



Kindred Kids
Handbook

Est. 2016

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Welcome Message!

Welcome to Kindred Kids Home Based Child Care!

The information contained in this handbook will introduce you to the philosophy and organization of the daycare. It will serve as a quick reference to the daily operating policies and procedures. Please read this handbook carefully, and feel free to discuss any questions you may have with the caregiver.

The daycare was created to meet the needs for high quality, affordable, home based child care for the children in the Niagara Region. We look forward to working with you and your child as they learn and grow!

Please note by signing the Parent-Provider Contract, it is understood that all of the policies and procedures in Kindred Kids Home Daycare Handbook are understood and agreed upon as part of the contact terms unless otherwise documented.

Philosophy

Choosing the right child care provider is an important decision. At Kindred Kids I am committed to providing a high quality child care experience for every child in our care. I believe children thrive when they are made to feel safe, secure, loved and encouraged. With that in mind I focus on providing a comfortable and fun, primarily play-based learning environment.

With guidance and support as each child develops physically, emotionally and intellectually I encourage healthy development of the following key areas:

- ✓ Creativity
- ✓ Independence
- ✓ Self-esteem
- ✓ Sense of Responsibility
- ✓ Trust
- ✓ Respect for Others
- ✓ Development of Fine and Gross Motor Skills
- ✓ Communication
- ✓ A Love for Learning

Lastly, my objective is to provide a variety of interactive daily programming and learning activities that are essential to early childhood development. I strive to provide the same care I would expect for my own children while at daycare. Kindred Kids has therefore designed the daycare program and facility to meet these essential objectives, which are the foundation to my child care framework and our philosophy.

Meet the Caregiver

Hi! My name is Jennifer and I am the owner and caregiver at Kindred Kids. Originally from Barrie, Ontario I moved to Niagara in 2007 to attend Niagara College, graduating with honours with a Bachelor of Applied Business Degree. After graduation I began working full time at the local Convention Centre as an Event Manager and Decor Specialist. My passion for planning and being creative are really what drew me to the career.

While working as an Event Manager and living in Niagara, I met my supportive husband Trevor and have since been blessed with two wonderful children, Emily (born July 2014) and Ethan (born December 2015). I knew as soon as I had Emily that my focus and passion had shifted. Having two babies under 18 months old has kept me on the go, with countless mommy groups, play dates, outings and adventures. Watching them, learn, explore and develop has been amazing. There is something very enriching about knowing that I have an impact on their development and who they will become. And with that I wanted to continue to create an experience that would be positive, nurturing and educational not only for my own children but for others.

In 2014 I began furthering my education to include studies in Early Childhood Education and upgrading my training and certifications required to operate my own daycare. Additionally between the birth of my two children I enrolled my daughter in two different home daycares, providing me with first hand experience and insight of what its like being the "parent/client".

Lastly in 2016 we began renovating our home to accommodate a safe, bright and beautiful daycare centre. The daycare is designed around the specific but varying needs of infants, toddlers and young school aged children. Designing the space not only as the daycares caregiver but also from the perspective of a mom!

Caregiver Training, Certifications & Background:

Vocationally Trained in Early Childhood Education

Bachelor of Applied Business Degree – Hospitality Operations Management

Advanced FST Certified – Canadian Food Safety Certified

First Aid & CPR Trained (Bi-annually)

Up-to-date with all required immunizations

Pet Friendly Environment

Kindred Kids is a pet friendly environment. We have a beautiful 5-year-old Bengal cat named Ruby. Ruby is a special breed of cat in many ways, making her an ideal family/daycare pet. She is great with adults and children and has been around my own children since they were born. Although she will allow the children to pick her up, pet her and play with her, most of the time she can be found relaxing in a warm and quite area of the home. Because of her short pelt-like coat she is a low dander/ low shedding cat, noted for being hypoallergenic and perfect for anyone with pet allergies.

Hours of Operation

Monday	8:00am – 5:30pm
Tuesday	8:00am – 5:30pm
Wednesday	8:00am – 5:30pm
Thursday	8:00am – 5:30pm
Friday	8:00am – 5:30pm
Saturday	Closed
Sunday	Closed

Please reference the caregivers sick & vacation policy for exceptions to the standard operating hours.

