to express themselves and feel supported by the educators. Children are supported and

encouraged to self-regulate with assistance as needed. Educators are to be role models – role modeling but not limited to the following;

- Respect
- Compassion
- Team work
- Belonging

**d) Foster the children’s exploration, play and inquiry**

Kidtopia recognizes that children are curious by nature. They naturally learn through their play, it is important for educators to foster and provide provocations for children to naturally explore and learn. We encourage our educators to actively participate and engage in children’s play. Educators are to set up their classroom environment to support the interest of the children present.

In our classroom you will see

- Wide variety of open-ended materials
- Loose parts available for exploration and imaginary play
- Tables to set up with materials (also known as invitations) to child-initiated play
- Documentation and pictures of the children – help with inquiry and recall past events

**e) Provide child-initiated and adult-supported experiences**

Kidtopia views child initiated and adult supported experiences by viewing the children as co-learners. In our classrooms you will see our staff are hands on, at the child’s level engaging in their play. In our classrooms you will hear our staff asking open ended questions and allowing the child to lead play by the inquiry thinking.

**f) Plan for and create positive learning environments and experiences in with each child’s learning and development will be supported.**

Kidtopia strive to always provide a positive learning environment for all children, families and educators. Our educators are consistently attending professional development to help support their learning journey. Our programming aligns with the interest of the children and provide them with unlimited opportunities to explore. In our classrooms you will see them set up based on the interest of children and with plenty invitation for children to explore different areas.

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

Kidtopia strongly believes in the importance of outdoor time and providing children with an opportunity for gross motor. Kidtopia has classroom schedule for each classroom, where outdoor time, rest and quiet time and meals will be served. Our educators do their best to follow the schedule as posted. Our children will be provided with a minimum of 2 hours a day of outdoor time (weather permitted).

**h) Foster the engagement of and ongoing communication with parents about the program and their children**

Kidtopia strongly believes it takes a village to raise a child, that being said we believe in the importance of communication. Our educators will communicate with parents on a daily basis to ensure they are up to date with their child's day and development. Kidtopia hosts events such as, mothers day, fathers day parties, we encourage all our families to join us during these events. Kidtopia in a inclusive environment for everyone.

**i) Involve local community partners and allow those parents to support the children, their families and staff**

Kidtopia works closely with our community partners such as (and not limited to); Reach Out Centre for Kids, CDRCP, Erin Oaks Kids,

Community Living, PIRS. These community partners help provide us with tools and knowledge to support children and their needs. At Kidtopia we will see that we are an inclusive centre and work closely with families to support them and their child's development.

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

At Kidtopia we strongly believe the importance on continuous professional learning. Our staff are required to comply for our Training and Development policy set out by Kidtopia. We support our staff during their professional development by posting the in staff room current and upcoming notices for professional development that we become aware of.

**k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families**

At Kidtopia we strive to adhere by our Program statement and continue to provide the nurturing, safe and inclusive environment that everyone deserves.

Our educators document by writing down their observations, pictures, learning stories and more. Our office has a coloured printer for Educators to be able to print their documentation. Each classroom has a Tablet to be able to gather their information on.

Kidtopia recognizes the impact the strategies set out in this program statement has towards our families, children and educators. In order to support our educators, volunteers and students comply by our Program Statement we take the following steps;

- All new educators, volunteers and students are require to read the Program Statement before their commencement within our centre. A sign off will be kept in each file



- All educators, volunteers and students will be required to review and sign off on a yearly basis that they have read and understood the Program Statement.

Kidtopia will monitor and observe that our educators are following our Program Statement by the following;

- Staff will complete goal sheet focused on the Program Statement semi-annually
- Director/ Supervisor will conduct observations on the implementation of the Program Statement semi – annually and as needed.
- All goals and documentation will be stored in staff files.

### **Program Plans and Documentation:**

All information regarding programing and documentation will be posted on our parent boards and throughout our classroom. Our documentation will highlight “How Does Learning Happen” Parents will be able to observe our documentation through but not limited to; photos, learning stories, webs and teacher notes. We look forward to sharing this with you.

