LJT Childcare Academy's

LITTLE ACADEMY

Go On This Learning Journey Together

KINDER ACADEMY EDUCATION CENTRE

PARENT HANDBOOK

1A Caroline Drive St. Catharines, ON L2T 3E9
7112 Dorchester Rd Niagara Falls, ON L2G 5V6
4465 Drummond Rd Niagara Falls, ON L2E 6C5

LJT Childcare Academy's – Little Academy and Kinder Academy Childcare Centres, are licensed by the Ministry of Education. The license is renewed yearly and on display in the Centre.

Program Statement

LJT Childcare Academy's, we believe going on this Learning Journey Together, nurturing, celebrating, and teaching every unique child with love, curiosity and community as they grow and explore the world. Where every child's journey is filled with joy, growth and care. Providing an inclusive, safe, engaging environment where children flourish, families connect and educators inspire. LJT Childcare Academy's will turn every day into an adventure of discovery, growth and friendship.

This program statement is consistent with Ontario's policy statement: How does learning happen? Ontario's Pedagogy for early years (2014) as the document for guiding the childcare program.

Admissions

LJT Childcare Academy's is a not-for-profit Childcare Corporation.
Children from 18 months to twelve years of age will be admitted for full day care, and before and after school care. Each child must submit an up-to-date medical form and proof of immunizations prior to admission. Parents must fill out and sign the Enrollment Registration form, Acknowledgement of Policies and Parent Handbook and Fees Policy.
Our program Little Academy at Briardale will offer full day childcare within the hours of 7am to 6pm, Monday to Friday year-round. 10 am is our cut off drop off time.
Kinder Academy program is offered 9am to 230pm Monday to Friday, beginning the second Monday of September to the third Friday of June each year.
Little Academy at James Morden offers after school care on school days only.

All centre closures are listed below. Closures and all reminders will be messaged through independent centres Instagram.

Base Fees 18 months to 5 years		**$22 a day** ***All locations***
Base Fees age 6 to 12 PD days /Summer		**$45 a day** ***Briardale location only***
Before and After School age 3 to 5		**$12 a day** ***Briardale location only***
Before and After School age 6 to 12		**$25 a day** ***Briardale location only***
Before School Only age 3 to 5	**7am until school bell**	**$10 a day** ***Briardale location only***
Before School Only age 6 to 12	**7am until school bell**	**$12 a day** ***Briardale location only***
After School Only age 3 to 5 last school bell until 6pm		**$12 a day** ***Briardale & James Morden***
After School Only age 6 to 12 last school bell until 6pm		**$15 a day** ***Briardale & James Morden***

Parents are required to pay for all days registered for their child regardless of whether they attend or not due to your choice or illness. Their spot is secure and guaranteed. All stat holidays listed at the end of this section will also be paid in full. No fee will be charged when centre is closed for educator breaks. **Payments are to be made by e transfer by the last Friday of the month for the commencing month of care. A monthly payment schedule will be provided to families for simple monthly payments based on open days of the school year they are registered for.**

Non-Base Fees otherwise known as late fees:

Late Payments **$5 per day**

This fee will be added if payment is after due date. Payments are due by the last Friday of each month, **if failure to pay the amount will be deducted from your 2 weeks enrolment amount.**

Late Pick up **$2 a minute**

This charge begins every minute after designated pick up time provided by parent or 6pm at Little Academy or 12pm or 2:30pm at Kinder Academy. If your child is registered as part time, then this fee will be applied after designated time of pickup has passed. **Fee must be paid in cash at pick up. If failure to pay the amount will be deducted from your 2 weeks enrolment amount.**

Registration fee

This one-time fee totalling 2 weeks of your enrolment is required at registration. It will be returned to you. It is returned if you remove your child from our program with proper 2 weeks notice or when completing their care duration with us, example age out of the program. If registration is at the same time as the start date the 2 weeks amount will be added to the regular monthly fees. The amount that will be returned to you will be determined and tracked monthly and applied to your last month of care.
2 weeks paid notice must be given if you are removing your child from our program.

Fee Subsidy
Fee subsidy is available through the Niagara Region Financial Assistance Program to qualifying families. To see if you qualify, please complete the process by visiting https://www.missioninc.com/cso/niagara/en-ca/services

If you require childcare before your application process is complete and while waiting for approval, full fees will be required to be paid prior to your child starting with us. Once approval is granted the fees will be calculated and refund or credit will be applied.

Once successful for subsidy the parent will pay their share of the fee directly to us by e transfer by the last Friday of each month for commencing month.

Payments must be made by e transfer (EFT)
Little Academy at Briardale send to hello@ljtchildcareacademy.ca
Kinder Academy send to kinderacademyec@gmail.com
Little Academy after school at James Morden send to littleacademyjm@gmail.com **by the last Friday of each month.** Persistent nonpayment of fees without an agreeable reason your childcare space will be forfeited.
If you require a special payment schedule, arrangements can be made. Any questions contact us on Instagram or email.