Registration

Kindred Kids is required in accordance with the Day Nurseries Act to have every parent complete a detailed registration for each child enrolled in care. I will keep these forms in the child's file on-site for reference. When your child is enrolled in care I ask that you keep me informed of any changes to your child's information as it occurs. I will provide parents enrolling their child with an enrolment package, which includes a copy of the handbook and all required forms to be completed. All forms must be completed and submitted to me, the caregiver the week prior to your child's first day in care.

FEES

Full-Time Weekly Fees: (effective July 2016)

Full-time enrollment is defined as having access to services on all days that the daycare is open, Monday thru Friday from 8:00am – 5:30pm.

Full Day	\$40.00 Day 8-10 hours of care daily, lunch & two snacks
Half Day	\$25.00 Day Up to 4 hours of care daily and one snack
Before & After School	\$25.00 Day Up to 4 hours of care daily and one snack after school. I can only accommodate this group of children in care on holidays and PA days should space permit.
Full-time Care	4-5 days a week (no less than 4 days)
Part-time Care	2-3 days a week (no less than 2 days)

Receipts can be issued on a monthly or yearly basis for tax purposes. This preference must be indicated at time of enrollment. Part time, occasional or varied care is available on a limited basis and is vulnerable as the daycare reaches capacity. Kindred Kids depends on fees for financial viability; therefore the daycare will register each component of care to the full operating capacity with priority given to full time registration. Sibling discounts are not currently offered at this time. Fees are subject to change.

Payments & Deposit

Kindred Kids currently accepts payment in the following forms; cash, cheque and email money transfer. Our preferred method is email money transfer. Please advise if you plan on performing payments electronically so that the email and password can be communicated accurately.

Kindred Kids requires that fees be paid two weeks ahead of time for a two-week period. This means that payment must be received on the first day of care biweekly for the upcoming two weeks. We do this to ensure appropriate supplies can be acquired weekly for children in care. A late fee of \$10.00 a day will be added for every day payment is late. After 3 days of late fees, care will be suspended until fees are paid. After 3 late payments, or 2 NSF cheques, service may be suspended. Each situation is dealt with on an individual basis. An NSF or returned cheque is subject to a \$45.00 administration fee. If a child is sick and one of their free days is used, the payment from that day will be applied to the upcoming weeks balance.

Upon enrollment of your child in care, Kindred Kids requires a non-refundable deposit of the equivalent of two weeks of child care. This ensures that your child's space is held. This payment will be applied to the last two weeks your child attends daycare.

Children's Free Days & Vacation

Each full-time child will be granted 10 free days a year to use at their parents discretion if their child is sick and each part-time child will be granted 5 free days a year to use at their parents discretion if their child is sick. Days can be used as sick days or for appointments (i.e. doctors) and therefore payment will not be required for these days. Days will be issued to children upon their first day in care and will expire at the end of that year. Free Days cannot be carried over to the following year. Once Free Days are used in the year standard daycare fees will apply to all missed days of care.

Two weeks advanced notice must be given when a child will be absent for vacation. This allows for proper planning within the daycare. Standard daycare fees will apply to all missed days of care while the child is away on vacation.

Absences & Exclusions from Daycare

Children get sick! It is an unfortunate reality, especially in the winter months due to their immature immune systems. Many parents, especially parents with their children in daycare for the first time do not realize just how much children get sick when enrolled in a child care environment. During their first cold and flu season and during the winter months parents can expect their child to be sick on average 6-8 times. The good news is this will help your children build a strong immune system in the long run, preparing them for when they enter the school environment. We strongly advise securing child care back-up (family member or friend) by October each year in the event you are unable to stay home with your child when they are unable to attend daycare due to illness.

