

5604-47 Ave. Camrose, Alberta T4V 2P3
780-672-0152

PARENT HANDBOOK

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VISION STATEMENT

A Quality Centre Supporting Quality Child Care

MISSION STATEMENT

Kids Campus Day Care Society provides:

- ***Childcare in a safe, educational, and socially enriching environment***
- ***Early Childhood training and other opportunities***
- ***For diverse childcare needs in the community***

Philosophy

Kids Campus Daycare Society believes:

- Diversity is respected, valued, and encouraged;
- Children are nurtured in a faith-based learning environment;
- Each child is unique, and attention is focused on helping them to reach their fullest potential;
- Child-focused care addresses all forms of development, including physical, emotional, intellectual, social, moral, and creative growth;
- Play is essential to learning and development;
- The early learning years act as a foundation for the development of future responsible citizens;
- Mutually beneficial relationships between family and childcare staff capitalizes on family strengths and helps create effective programs;
- Parents are the primary and most important caregivers;
- A protective, healthy, and nurturing environment is necessary to promote learning;
- Teamwork is necessary in being a responsive staff;
- Standards of excellence should be exercised when dealing with children; that developmental support is based on current research and carried out by knowledgeable, committed staff;
- Programs are responsive and adapt to the varying needs of the community and its members;
- Resources in the extended environment and community encourage healthy development.

Kids Campus Daycare Society History

Kids Campus Daycare Society is a legacy of Gardner College: A Centre for Christian Studies. Gardner College was a non-profit private institution that provided leadership training for students of theology, early childhood education and child and youth care work. Students were accepted worldwide and offered a Christian environment in which to learn and develop personally.

Founded as Alberta Bible Institute (ABI) in 1933 by H.C. Gardner, in Edmonton, the college originally met the needs of leadership training for the Church of God in Canada. ABI moved to Ferintosh for a short period and then to the Camrose site in 1936. ABI was later renamed Gardner Bible College and then, Gardner College: A Centre for Christian Studies. The college was incorporated in 1947 and given degree granting status along with non-charitable registration. In 1990 the Early Childhood Program was added to the curriculum of studies and was licensed by the Private Vocational Schools Act to incorporate the Early Childhood vocational training program.

The dream of establishing a day care to provide quality care and a practicum site related to the studies in the Early Childhood Program was an ongoing pursuit. In 2008 it became a reality. The centre opened in the Camrose Church of God, later moved to Hildebrand Hall and in September of 2009 moved to its present location.

The daycare is presently owned by Kids Campus Daycare Society and retains the faith-based heritage of Gardner College: A Centre for Christian Studies.

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Greetings!

We bring you a warm welcome to Kids Campus Daycare Society. We like to think of this day care setting as a "home away from home" … as a place where children are accepted and loved…a place where laughter and play are cherished…a place where children are recognized as unique individuals and given a warm and caring response.

We are proud of the professional staff in the centre. They are chosen for their knowledge of young children as well as their ability to understand, communicate, and respond to children as well as their capability of sharing the mutual importance of the children in their care with parents. They are the backbone of the program. Take time to listen, to watch, and to learn from this unique group.

It is the role of the staff and the centre to facilitate the play and development of children, to work and learn from parents, and to learn from one another. We also strive to work as enablers to the important work of educating students in the Early Childhood field. We are pleased to embrace this role.

We will all look forward to participating in this wonderful time in the lives of you and your children.

Sincerely,

Director and Staff
Kids Campus Daycare Society

Hours of Operation

The parent/guardian will provide, prior to the first of every month, a written monthly schedule to Kids Campus Day Care Society stating when their child/ren requires care. The monthly schedule is essential in that it provides information regarding expected full-time, part-time or drop-in attendance. Our hours of operation are as follows:

Hours of Operation: 6:30 am – 6:30 pm
Office Hours: 7:30 am - 4:30 pm
Days of Operation: Monday through Friday except Statutory Holidays or otherwise notified. Closed between Christmas and New Years.

