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PARENTAL HANDBOOK **(January 2026)**

DAY CARE ADDRESS: 230 LOSKOP STREET, NEWLANDS, PRETORIA 0181

DAY CARE PHONE:	082 494 593
DAY CARE HOURS:	07h00am - 17h00pm
DAY MOTHER:	Rosa Cantante
DAY CARE:	Miriam Michelle Mary
DAY CARE EMAIL:	info@kidnme.co.za
DAY CARE EVACUATION SITE:	Main Entrance



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WELCOME

Dear Parents/Guardians

Welcome to Kid n Me! 😊

For many children, this will be their first time leaving the comfort and familiarity of their home to venture into a new and exciting world of discovery. Our goal at Kid N Me is to ensure that each child feels comfortable and secure while they embark on this journey.

Our Day Mother will work hand-in-hand with each of you to ensure the transition from home to day care goes smoothly. We feel it is important to keep you updated daily on your child's activities and routines, as well as providing observations related to their development. Our Day Mother and the rest of our Kid N Me team are available as resources at any time.

Each year, Kid N Me reviews and revises the guidelines and policies outlined in this handbook to ensure our childcare standards continue to meet or exceed the requirements set up by our licensing bodies where applicable. Should our policies change, we will provide you with reasonable notice of modifications that will impact on you and your child.

Our team at Kid N Me endeavors to achieve the highest quality care for your child. Please feel free to contact the Day Mother on any matter regarding your child or the day care. If you would like further information about the Day care or Kid N Me, please do not hesitate to contact our head office at 082 494 3593 or info@kidnme.co.za.

We look forward to sharing your child's early years with you and your family.

Sincerely,

Rosa Cantante
Day Mother
Kid N Me Clubhouse.



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PHILOSOPHY

“Our model of care will provide the best intellectual, social and physical child development, delivered by capable and nurturing personnel within the best environments.”



Kid N Me Day Care provides a program and curriculum that is consistent with early childhood development. Kid N Me offers a wide range of developmentally appropriate programs for children including holistic play-based learning, emergent, physical activity, and creative programs. With partnerships in curriculum, nutrition, and recreational fitness programming, we are committed to providing families with the very best care, programs and child development has to offer. Our approach requires care givers to be partners, designers of the play environment, planners, recorders, and communicators.

MISSION

Kid N Me recognizes that children are **Competent, Capable, Curious and Rich in Potential**. All children are unique individuals and the Kid N Me learning environment supports our children to discover new concepts, uncover hidden mysteries and imagine new possibilities. Kid N Me offers a wide variety of developmentally appropriate programs for children including both child-initiated and adult supported. Our team aims to provide a well-balanced learning environment where children are free to observe, question, experiment and explore.

Kid N Me programs are built around the following core principles that are important for children to grow and flourish to their fullest potential:

- **Develop the mind.**
- **Nourish the body.**
- **Inspire the soul.**



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Develop the Mind

At Kid N Me, we offer age appropriate, professional, and well thought out curriculums, designed to establish a strong skill base and love of learning. Our learning environment is play-based, which supports our children to discover new concepts, uncover hidden mysteries and imagine new possibilities, all while allowing them to learn at their own pace. This allows children to experiment with and understand social roles and acquire problem solving skills by interacting with each other. The wide range of play opportunities through the day relieve stress and pressure for children and allows them to cope with their feelings. They control the experience through their imaginations, and they exercise their powers of choice and decision-making as the play progresses, which promotes self-regulation.

Early learning enables children to develop the confidence to tackle problems, overcome obstacles and succeed. We understand the impact quality education can have on young children and are committed to fulfilling a high level of excellence within our day care. The core of that excellence begins with our staff who are trained and qualified to provide a superior level of instruction and teaching.

Our environment and staff ensure that:

- **Each child shall have a sense of Belonging.** They should feel connected to others, valued, and encouraged to form relationships with others within their community and the natural world.
- **Each child shall have a sense of Well-being.** They will develop a sense of self care, self-regulation, and wellbeing.
- **Each child shall have the opportunity for Engagement.** By being encouraged to be involved and inquire they will have the opportunity to explore their world and develop skills such as problem solving, creative thinking, and innovating.
- **Each child shall have the opportunity for Expression.** Communication is encouraged through their words, their bodies, or the use of materials and supports their creativity and problem solving.

Nourish the Body

Above all else, we believe that nothing should take precedence over the well-being and safety of our children. Kid N Me is dedicated to providing the very best foundation for children to play, grow and develop. We recognize nutrition as a key element for this foundation.

Our nutritious menu plans are certified by a registered Nutritionist and Dietician to ensure they meet South Africa's Healthy Eating Guidelines by providing our children with the proper nourishment for their growing bodies. All of our meals are made on site, fresh on a daily basis and made from scratch. The children are served a nutritious breakfast and a lunchtime meal. Our menus are posted in the day care. We will work with parents to accommodate the dietary needs of our children.



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Our meals are served family style, allowing the children to serve themselves, further developing their self-regulation skills where applicable. We will work with parents to assist in transitioning children into table foods and our menu in readiness for their move to the toddler program.

The Kid N Me Day care is a nut free and allergy aware environment.

Our programs also develop and encourage a strong link between good physical health and outdoor play. Activity, fitness, and physical literacy through play are all key elements to our program. With regular outdoor time and planned indoor activities, our children experience a world of movement, dance, and recreation. At Kid N Me, we have incorporated nutrition and physical fitness into our programs.

Active children are healthy children and our outdoor learning environment, which is an extension of the classroom, allows the children plenty of opportunities for exploration, inquiry and creativity. They will learn to interact with and understand the natural world around them and have opportunities for social interaction with their peers, while boosting their confidence as they learn new skills.

All of our children have the opportunity to outdoor play on a daily basis, weather permitting.

Kid N Me's proprietary program was developed to incorporate intentional physical fitness into the learning curriculum. It is designed to engage the child on multiple levels, to make learning fun and instill a love of movement. Generally, set to music and taught outdoors, all toddlers will participate in this program daily.

While we recognize that not all young children will need a midday nap, and that some children will need a longer time to relax and sleep than others, we believe that all young children benefit from an opportunity for rest to help balance their active play. Parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request.

Our sleep supervision approaches ensure that all children are monitored on a regular basis during rest times and that those sleep checks are documented.

Parents are required to provide details with respect to their child's sleeping arrangements upon enrollment and will also be consulted at other times, such as when transitioning to a new room, or upon a parent's request, to ensure the child's needs are being met. Staff will ensure that they communicate with parents as to any significant changes in a child's sleeping pattern or behavior so that adjustments can be made if necessary.



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We are obligated to ensure that children younger than 12 months are placed to sleep in a manner consistent with the recommendations set out by regulations on Safe Sleep (i.e. placed on their backs), unless otherwise recommended in writing by the child's physician.

To ensure consistency between home and childcare, infants follow their own individual nap schedules provided by their parents. When ready, our Staff will work with parents to transition the infants to one nap time per day in readiness for their move to the Toddler Program.

Each child in our Infant program is provided with an individual cot for his/her rest period of up to two hours in length and he/she is permitted to sleep, rest, or engage in quiet activities based on his/her individual needs, while ensuring that sleep patterns at home are not disrupted. The Day Mother and/or Staff are not permitted to force a child to sleep nor stay awake, we must meet the developmental needs of the child at the moment. If a child falls asleep on their own, it is required to allow them at least an hour of napping.