Kindred Kids within reason will accept children into daily care with minor illnesses, as we understand it is not always possible for parents to stay home. There is no "sick room" at the daycare, so the best place for a child to be recuperating from an illness is at home if possible. This will help to ensure the spread of germs from child to child is kept to a minimum. There are also many symptoms that a child may have that may prevent them from being able to partake in everyday activities. If your child experiences any of the following please keep them home until they are gone, or are well enough to participate in normal everyday activities:

- Has not been fever free for 24 hours or has a temperature of 101 degrees Fahrenheit (38.4 degrees Centigrade) or over. Children must be symptom free for 24 hours before returning to the program.
- Has a cold with fever, sneezing and/or heavy nasal drainage. Red discoloration to the whites of the eye(s) and/or yellow discharge from the eyes.
- Has a rash that has not been identified by a physician or that seems to be worsening. Commonly can be Hand, Foot & Mouth Disease, Roseola or 5ths Disease, which are highly contagious, and children must stay home.
- Has vomited while at daycare or within the last 24 hours (vomiting is more severe than an infant's "spit up"). Children must be symptom free for 24 hours before returning to daycare.
- Has diarrhea (abnormally loose, watery bowel movements that are much more frequent than usual). Children will be sent home from the program upon the first incident of diarrhea during the day. Children must be symptom free for 24 hours before returning to the program

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- Has Pink Eye
- Has been on a prescribed medication for less than 24 hours for a condition requiring exclusion from the program according to the Niagara Regions Guidelines for Schools and Child Care Facilities on Communicable Diseases and Other Childhood Health Issues. Your child must be able to cope with all aspects of the program.

[Niagara Regions Childhood Communicable Diseases Guidelines PDF](#)

- Lice or nits. Kindred Kids has a no nits policy and will close temporarily in the event of lice or nits for cleaning and standard fee will apply.
- Seems really sick without any obvious symptoms. In this case, the child may act and look different; may be unusually tired, listless or irritable.
- Is unable to participate in all activities – indoor and outdoor. If a child is too sick to go outside, then he/she cannot attend the daycare.
- Has chickenpox. Your child will be excluded from the onset of symptoms for 5 days until the majority of the pox are scabbed over. Your child must be able to fully participate in the program upon his/her return.

If your child is sent to daycare with any of the above listed symptoms, or develop during the day they will be sent home. We ask that your children should **NEVER** be medicated and then sent to daycare (i.e. given Tylenol to break and mask a fever). Again, it is in your child's best interest to arrange for back-up care when your child is sick and they are unable to attend daycare. Unfortunately there are no refunds or discounts for days that your child does not attend daycare. There are still costs associated with each child care spot each day that unfortunately cannot be avoided if your child is not in attendance. You may use one of your free days if your child is sick and needs to remain at home.

They say, "An ounce of prevention is worth a pound of cure." With this in mind we encourage parents to reinforce the need for frequent hand washing as well as the use of their child's "germ jail" (the crook of their elbow) for sneezing and coughing. These concepts will also be taught in the daycare setting. It should be noted that children are likely to get sick up to 10-12 times a winter when these basic practices are not exercised. Please help everyone minimize their sick days from work and keep your child home when they have a bad cold or illness. The other daycare parents and caregiver will appreciate it and in turn so will you!

Caregivers Sick or Vacation Days

As strong as our immune system have become over the years, I unfortunately still get sick from time to time. I use the same guidelines for myself as we do the children. The health and wellbeing of all in care is of the upmost importance. I will give you as much advance notice as possible if care is unavailable due to illness. In the event that I am required to take the day off due to illness it is the parent's responsibility to find alternative care for these days. Please note parents are still required to pay on days the caregiver is off due to illness.

Additionally, as in most professions, everyone require a little down time with his or her own family. Kindred Kids will be closed for vacation two weeks during the year, and one week between Christmas and New Years. It is the parent's responsibility to find alternative care for these days. You are not required to pay for the days that your child would have been in care while the caregiver is on vacation. On rare occasion it may also be required that I take a day off (or shortened day) for an appointment or professional development day, which will be communicated to clients with two weeks notice.

Lastly, Kindred Kids observes all government holidays and will be closed. A posting of all observed holidays will be provided to each parent and posted on the information board in the daycare. It is the parent's responsibility to find alternative care for these days. Please note, parents are required to pay for the day only if their child would have been in care on the observed holiday/closure day.