### **Licensing:**

Our centre is licensed and inspected under the Child Care and Early Years Act, licensed under the Ministry of Education. We are also inspected for fire safety and are subject to Public Health inspections bi- yearly.

## **Our Team:**

Kidtopia Child Care Centre takes pride in our hiring process. All our staff have conducted a criminal reference check with vulnerable sector screening as well as up to date Standard first aid and CPR level C prior to employment with us. Each classroom has a minimum of one Registered Early Childhood Educator (registered with the college of ECE) as well as experience child care staff. All our staff are required to read the Centre policy book and sign off on reading and understanding each policy.

## **Students and Volunteers:**

Kidtopia Child Care Centre believes in welcoming future students into our centre to help mentor them on their journey of becoming an Educator. Kidtopia follows our policies and procedures as required under section 11.1 of Ontario Regulation 137/15 in respect to students and volunteers. All student and volunteers are also required to adhere by the centres Criminal Reference Check Policy as well as review all policies and procedures and sign off on reading and understanding each policy.

All students and volunteers will not be counted as ratio and are not permitted to partake in diapering procedures.

## **Admission:**

Kidtopia Child Care Centre is open Monday to Friday from 7:00am till 6:00pm. Should you be late to pick up, Kidtopia charges \$2/Min. After 6:30pm it is \$5/Min. Parents are encouraged to drop their children off before 9:00am when programing and observations commence. We ask that our families during drop off and pick up ensure their child is greeted and dismissed by a Kidtopia staff member.

Kidtopia is closed on the following statutory holidays;

- New years day
- Family Day
- Good Friday
- Victoria Day
- Labour Day
- Christmas Eve to New years day inclusive

Kidtopia Child Care Centre    Address: 2233 Argentia Road Suit 104 Mississauga, Ontario  
Phone: (905) 858 - 8181    Email: [Kidtopia.mississauga@gmail.com](mailto:Kidtopia.mississauga@gmail.com)

- Boxing Day

Kidtopia's priority is the safety of our families and staff, Kidtopia will close for snow days in accordance with the Peel School Board. Kidtopia reserves the right to use their discretion to close early should bad weather (heavy snow, etc) happen during the day, should this occur Kidtopia will post on our Social Media page as well as call parents to inform them of early closure. Full payment will still be required.

### **Registration Process:**

Parents are able to book a tour and come visit the facility. During the tour parents will be able to see each classroom and ask questions.

Registration packages will be available via: in person or e-mail

Once a parent would like to register, they are required to complete the registration package in full and drop off to the centre director/ supervisor along with immunization and one (1) months deposit. This deposit will be used as your 1<sup>st</sup> months fees. The deposit is **NON - REFUNDABLE**.

### **Withdrawal:**

Should you wish to withdraw your child from our program, we ask parents to provide a minimum of 4 week's notice.

**Fees:**

Our current monthly fees are as followed;

**Full Time Program**

Age Group	Monthly Fee
Infant (6 Weeks – 18 Months)	\$ 1,325.00
Toddler (18 Months to 30 Months)	\$ 1,225.00
Preschool (30 Months – 4 Years)	\$ 1,176.00

**Part Time 3 Days a Week**

Age Group	Monthly Fee
Infant (6 Weeks – 18 Months)	\$ 780.00
Toddler (18 Months to 30 Months)	\$ 720.00
Preschool (30 Months – 4 Years)	\$ 696.00

**Part Time 2 Days a Week**

Age Group	Monthly Fee
Infant (6 Weeks – 18 Months)	\$ 536
Toddler (18 Months to 30 Months)	\$ 512.00
Preschool (30 Months – 4 Years)	\$ 480.00

Kidtopia Child Care Centre offers a 10% sibling discount on the oldest child(ren)

## Payment:

Kidtopia Child Care Centre accepts auto – withdrawal payments and cheques.

**Auto – withdrawal:** Auto- withdrawal form will be provided to parents; the fees will be taken on the 1<sup>st</sup> of every month. The amount will be a full month of fees.

**Cheques:** Kidtopia requires 6 months post-dated cheques made payable to “Kidtopia Child Care Centre.” Cheques will be in the amount of full monthly fees.