Admission Policy

Admission is open to children aged 0-12 years, whose individual needs and diverse family needs can be met through our program. Children are allocated in spaces in such a way as to maintain our ratios and in accordance with governmental regulations. A registration form is to be completed and returned to the centre on or before the child's starting date. This form asks for basic background information about the child. If at any time there are any changes to the registration form such as change of address, phone number, emergency arrangements, family status, please notify the Director. The daycare requires, for the child's file, relevant immunization information, as well as a copy of a birth certificate or other legal documents supporting custody or guardianship of the child they are registering.

Children may be enrolled in the centre on a full time or part time basis. **Priority may be given to full time children if enrolment increases to capacity.** Should this occur, part time parents will be requested to make alternate childcare arrangements, within one month of notification. If you are attending 3 or more full days a week, you are considered full time. Additionally, if you are attending 5 partial days a week, you will still be considered full time. If you no longer require care, a one month written notice is required when you withdraw your child from the centre. Failure to provide one month's notice will result in a full month's fee.

Fees

- Invoices will be sent out (emailed) to parents 1 week prior to the end of the month, with the fees assessment based on a child's expected attendance, for the month upcoming.
- Fees assessed are calculated using the information from the Calendar Contract parents complete for their child(ren) for the upcoming month. Payments are due by the 1st of the month they are to receive care.
- A late fee of $25 will be applied to accounts on the 3rd of the month for unpaid amounts. Full fees, plus any late fee assessed on the account, must be paid by the 10th of the month.
- If the amount owing for the month remains unpaid by the 10th childcare will be suspended on the 11th. Care can resume as soon as the account is paid in full, including late fees.

- Past due accounts sent to collections are responsible for their account plus any additional charge by the collection agency.
- Fees will not be refunded or credited in the event of a child's illness or other unscheduled absences.
- Upon registration parents are required to pay full amount of the childcare they are requesting prior to commencing.
- If parents are waiting for a response from subsidy, they are still required to pay the full amount. Once Kids Campus Day Care Society receives confirmation from subsidy, it will credit your childcare account.
- To be considered for full time, subsidized families must have their child(ren) in the centre for a minimum of 100 hours per month (subsidy).

Note: *Subsidy application forms and information sheets can be obtained at Kids Campus Daycare Society as well as online. Visit the website www.child.gov.ab.ca/childcaresubsidy. Kids Campus office offers the service of emailing forms for the parents.*

Arrival and Departure

Sign-In / Sign-Out

- Upon arrival at the centre, we ask that parents/guardian accompany the child into the appropriate room. Parents are asked to take off their child's coats, boots, etc. and help them to put on their indoor shoes.
- Children should arrive no later than 9:30am as we plan activities and outings for this time
- Each child is signed in and signed out by a parent or other duly authorized person (photo ID may be required).
- If children are playing outside and child sees their parents, the child is to remain with the staff until the parent signs them out and physically come to get them and leave by using the front door.
- No child will be released to any person not duly authorized by the parent/guardian.
- No child will be allowed to leave except with a competent, authorized person who has parental/guardian written permission, **previously** delivered in person, or via personal email directly to the daycare by the parent/guardian, stating that the child can leave Kids Campus Daycare Society. If a parent/guardian has planned to have a child picked up by someone other than those previously authorized, the parents/guardian must supply a dated and signed written notification delivered via personal email of the parent/guardian, or hand delivered by the parent/guardian.
- If a person arrives to pick up a child without prior authorization, Kids Campus Daycare Society staff will detain the child until they have **verbally** contacted the parent/guardian or emergency contact person **and** received written permission to release the child via parent/guardian personal email.
- If Kids Campus Day Care Society staff feels the child is at risk or any person becomes abusive or aggressive, police will be contacted.

