



Kaleidoscope Childcare Centre FAQ

Welcome to Kaleidoscope Childcare! Below you'll find answers to some of our most frequently asked questions. If you have any additional inquiries, please don't hesitate to contact us.

1. What is your staffing ratio?

Kaleidoscope Childcare adheres to all licensing requirements, including mandated staff-to-child ratios, to provide a safe, nurturing, and attentive environment for every child in our care. Our Infant-Toddler classroom maintains a 1:4 ratio, while all other classrooms operate with a 1:8 ratio.

2. Do you provide snacks and meals?

To prioritize the health and safety of all children, Kaleidoscope Childcare does not provide daily snacks or meals. This policy allows us to better accommodate individual dietary needs, family preferences, and allergy considerations. By having families provide their child's food each day, we can ensure greater control over ingredients and reduce the risk of exposure to allergens. We kindly ask families to pack nutritious meals and snacks for their child each day. Kaleidoscope Childcare is a peanut free facility and may at times require other foods not be sent to respect possible allergens.

3. Are you licensed?

Yes — Kaleidoscope Childcare Centre is a fully licensed childcare facility, meeting all provincial licensing regulations and safety standards.

4. What is your sick child policy?

To maintain a healthy environment, children who are unwell or showing signs of contagious illness must stay home. A detailed sick child policy is available in our parent handbook and will be reviewed during orientation.



5. What are the fees? Are there any additional fees?

Our fee schedule is available upon request or during the pre-registration process. Additional fees may apply for late pick-ups, field trips, or optional special programs.

6. What is your late pick-up policy?

A late fee will be charged for children picked up after our scheduled closing time. Specific details will be outlined in your parent agreement.

7. What is your holiday or closure schedule?

We observe all statutory holidays and have a brief annual closure period over the Christmas holidays - typically five business days. Otherwise, we are open the remainder of the year. A full closure schedule will be provided at the time of enrollment.

8. Do you use technology or screens in the classroom?

Our program is intentionally designed to be primarily screen-free, emphasizing hands-on, play-based, and interactive learning experiences. We do not incorporate any technology in our Infant-Toddler classrooms. In our older classrooms, technology may occasionally be used to support special presentations or enhance specific learning topics, and even then, screen time is limited to no more than 30 minutes at a time. Screen use is infrequent and not part of our regular daily routine, as we prioritize active engagement and meaningful, real-world experiences.

9. What is a sample daily schedule?

A sample daily schedule will be provided during orientation and includes a balanced mix of outdoor play, creative activities, quiet time, meals, and learning opportunities tailored to each age group.



10. Do you pick-up from school?

Yes, we offer school pick-up services for the Out of School Program. This is available at select schools.

11. Do you do field trips?

Yes — we occasionally organize local field trips to parks, libraries, and other child-friendly community locations. We also offer nature walks to explore nearby trails and playgrounds. Parents will be notified in advance, and written permission is required for participation.

12. How do you handle allergies and special dietary needs?

At Kaleidoscope Childcare, we take allergies and dietary restrictions very seriously to ensure the health and safety of every child in our care. As part of our enrollment process, families are required to complete a comprehensive medical and dietary information form. We implement strict food safety protocols, including careful monitoring of snacks and meals brought from home, clear labeling, and maintaining a peanut-free environment. In some cases, additional food restrictions may be put in place to protect children with severe allergies. All staff are trained to recognize signs of allergic reactions and are prepared to respond promptly in accordance with emergency procedures and any individualized care plans.

13. What if my child has additional support needs?

Kaleidoscope is an inclusive environment, and we welcome all children into our childcare programs. If your child has additional support needs, we will work with you, your child, and any other service providers involved to determine and identify the supports that would be needed to successfully include your child into our program.



14. Do you have a waitlist?

Yes, we maintain a waitlist for programs that are currently full. Families are welcome to add their child to the list at any time. We also offer a priority waitlist for children who are currently enrolled in another MACL program, siblings of enrolled children, and MACL staff. We will contact families as soon as a space becomes available.

15. What security measures are in place at the centre?

Our facility is equipped with secure entry systems, fenced outdoor play areas, and strict sign-in/out procedures to ensure your child's safety at all times.

Thank you for considering Kaleidoscope Childcare Centre — we look forward to welcoming your family!