Safety is of the highest priority and Kid N Me has a wide array of procedures to ensure compliance with licensing legislation, including medication, fire, and health & safety, and more. Our Day Mother and Associated Legal Consultants review all policies on a minimum of an annual basis. Our day care is licensed with the required statutory bodies, and we also receive regular inspections from the required legal departments. There is some form of security at the entrances and exits. Parents and visitors are required to ring the doorbell before entering the premises. Only once verified will the child's parents be allowed access to the premises.

Monthly Fire Drills ensure the staff are familiar with emergency procedures. Our Day Mother and staff are all trained in Standard First Aid and Infant Child CPR. As a company, we meet and exceed the requirements of all regulatory agencies.

Inspire the Soul

The Kid N Me environment encourages a child's individuality, creativity, and exploration. We help develop children's social, emotional, and physical needs as they grow, develop, and mature throughout their journey. We promote freedom and independence while emphasizing the importance of teamwork and social skills.

At Kid N Me, we celebrate differences and emphasize inclusion, while maintaining a strong sense of connection within the communities we serve.

Kid N Me demonstrates and practices respect in our classrooms, for each other and our families, while always representing a commitment to our values.

Our staff recognize self-regulation as the ability to effectively deal with a stressor and then recover. True to our goal of Inspiring the Soul, we develop the children's social and emotional needs throughout their journey.



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We follow a positive child guidance model that includes recognizing why a child behaves in a certain way, encouraging children to regulate their own behavior by giving them choices. When necessary, children are given time away from the situation to reflect on their behavior with the support of our staff and consider more appropriate responses.

Our staff will ensure that they:

- Give friendly greetings and departure to the children, families, and co-workers.
- Model a calm and relaxed manner.
- Speak in a clear, pleasant, and natural voice.
- Use developmentally appropriate language and directions.
- Initiate and build on conversations with children.
- Listen to children and use questions to clarify.
- Respond positively to children's emotions and help them identify their emotions.
- Use positive reinforcement to develop the children's self-confidence, self-esteem, and decision-making skills.
- Deal calmly with conflicts and ensure that children are encouraged to solve problems when possible.
- Model positive and respectful relationships and interactions with co-workers.

Prohibited Practices at Kid N Me include:

- Physical punishment of a child.
- 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.
- Locking the exits of the childcare or home childcare premises for the purpose of confining the child or confining the child to 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.
- 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.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

In the event that the Management team observes or is made aware of staff using a practice that is not supported by Kid N Me, they will address the situation with the staff members according to the procedures outlined in our internal disciplinary policy.



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LEARNING PROGRAM OVERVIEW

The Kid N Me Curriculum was formed through in-depth and comprehensive research into early childhood learning and development. It not only exceeds the provincial Early Learning Framework standards; it sets a child up for success in life-long learning.

The variety of this curriculum exposes children to different activities in all areas of learning and development. All activities are hands-on and child-guided, because not every child is the same, and we all learn a little differently.

The educational materials and intentional activities provided are development and age appropriate and ensure that children are engaged in the sensory and creative play opportunities embedded into the daily program plans. Everything from the songs, crafts, stories, and learning opportunities are tailored for the age group, and further tailored to the child's interests and strengths.

While children are learning in any of the programs - playing, creativity and imagination are not only integrated – but they are also encouraged. Children won't even know they are learning.

Infant Curriculum – Developing a Love of Learning

Starting early is essential to laying the foundation for lifelong learning. The Kid N Me Infant curriculum starts at birth and continues until 18 months of age. There are windows of time when the brain is most fertile for wiring and strengthening specific skills. These fertile times are referred to as “windows of opportunity.” When positive experiences occur within these fertile windows of opportunity, brain wiring is optimized.

The program provides intentional activities and support in four developmental domains: language, cognitive, social-emotional, and physical development. As infants explore and interact with the world around them, they are developing their minds and bodies.

With this exciting program, children feel safe, loved and confident as they build a strong foundation for learning.

The program celebrates diversity in styles of learning, cultures, needs, interests, etc. Children have the opportunity to learn through songs, stories, rhymes, finger plays and games.

Our Kid N Me staff can provide materials and strategies for maintaining healthy parent partnerships, so the whole family can embrace the joy of learning each day!



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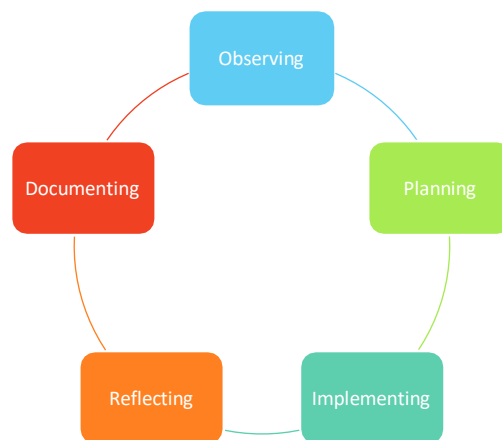
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The Emergent Approach:

Our emergent curriculum approach allows the staff to plan the environment, giving the children choices, based on their interests, skills and needs. It is child-initiated and allows for student-led expeditions, inquiries and investigations. It further allows our staff to support children's learning and encourages consistent self-reflection and professional growth, so they may always improve the quality of the experience.



The emergent approach is successful because the learning process is more important than the end product and it allows the staff opportunities to reflect on what learning has taken place. The journey may occur over a series of days, weeks, or months.

Inter Curricular Program

Our Inter Curricular program is offered as an inclusive part of our program. The children experience music, movement, and fitness on a regular basis in a fun and encouraging way.

RELATIONSHIPS

Building Positive Relationships among Children, Families, Staff and Community.

Kid N Me believes that children thrive in all areas of development when they are in an environment rich with positive relationships and strong connections to important adults around them. Social and Emotional learning is intertwined with all other areas of development and paves the way for success. The ability to form relationships, solve problems, self-regulate, and work co-operatively with others are all active ingredients to learning.

Our Staff will build relationships with children by:

- Positioning themselves at the child's level for face-to-face interactions
- Showing interest in children's activities through questions and positive observations
- Asking for children's input and listening to their ideas to expand learning.



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- Genuinely acknowledging the child's efforts
- Following the children's lead and interest during play and becoming an active play partner
- Providing a safe environment with materials that reflect the children's interests and support their learning.

How we support relationship building

- Staff will actively participate in children's play and use spontaneous interactions to build children's social emotional skills. Staff will facilitate developmentally appropriate play moving from independent to parallel to cooperative play.
- Children are supported in their efforts to form friendships through turn taking games and sharing materials as well as working together on common projects and goals. Staff set the stage for positive and responsive interactions among children by providing adequate materials and facilitating interactions among children.
- Staff offer an abundance of opportunities for social play through small group activities where pro social behaviors such as turn taking, sharing and problem solving are practiced. Staff role model appropriate language in play situations and children have opportunities to practice skills in self-regulation.
- Staff involve children in problem solving to foster empathy, caring and cooperating with peers.

Relationships with families

Kid N Me encourages regular and open communication with families. Kid N Me allows our staff to provide detailed and personal feedback about the children's day regarding meals, rest, bathroom and activities.

Along with an open-door policy, we invite parents to provide feedback and suggestions to us, allowing us to develop and improve our programs and services.

Special occasions, for example, Mother's and Father's Day and Holiday Celebrations, provide our parents with the opportunity to spend time with their children at the Day Care, while connecting with our Staff and other families.