Late Pick-up

Children must be picked up by their identified time unless arrangements have been made for late pick up due to exceptional circumstances.
If a child has not been picked up by 6:30pm and Kids Campus Daycare Society staff is unable to reach a parent/guardian or emergency contact person, then staff will contact Region 5 Child and Family Services Authority to take charge of the child. If a child has not been picked up by 6:30 pm, there will be a charge of **25.00** for every 5 minutes or part thereof after 6:30pm.

Notification of Absenteeism

- Parent/guardian is required to contact Kids Campus Day Care Society **24 hours** prior to the child being absent. **In cases of illness, parents/ guardians must provide notification to the Director of the child's absence by 9:00 am**.
- Children who are expected to arrive on a bus or taxi and *do not,* will be charged **$**25.00 because of the necessity to investigate their absence.
-

Non-arrival of Child

If a child who is scheduled to participate in Kids Campus Day Care Society DOES NOT ARRIVE AS SCHEDULED via school bus, Handivan or cab, the following will occur **immediately:**

- Kids Campus Day Care Society staff will look for the child while ensuring the remaining children are supervised
- Kids Campus Day Care Society staff will contact the parents/guardian to investigate.
- If contact is not made with parents/guardians, staff will contact their emergency alternate person.
- If contact is made with the parent/guardian and the child is deemed missing, police will be contacted.

Policy for Custody and Access Arrangements

Only the custodial parent(s)/guardian will complete a form of registration at Kids Campus Day Care, and will clarify at that time, who is permitted access and consent about their child.

In situations where one parent or guardian no longer has "primary care and control" for their child:

- If the family has a custody or court order, a copy must be placed in the child's file. Details about all arrangements contained within the legal documents will be followed at all times.
- If staff members have any difficulties with a child's non-primary care parent or guardian or other previously approved contact, while following a custody or court order, staff will call the police if assistance is required to enforce a custody or court order.

- If parents of the child/children agree to live separately, we require that the parents/guardians provide a written copy of any access arrangements, to be placed in the child's records. However, without a custody or court order on file at Kids Campus, it is not the daycare's responsibility to interpret, determine and enforce these arrangements. If the child's mother or father or other guardian listed on the registration form, comes to pick up their child, we will release the child to that parent, unless it is evident, at the time access is requested, that the child would be in harm's way. This applies to anyone listed on the authorized pick-up list on your child's registration. If you have sole custody and can provide a document that clearly defines the non-custodial parent's access, we will not release the child.
- If custody has not been legally determined, and conflict between the parents/guardians is evident, Kids Campus may refuse care for the child until all parties who have custody of the child have signed and submitted a written agreement confirming details regarding authorization for pickup and access to information about the child.
- Verbal and written information about a child will **only** be shared with parents/guardians, unless the parent/guardian have signed a communication agreement stating which individuals may receive information about the child. Permission to share information with others will reflect the policy on confidentiality (FOIP).
- When custody, guardianship or parenting agreements for a child changes, Kids Campus requires that the most current supporting documents be submitted to be placed in the child's file. The most current supporting document on file will be followed.

Child Guidance Policy

Children need guidance to help them make appropriate behaviour choices. Kids Campus Day Care Society staff have both the opportunity and responsibility to use child guidance strategies that encourage self-control, self-respect and respect for others. All child guidance needs to be reasonable in the circumstances (protect harm to self, harm to others or destruction of property) and be consistently implemented by all staff.

- When a child is registered at Kids Campus Day Care Society, parents are given a parent handbook which includes child guidance practices.
- All staff are informed and have received orientation in child guidance practices and are able to communicate these practices to parents.
- Staff will support parents in the child guidance efforts through information sharing and role modelling
- Staff will show children how to monitor their own behaviour through appropriate role modelling.
- Staff will actively involve children in solving their own conflicts and problems where appropriate.

- Staff will use activities to help children understand social skills that are developmentally appropriate.

- Staff will help children to understand their inappropriate behaviours and to make more appropriate choices.