Circumstances for refund or credit refund from preregistration fee will be credited in your child's last month of care with us, and or used if you give 2 weeks notice if leaving the program. If for any unforeseen closure that terminates operations of our program, all fees that have been prepaid will be refunded. Below closures shows dates families are charged and not charged.

Closures

LJT Childcare Academy's follows the DSBN on school closures due to inclement weather and if buses are not running, we will close. Also, in other emergency situations such as but not limited to heat loss, water loss, power outage. Under the Childcare and Early Learning Years Act it is mandatory that staff to child ratios are always followed if in the case that we do not have enough Educators or staff we may have to close. All communication will be sent to all families by Instagram or parent can contact us to confirm by Instagram message, on our website or call. Every effort will be made to give clear directions to the families. Full fees will still need to be paid if the closure is out of our control.

Please see list below of each centres closures:

List of centre closures: September to August

Labour Day	Thanksgiving
Christmas break (Friday before December 25th to the first Monday in January)	
Family Day	Good Friday
Easter Monday	Victoria Day
First full week of July	Civic Holiday
Last full week of August	

Highlighted closures no fee will be required (Christmas, July and August weeks) all other holidays full fee will be required. Kinder Academy closes during March Break and offers a 3 day summer program, communication will be sent to families on Instagram.

Please Note Childcare payment receipts will be issued in December by paper or email.

Wait List Policy

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.
The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.
This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a childcare centre that maintains a waiting list to have related policies and procedures.
LJT Childcare Academy's – Little Academy and Kinder Academy will strive to accommodate all requests for the registration of a child at the 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.

Parents can apply through the Niagara Region Child Care Registry, (OneHSN) site at https://niagara.onehsn.com. Designate will respond to OneHSN applicants and offer them a spot if available or move them to the internal waitlist in the office located at the centre. Designate will communicate with the supervisor if a family is added or removed from the waitlist. Applications are accepted by walk in, phone and email as well.

Off Premise Activities

Educators and staff plan activities for all children (all groups) which are conducted either inside or outside in our approved play yards. Please note we do not have planned activities off the premises.

Emergency management

LJT Childcare Academy's has emergency management policies and procedures prepared. Parents will be notified by Instagram message, or by phone of any emergency.

Meals/Nutrition

Our program offers a variety of nutritious foods for lunch and snacks. Food selected promotes good health, incorporates Canada's Food Health Guide and provides an opportunity for children to try new foods and establish ongoing positive eating habits. Weekly snack menus and monthly lunch menus are posted for your information. All allergies are posted. We do allow special occasion snacks, but they must be store bought and school safe. We are a nut-aware centre. Kinder Academy preschool families are required to pack your child a lunch, snacks are provided.

Child Care Centre Weekly Menu
Week One

	Monday	Tuesday	Wednesday	Thursday	Friday
AM Snack	**Whole grain cereal with milk and bananas**	**Whole grain crackers, cheddar cheese, apples**	**Carrots with hummus and whole wheat pita chips**	**Cottage cheese and pineapple**	**Granola and yogurt with berries**
Lunch	**Pasta and meatballs, salad and bun**	**Taco rolls with ground beef, salsa and salad**	**Mini cheese pizzas and veggies**	**Turkey and cheese wraps with cucumber and apple slices**	**Baked fish sticks mashed sweet potatoes and peas**
PM Snack	**Yogurt with berries and granola**	**Pita bread cucumber and hummus**	**Mini plain Rice cakes, cucumber and cream cheese**	**Mini muffins and apple sauce**	**Canned peaches and graham crackers**
Additional Snacks/Meals	**Fruit and vegetables**	**Fruit and vegetables**	**Fruit and vegetables**	**Fruit and vegetables**	**Fruit and vegetables**

Week Two

	Monday	Tuesday	Wednesday	Thursday	Friday
AM Snack	**Whole grain toast with fruit jam & wow butter**	**Cheese cubes and apples with whole grain pretzels**	**Yogurt and whole grain banana mini muffins**	**Whole wheat bagel with cinnamon and cut grapes**	**Apple sauce and bran mini muffin**
Lunch	**Chicken and rice soup whole grain crackers**	**Baked chicken, green beans and potatoes**	**Cheese quesadillas, corn**	**Breakfast for lunch eggs sausage and toast**	**Chicken stir fry with snow peas, carrots and peppers**
PM Snack	**Whole grain crackers and cheese cubes with berries**	**Carrots and cucumbers, pita chips with hummus**	**Whole grain tortillas with wow butter and banana rolls**	**Cottage cheese and pineapple**	**Green, red and yellow Peppers and hummus with whole grain crackers**
Additional Snacks/Meals	**Fruit and vegetables**	**Fruit and vegetables**	**Fruit and vegetables**	**Fruit and vegetables**	**Fruit and vegetables**

When any item is replaced or changed families will be notified in our group chats on Instagram.