PROFESSIONAL DEVELOPMENT

We recognize professional development as a key component of a high-quality early year's program and a requirement of Early Learning and Childcare Standards. Kid N Me will provide opportunities for all staff to learn and develop in their role. Professional development is ongoing for staff and where available we engage in local program development initiatives. Ensuring a commitment to best practices and to continually develop and ensure high quality environments and interactions for children in our programs.



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Our staff are required to take part in continuous professional learning as Kid N Me is committed to building the knowledge, skills, and effectiveness of its staff through ongoing professional development that supports the achievement of our strategic directions and the aspirations of individual staff.

We believe that our Staff and children should be emotionally and intellectually engaged with each other in learning. Our Staff reflect and assess their program and environment daily to ensure that the program is meeting the individual needs of the children and the group and that their environment is set up according to the interests of the group.

ENROLMENT PROTOCOLS/POLICIES

Enrolment Forms

Documents for enrollment must be filled out and returned to the Day Care on or before your child's first day. The information you provide to us is extremely important and will remain confidential at all times.

Attendance Days

The day care will do its best to accommodate all enrollment applications, however if placements are unavailable, we will add you to the waiting list. Part-time care is subject to the day cares schedule/availability and is not a guarantee.

Custody Arrangements

If you have a legal agreement outlining custody or restraining arrangements, please provide the Day Care with a copy of our records. Our Day Care will only abide by what is outlined in the custody arrangement. Parents/guardians are kindly requested to notify the Day Care Mother immediately if these legal circumstances change.

Change of Schedule

Changes and additional days are subject to availability and must follow our part-time program.

If you need to make any changes to your child's schedule, written notice must be provided on or before the 1st of the month prior to the requested change.

For example, to change your child's schedule on May 1, a written request must be provided no later than March 31.

This can include which days a week you require care, or full-to-part-time, and vice versa. If your child needs additional days prior to the change, you will be charged the daily drop-in rate for these days.

Eligibility for Before and After School Care

Every Before and After School Program has a maximum licensed capacity.



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In order for us to maintain this capacity it is necessary for us to implement a rule that limits the number of children enrolled in our program.

In doing so, the following considerations will be made for children to be enrolled into the Before and After School Program: age of children, schools they currently attend, children with siblings in the preschool program and children who have been enrolled with the Day Care in another program.

Once your spot is confirmed a non-refundable deposit is required. This deposit will be put towards your final month's fees. If this deposit is not received, Kid N Me cannot guarantee a spot for your child. Please contact your Day Care Mother for more information. When re-registering for the new school year, your deposit will be carried forward. You will be required to pay a re-enrollment fee each year.

Half Day Enrolment

Half Day refers to weekdays between 07:00am and 12:00pm. When enrolled on a half-day basis if our enrollment requires the space to be utilized by a full-time family, you will be provided with the first right-of-acceptance to move to alternate days or full-time enrollment depending on availability.

Should this not meet the needs of your family, we will provide you with one month's notice that will allow you to either change half-day availability or accept your withdrawal from our program.

Half-day children who attend hours in excess of enrolled hours will be charged based on drop-in fees for additional time. Make-up hours are not offered. Fees are non-refundable for any circumstance.

There is a charge of R250 to change a scheduled half-day within the same week. The request must be made in advance, for the current week, and does not apply to statutory holidays. Days cannot be carried over. Changes are subject to availability. Payment must be made at the time of request by EFT and should have cleared in Kid N Me's bank account.

Banking Details

Please note the banking details as follows:

Bank: First National Bank (FNB)
Account Name: Kid N Me Club House (Pty) Ltd
Account Type: Business Cheque Account
Account Number 630 575 079 32
Branch Code: 252 645
Branch Name: Menlyn Park 689
Swift Code FIRNZAJJ
Reference: Childs Name



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Withdrawal from Program

A minimum of 1 full calendar months' written notice, to the end of the following month, is required to withdraw your child from the program. Written notice must be given by the last day of the month preceding the month you wish to withdraw. For example, to withdraw your child on May 31, written notice must be provided by April 30. In the event of insufficient notice, you will be charged the full fees for the required notice period.

Notice is Required by:	For withdrawal on:	For a Schedule Change Beginning:
31-Dec	31-Jan	01-Feb
31-Jan	28-Feb	01-Mar
28-Feb	31-Mar	01-Apr
31-Mar	30-Apr	01-May
30-Apr	31-May	01-Jun
31-May	30-Jun	01-Jul
30-Jun	31-Jul	01-Aug
31-Jul	31-Aug	01-Sep
31-Aug	30-Sep	01-Oct
30-Sep	31-Oct	01-Nov
31-Oct	30-Nov	01-Dec
30-Nov	31-Dec	01-Jan

Termination of Care

Kid N Me has the right to terminate the service of childcare without notice, should you, or your child threaten the safety or welfare of others at the day care which may include another child or personnel. All families must abide by the Operational plans of the day care and all policies set forth; failure to do so may result in termination of childcare services.

TUITION, ASSOCIATED FEES & PAYMENT TERMS

Registration

Upon availability of a space for your child, a non-refundable deposit of R4 300.00 for full-time children, R3 800.00 for half-day children, and a non-refundable enrollment fee of R1 000.00 are required to secure your child's enrollment. The deposit will be applied to your last month's fees.

Tuition Rates

Kid N Me specific rate charts are readily available in the day care or can be emailed to you upon request at any time.



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Increase in Fees

The Day Care reserves the right to adjust childcare fees. Families will be provided with at least 1 month's written notice of a change in childcare fees.

Payment of Fees

Full payment of childcare fees is due on or before the first day of your child attending. Each month after, fees are due by the 28th of the month by electronic transfer (EFT). Physical cash will also be accepted provided that arrangements have been made prior.

Should your payment be returned for whatever reason, a R100.00 Fee will be added to your account and the full balance must be paid within three (3) days of the same month returned by interact, EFT to avoid childcare suspension or termination.

Vacations/Illness

Full monthly fees are required irrespective of days missed for vacations, illness, or statutory holidays. The monthly fee covers both actual care and the guaranteed space. Credit will not be given for any missed days.

Late Pick Up Fee

When parents are late to pick up their children it causes hardships for Staff because they are unable to leave at the end of their scheduled shift. Our Staff have classes, families, and regular personal commitments for which they are responsible. It can also be distressing for children to be left at the day care after hours. Late pick-up is not a normal program option and should be considered an exceptional occurrence. Please allow enough time at the end of the day to arrive at the Day Care, pick up your child(ren) and leave by closing time. Families are required to sign the late fee acknowledgment when the child is picked up after closing time.

Families will be charged for pick-up after stated closing time as follows:

R20 per child for the first 5 minutes or less, and R20 per child for every additional 10 minutes or less thereafter.

Pick up Time	Late Fee Charged per Child
6:06pm – 6:15pm	R40
6:16pm – 6:25pm	R60
6:26pm – 6:35pm	R80
Late fees will continue to accumulate at an additional R20 for each subsequent 10-minute period or part of.	



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If you know you are going to be late, please contact the day care to advise them (Late fees will still apply) Weather, traffic etc. DOES NOT serve as an exemption for late fees.

The late fee is payable to the Day care directly, by EFT (where available). Any outstanding late fees will be added to the following month's Invoice.