Observed Holidays

There is no fee reduction for observed holidays. This pertains to the following days in 2017:

Holiday	Date	Closure	Holiday	Date	Closure
New Years Day	1st	Closed Jan 2nd	Canada Day	1st	Closed July 3rd
Family Day	20th	Closed	Civic Holiday	4th	Closed
Good Friday	14th	Closed	Thanksgiving	9th	Closed
Easter Monday	17th	Closed	Christmas Day	25th	Closed – No Fees
Victoria Day	22nd	Closed	Boxing Day	26 th	Closed – No Fees

Integration into Daycare

Positive integration of your child into their new daycare setting is essential for not only their comfort and wellbeing but also for the parents. It is not uncommon for some children to settle into the new setting with ease, while others may need a longer adjustment period. With this in mind, we request that parents allow a transition period for the first week in care (or more if the child/parent requires). Kindred Kids will work directly with the parents to determine an approach that best suits the needs of the child. For example, the parent may do a play-date and introduction to the caregiver one day. The following day the parent may stay with the child in care for the morning, leaving after nap or lunch.

Difficulty with separation is not unusual for children, especially during their first weeks of attendance. It should be noted that if a child is upset when you leave, please know that children usually calm down and are participating before a parent reaches the car. Please feel free to call at any time to check on your child.

Medication

There are strict procedures in place concerning the administration of medication to children at the daycare. In order to ensure the health of your child, the steps listed below must be followed:

- Medications, prescription or over the counter must be in the original bottle and packaging.
- The child's name must be clearly labelled on the bottle and packaging.
- Medication will only be administered once the parent or guardian has completed a Medication Authorization Form. These forms must be filled out with specific instructions as to time and dosage.
- We are required to follow the guidelines on the medication packaging. We cannot administer medication under instructions such as "if you feel it is necessary".

Exception: Medications to ease asthma and /or allergic reactions will be administered as necessary, once the parent or guardian has outlined clearly the conditions required to make the medicine necessary and has completed a Medication Authorization Form.

Medications will be stored in a container in the refrigerator or designated cupboard in the playroom, as required. It is the parent's responsibility to take the medication home at night. Epi-pens and puffers will be kept close at hand, as required by the child's condition.

Immunization

We are required by the Day Nurseries Act to have up-to-date records of immunization on file for the children in our care. Parents are required to complete the immunization form prior to the child's first visit in the program. The child will not be accepted into the program until this form is complete. Please notify the daycare of any new immunization your child may receive.

Allergies

Kindred Kids will enrol children with allergies and to the best of their abilities, create an environment that minimizes the risk of exposure to allergens. This policy recognizes that the risk of accidental exposure can be reduced but not eliminated. Each child's needs will be assessed individually to determine if the daycare can manage the allergy safely. To determine manageability we look at the following factors:

- Number and Type of Allergy
- Level of Severity
- Can exposure be managed safely and reasonably
- Are both caregiver and parents comfortable with the level of inherent risk

If a child is enrolled in care with allergies or sensitivities, parents must complete the required form outlining the allergies in detail and treatment instructions. This also includes demonstrating or instructing caregiver on how to administer any required medical treatments/interventions (Epi-pen, inhaler etc.). We strongly recommend introducing children to high allergen foods (nut butters, eggs, strawberries etc.) prior to enrolling their child in daycare.

Daycare Checklist

Items Needed from Home...

- Nap Bedding – Kindred Kids provides sheets and a blanket for each child. Although it is not required, it is recommended parents provide their own familiar blanket for their child to cover up with, as well as any comfort items that they may need to sleep (blanket, pacifier, lovie etc.). This is recommended to ensure the child's optimal comfort.
- Sippy Cup or Bottle of the child's preference
- Diapers (please provide a full sleeve or package each time) or Training Pants or Pull-Ups for those who are potty training
- Diaper Cream
- Wipes
- Spare Clothing – including underwear and socks, at least 2-3 complete sets for those potty training age and under
- Sunscreen/Sun Block, and a wide-brimmed hat
- Weather appropriate clothing – jacket, snow/slush pants, hats, mitts, boots etc. –Lack of weather appropriate clothing will prevent your child from enjoying our outdoor play time so please ensure you dress your child for outdoor play everyday.