Parents Responsibilities

Each article of clothing must be marked with the child's name, including boots. The child must be dressed appropriately for outdoor play each day. I.e. splash pants in the spring/fall, snow suits in the winter. **Kinder Academy does not go outdoors.**
If the child is ill, they must be kept at home. If your child has vomited or has diarrhea or a high fever, they are to stay home for at least 24 hrs after the last episode. If your child is ill with a cold or sinus infection, they must remain home until secretions are clear, please do not send your child with green or yellow mucus from their nose or eyes, as those symptoms are likely contagious. If your child shows symptoms while in our care, you will be asked to pick up your child. We will not dispense medication for the child unless a chronic condition exists, i.e. Asthma or Anaphylaxis. In this case, the medication must be brought to us in its original container, with the doctor's instructions for dosage, etc. A medication administration form and an Anaphylaxis Emergency Plan form must be filled out and signed by parent/guardian. Parents are asked to arrange for an interview with the Supervisor if there are any special health concerns or any other problems.

If an emergency arises and the parent will be late picking up the child, and regarding absences or illness a message must be sent to us by using direct message on Instagram.
Sleep time is from 12:30pm to 2:30pm. Please arrange to pick up the child before or after these hours, to keep their schedule consistent. We would also ask that you bring in and pick up your child as close to the same time every day as possible, as routines are very important to the child in their early years. Children will be released only to the specified people on the registration form, authorized pick-up form or emergency contact unless we are otherwise notified. All messages can be communicated with the Educator, also sent by DM on Instagram if any person not listed will be picking up. Any special needs or problems must be discussed with the Educators in your child's group and the supervisor. If you wish an individual interview regarding your child's progress, please DM us for an appointment. Personal toys, books, etc. are difficult to share. We have ample play materials and activities. Personal belongings should be left at home. A special sleep buddy and blanket can be brought in for nap/rest time and will stay stored with your child's cot. **Kinder Academy does not have a required sleep schedule**.

Our Directors, Supervisors and Educators are dedicated professionals who care deeply for your most precious being. We welcome questions, concerns and feedback and request you give us the same respect if we must communicate any challenges that may arise from your child. We ask that communication always remain respectful, we believe the best outcomes happen when parents and educators communicate together calmly and positively. We are committed to maintaining a safe, respectful, and supportive environment for Children and Educators, so we can provide the best care for every child! Should ongoing challenges arise involving communication, behaviour or adherence to our policies, a 3-step support and review process will be implemented to help resolve concerns collaboratively. This will consist of documentation, daily review and communication. Continued unresolved situations will result in termination of care.

Medication Administration and Anaphylaxis Policy

Parent Authorization

Parents are encouraged, whenever possible, to administer medication at home when doing so does not affect the child's treatment schedule.

The centre will administer prescription or over-the-counter medication only when:

- A parent has completed the Authorization for Medication Administration form.
- Over-the-counter medication is accompanied by a doctor's note.
- The authorization includes the required dosage, administration times, and treatment schedule.

For medication given "as needed," the parent must provide a doctor's note that identifies:

- The symptoms or circumstances when medication should be given.
- The correct dosage.
- Observable indicators, such as fever, persistent cough, difficulty breathing, or hives.

Skin products with a DIN that are used for acute or symptomatic treatment require written parental authorization. Medication authorization forms will be reviewed annually, or as needed, to confirm that dosage remains accurate based on the child's age, weight, or medical direction.

Medication Requirements

All medication must:

- Be in the original container supplied by the pharmacist or in the original package.
- Be clearly labelled with the child's full name, medication name, dosage, storage instructions, administration instructions, purchase date for prescription medication, and expiry date where applicable.
- Match the information provided on the written parental authorization.

Medication will not be accepted or administered if required information is missing or if the authorization does not match the medication label. Staff, student, or volunteer medication must be stored securely and kept inaccessible to children.

Storage and Handling

Medication will be stored according to label instructions and kept inaccessible to children in a locked container or area. Medication requiring refrigeration will be stored in a locked container in the refrigerator.

Emergency medication will not be locked. It will be easily accessible to staff, kept out of children's reach, and brought on field trips, evacuations, outdoor play, and off-site activities. Staff, students, and volunteers will be informed of the location of children's emergency medication.

Expired or unused medication will be returned to the parent whenever possible and documented on the authorization form. If medication cannot be returned after reasonable attempts, the person responsible for medication will document the efforts made and return the medication to a pharmacist for proper disposal. Medication must not be flushed or placed in the garbage.

Administration Procedures

Medication will be administered only:

- According to the label instructions.
- With written parental authorization.

- From the original container or package.
- Using an appropriate dispenser, such as a syringe or measuring cup.

Designated staff will manage medication to reduce errors. If the designated person is absent, responsibility may be delegated and documented in the daily written record.

When administering non-emergency medication, staff will prepare the dose in a well-lit area, administer it according to the label and authorization, document the administration immediately afterward, return the medication to proper storage, and record any symptoms of ill health where applicable.