BEGINNING YOUR JOURNEY AT KID N ME

First Day: What to Bring (Babies 3 to 18 Months):

- ☑ Transitional objects - stuffed animal, pillow or blanket. Anything specific needed to sleep with like sleep sacks, etc.
- ☑ Diapers supplies – diapers (At least 5 nappies per day – especially during teething)
- ☑ 1 x Wipes Packet (As it finishes, you will be notified accordingly)
- ☑ 1 x Diaper cream (As it finishes, you will be notified accordingly)
- ☑ 1 x Box of Disposable Gloves (As it finishes, you will be notified accordingly)
- ☑ 1 x Box of Tissues (As it finishes, you will be notified accordingly)
- ☑ 1 x Nappy Sacks (As it finishes, you will be notified accordingly)
- ☑ Extra Clothes – extra layers with at least 3 to 4 outfit changes, weather appropriate clothing.
- ☑ Feeding Supplies/Milk – Bottles, milk/formular, burp cloths, bibs, and snacks etc.
- ☑ Hat and sunscreen in the spring and summer.
- ☑ Medication form (if required)

First Day: What to Bring (Toddlers 2 to 3 Years):

- ☑ Transitional objects - stuffed animal, pillow or blanket. Anything specific needed to sleep with like sleep sacks, etc.
- ☑ Diapers supplies – Nappie Pants (especially during Potty Training)
- ☑ Potty Training underwear
- ☑ 1 x Wipes Packet (As it finishes, you will be notified accordingly)
- ☑ 1 x Diaper cream (If Applicable - (As it finishes, you will be notified accordingly)
- ☑ 1 x Box of Disposable Gloves (As it finishes, you will be notified accordingly)
- ☑ Extra Clothes – extra layers with at least 3 to 4 outfit changes, weather appropriate clothing.
- ☑ Feeding Supplies/Milk – Bottles, milk/formular, burp cloths, bibs, and snacks etc.
- ☑ Hat and sunscreen in the spring and summer.
- ☑ Medication form (if required)
- ☑ 1 x Box of Tissues (As it finishes, you will be notified accordingly)
- ☑ 1 x Nappy Sacks (if Applicable - (As it finishes, you will be notified accordingly)
- ☑ 1 x Bottle of Water
- ☑ 1 x Rolls of Toilet Paper (As it finishes, you will be notified accordingly)
- ☑ 1 x Ream of A4 White Paper



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(Please ensure everything is clearly labeled)

Do NOT Bring

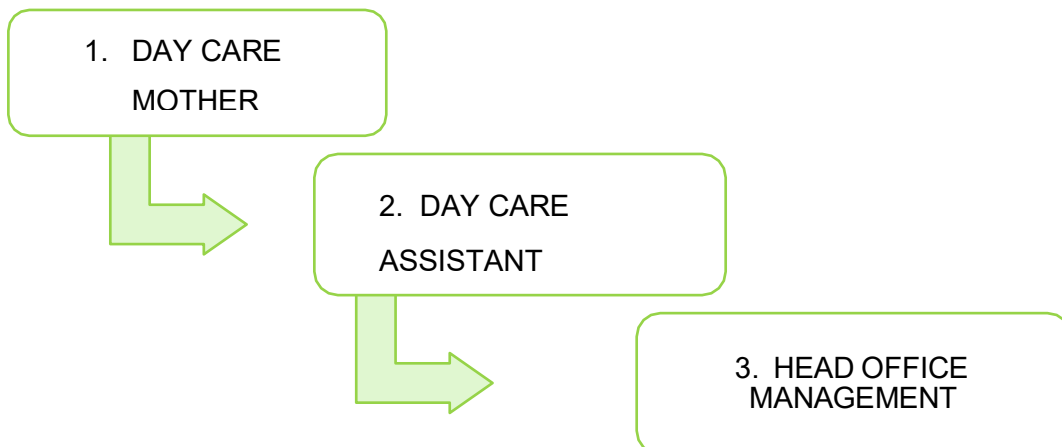
- ☒ Toys from home

KEY CONTACTS

For any questions/concerns regarding the daily operations of the day care, please use this hierarchy whenever possible:

Phone Number: **082 494 3593**

General Email: info@kidnme.co.za



Communication During the First Week

Our childcare staff understand that it is difficult for parents/guardians to leave their child for the first time and encourage parents/guardians to call throughout those early days to check on their child's progress. The day care will provide parents/guardians daily and/or weekly updates through Kid N Me WhatsApp groups for detailing their daily activities including toileting, fluids intake, nap times, activities, and other notes as applicable.

Open Door Philosophy

The 'Open Door' philosophy encourages the participation of parents/guardians, extended families, and members of the community to enrich the programs and care provided to children. For the safety of all children, visitors must provide current photo identification and sign in with the Day Care Mother upon arrival at the day care. This includes the collection of the child from the day care at any given time.



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POPI Anti-Spam Legislation and Opting Out of Electronic Messages

POPI requires express, versus implied, consent to send commercial electronic messages, including messages to email addresses and social networking accounts, and text messages sent to a cell phone. Please be advised that should you opt out of electronic messages, in cases of mass communication for an emergency or other timely information, you will not receive these. Where there is a need to communicate in such a case, the Day Care may not have time or ability to contact all affected parents by telephone. Kid N Me may resort to the use of social media (such as posting to Facebook pages managed by the company) to further ensure as many outlets as possible to communicate are available to parents/guardians.

Updating Your Contact Information

It is the responsibility of the parent/guardian to ensure the Day Care has correct contact information on file. Please keep us updated with changes to your contact information, emergency contacts, mailing addresses (even if you leave Kid N Me, specifically for your tax receipts), anything regarding custody or access to the child(ren), etc.

HEALTH & WELLNESS

Immunizations

Health regulations do not require the Day Care to maintain up-to-date immunization records for all children attending the Day care, however we do request this information to help support the health and well-being of all individuals within the program. For parents who choose not to immunize, exemptions are to be documented in the child's enrollment package. The purpose of documentation is to keep families informed of communicable disease outbreaks that might affect your child.

Illness and Communicable Diseases

The goal of our Day Care is to keep children healthy. Despite our best efforts, illnesses can occur in the day care or at home.

The first line of defense in managing illnesses involves working with parents. If an illness is serious or there's an outbreak, proper management will involve following guidelines and procedures for exclusion, reporting and communicating illnesses and outbreaks, enhanced handwashing and thorough cleaning and disinfecting.

Daily Health Checks

Kid N Me will keep a close eye and conduct a quick health check of all children upon arrival at the day care to identify any possible contagious symptoms.

Staff members will not admit any children showing signs of illness or communicable disease upon arrival at the day care. We require the child to be symptom free for a minimum of 24 hours or a doctor's clearance stating that they are no longer infectious before they can be re-admitted to the Day care. Please notify the Day Mother of whether your child has been exposed to or has a communicable disease.

We will advise parents/guardians of communicable disease in the Day care by sending a message on the WhatsApp groups. The Day Mother reserves the right to send home or refuse attendance to any child that is considered not well enough to attend. If your child is unwell or showing signs of an infectious or contagious disease, we will contact you immediately and you will be required to pick them up from the Day care.



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If illness occurs while the child is in the day care, the day mother must contact the parent/guardian directly. You must then advise the Day care of the situation.

If your child has been prescribed antibiotics, they must be on medication for a minimum of 24 hours before returning to care.

Reporting Absences

If your child is going to be absent, you must notify the Day Care no later than 9am. If your child is ill, please notify us as to the nature of the illness, particularly if it is contagious.