Please ensure that children come dressed in "play" clothes. Although we are careful while doing art and playing outside there are instances where clothes could become dirty and stained. I appreciate your understanding and so do the children. Extra supplies can be left at the daycare and replenished when necessary, space permitting. Pacifiers brought to daycare must have pacifier clips to discourage sharing. Children are welcome to bring toys from home to daycare but we ask that it be limited to one toy a day. Children will be asked to share these toys from home with the other children. If a child does not wish to share, it will be put away for them until they feel like sharing. I ask that the children do not bring play guns/weapons and toys with multi/small parts.

Clothing Requirements

Children should come dressed in comfortable, season appropriate clothing that can get dirty, since some activities we do on a daily basis are messy. A spare change of clothes is required for all children in case of soiling of clothes. Children under the age of 3, and those who are potty-training require at least two changes of clothing (including socks). This is to ensure we can keep the children happy and comfortable.

A separate set of indoor shoes/slippers is not required but recommended at the daycare for each child.

Please also remember whenever weather permits the children are taken outside for 1-2 hours per day. Please ensure that you have proper outerwear provided for your child so that they are comfortable and don't miss out on outdoor play. I recommend leaving a spare pair of mitts and hat at daycare.

Daily Report

Kindred Kids will keep daily records concerning your child's activities and behaviours during the day. We ask that you share information concerning any event or happening that may affect your child's behaviour during the day. Were they up late, is a parent ill, is your child teething, upon arriving to care so that any implications can be properly monitored throughout the day. Reports will include information such as; a child's mood, napping detail, what was for lunch and snack as well as how they ate, what supplies they need, potty training detail and what activities they did during the day. Reports will be provided in writing and provided to parents at the end of each day at pick-up time.

Accident Reports

Kindred Kids endeavours to operate a clean, safe and friendly daycare. Unfortunately as children explore and interact with other children sometimes boo boo's happen. If an accident occurs (i.e. head injuries, bleeding), an accident report will be completed for you to read and sign when you arrive to pick up your child. Everyday minor bumps or accidents will simply be noted on the child's daily reports. Accident reports are kept in the child's file.

SAMPLE DAILY ROUTINE

Time	Activity
8:00 AM	Daycare Opens Children Engage in Free Play
9:00 AM	Circle Time
9:30 AM	Snack
9:45 AM	Scheduled Diaper Check
10:00 AM	Outside Play (Weather Permitting) Educational Activity in lieu of outside play i.e craft, music & dance
11:00 AM	Children Engage in Free Play or Educational Activity Based on daily curriculum plan
11:45 AM	Scheduled Diaper Check Clean-up
12:00 PM	Daycare Provided Lunch
12:45 PM	Clean-up from Lunch Scheduled Diaper Check
1:00 PM	Naptime & Quite Time for Non-Napping Children
1:45 PM	Diaper Check for Non-Napping Children
3:00 PM	Naptime or Quite Time Concludes – Diaper Check Children Engage in Free Play
3:30 PM	Snack
3:45 PM	Children Engage in Free Play or Educational Activity Based on daily curriculum plan
4:15 PM	Outside Play (Weather Permitting) Educational Activity in lieu of outside play i.e craft, music & dance
5:15 PM	Scheduled Diaper Check Clean-up
5:30 PM	Daycare Closes

The Kindred Kids schedule is designed to be flexible and can be adjusted to meet the needs and interests of children while in care. This means if a child is fully engaged in a learning opportunity or activity during another scheduled activity, adjustments will be made so the current activity can continue. Additionally nap and rest is vital to a child's daily routine and unless otherwise requested by parent will be planned. Children must be picked up by 5:30pm or late charges will apply. If you need to speak to the caregiver about any concerns you have please come with ample time to do so at the end of the day.