Emergency Medication

Emergency medication may be administered by any person trained on the child's individualized plan. Children may carry emergency allergy, asthma, epilepsy, or diabetes medication only when written authorization and the child's individualized plan permit it. Precautions must be taken so other children cannot access the medication.

If emergency allergy medication is required, staff must immediately follow the child's individualized plan, administer first aid where appropriate, contact emergency services where appropriate, and notify the parent. After the emergency, staff must document the medication administration, the incident, and any symptoms of ill health.

Record-Keeping

A Record of Medication Administration must be completed each time medication is administered and kept in the child's file. If a child is absent on a scheduled medication day, the absence must be recorded. Missed or late doses must be documented, including the reason, and the parent must be notified as soon as possible.

If medication is administered "as needed," staff must record the administration and the reason in the daily written record and the child's symptoms of illness record and notify the parent.

Medication Errors or Adverse Reactions

If a child reacts to medication, staff must administer first aid where appropriate, contact emergency services where appropriate, notify the parent and supervisor/designate, and document the incident and symptoms.

If medication is given incorrectly or to the wrong child, staff must notify the parent(s), report the error to the supervisor/designate, document the administration and incident, and follow emergency procedures if a reaction occurs. Any life-threatening reaction must be treated as an emergency and managed according to the serious occurrence policy.

Illness While in Care

If a child becomes ill while in care, a parent will be contacted and asked to pick up the child. When supervision is available, the child will be moved away from other children and supervised until pickup.

Confidentiality

Information about a child's medical needs will be kept confidential. Information will be shared only as needed to implement this policy or when required by law, including disclosure to the Ministry of Education, the College of Early Childhood Educators, law enforcement, or a Children's Aid Society.

Individualized Plans for Life-Threatening or Anaphylactic Allergies

Before a child attends the centre, or when an anaphylactic allergy is identified, the supervisor/designate will work with the parent and any relevant regulated health professional to develop an individualized plan and emergency procedures.

Each plan will include:

- The child's specific allergy or medical condition.
- Signs and symptoms of a reaction.
- Avoidance and monitoring strategies.
- Emergency procedures based on symptom severity.
- Treatment steps and medication instructions.

Plans will be accessible to staff, students, and volunteers, kept with daily attendance and in the office, and reviewed annually or whenever updates are needed. Each child's epinephrine auto-injector must accompany the child wherever the child goes.

Reducing Exposure to Allergens

Staff, students, and volunteers must follow strategies to reduce exposure to known allergens, including:

- Do not serve food when ingredients are unknown.
- Do not serve items with "may contain" warnings in a room where a child's plan identifies that allergen.
- Confirm ingredients with the caterer or cook before food is served.
- Ask parents to provide food when centre meals or snacks cannot meet the child's allergy needs.
- Supervise children to prevent sharing or exchanging food brought from home.
- Avoid craft, sensory, or toy materials that identify known allergens on the label.
- Keep allergy lists and individualized plans current and ensure staff, students, and volunteers are trained on updates.
- Inform families of allergy-related changes while protecting children's confidentiality.

Parents who send food must label it with the child's full name and, where applicable, the date it arrived at the centre. Parents must provide ingredient information and identify any ingredients that may cause allergic reactions.

Communication Plan

The centre will share allergy and anaphylaxis information with staff, students, volunteers, parents, and families through enrolment communication, centre messages, posted allergy lists, individualized plans, and staff training.

Allergy lists will be posted in cooking and serving areas, program rooms, and other areas where children may be present. Food-service staff, caterers, cooks, and anyone purchasing groceries for the centre will be informed of all relevant allergies and updated when new allergies are identified.

The centre will report serious occurrences involving anaphylactic reactions to the Ministry of Education according to the serious occurrence policy. This communication plan will be reviewed regularly to ensure it remains effective.

Training

The director will ensure that the supervisor/designate, staff, students, and volunteers receive training from the parent of a child with anaphylaxis on the child's plan, symptoms, emergency procedures, and use of emergency allergy medication. Training will occur annually and whenever a child's plan changes. A written training record will be maintained, including the names of individuals who have not yet been trained.

Epinephrine Auto-Injectors

Parents will be notified before an epinephrine auto-injector expires and must provide a replacement before the expiry date. Expired auto-injectors will be returned to the parent. When the child is not in care, the auto-injector will be kept in the office lock box. When the child is present, it will be accessible to the educator in the program room or carried by the child in an approved fanny pack.

Anaphylactic Reaction Procedure

If a child shows signs of an anaphylactic reaction, the person who becomes aware must immediately:

1. Implement the child's individualized plan and emergency procedures.
2. Administer emergency medication as directed.
3. Contact emergency services and the parent/guardian or have another person do so where possible.
4. Ensure any used epinephrine auto-injector is given to emergency services or discarded according to the medication policy.

After the child is stable or has been taken to hospital, staff must follow the serious occurrence policy, document the incident in the daily written record, and document symptoms in the child's records.