Outbreak of Illness/Communicable Disease

An outbreak is defined as a sudden rise or incidence of a disease. In the case of an outbreak at the Facility we will inform all families and provide information relating to the disease. Thorough sanitization practices will take place daily during the time of the outbreak. Children will be excluded from the program until symptom free for a minimum of 48 hours or as instructed by Health or advised by the family physician.

Common Illnesses

- **Fever:** If your child develops a fever above 38.3 Celsius. You will be required to pick them up from care. Your child must be fever free without the aid of medication, 24 hours before returning to care.
- **Common Cold:** Symptoms include mild cough, runny nose, sneezing and possibly fever. Your child can attend the Day Care if they are well enough to take part in all activities including outdoor play. If they have a fever, are lethargic or generally unwell they should remain at home as this is in the best interest of your child and the other children in the Facility.
- **Pink Eye:** Symptoms include swollen eye lid(s), itchy sore eye(s) and yellowish puss-like discharge. As it is contagious, children must be excluded from the Facility for at least 24 hours after their first dose of antibiotic treatment.
- **Strep Throat & Scarlet Fever:** Symptoms include a fever, sore throat, pus on tonsils, tender nodes in the neck and sometimes a fine rash develops known as Scarlet Fever. A child may return to the Facility after 24 hours of antibiotic treatment, if they are well enough to participate in all Facility activities including outdoor play and they are fever free.
- **Head Lice:** Head Lice and their eggs (nits) can be seen at the nape of the neck, and behind the ears. They can vary in colour from white to brown to dark grey. The eggs are tiny round or oval shapes that are tightly attached to the hair near the scalp and do not slide up and down on the hair. Frequent scratching may cause broken skin or sores to form on the scalp. The damaged skin may weep clear fluid or crust over, and it may become infected. In response to infection, the lymph nodes behind the ears and in the neck, may become tender and swollen. Children with head lice can return to the Facility after their first treatment of head lice medication, and no visible signs of nits.
- **Hand Foot and Mouth Disease:** Hand foot and mouth disease is an illness that causes sores in or on the mouth and on the hands, feet and sometimes the buttocks and legs. The sores may be painful, and the illness usually doesn't last more than a week or so. It is common in children but can also occur in adults. It can occur at any time of the year but is most common in the summer and fall. Children are most likely to spread the disease during the first week of the illness. To help prevent the disease from spreading please keep your child at home, wash your hands frequently, don't let children share.



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- **Diarrhea/Vomiting/Fever:** A child has diarrhea if there are more bowel movements than usual, or if stool is unformed, loose and more watery than usual. Other symptoms that may accompany diarrhea may include fever, loss of appetite, nausea, vomiting, and stomach pains. Your child must be excluded from the Facility until the bowel movements have been normal for at least 24 hours, vomiting has ceased for 24 hours or until a physician declares they are well enough to return. If your child has a fever at the Facility, you will be required to pick them up immediately; your child will not be able to return to the Facility for 24 hours.
- **Accidents and Injuries:** Even in the safest environments accidents and injuries do occur. Any accidents that may occur at the Facility are recorded in an Incident/Accident Report. If your child has been injured during the day you will be required to sign the Incident/Accident Report, indicating that you have been made aware of the incident. Parents will be notified immediately if there is an injury to the head. If necessary, you will be contacted to pick up your child. If you cannot be contacted and your child requires medical attention, we will take the necessary required steps.

Hygiene

We ask that all children and parents/guardians wash or sanitize their hands when arriving at the Facility. Strict hand washing procedures are implemented. Children are required to wash and dry their hands before and after meals, after using the toilet, wiping their nose, coming in from outside and after messy activities. Our Day Care provides children with an alternative option of sanitizing gel for when they are in an environment without access to running water (e.g. the playground).

Medication

The administration of medication is considered a high-risk practice and carries an obligation for both staff and parents/guardians. Administration of medication requires attention to detail, excellent record keeping, teamwork and common sense. Incorrect administration has health risks and personnel must be trained to reduce health risks.

Parents are expected to complete medication forms accurately in order to protect against any instructions that could be misunderstood. Staff must ensure that documents are accurate before any medication can be administered. It is the parent's responsibility to inform staff of any medication that has been administered while child(ren) is not attending the Facility such as prior to arrival.

All staff are trained in Standard First Aid and Infant Child CPR, and are responsible for administering medications, with the exception of emergency medications, which can be administered by all staff.

If your child requires medication, you must complete a "Medicine Register" detailing the following important information:

- Name of medication
- Dosage
- Time medication is to be administered.
- Doctor prescribed label on the bottle
- Parent/guardian signature

No over-the-counter medications will be administered unless prescribed by a doctor. The Medication Form must be completed for all medications including over-the-counter medications such as Tylenol, Advil, etc.



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Medication must remain in its original named container and clearly labelled with the child's name, dosage, and specific instructions to administer the medication. If the form is not completed, we are unable, by legislation, to administer the medication to your child. Any medication must be handed directly to the Day Mother or Assistant Day Mother in charge of your child's group, so that it can be stored in an area inaccessible to children, in a locked box. Parents/guardians are requested to collect medication from this area on departure. Please ensure that no medication, creams, etc. of any kind are left in your child's bag. Management, or designates will administer all medicine. If any further health needs are to be provided, please contact your Day Mother.

Any emergency medication, such as EpiPens and puffers are not locked, and are stored in the child's room in an emergency backpack and out of the reach of all children.

School age children may wear their own EpiPen in a pouch.

Diaper Cream

If required, parents are responsible for supplying their child's diaper cream as follows:

- The diaper cream must come in new and un-opened.
- The cream must be clearly labelled with the child's name.
- An expiry date (if applicable) must be clearly listed.
- Prescribed diaper rash creams will require an additional medication form to be completed.
- Permission form must be completed in full.

Anaphylactic Allergies and Medical Conditions

At Kid N Me, we do our very best to maintain a nut free and allergy aware environment. All parents are reminded on enrolment that our Facility has eliminated nuts/peanuts and nut/peanut products from our Facility. Kid N Me cannot guarantee that all products in the Facility are free of all traces of peanuts or other allergens. When available our Facility chooses "peanut free" items to purchase. We can neither be responsible for children or families who may bring peanuts to our Facility nor for any residue that may remain on surfaces.

Parents are responsible for training the staff on the procedures within their child's action plan, and this must be completed prior to the child being left at the facility.

Nutrition

Kid N Me has partnered with a Registered Dietitian to ensure that all meals and snacks meet the highest nutritional value. We prepare meals in-house and have a four-week rotating menu consisting of breakfast and lunch.

If you would like more information about our Registered Dietitian, please contact your Day Mother.

Dietary Restrictions and Food from Home

If your child requires a special diet for cultural or medical reasons, we will do our best to accommodate you. However, please be advised that we may not be able to supplement everything. Please speak to your Day Mother and they will work with you to accommodate as they can.



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For those infants not yet eating table food, please bring a day's supply of meals, including prepared bottles that are labelled with the child's name, date of preparation and contents.

All breast milk must be labelled with mother's name, child's name and date of expression. Please note, any food you supply must be nutritious. This is required by legislation.

Requests for any other accommodations regarding dietary needs must be discussed with the Day Mother.

Birthdays and Celebrations

Celebrations are an important part of a child's social development. They are a fun way to mark special occasions, honour customs and culture, and children look forward to the change in routine. However, celebrations often include food and drinks that may not fit into a Healthy Food Guide. With a few easy changes most food and drinks can support healthy eating and still be fun.

We plan celebrations around activities. If you wish to have us share special celebrations with your child at the Facility talk to our Day Mother about ways, the special occasion can be recognized with your child.