Mealtimes & Snacks

Kindred Kids knows just how important proper nutrition in the early years is, acting as a catalyst to developing good habits later in life. I make every effort to provide healthy, delicious and kid friendly meals and snack each day. All snacks and meals will be prepared by the daycare. Any food allergies or dietary concerns will be adhered to strictly. Parents of children with dietary concerns/allergies may be required to provide supplemental food and/or drinks for their child if it is not feasible to supply appropriate foods and/or drinks (i.e. if your child is vegetarian you must provide some protein portions of their meals). Please note the menu will be posted in the daycare daily to help parents with meal planning while at home. Kindred Kids will provide juice and water for all children in care. Milk or formula is to be provided by parents.

Napping & Rest Periods

It is a requirement that all children attending Kindred Kids have a nap or rest period each day. It is not necessary for your child to sleep, but he/she will be encouraged to rest quietly on his/her cot or playpen during this time of day or engage in a quiet activity. Children are encouraged to bring a soft comfort item from home for rest time only. Kindred Kids will follow your current napping or resting schedule from home in the first couple of weeks and acknowledges that not all children will have the same schedule when they start daycare. Especially after the age of about 18 months many children will go down to one nap which will be scheduled between the hours of 1-3pm after lunch.

Outdoor Playtime

Outdoor Play is a key part of the Kindred Kids curriculum. Outdoors is the best place for children to master any physical gross motor skill like running, jumping, throwing and catching. The children will have the opportunity for outdoor play twice-daily weather permitting. Please ensure children are properly dressed for the weather. We will not go outside when the temperature is below -15 degrees Celsius.

POOL

Please note, in the backyard play space there is a large in-ground pool. Children in care are not permitted to use and never have access to the pool area at any time. The pool is fully fenced, separate from the existing yard fence and has a locked gate. In summer months children will be permitted to wade supervised in our children's size "kiddie pool" or run in the sprinkler. At the end of each use the kiddie pool will be emptied of water. During the months from June – August I request parents provide a towel and bathing suit.

POTTY TRAINING

At Kindred Kids I work with you to support your efforts of potty training at home right through the day while in care. However, there are some key signs to look for before I am able to assist you to train your child at daycare. The following are key indicators of readiness for potty training include:

- The child is able to pull down and up their pants and underwear/pull-ups on their own with little or no assistance.
- The child is able to communicate to you when they need to go to the bathroom.
- The child's diaper is dry after nap times and for long periods during the day.
- The child is able to hold their bowels and bladder until they get to the potty once they realize that they need to go.

In the event that your child has not reached these milestones, we will make an effort to help your child achieve them through positive reinforcement and encouragement. I will also note key points on your child's daily report indicating any notable achievements. When your child does potty train, I ask that you provide extra clothing and remove soiled clothing daily. Please note that potty training must be well established at home with the parents for at least one full week prior to incorporating it as part of the child's daycare routine. Often the best time to start the process is when both the child and parent are off at home for a week together.

Biting

When biting occurs it typically is a child's non-verbal indication that they are frustrated or bothered by an action or behavior. If biting is occurring while at daycare it is my practice to observe the behavior and note possible reasons for why this behavior may be occurring. If another child is bit they will be consoled, the area cleaned and provided a cold/icy compress. Parents will always be notified if a child is biting or has been bit. This will help Kindred Kids determine possible reasons for the biting as well and possible strategies to handle the biting occurrence. Unfortunately if the biting is an ongoing issue that the caregiver and parents are not able to rectify, the child who is biting will no longer be able to be under the care of Kindred Kids.

Behaviour Management Policy

Kindred Kids behavior management centers on respect and responsibility. My expectations for the children are developmentally (age) appropriate and respond to the needs of the child and of the program. Expectations are consistently enforced so that the children know what is or isn't acceptable. As the caregiver I follow and comply with the requirements of the Day Nurseries Act with respect to Behaviour Management. Each child is expected to be a respectful, responsible member of our group. This ranges from children cleaning up their own "messes" to using manners and politeness when speaking with caregiver, parents, and each other.