Child-Carried Emergency Medication

When a child is authorized to carry emergency medication, staff must:

- Obtain written parental authorization.
- Ensure the medication remains on the child and is not left unattended.
- Supervise the child and nearby children so others cannot access the medication.
- Report safety concerns to the supervisor/designate and parent, implement strategies to reduce risk, and document actions in the daily written record.

Parent Issues and Concerns Policy and Procedures

Purpose

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

Policy

Parents/guardians are encouraged to take an active role in our 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, Educators and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our Educators 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 everyone at LJT Childcare Academy's – Little Academy and Kinder Academy 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, by DM on Instagram 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 3 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/childrensaid/reportingabuse/index.aspx

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom Educator directly or - the supervisor or licensee.	- Address the issue/concern at the time it is raised - arrange for a meeting with the parent/guardian within 3 business days. Documentation should include: - the date and time the issue/concern was received - the name of the person who received the issue/concern - the name of the person reporting the issue/concern - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Parent Handbook with centre's policies and procedure are emailed to every parent and available on our website www.ljtchildcareacademy.ca. Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. - Monitor and notify the supervisor of any misconduct of the policies and procedures - If issue between staff/volunteer or staff/student or child/volunteer, child/student arises such as not complying with our procedures, a sense of feeling unsafe or dislike of them, Supervisor will start monitoring closely and a discussion will happen to ensure the understanding of the situations. Suggestions and recommendations will
General, Centre- or Operations-Related E.g: childcare fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the supervisor or licensee.	
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to - the individual directly or - the supervisor or licensee. All issues or concerns about the conduct of staff, duty parents, etc. that put a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. All issues or concerns about the conduct of students and/or volunteers that put a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
		be followed to be able to continue in the program. - If resolution cannot be made removal from the program may be necessary

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in email to hello@ljtchildcareacademy.ca

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Director/Licensee: Lisa Horth: 905-358-4193 horthlisa@gmail.com

Site supervisor Little Academy Briardale: Morgan Ferguson 905-329-7972
Instagram: @ljtchildcareacademy hello@ljtchildcareacademy.ca

Site supervisor Kinder Academy: Taylor Horth 289-321-1247 Instagram: @kinderacademyec
kinderacademyec@gmail.com

Site supervisor Little Academy after school at James Morden: Ellya Grahame 905-341-0394
Instagram: @littleacademycc
littleacademyjm@gmail.com

Sleep & Quiet Time

Children are encouraged to lie quietly on their cots with their special buddy and cozy blankets. Some children will sleep, while others just rest. Sleep time is roughly 12:30-2:30pm each day. If children are not asleep after the first hour, they are permitted to get up and find a quiet activity while their friend's sleep. We have a "sleep room visual checklist" sheet, that staff can refer to and if needed provide information about child's sleep schedule. If staff notice any changes during sleep time, the parents will be notified at pick up and by DM on Instagram.
Kinder Academy does not have a sleep time.

Behaviour Management

We believe that children learn best when they are given reasonable limits, freedom to choose, and when the adults are loving, firm, and consistent. No corporal punishment, derogatory comments or restrictive measures will be used. Discipline will be planned to assist the child to become a self-disciplined person using choices and logical consequences. A prepared environment will allow the child to learn through play and through guidance by a highly qualified,

caring staff. The child will be placed with children at their own development level and will proceed at their own individual rate of growth and development.

Prohibited Practices

Under section 48 of the Child Care and Early Years Act the following are prohibited practices and are grounds for dismissal:

• corporal punishment of the child
• 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
• locking the exits of the child care centre for the purpose of confining the child, or confining the child in 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
• inflicting any bodily harm on children including making children eat or drink against their will.
. sexual abuse, sexual misconduct and prescribed sexual act, as those terms are defined in the Early Childhood Educators Act, 2007.

Duty to Report

Under section 72 of the CFSA every person including persons who perform professional or official duties with respect to children, such as health care workers, teachers, operators or employees of childcare programs or centres, police and lawyers, who has reasonable grounds to suspect that a child is or may be in need of protection must promptly report the suspicion and the information upon which it is based to a CAS. It is not necessary to be certain that a child is or may need protection to make a report to CAS. "Reasonable grounds" refers to the information that an average person, using normal and honest judgment, would need to decide to report. The CFSA specifies that a person who acts in accordance with the duty to report is protected from civil actions, unless the person acts maliciously or without reasonable grounds for the suspicion.

Staff & Student Supervision

LJT Childcare Academy’s welcomes both placement students and volunteers at Little Academy locations only into the various programs offered in our program. We believe it is a valuable part in gaining experience in a childcare environment. Volunteers and students also play an important role in supporting staff in the daily operation of childcare programs.
The policy in place provides supervising staff, students and volunteers with a clear understanding of their roles and responsibilities.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for childcare centres.
Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive childcare.
Students and volunteers will not be counted in staff to child ratios.

Safe arrival & Dismissal

LJT Childcare Academy's will ensure that any child receiving care at the centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization to the centre whom their child may be release to. Parent can use Instagram to update educator if another person will be picking up their child different from authorized or emergency contacts.