Kids Campus Day Care Society believes that pro-social behaviour develops with positive guidance rather than harsh discipline. By using proper communication techniques, using logical consequences, providing choices, modelling appropriate behaviour and encouraging, staff will help children who have conflicts or problems with others. Children will be encouraged to verbalize their feelings and concerns.

Children, whose behaviour endangers others, will be supervised away from other children. Staff will rarely use "time out" unless a child is emotionally out of control and requires a private space to regain composure. The child then will process the problem with a staff member and any other concerned parties. Quiet space will be provided for children who feel the need to be by themselves for a while but will be monitored by staff for safety.

Guidance will be positive, productive, and immediate when behaviour is inappropriate. It is the behaviour that will be addressed rather than demeanour of the child. No child should be humiliated, shamed, or frightened by staff. Children will be in an environment that allows them the security of being able to express themselves openly in an appropriate manner and resolve differences seeking solutions.

We "DO" the following:

- **Praise reward and encourage the children.**
- **Reason with and set limits for the children.**
- **Model appropriate behaviour for the children.**
- **Modify the classroom environment to attempt to prevent problems before they occur.**
- **Listen to the children**
- **Provide alternative for inappropriate behaviour to the children.**
- **Provide the children with natural and logical consequences of their behaviour.**
- **Respect the child's needs, desires and feelings.**
- **Ignore minor misbehaviours**
- **Explain things to the children on their level**
- **Use short supervised periods of "time out"**
- **Try to stay consistent in our behaviour management program.**

We DO NOT…

- **Spank, shake, bite, pinch, push, pull, slap or otherwise physically punish the child.**
- **Make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.**
- **Do not shame or punish the children when bathroom accidents occur.**
- **Deny foods or rest as punishment**
- **Relate discipline to eating, resting, or sleeping.**
- **Leave the children alone, unattended or without supervision.**
- **Allow discipline of children by children**
- **Criticize, make fun of, or otherwise belittle children' parents, families or ethnic groups.**

All forms of punishment, verbal or physical degradation or emotional deprivation is strictly forbidden. Staff must not deny or threaten any basic necessity and are not permitted to use any form of physical restraint, confinement or isolation. If a child is endangering self or other children, staff may hold the child in their lap until calm and no longer a threat to self or others.

Conferences will be scheduled with parents if particular disciplinary problems occur. If a child's behaviour consistently endangers the safety of the children around him/her, the Director has the right to, after meeting with the parents and documenting behaviour problems and interventions, to terminate childcare services for that child.

For any actions deemed inappropriate, Kids Campus Daycare Society adheres to "*Recognizing and Reporting Child Abuse in Alberta*" as developed and implemented by the Alberta Government.

Daily Routines

Although each room's daily schedule will vary, the daily routine will look something like the routine below. Activities are alternated between quiet and active, free play, and group experiences. Weekly plans will be posted inside of each classroom. Infant schedules are at the baby's preferences.

6:30-8:00	arrival, wash hands, warm greeting, free play with friends
8:00-9:00	transition to home rooms and free play
9:00-9:30	morning snack
9:30-10:00	circle time, morning songs, and story
10:00-10:30	planned activity/programming
10:30-11:00	outdoor play or play in centres (block, dramatic, science etc.)
11:00-12:00	wash hands, lunch and clean up, nap prep
12:00-2:30	soft music, back rubs, naptime (Quiet activities will be made available for non-sleeping children)

2:30-3:00 toileting, wash hands, table activities
3:00-3:30 snack time
3:30-4:00 self-selected activities
4:00-4:30 outdoor play
4:30-5:00 group time
5:00-5:30 free choice of activities
5:30-6:30 free play/ home time

For programming and gross motor activities, Kids Campus children will also use the Gym space located at 4706 56 Street. Regular staff will be used and ratios will be maintained. Children will walk with staff to the Gym.