CHILD BEHAVIOURAL GUIDANCE

Kid N Me is committed to providing a safe, nurturing, and bias free environment for the children in our care, while encouraging them to show respect for themselves, others and their environment. Our Staff make every effort to ensure that no child feels unsafe and use proactive strategies to promote socially acceptable and age-appropriate behaviors in children by setting reasonable limits and boundaries.

Throughout the day, there may be times when children have difficulty coping with a situation. In these circumstances, guidance will be:

- Related to the nature of troublesome behavior.
- Appropriate to the developmental level of the child.
- Used in a positive and consistent manner and.
- Designed to assist the child to learn appropriate behavior.

A child experiencing an ongoing pattern of inappropriate behavior may result in one or more of the following:

- A meeting with the parents and caregivers to develop an action plan, including with parental permission, referrals to outside agencies as necessary.
- A condition of care letter may be implemented with terms regarding the action plan and the child's ability to remain at the Day Care.

In some situations, group care may not meet the needs of every child. When a child's behavior threatens the safety of other children, staff or volunteers and/or poses an ongoing disruption to the program, the child may be suspended and/or removed from the program. Removal from the program is only considered in more extreme situations, and after all other options have been considered.



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KEY POLICIES

Arriving at the Facility/Signing In: Please keep your child with you at all times, especially when exiting your vehicle in our parking lot. Do not leave children, regardless of their age, unattended in your car when dropping off or picking up. Lock your car, as we cannot be responsible for any personal belongings taken from your vehicle while they are on our property. Before leaving the Facility, ensure that communication has been made with the Day Mother.

Picking up your Child: We must ask you to make every effort to pick up your child before closing time. Late fees will be charged to any family who has not collected their child(ren) from the Facility by closing time. This late fee must be paid to the Facility directly and not the staff. If you are going to be late, please call the Facility immediately. If we do not receive a call from you and cannot reach your emergency release contacts, we may be required to call local authorities to assist with the situation. Members of our team are not permitted to take your child home with them.

We truly value the wonderful relationships we have with each of you and always appreciate the time we get to spend together during drop-off and pick-up. We also love seeing siblings visit and understand the importance of being part of this special environment. However, in order to maintain a standard of health and safety to all the children in our care, it is important that we direct our attention appropriately throughout the day. To help us achieve this, we kindly request that conversations during collection are kept brief, ideally no longer than 10 minutes, unless otherwise necessary. This will ensure that we are able to focus on the needs of all the children while still providing you with the necessary updates. Of course, should you require more time to discuss any concerns or details regarding your child, we would be happy to schedule a meeting with you at a convenient time.

Releasing your Child: We will only release your child to his or her parents/guardians and the authorized persons listed on your child's Enrolment Form. Transfer of care is once the child has been signed out of classroom and into parent(s) possession. We require any release authorizations to be given to us in writing prior to releasing your child to any persons who are not listed on your emergency contact. Government issued photo identification must be shown for any person not positively known to us before we can release your child. We will not release a child to anyone (other than a parent/guardian) under the age of sixteen (16) including siblings. If a parent/guardian wishes Kid N Me to release their child to anyone under the age of eighteen (18), written permission will be required. If there is an emergency situation and you are unable to submit a written request authorizing someone to pick up your child who is not listed on your emergency contact, we will use your personal information to verify their identity.

Indoor and Outdoor Activities

All children enrolled at our Day Care are required to have approximately 2 hours of outdoor play every day weather permitting. School age children, on school days are offered outdoor play time after school and required to have approximately 2 hours of outdoor play on non-school days, weather permitting.

Although the following guidelines are in place, the final decision regarding outdoor play will always be at the discretion of the Day Mother or Designate.



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Winter Weather

Age Group	Temperature	Duration of each Outdoor Playtime
Infants	-5 degrees Celsius or warmer	Full hour
	-6 to -20 degrees Celsius	Reduced outdoor time
	Below -20 degrees Celsius	No outside time
Toddlers, Preschool, Casa, Kindergarten, Kinder Casa	-15 degrees Celsius or warmer	Full Hour
	-16 to -20 degrees Celsius	Reduced outdoor time
	Below -20 degrees Celsius	No outside time
School-Age	Up to -20 degrees Celsius	Up to 30 minutes

Summer Weather

Age Group	Temperature	Duration of each Outdoor Playtime
All Ages	30 ° Celsius or below	1 hour
	30 to 40 ° Celsius	Reduced time
	40 ° Celsius or above	No outdoor time

Our staff will ensure that children take their water bottles outside and water breaks will be scheduled on a regular basis during hot weather.

Sun Smart: We aim to promote a positive attitude towards skin protection and take effective measures to ensure the children's safety from the sun. Sunscreen must be applied to your child prior to drop off in the morning. The staff will re-apply sunscreen when needed prior to afternoon outdoor play.

Non-aerosol sunscreen and insect repellent must be supplied by the parents/guardians in the original bottle, labelled with each child's full name. Please provide a hat for your child each time they attend, and our staff will ensure that your child is wearing it prior to going outdoors.

Appropriate Clothing: During the day, your child will participate in many different activities, and it is important that they are dressed in appropriate clothing. Remember, children are hard at "work" while they are with us and often the most beneficial learning experiences come from messy play. Children are encouraged to wear proper footwear and comfortable casual clothes, which are suitable for climbing, running, or painting. Please remember to send along a change of clothes every day.



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EMERGENCY PROTOCOLS

Kid N Me has protocols and procedures in place to manage emergencies such as fire, flood, etc.

Communicating with Parents and Guardians During and Emergency

Our primary concern at the Facility during an emergency is the safety and well-being of the children and staff. Our staff are trained in case of an emergency and are keeping your children calm and following our protocols based on the emergency. Notifications will be sent through WhatsApp in the event of bad weather, emergencies, power outages or any other situation where the Facility will be closing or unable to open. Parents/guardians may receive an email from the office in the event of an emergency. We will advise what we know of the situation, where the children have relocated (where applicable), and what procedures are being taken. If parents/guardians are required to pick up the children, we will advise this as well. We ask that you refrain from calling the Facility as they may need to keep their phone lines open. You may reach the Day Mother if you need more information.

You are required to provide us with your email address; this allows us to inform all parents of emergency situations in a fast and effective manner vs. spending time making phone calls. Kid N Me may resort to use of social media (such as posting to Facebook pages managed by the company) to further ensure as many outlets as possible to communicate are available to parents/guardians.

Evacuation

In the event of a fire/emergency situation, the Day Mother will inform the staff that the Facility will be evacuated. If it becomes necessary to remove the children from the property, each Facility has an emergency evacuation (muster point) site. The Facility conducts fire drills. The aim of these drills is to ensure that in the event of an emergency, the children can be evacuated quickly and easily. If you are present at the Facility during the fire drill, you are encouraged to participate in this procedure.

Security Threats and Lockdowns

In the event there is a security threat in our Facility or in close proximity to our Facility, Kid N Me's protocol is to go into Hold and Secure or lock down the location, following the advice of the local authorities. This includes, but is not limited to, locking all external entry points such as doors and windows and no one will be permitted to enter or exit the building under any circumstance. This protocol is very similar to most schools and should there be a lockdown at Kid N Me, the staff member who normally receives the children will await the school's lockdown to be lifted.

Please note that our first concern is the children's safety. Cell phone usage by staff is not allowed during a lockdown, and we ask you to refrain from calling the Facility as they may need to keep their main phone lines open.