- LJT Childcare Academy's - Little Academy and Kinder Academy will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- A parent/guardian may request that a child who is 10 years old or older be released from care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, such as walk home with a classmate or relative attending school with them the parent/guardian is aware that the care is no longer responsible for that child upon their dismissal.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out on the next page.

Procedures

<u>Accepting a child into care</u>

1. When accepting a child into care at the time of drop-off, program staff in the room must:
    - greet the parent/guardian and child.
    - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed in the authorized pick up or emergency contact form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in a message to us on Instagram.
    - document the change in pick-up procedure in the daily written record.
    - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

- commence contacting the child's parent/guardian no later than 30 minutes of the scheduled time of the scheduled arrival. Staff shall first send a message on Instagram and wait 10 minutes for a response, if no response call the parent number on file. If no answer proceeds to call all emergency contacts and authorized pick up in the child's file.

2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

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

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up the Educator will message on Instagram wait 10 minutes and then call the parent/guardian. The message should advise that the child is still in care and has not been picked up.
    - Where the staff is unable to reach the parent/guardian, staff must make sure they leave a voice mail for the parent. Also, if the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions and leave a voice message to contact the centre.
    - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall proceed to contact all other emergency contacts and authorized individuals.

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 12pm or 2:30pm at Kinder Academy or by 6pm or designated time set by parent at Little Academy, staff shall ensure that the child is given a snack and activity, while they await their pick-up. There is a late fee as per our policy of $2 a minute to be paid at pick up in cash, or e transferred, if failure to pay it will deducted from your 2 weeks enrolment fees.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact them.

3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall leave voice messages asking to be contacted.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file or the emergency contacts by 3pm at Kinder Academy or by 6:30pm at Little Academy the staff shall proceed with contacting the local Children's Aid Society, at 905-937-7731. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Where a parent/guardian has provided written authorization for their child to be released from care without supervision, one staff in the program must be responsible for dismissing the child from care. Prior to dismissing the child from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The staff shall document the time of departure from care and as well as their initials on the attendance record.

Missing Child Procedure

A child will be considered missing when any of the following occur:

-The child cannot be located by supervising staff and their whereabouts are unknown after 0 minutes of searching

-A child is marked present on the attendance record but cannot be accounted for during the program

-A child is inadvertently left behind during a community walk or while being transported as part of the program

A 3 phase Countdown Criteria
Phase 1: Freeze transition, immediately check head count, if head count does not match the attendance, gather all children to one area and double check it was completed correctly.
Phase 2: Childcare Sweep, after 1 to 5 minutes, the primary educators stay with children, and another educator or supervisor will check other areas of the centre, washroom, hallway, other program room, or outdoor area.
Phase 3: If child is not found after 5 minutes emergency services will be called and parents contacted

When a child is missing, staff must immediately follow the Missing Child Procedure set out by the 3 Phase Countdown Criteria.

Immediate first steps when a child is determined to be missing

Follow Countdown Criteria, Educators of the group will freeze any transition.

- immediately notify the supervisor
- gather all remaining children to one area
- repeat and ensure accurate attendance record
- check with all other staff, students and volunteers to identify the child's last known whereabouts

Supervisor or closing educator will:

- notify all staff present about the missing child and designate a floating educator to search while the program educators stay to supervise the remaining children in the group and maintain required staff-to-child ratios before initiating the search

Sweep and search of the childcare premises

The supervisor or designated floater educator will be responsible for searching the centre washrooms, hallways, other program rooms, kitchen, staff room, and office and school hallways. All outdoor areas will be checked simultaneously with another floater or supervisor.

While the search for the missing child is underway, the time exceeds 5 minutes the supervisor or lead Educator will immediately:

- contact the child's parents or guardians that the search is being initiated
- determine any additional actions required and provide direction to staff

After a full search has been completed and the child has not been located within 5 minutes, the educator or supervisor will contact local emergency services and

- communicate directions provided by emergency services to all staff, students and volunteers
- maintain communication with the child's parents or guardians, as appropriate
- check in with all remaining children and staff and provide support where needed

When the child is found

- Supervisor or closing duty educator will:
  - contact the child's parents or guardians or emergency services to confirm the child is found
  - review and debrief the incident with all staff to identify factors that contributed to the incident and opportunities to strengthen child supervision practices

Bypass Criteria if any door is found open, if the outdoor gates are not latched or found opened. If an unauthorized individual was seen on property.

Educators will participate in missing child drills twice a year and when new staff start.