**LATE PAYMENTS:** are subject to a \$30.00 late fee. Please ensure your Fees and handed in on time to avoid this Fee. Our Families are responsible to ensure their fees are paid on time.

**NSF:** any cheques returned as NSF (non-sufficient funds) will be charge a \$45.00 NSF fee.

## Late Pick Up:

Kidtopia Child Care Centre is open from Monday – Friday from 7:00AM – 6:00PM  
Should you be late picking up your child the following fee will be charged:

Monday – Thursday \$2.00/Min

Friday \$5.00/Min

Fees are to be paid on the day of or following day.

## Waiting List Policy:

### **Purpose**

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

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

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

## **Policy**

### **General**

- Kidtopia Child Care Centre Inc will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

### **Additional Policy Statements**

- The wait list will be kept in the office and managed by the Director/ Supervisor

## **Procedures**

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

1. The licensee or designate will receive parental requests to place children on a waiting list via in-person meeting, during a tour, email and/or telephone.

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

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.

2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

### **Determining Placement Priority when a Space Becomes Available**

1. When space becomes available in the program, priority will be given in this order; First person on the waiting list will be called with information on available space. Parents will have 48 hours to call centre for space, if not call is received we will move onto the next person on the list. Priority will be given to siblings of children currently enrolled, children of centre employees and employees in any business located at 2233 Argentia Road (businesses located in same building as child care centre).
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

### **Offering an Available Space**

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

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

1. Director/ Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

2. Director/ Supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

### **Maintaining Privacy and Confidentiality**

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

### **Additional Procedures**

- Parents who contact the centre after the 48 Hours mark will bump to the bottom of the list.
- Parents who do not contact the centre within the 48 hours mark will be removed from the waitlist.

### **Nutrition:**

At Kidtopia Child Care Centre we strive to provide your children with the most nutritious child friendly lunch.

Our centre encourages family style dining, where our staff members sit and model eating with the children. Therefore, we have a cook on site who prepares Breakfast, Lunch and an Afternoon snack.

Our menus are reviewed by a Dietician and upon any changes the revisions are also reviewed by a Dietician.

We encourage families to visit our parent board where our most current menu is posted and available for all families to view

In some case substitution's may need to be made, they will be posted on our main menu located by the kitchen.



Should your child have any allergies or require a substitute, please discuss this prior to registration to ensure we can cater to your child's needs.

**We are a NUT AWARE centre. We provide peanut free snacks/ lunches for our children. Parents are encouraged to refrain from having nut products before entering our centre.**

### Outdoor Play:

At Kidtopia Child Care Centre we believe outdoor play is an important key piece to your child's development. Our program includes 1 hour of outdoor time in the morning and 1 hour in the afternoon. This is weather permitting.

Should outdoor play be unavailable due to the weather, the classroom educators will provide children with indoor gross motor activities within the classroom.

Each classroom has designated outdoor time; this information can be found on the classroom schedule.

We encourage parents to provide the appropriate clothing according to the season. We also ask parents to label all of your Child's belongings.

*"There is no bad weather, just bad clothing" -Unknown*

### Inclement Weather:

Kidtopia believes outdoor play is very important for your child's development. The following will prevent the educators from taking the children outdoors;

- Rain
- Winter -15 and below (with or without windshield)
- Any advisor from Peel Region that prevents outdoor play

### Activities off premises:

Should a classroom decide on partaking in a field trip outside of our premise. Parents will be given a permission form outlining the trip and required information.

### Administration of medication:

#### **Drug and Medication Requirements**

All drugs and medications to be administered to children must meet the following requirements:

- All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.
- All drug or medication containers must be clearly labelled with:
  - The child's full name;
  - The name of the drug or medication;
  - The dosage of the drug or medication;
  - Instructions for storage;
  - Instructions for administration;
  - The date of purchase of the medication for prescription medications; and
  - The expiry date of the medication, if applicable.
- The information provided on the written parental authorization form must match with all the requirements listed above.
- Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labelled container, the child care centre will not accept or administer the medication until the label

and/or written parental authorization accurately contains all the required information.

- Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy as long as it is accompanied by a doctor's note and is clearly labeled with the child's name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.
- Drugs or medications purchased by staff, students or volunteers for their own use will be kept inaccessible (e.g. stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time, except where written parental authorization to administer has been obtained (e.g. hand sanitizer).

At Kidtopia child care centre our Registered Early Childhood Educators can administer prescribed medication to children. Parents are also required to provide a measuring tool for medication (example; syringe). Should their not be a RECE on Site and medication needs to be administered, our site Director will administer medication or appoint a designate person to administer medication.

Any medication to be administered by staff will require parents/guardians to fill a medication form provided by the classroom staff. Parents are to fill out the form and sign.

At Kidtopia we believe if your child is not well to partake in any of the daily activities, they are not well enough to attend. Kidtopia reserves the right to send children home and follow procedures set out by the Local Minister of Health.

Children who require life saving medication; parents are required to disclose this information prior to registration to ensure a plan is put into place and all proper forms are filled out.

## Prohibited Practices:

Should any of the prohibited practices listed below be observed at any time, it will lead to **immediate termination** of employment with Kidtopia Child Care Centre.

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

Kidtopia Child Care Centre will also not tolerate the following from Parents/Guardians;

- Yelling at any employee of Kidtopia Child Care Centre
- Threats of any kind
- Any damage to our centre

Kidtopia will reserve the right to Terminate the child(ren)'s enrollment effective immediately should any of the following occur.

## Parent Issues and Concerns Policy:

### **General**

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

All issues and concerns raised by parents/guardians are taken seriously by Director/ 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 2 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>

## Duty to Report:

*"Section 125 of the CYFSA states that the public, including professionals who work with children, must promptly report any suspicions that a child is or may be in need of protection to a children's aid society (society). The CYFSA defines the phrase "child in need of protection" and explains what must be reported to a society. It includes physical, sexual and emotional abuse, neglect, and risk of harm."*

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/abuseandneglect.aspx>

All employees of Kidtopia Child Care Centre are required to follow the requirements of the Child, Youth and Family Services Act. Please visit the link above for more information

### **Policy regarding sick children:**

At Kidtopia Child Care Centre we want to ensure children are feeling well when attending. It is important that everyone does their part to keep our centre free from outbreaks.

Kidtopia follows the Peel Public Health requirements. Please visit their website for more information and when to exclude your child(ren) from the program.

Children who develop a fever of 38 Degrees or higher will be sent home and are required to be 24 hours FEVER FREE before returning

## Emergency Management Policy:

### Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

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

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: front of building - 2233 Argentia Road

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:

**Hilton Mississauga/ Meadowvale**

**6750 Mississauga Road**

**Mississauga, Ontario**

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



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

If any emergency situations happen that are not described in this document, Director/ Supervisor will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by director/supervisor in the daily written record.

#### Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, available staff/ director/ supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

#### **List of Emergency Contact Persons:**

Local Police Department: 905-453-2121

Ambulance: 905-791-7800

Local Fire Services: 905-615-3777

- 4) Where any staff, students and/or volunteers are not on site, director/ supervisor must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) Director/ supervisor must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
  - help keep children calm;
  - take attendance to ensure that all children are accounted for;
  - conduct ongoing visual checks and head counts of children;
  - maintain constant supervision of the children; and
  - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

### **Parent Handbook Updates:**

Updates to the Parent Handbook may happen during your child's enrollment with us at Kidtopia. Should an update be made to the Handbook, parents/guardians will be notified via written notification placed on the parent board by each classroom and/or Email.

A copy of the updated Handbook will be available on site and a printed copy can be provided. Should you require a printed copy please ask your centre Director/ Supervisor for a copy.

### **Director Contact Information:**

Should you have any questions or concerns please feel free to connect with us;

Priscilla Baro RECE

2233 Argentia Road Suite 104

Mississauga, Ontario

L5N 2X7

Email: [Kidtopia.mississauga@gmail.com](mailto:Kidtopia.mississauga@gmail.com)

Phone: 905-858-8181