GENERAL PROTOCOLS/POLICIES

Appropriate Language: Parents/guardians and their guests must use appropriate language while on our property. Foul language of any kind is not permitted on Facility grounds, which includes our parking lots and playgrounds.



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Cell Phones and Electronic Devices: Infants are encouraged to keep cell phones or any electronic devices at home including iPads, iPods, handheld game systems, etc. If these items are brought to the Facility, we ask that they are stored in your child's backpack. Please note the Facility will take no responsibility for the loss or damage of any of these devices.

Water Bottles: A water bottle, labelled with your child's name, should be provided daily. These are kept accessible to your child both in the classroom and on the playground. As many of these bottles are spill proof and have components that must be taken apart, they will need to take home daily for proper cleaning.

Children with Additional Needs: At Kid N Me we welcome all children to our programs, regardless of their ability. We will work with our families to meet the individual needs of the child within the structure of our program, while maintaining a healthy and safe environment for all the children and staff. Our programs are inclusive, and we will make reasonable accommodations to offer children with disabilities full and equal enjoyment of our programs and services in the most integrated setting appropriate to their needs. In those cases where a child needs extra support, we will work with our community partners in order to find additional resources.

Where a child's individual needs are not being met, or the safety and needs of the group as a whole are affected, the Day Mother will work in partnership with you to find solutions, and if necessary, support you in finding alternate options that are more suitable for your child.

Non-Discrimination Program: The Facility has a non-discriminatory and non-biased policy. We welcome all children and families and appreciate the opportunity to learn about various heritages and backgrounds. It is our policy to provide an environment that is free of unlawful discrimination of any type including discrimination based on race, colour, religion, gender, national origin, age, disability or any other characteristic protected by law. This policy governs all aspects of our Facility's operations.

Personal Toys: Children should not bring toys or valuables from home unless they are required for a special event. No toy weapons or action figures of any kind that promote violence are to be brought to the Facility. Toys from home can become lost or broken and it saves a lot of heartache if these items are left at home. We encourage the children to bring nature items and other items of general educational interest. Comfort toys – soft toys or a blanket are more than welcome.

Photograph & Video: From time to time, children may be included in photographs taken by team members at Kid N Me and used for display within the Facility. Kid N Me may share pictures from our Facility on Facebook & Instagram, however we ensure that photographs shared online do not include the children's faces, unless we have consent from their parents/guardians.

Kid N Me conducts regular reviews and evaluations of our childcare staff and their work with the curriculum. At times our classrooms may be videotaped during their regular activities. These will become internal teaching tools for Kid N Me. The videotapes will remain the property of Kid N Me.

Smoking and Vaping: Smoking and vaping is prohibited on all Facility property, including parking lots and playgrounds. No one is permitted to smoke anytime with or in the presence of a child or in view of the Facility.



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Statutory Holidays – Facility Closures: Our Facility will be closed during statutory holidays.

PARENT CODE OF CONDUCT

Kid N Me recognizes the important role parents play in helping us maintain a safe, nurturing, and community-focused environment in which all children can learn, play, and thrive. All parents, caregivers, and visitors of Kid N Me collectively agree to act in a manner that emphasizes mutual respect, fairness, and equality. Individual needs and differences are recognized as being part of this collective process and all individuals are required to work out all concerns and differences in a clear and reasonable manner. Kid N Me will not tolerate incidents of expressed bias, discrimination, prejudice, or harassment.

All parents, caregivers, and visitors must agree to abide by the following Code of Conduct.

Communication and Addressing Concerns: Open and clear lines of communication between the day mother staff, and parents/caregivers is essential to creating the type of environment we value at Kid N Me.

As such, we require parents to communicate with staff in an open, non-confrontational manner when expressing concerns about their child or the program.

We expect that parents will voice their concerns in a professional and polite manner, as soon as they arise. We also expect that parents will not get involved in other parents' concerns unless they directly involve them or their child.

Our **Parent Issues and Concerns protocols** clearly outlines the steps to be taken in bringing concerns forward.

Terms:

Parents, guardians, and visitors agree to:

- Support a friendly and nurturing environment.
- Maintain positive communication during interactions.
- Follow the recommended procedures for addressing concerns.
- Refrain from gossip and public criticism of Kid N Me's employees, the children in Kid N Me's care and Kid N Me families. Discussion of concerns and issues will be with management and staff and not with other parents in the facility or via social media channels such as Facebook, twitter or personal blogs.

If any parent, guardian, or visitor fails to abide by the Code of Conduct the following procedure will be followed:

1. The concern and any inappropriate behavior will be documented and communicated to the Director.
2. The Director will set up a meeting with all parties involved to gather more information and determine if the Code of Conduct was violated.
3. The information will be used to reach a decision, and should it be determined that there was a violation of the Code of Conduct.
4. If a breach of the Code of Conduct is verified, the day mother has the right to terminate care immediately.



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Threats and Threatening Behaviour: We have a responsibility to provide a safe environment for our staff, the children we serve, and other adults. Therefore, we have a zero-tolerance protocol regarding threats or threatening behaviour in our Facility, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. Violation of this policy may result in immediate withdrawal from the Facility.

Physical and Verbal Punishment of Children on Facility Property: We do not allow parents/guardians to use any type of corporal punishment on any child, whether enrolled in our program or not, while on Facility property. This includes parking lots, playground, and within the Facility. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent/guardian to verbally abuse their child while on our premises. Doing so can cause undue embarrassment and emotional distress to a child. Violations of this protocol may result in immediate withdrawal from our program. Parents/guardians are also prohibited from addressing or disciplining a child that is not their own. If you have a concern about the behaviour of another child at our Facility, please bring your concern to the Day Mother who will address your concern and resolve it.

Professional Relationships: We ask our staff to maintain professional relationships at all times with families, even in their personal lives.

Due to the professional conflict of interest created, Kid N Me staff are:

- not permitted to communicate or socialize with parents/guardians through social media outlets, such as Facebook, Instagram and Twitter
- not permitted to solicit or accept offers of personal childcare services (babysitting, nanny services etc.) with parents of the facility.
- not permitted to accept employment by Kid N Me facility families (either current or not current) for a period of twelve months following the end date of the employee's employment. This provision may be waived only with prior written consent from Kid N Me.

KID N ME CORPORATE STANDARD

Provincial licensing sets out the minimum standards that must be met in a licensed childcare program to ensure that the health, safety and developmental needs of children are met.

Provincial licensing requirements and strict enforcement of standards are in the best interest of all children. Our Facility meets or exceeds applicable licensing regulations and standards. These standards relate to our facility, staff, health and safety procedures, nutrition, educator/child ratios, and record keeping. Our Facility is subject to inspection by provincial, health, fire and licensing officials.

It is the right of the provincial licensing agency, as well as Child Protective Services, Social Services or Children and Family Services to perform their duties as follows:

- Privately interview children and/or educators without prior notice or parental/guardian consent.
- Inspect, audit, and copy child and educator records, without prior notice or parental/guardian consent.



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- Observe the physical condition of the child, including conditions that could indicate abuse, neglect, or inappropriate placement and if determined necessary, provide protective custody and /or have a licensed medical professional physically examine the child.

The Facility has carefully developed systems to ensure the comfort and protection of your child. As a parent/guardian, you can always expect our Facility to adhere to all the provincial regulations governing safety, fire, nutrition, and child/educator ratios. Our goal is to provide a safe and nurturing environment for all children with programs to suit each developmental level. We welcome your comments and suggestions that may help us achieve these goals.