Reporting and Documentation

The surpervisor will:

- report the incident as a serious occurrence through the Child Care Licensing System (CCLS) or directly to the assigned inspector within 24 hours of becoming aware of the occurrence
- implement the serious occurrence policy
- document the incident in the daily written record

Regulatory Requirements: Ontario Regulation 137/15: General s. 11 Supervision by adult at all times s. 68.2 Missing child procedures and drills

Inclusion Resource Model

Niagara Region is excited to share a new approach to better support children, families, and educators in our childcare and early years programs. Beginning January 1, 2026. Special needs resourcing model will be replaced with the Inclusion Resource Services Model (IRSM). This model shifts from focusing solely on children with special needs to strengthening how we work together so that all children are included, supported, and thriving in their learning environments.
What is the Inclusion Resource Services Model (IRSM)?
The IRSM is an approach that provides the right level of support to children based on their individual needs while also increasing in-class coaching and collaboration with educators ensuring all children benefit from high-quality, inclusive environments.
The IRSM uses a team-based approach that includes:
Early Childhood Educator (ECE): Your child's educator supports them daily. In this model they help identify when a child may benefit from additional supports and work closely with both families and the IRSM team.
Inclusion Quality Coordinator (IQC): IQCs work directly with children, families, and educators by modeling strategies, providing classroom resources, creating goal plans, and bringing in other practitioners when needed. Niagara's IQC services are provided through Bethesda and Niagara Children's Centre.
Community Pedagogical Advisor (CPA): CPAs support educators, supervisors, and IQCs by offering resources, helping identify professional learning needs, and ensuring

learning environments align with Ontario's early learning pedagogy.

The IRSM model is broken down into three tiers of support:

Tier 1: Focuses on providing universal support for all children. Classrooms will receive ongoing support from the IQC and CPA to create inclusive, welcoming spaces for children of all abilities. This includes adapting environments, offering resources, and embedding inclusive practices into everyday routines.

Tier 2: Focuses on providing individualized support for some children. If an educator identifies your child as needing additional support, they will discuss this with the IQC and with you, the family. Together you will collaborate to create goals that support your child. The IQC may also engage the CPA to provide additional professional learning or resources to support the teaching team in meeting the needs of your child and other children with similar needs. In some cases, additional wrap-around support may be provided through Pathstone Mental Health Behaviour Consultants.

Tier 3: Focuses on providing intensive support for individual children. For children who require more intensive support or specialized assistance, the educator and IQC will work with families to connect with appropriate community services (e.g., speech and language therapy, occupational therapy, and/or behaviour consultant support).

How Your Child Benefits from This Model

- Your child is part of a learning environment that is inclusive to individual and diverse needs
- Your child's educator is equipped with the resources and strategies to properly support the individual needs of all children
- A strong collaborative approach connecting families, educators, and community partners
- Preparation for school through early support and goal-focused planning where needed

What to Expect

Beginning January 1, 2026, Niagara Region will introduce the new IRSM model. If your child is identified as needing additional support through Tier 2 or Tier 3 services, a member of the IRSM team will reach out to you. Before any services begin, you will be provided with clear information and invited to share your consent. This consent helps ensure you understand the purpose of the services, how information will be used, and how you can be involved in supporting your child.

If you have any questions about the Inclusion Resource Services Model, please reach out to Niagara Region Children's Services at 905-980-6000 ext. 3897.

Our Vision of Learning

LJT Childcare Academy's believes in providing an environment where we all are on this Learning Journey Together. We will nurture every child with love, curiosity, belonging and community as they grow and explore the world. We commit to provide a safe, meaningful, nurturing, inclusive and engaging environment. We will combine play-based learning and structured activities to expand on all children's unique abilities and interests guided by "How Does Learning Happen" (HDLH) pedagogy. Activities will include exploration, diversity, sensory, literacy, imagination, and technology. Our centre is accessible to all children. We strive to deliver exceptional programming to nurture curiosity, confidence, a sense of belonging and to inspire and support learning along the way.

The following pages set out our Goal, Approach and Staff Expectations.

GOAL

A. promote the health, safety, nutrition and well-being of the children

B. support positive and responsive interactions among the children, parents, childcare providers and staff

C. encourage children to interact and communicate in a positive way and support their ability to self-regulate

D. foster the children's exploration, play and inquiry

E. provide child-initiated and adult-supported experiences

F. plan for and create positive learning environments and experiences in which each child's learning and development will be supported

G. incorporate indoor play, as well as active play, rest and quiet time, into the day, and consider the individual needs of the children receiving care

H. foster engagement of and ongoing communication with parents about the program and their children

I. involve local community partners and allow those partners to support the children, their families and staff

J. support staff who interact with children in relation to continuous professional learning

K. document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families

APPROACH

A

- A healthy snack and lunch are a mandatory component in our program; snack is provided in the morning and afternoon
- Lunch is prepared onsite at Little Academy Childcare following the Canada food guide
- Kinder Academy families provide a packed lunch, and snacks are provided.
- For special occasions we do allow treats such as cupcakes, but they must store bought, packaged and nut free. Homemade treats are not permitted as we cannot be known of any unaware, unintentional cross contamination.
- Each student shall wash their hands prior to snacks and lunch. There will be proper steps to washing hands in the bathrooms so children can follow along by themselves and model the children in visual pictures.

B

- Instagram will be a mode of communication regarding our program, what children are learning and asking about, and what parents feel about certain topics being explored at the centre. Email or phone may be used to communicate with Supervisors.
- Engage in authentic, reciprocal communication with children allowing children to be initiators and equal partners.