What to Bring AND What not to bring to Kids Campus

- Parents must supply special need items such as baby food, formula, diapers, wipes. Please ensure that the centre has adequate amounts of the same. Children using bottles should arrive at the day care with enough bottles prepared for the day (bottles must be clearly labelled).
- A blanket is required for rest time. One small “sleep toy” is also welcomed.
- Please provide your child with indoor shoes and an extra set of clothes that can be left at the centre. Children must be dressed appropriately for the weather as they are taken outside every day, weather permitting.
- We ask that you do not allow your child to bring their toys to the centre. A single item can be brought from home for Show and Tell. If toys are brought to the centre they will be put in the child’s bag until home time.
- Please do not bring anything into the centre containing nuts or peanuts, or any edible treats like candy/gum/chips.
- Please label all child's belongings. Any unclaimed items will be disposed or donated if not claimed after 2 weeks.

Meals & Nutrition

Kids Campus Day Care Society will provide snacks and meals to children in their care. All meals will be made following the guidelines (food groups and portions) of the Canada Food Guide and as recognized by Health Canada and Alberta Nutrition Guidelines for Children and Youth.

- All menu items provided for snacks and meals will be clearly posted in a prominent place.
- No outside food can be brought into the facility without prior arrangements and consent is made with the Director.
- Parents bringing food in for child/ren are encouraged to follow recommendations following the Canada Food Guide.

- If the food supplied by parents does not meet Canada Food Guide, Kids Campus Daycare Society reserves the right to supplement the food brought in. Exception to this would be in the case of allergies, other medical reasons, religious or cultural beliefs.
- Routine snack and meals will be as follows (with approximate times)

  9:00 am - Morning Snack
  11:00 am - Lunch
  3:00 pm - Afternoon Snack

Children need to be fed appropriately for their age and developmental level. Infants will be held during feeding to promote feelings of security and attachment. As infants are introduced to solid foods, their developmental needs must be taken into consideration to determine whether they should be held by staff or seated in infant seats or high chairs during feeding.
To ensure infants and children are fed appropriately Kids Campus Day Care Society staff will use the guidelines below to maintain consistency and comply with Best Practices in Child Care.

- Staff will ensure younger infants who cannot hold their own bottle are held and fed by staff;
- Staff will supervise children closely during meal and snack times;
- Staff will use infant seats, high chairs, and appropriately sized tables and chairs for children while they are eating or drinking;
- Staff will provide children with utensils that are appropriately sized for their age and stage of development;
- Staff will ensure no child is allowed to lay down with any beverage;
- Staff will encourage appropriate behaviour by interacting with children and encouraging social skills;
- Staff will encourage the progression of children's self-help skills and independence;
- Staff will sit with the children and interact warmly with them while they are eating;

Parent/Community Involvement

Kids Campus Day Care Society invites parent participation in our program. Parents and staff working together as a team are able to provide the best experiences for the child's ongoing development. Parents will be informed of upcoming events either by monthly newsletter, or on the daycare's webpage.

Parents are welcome to visit the centre at any time of the day, or to attend any special events the Kids Campus will be holding. Community resources such as police officers, fire fighters, infection prevention control instructor etc. will also be part of the Kids Campus daily programming.

We encourage daily contact with the Director or room teacher so that any information regarding your child's day can be shared.

Off-site Activity and Emergency Evacuation

Parents are made aware, in advance, of any activity that involves taking the child off the premises of Kids Campus Day Care Society according to the following procedures:

- Parents will be notified of outings in writing (via email), at least one week prior to the off-site activity, with all the details of the activity, transportation, and supervision plan.
- Written parental consent, authorizing their child in Kids Campus Day Care Society services, to participate in the activity and/or to transport the child to and from the activity. This consent must be signed and returned prior to the child's participation.
- Parents are encouraged to participate in all off-site related activities.
- At the time of registration, by signing a permission slip for routine off-site related activities. These activities may include walks in the neighbourhood, or walking to nearby community playgrounds and parks.
- During all off-site activities, staff will ensure that portable emergency information files will always be with the staff.