Sleep Ratios: Sleep ratios apply during sleep time, where all children in the room are asleep. Once children begin to wake up, regular ratios are to be kept.

General Description	Age of Children	Sleep Ratio
Infants	Infants less than 12 months	1:6
	Infants 12 to 18 months	1:8
Toddlers	19 months to less than 3 years	1:12

Alleged Intoxication, Drugs or Alcohol, Suspected Medical

Kid N Me has a legal responsibility to the extent possible to not release a child to an authorized person who seems to be unable to adequately care for a child. If a permanent staff member believes that a pick-up person is impaired or appears to be having a medical episode, the Day Mother or staff member will offer to call a relative/friend to pick up the adult and the child.

If the pickup person is driving a vehicle, the staff member will explain that driving under the influence of drugs or alcohol is not only against the law, but Kid N Me is obligated to ensure the safety of the child(ren) and adult. If the alleged person chooses to get into the vehicle with or without the child, the staff member is obligated to notify the police immediately.

Confidentiality of Information

Information pertaining to a child and his or her family is kept confidential at all times. Occasionally, records may be reviewed by regulatory agencies for information that may be pertinent to a child's well-being or requested by a legal subpoena. The children's files are otherwise confidential and monitored only by the Day Mother, and Manager of Licensing. If your child is involved in an incident involving another child, our staff will not reveal the other child's identity.



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Mandated Reporting of suspected Child Abuse or Neglect.

As caring and concerned childcare staff, we take our responsibilities seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families, from all walks of life, and in varying degrees. When abuse occurs, both children and parents/guardians are victims and need support, understanding and help. Our staff have been trained to recognize the signs and symptoms of abuse and neglect.

Under Childcare Regulations every employee of Kid N Me 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 Abuse Hotline. Parents/guardians may ask the Day Mother for a confidential referral for outside intervention and suggested resources for prevention and assistance in dealing with this sensitive matter.

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 Abuse Hotline directly. Persons who become aware of such concerns are also responsible for reporting this information to Child and Family Services.

PARENT AND COMMUNITY ISSUES AND CONCERNS PROTOCOLS AND PROCEDURES

Parents and guardians are encouraged to take an active role in our childcare facility and regularly discuss what their children are experiencing with our program. As supported by our program protocols, we support positive and responsive interactions among the children, parents and 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 Staff, and Management 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 and concerns may be brought forward verbally or in writing. The level of detail provided to the parent or guardian will respect and maintain the confidentiality of all parties involved. An initial response or acknowledgement to an issue or concern will be provided to parents or guardians within two business day. The person who raised the issue or 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 and guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to Child and Family Services Authority, and/or law enforcement authorities).

Conduct: Our Facility maintains high standards for positive interaction, communication and role-modelling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent or 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.



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If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the Child and Family Services or Abuse Hotline directly.

WAITING PROTOCOLS & PROCEDURES

- A parent is required to call, e-mail, or submit an online inquiry to Kid N Me, to add their name to the waiting list.
- The Facility maintains their waiting lists.
- Your seniority date on the waiting list is based on the day that you first called or emailed the facility.
- A parent is required to provide contact information for the waiting list, as well as the preferred start date.
- It is the parent's responsibility to provide the facility with up-to-date contact information, as and when it changes.
- Depending on the age group, availability of spaces may only be created when a family or child leaves the facility.
- Enrolment is ongoing and can occur in any month and at any time during the month.
- Parents are required to provide us with a minimum of one months' notice to withdraw their child and we endeavor to contact families within 4-6 weeks of a space being available.
- Withdrawal must be confirmed in writing before we can register a new child for space.
- When a space becomes available, the day mother will call and/or email families in order of the date they first went on the waitlist.
- If the month you specified has already passed, you will still be offered a space, if your child is still eligible for that age group.
- When a family is contacted from the waiting list, they are given a specified time frame, typically 24 hours, to return the call or email and express interest in the space available.
- Once your child is officially offered a space, in order to secure that space, you will be required to pay a non-refundable administration fee and a non-refundable deposit. The deposit will be applied to your child's last month's fees. Details regarding the administration fee and deposit are in the Parent Information Booklet.
- If you are contacted for a space and do not wish to take it at the time, your place/seniority on the waiting list remains the same.
- Priority for spaces is given as follows before families on the waiting list are contacted:
 - To siblings of children already enrolled at the facility.



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- You will remain on the facility's waiting list until you request to be removed, or until such a time that you have not responded to a call or email offering a spot or asking if you wish to remain on the waiting list.
- Upon request, the Day Mother will provide you with their best approximation of your child's status on a wait list. The information regarding your place on the wait list will be provided in a manner that maintains the privacy and confidentiality of the children listed on it, while allowing the position of a child on the list to be ascertained by the affected persons or families.

CLOSED CIRCUIT TELEVISION SYSTEM (CCTV) PROTOCOLS

Purpose

Kid N Me operates a Closed-Circuit Television System (CCTV) which makes video and potential audio recordings. Kid N Me values the confidentiality and privacy of its staff and the families that we serve, and therefore provides this CCTV protocol to outline the purposes and uses of these CCTV devices and recordings. As a provider of early learning and childcare services, Kid N Me is responsible for the most vulnerable population and, therefore, maintains the highest standards in care and safety to provide exceptional early years services.

The CCTV System is operated to ensure these highest standards in the care and safety of children. After careful consideration of the positive impact of CCTVs in other environments, both in relation to prevention and investigation of incidents, the CCTV has been adopted in the interest of the children, their families and of Kid N Me staff. The CCTV System will play an important role in the delivery of our services considering we have young children in our care.

The CCTV system will be used for the purposes of reviewing room activity, staff and child interactions and behaviour where there is suspicion or allegation of a significant incident, when there has been a complaint or concern voiced by parent, guardian or staff member.

The use of CCTV is not intended to replace appropriate management practices and procedures in supervising and coaching staff.

Scope and Responsibilities

Kid N Me will respect local privacy laws.

Security and Protection of Privacy

Kid N Me implements security safeguards to protect the CCTV equipment and recordings at the level appropriate to the sensitivity of the information. Access to the system's controls and reception equipment, and to the recordings it captures, will be limited to authorized persons.

Recordings will be securely held, and access within the organization limited to the purposes described in this Policy. Cameras should be positioned as best they reasonably can to reduce the likelihood of capturing individuals not intended to be filmed, while achieving the objectives of the protocols.

Authorized persons will only access the recordings in the case of suspicion or allegation of a significant incident or complaint, for supporting training regarding program delivery, or for reasonable maintenance, installation, or configuration of the CCTV systems.



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Access

Access to the system is restricted to the authorized persons and to the existence of suspicion or allegation of a significant incident or complaint, for supporting training regarding program delivery, or maintenance, installation, or configuration of such systems.

PARENT ACKNOWLEDGMENT AND AGREEMENT

CHILD(REN)'S NAME: _____

I have received and read the 2026 Kid N Me Parent Handbook in full and fully understand the policies and procedures, including the Parent Code of Conduct Policy, outlined in the handbook and understand my requirements regarding my child(ren).

We give consent to receive electronic messages from Kid N Me Clubhouse, including Facility updates, important info, and emergency communications.

Parent/Guardian (1) Printed Name

Parent/Guardian (2) Printed Name

Parent/Guardian (1) Signature

Parent/Guardian (2) Signature

Date Signed

Date Signed