C

- A key component to the program is to allow children to have time, space and materials which enhance opportunities to share, play as a team, collaborate and work independently.
- Soft spots or quiet areas will be enforced in times of difficult behaviour to allow for cool down time to think and reflect.

D

- A selection of provocations will be available with time for exploration and questions from children along with varied materials in the centers for construction, and ample art forms for creativity.
- A Daily Routine (Flow of the Day) will be used to ensure there will be open-ended materials used for investigating and prompting questions with large blocks of time to do so.

E

- A shift from adult monthly themes towards what children are interested in exploring as a starting point for planning.

F

- Exploration and provocations will foster all areas of learning. Literacy, Cognition including math and science, Social, Physical, Fine Motor, and Gross Motor focusing on what draws children's attention for exploration.
- All Children, including children with individual plans will be included in all learning experiences and support will be given to enrich experiences and any adaptations recommended by family for the child will be executed to ensure full inclusion of activities and participation.

- Role model inclusive behaviour, listen to children to create opportunities they are interested in.

G

- Blocks of time will be used for active play with various activities/equipment such as balls, blocks, trains, cars, yoga and dance.
- Music and movement also allow for active play through movement
- Soft spots or a Quiet Zone will be readily available
- Cots are available for children to nap
- Outdoor play area
- School Gym available
- Kinder Academy does not have outdoor play times

H

- Daily communication through direct message on Instagram
- Supply accurate modes of technology such as iPad, cell phones

I

- Accessible information on resources for families to aid in specific health concerns will be available such as dental clinics, and immunization clinic in our information area at the front doors.
- A list of workshops/classes available to parents/guardians/educators will be communicated when received by ECCDC.
- IRSM will be used along with correlating resources.

J

- All staff members will be members of the ECCDC upon hire at the expense of LJT Childcare Academy's.
- All staff are required to attend scheduled staff meetings to accept/welcome and discuss positive criticism and offer such to others.

K

- The approaches must be adjusted if not suitable for the children/families as frequently as needed.
- Daily Observations and documentation of children's engagement and when they are most engaged allow for proper approaches to be attained for the set goals.
- Staff involvement in creating our program statement and where recommended changes to the program statement are offered by persons who directly interact with the children, and their families will be considered so full support of the vision and success of our program is successful.
- Share the program statement as a living document where the implementation of goals and approaches are monitored

Staff Expectations

A

- All toys, equipment and utensils are inspected daily by the cook and staff.
- Staff will ensure proper hand washing before children eat.
- Staff will make sure doors are locked when children are in the Centre.
- The cook and at least one member of staff per group is required to have a Food Handling Certificate.

B

- A daily report will be sent home at the end of each day to document children's learning experiences at school via Instagram to allow for an open forum of communication
- Staff will act as coaches to find the right words and modelling skills rather than speak for the child.
- Staff will focus attention on allowing the child to initiate conversation rather than using close ended questions that direct the conversation.

C

- Positive acknowledgement from staff is encouraged.
  Allowing children to take time to explain their needs or abilities.
  Ex: Time to get dressed for home on their own and praise when completed.
- Staff will use encouraging words, being calm in response, supporting self-soothing practices that allow children to manage their arousal states.

D

- Staff must follow the flow of the daytime allocations to allow for sustained complex, play and inquiry.

E

- Active adult play with children will be thought provoking.
  Rather than "Let's build a Castle", language such as "What shall we build today", "What happens here", "What does this feel like",
  "Have you seen this outside of school?" will be encouraged by staff.

F

- Instagram app will be used to document such learning experiences and allow staff to plan for further learning provocations with questions that may arise.
- Children will be listened to and communicated with to enhance their learning experiences so teachers can incorporate what the children are interested in and plan activities together with the children to develop activities.
- Children with individual needs will be assisted and adjustments will be made so full inclusion is possible.

G

- Staff will recognize and be in tune with the mood of the class or individuals who need more allotted time for active play or rest.

H

- Staff must use Instagram as a documentation tool to keep parents informed learning partners.
- Daily photos and documentation will be sent via Instagram by DM to the parents

I

- Staff must attend scheduled meetings
- Staff must take an active role in locating/researching local partners that may aid a family in their request.

J

- Staff will be trained in offered institutes
- Staff will attend professional learning workshops/classes when requested at a mutually agreed upon time span.
- Staff must attend mandatory staff meetings.

K

- Staff are encouraged to keep messages on our Instagram and respond to questions/concerns.
- Staff must present any concerns with the current strategies as they occur or present thems
- Staff are always invited to communicate, give opinions, feedback and perspective as well as ideas to change, add to and support the program statement.



I Am A Child

I was not built to sit still, keep my hands to myself, take turns, be patient, wait in line, or even keep quiet…ALL OF THE TIME!

I need motion, novelty, adventure and to engage in the world with my whole body.

LET ME PLAY! (trust me I'm still learning)