In cases of emergency evacuation and for off-site activities, Kids Campus Day Care Society staff will ensure:

- Telephone numbers of the local emergency response service / public health services will be in common areas of the facility.
- Individual, portable emergency cards for each child are located in the child's home room or home area. When removing this information from Kids Campus Day Care Society for off-site activities or an emergency evacuation staff will ensure the information is appropriately stored in a backpack or other carrying device which remains with the staff at all times and is easily accessible.
- Each child's information is updated at least once every six months and as any changes to the information occurs.

Immediate Evacuation Procedure

In the event of a fire or other emergency, safety of the children will be the priority. Children will be removed from the building immediately.

Designated staff will move to an exit door and hold it open.

All children will file out in an orderly fashion and go directly to the predetermined assembly area

Kids Campus Day Care Society Director will pick up the sign in/out sheet, portable information, and after ensuring all children have left the building, will leave the area last.

Children must not take extra time to put on extra clothes or pick up personal belongings. **Sufficient clothing and footwear must be worn at all times while attending** Kids Campus Day Care Society.

The Director will take attendance at the meeting place. Once the building has been proven safe, children and staff will return in an orderly fashion.

No one will re-enter the building until it is determined safe to do so.

- If the **Main Daycare Building** is unsafe to return to, the children will be escorted to the relocation site (across from north parking lot)

  Hildebrant Hall (Kids Campus Out of School Care)
  4706 – 56 Street
  Phone: 780-672-0171

- If the **OSC Hall Building** is unsafe to return to, the children will be escorted to the relocation site (across parking lot):

  Main Daycare Building
  5604 - 47 Avenue
  Phone: 780-672-0152

Parent/Guardians will be notified of the emergency evacuation and instructed to pick up their children at the relocation site.

A lockdown procedure will be used when it may be more dangerous or threatening to evacuate the building. In lockdown:

Children will be secured and protected by remaining inside the building.

If there is an inside threat, lockdown will occur in each room.

If children are outside and it is unsafe to return the main building, they will be relocated to OSC (Out of School Care) Hall

Illness

Kids Campus Day Care Society aims to protect, maintain, and improve the health of each child. We ask that parents contact the centre by 9:00am if your child will not be attending that day. We also ask that children do not come to the centre if they display or have any of the following:

- Fever (38 degrees Celsius and higher, 100 degrees Fahrenheit), especially if temperature is high or persistent.
- Diarrhoea
- Vomiting
- New or unexplained rash or cough
- Live lice
- Eye discharge
- Persistent pain
- Communicable disease
- Require greater care and attention than can be provided without compromising the care of the other children in the program

– Display any other illness symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises

Kids Campus Day Care Society will make every immediate effort (via telephone, text, emergency contacts) to inform parents if their child has been or is involved in an accident or incident or becomes seriously ill while in care. To ensure the child receives medical attention:

a. Kids Campus Day Care Society staff will contact the parents without delay
b. Seek emergency assistance.

Kids Campus Day Care Society staff cannot perform emergency actions beyond their formal training (First Aid). The child should be removed within one hour from the centre to be taken to a doctor. To return back to the facility on that same day, a doctor's note would be required upon return. Note: Children returning without a doctor's note are allowed back in the centre after; 24 hours of being on medication, 24 hours symptom free, and/or at the Director's discretion.

Medication will only be administered with the written consent of the child's parent. Only the primary staff that have valid first aid certificate will be able to administer medication to the child. The Director can refuse to administer medication to the child, if proper directions were not given as supervising staff deems practical.

All accidents, incidents, or serious illnesses will be documented as per Incident Reporting Policy and Guidelines. A copy of the documentation will be provided to the parents and the original parent signed accident/incident/serious illness report will be placed in the child's file. All serious incidents will be reported by the Director to the Director Licensing Officer within 48 hours of the incident.