Kindred Kids utilizes the 1-2-3 time out method. The child will get a verbal warning upon the first and second instances of the child not acting safely, irresponsible or disrespectful and redirected to another activity. If the child continues the action that is not acceptable, the child will receive a time-out. An explanation is provided to the child as to why their behavior was inappropriate. The child is then removed from the group and asked to go sit a designated time out location, safely within the same vicinity as the caregiver. They will be asked to sit for a few short minutes to calm down and reflect on their behavior. The time-outs will last the amount of time that corresponds with the child's age (for example, if the child is 3, they will get a 3 minute time-out). Children are never spanked, humiliated, or embarrassed.

Transportation & Outings

Outings are a small part of the Kindred Kids curriculum. As part of our routine we may participate in neighborhood walks, trips to the park or walk to pick up/drop off other children in care from school. Any trip outside of daycare that is more than a 10-minute walk will require a parent permission slip. As a rule the caregiver will not drive the children anywhere.

Birthdays & Holiday Celebrations

At Kindred Kids we love to celebrate! For each child's birthday we will acknowledge the day, sing and have a special treat at lunch or for snack unless otherwise requested by parents. Additionally we will decorate and celebrate most holidays, learn about traditions, sing songs and partake in activities and crafts specific to the holiday. If there is a special holiday or occasion you would like us to share with the children please advise the caregiver and I will do our best to incorporate it into our program.

Communication

If you need to contact the daycare for any reason, please feel free to phone 289.696.0077. If you get my voice mail please leave a message, as often I am busy with the children and unable to get to the phone at that moment. I do check messages regularly and return phone calls as soon as I get the chance. I do not mind calls to check to see how your children are doing during the day. You can also access us via email at kindredkidscare@gmail.com or via Facebook private message. Withdrawal from care should be made in writing and submitted in person. Any formal concerns we ask are communicated in person to ensure the matter can be addressed effectively and efficiently. Please also ensure all changes to your child's information are made formally in writing.

Photographs and Videos

Photographs and videos on occasion are taken for use within the daycare with the children. Occasionally these, or other pictures, may be used on other forms of media (Kindred Kids Facebook or Kindred Kids Website). Names of the children are never used when posting images and are primarily used to share photos with parents or for use of highlighting the daycare setting. If you do not wish your child's picture to be used please ensure this is documented at the time of enrolment on the "Consent to Share" form.

Personal Information

Kindred Kids will not disclose your child's personal information to any other person or party without your prior, explicit consent. Kindred Kids only keeps personal information for as long as it is required. If you withdraw your child from the daycare because you no longer require my services, I will maintain a record of your child's information for the required amount of time by law for record keeping purposes, after which it will be destroyed.

Withdrawal from care

Kindred Kids requires a minimum of two weeks written notice for withdrawal of child care services. The deposit collected at the beginning of the contract will be applied to the final two weeks in care. If the deposit is not equal to the payment required for the final two weeks in care and even if your child does not attend during the final two-week period, payment is still required.

In the event of any concerns (raised by staff, parents/guardians or even children) a meeting can be scheduled to address the issues. In the event the issue cannot be resolved to everyone's satisfaction, a two-week written notice of termination of services will be given.

Contract Adherence

This is our home as well as our business, so please be respectful of our family and home by adhering to the policies and procedures outlined in the handbook. I realize this is a lot of information to absorb. Because of this, please keep your handbook accessible so you can periodically review the policies and procedures as necessary. I reserve the right to amend any portion of the Parent-Provider Contract, Rates & Fees and Handbook at any time. At any point should I make a change to our policies or rates you will be notified in writing and provided a revised copy.

Final Notes

It is important that you feel comfortable with our policies and procedures. If you do not understand something, have a concern, or you feel uncomfortable with one or more of the policies and/or procedures it is important that you express it before enrolling your child in the daycare. I am always open to suggestions and feel communication is a very important part of a quality daycare. If there are any problems or concerns in the future I encourage you to talk to me about them. If a lengthy discussion is needed, a time that is convenient for both of us will be scheduled, as the other children still need the caregiver's attention during business hours. Thank you for the opportunity to work with you and your family and care for your little one!

Please note by signing the Parent-Provider Contract, it is understood that all of the policies and procedures in Kindred Kids Home Daycare Handbook are understood and agreed upon as part of the contact terms unless otherwise documented.