Kids Campus Day Care Society staff will review and discuss accidents, incidents or illnesses at regularly scheduled staff meetings and develop strategies to prevent similar concerns in the future.

All Kids Campus Day Care Society staff will follow the already established procedures for Supervised Care for Sick Children.

Supervised Care for Sick Children

Children require an environment that promotes their health and well-being. To ensure the childcare environment remains healthy, a sick child will be separated from the group and supervised by a staff until their parent/guardian is able to remove the child from Kids Campus Day Care Society.

Kids Campus Day Care Society staff will ensure:

- that a sick child is removed from the group into a quiet area of the building (staff room, staff office, area not being accessed by other children to rest);
- they remain in a position to supervise the child in this area;
- they provide a blanket, mat or sheet to comfort the child;

- they wait until their parent, or a consented adult, is able to remove the child from the building.

All parents will receive information regarding the Supervised Care for a Sick Child at the time of orientation.

Non-Smoking Vaping Regulation

Children attending Kids Campus Daycare Society need to be in a healthy environment where smoking and vaping is always prohibited. Children are particularly susceptible to adverse effects from second hand smoke because their lungs are less developed and their rate of breathing is faster than adults. To prevent damaging illnesses to children Kids Campus Day Care Society will **NOT** tolerate individuals smoking or vaping in or around Kids Campus Daycare Society facilities or where childcare is being provided.

Social Media Policy

Parents/guardians/family are responsible to represent the daycare in a positive light and are to refrain from posting about Kids Campus Day Care on social media (either negatively or positively). Parents who have a grievance are to follow the Grievance Policy below.
In the event parents are posting negatively on social media about Kids Campus Day Care, their child's care at the day care may be terminated.

Grievance Process

Should a parent/guardian have a concern with reference to their child, the following procedure should be followed:

- The matter should be brought to the staff, and an earnest effort should be made to address the area(s) of concern.
- If the matter is not addressed to the parent's/guardian's satisfaction within the times discussed with the staff, the parent/guardian will submit their concerns to the Director.
- The Director will provide a response to these concerns within 5 working days.

Should a parent/guardian have a concern with reference to staff performance, programming, or policies, the following procedure should be followed:

- The matter should be brought to the Director, and an earnest effort should be made to the address the area(s) of concern.
- The Director will provide a response to these concerns within 5 working days.

The decision of the Director shall be based on current policy and shall be final. Should a parent/guardian be unsatisfied with the final resolution, they will have the right to terminate child care services. Kids Campus Daycare society has zero tolerance for

aggressive or harassing behaviours. Should a Parent/guardian exhibit aggressive or harassing behaviours at any time during the Grievance Process child care services will be terminated.

Zero Tolerance

Kids Campus is committed to provide a safe environment for all children, parents, volunteers and employees. We expect not only our volunteers and employees, but also parents, guardians and child contacts to be respectful and kind to all individuals. We will not tolerate aggressive, rude, harassing, threatening or bullying behaviour. This behaviour can lead to immediate termination of child care.

Ages and Stages Questionnaire (ASQ)

To improve health outcomes for children in the early years, Kids Campus Daycare Staff are trained to assist families by using the "Ages and Stages" questionnaire provided by the Paediatric Regional Integrated Services Model (PRISM). This service provides co-ordinated screening assessment, planning, service provision and follow-up to children and their families to help them achieve optimal functioning in their environment.

- An ASQ should be completed by the day care provider when the child starts attending and, on their birthday, thereafter.
- After the ASQ is completed by the day care provider, it will be discussed with the parent/guardian to determine if support with referrals is required
- The ASQs are signed by the parent/guardian and put into the child's file.

Kids Campus will work with children with behaviours as much as possible and as much as we are able. If a child's behaviours are endangering other staff or children, we could terminate their care.