



Frequently Asked Questions

High level Information to Assist Corporate Clients and Employees

What does Kids & Company do?

Kids & Company, a proudly Canadian company, has been offering high-quality and flexible in-centre child care since 2002. The core business is full-time, flexible part-time and emergency back-up child care, however, a variety of dependent care options like; hourly babysitting services, in-home nanny and elder care assistance can be arranged for an additional cost.

What are the hours of operation?

Kids & Company's standard hours of operation are 7 a.m. – 6 p.m. Monday – Friday. However, in certain locations extended hours apply. There is also before/after school options in select locations (noted on location page of website).

Where are the Kids & Company locations?

Kids & Company currently has over 100 locations across Canada and in the United States and continues to grow. Members are able to use locations in Canada and/or U.S.(depending on the type of membership) and care can range from full-time, very flexible part-time, or occasional when travelling on business or pleasure. For an up-to-date location listing, please refer to the website at www.kidsandcompany.com

Do the child care centres provide food?

Absolutely! Kidco Kitchen provides a variety of nutritional and culturally diverse foods that exceed Canada's Food Guide recommendations. Each day consists of a morning snack (more like a breakfast), a hot lunch, and an afternoon snack. Each lunch contains a protein, a carbohydrate, vegetable and fruit servings. Every week Kidco Kitchen serve at least 1 fish and vegetarian meal, in addition to chicken and beef. The food is made from scratch with no additives, preservatives, artificial flavours or colours. As well, Kidco Kitchens has recently implemented a Grab N' Go program whereby a nutritious snack is available for the ride home!

What is emergency back-up child care?

Emergency back-up child care is a service (exclusive to corporate-linked families) that you can turn to whenever your primary child care arrangements are unavailable or disrupted. For example, your regular child care provider may be ill or on vacation, or you need assistance for your school-aged child during school closures (March break, summer vacations, teachers' strike). We accept children from newborn – 12 years of age. One can call the centralized back-up line at 1-866-MY-KIDCO (1-866-695-4326).

How much does back-up cost?

Back-up days are \$80/day, per calendar year to a maximum of 5 days per child. These days can be used at multiple locations. For example, should you wish to use a few days close to your office and then at another time of the year, a location close to your home or when you are travelling on business or pleasure. As well, some corporate packages may include a specific number of days/passes provided by employer as a benefit.

Do the centres only offer back-up services, or can I register for full or part-time care?

Yes, of course. Kids & Company offers high-quality full-time care, flexible part-time care and the emergency back-up care at all of our centres across Canada and in the United States. However, back-up for children 6 – 12 are at select locations, whereas all centres accommodate infant – 5 years of age. Availability is based on ratios for that day.



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How can I access the back-up service?

Emergency back-up is only available to employees of our corporate partners. One must complete an online registration at www.kidsandcompany.com, and sign up under Get Started. (More details are on the Online Registration Form and/or Benefits and Process for Back-up). As soon as you know you require care, please call 1-866-MY-KIDCO and identify the company you work for. Provide details on days required, name and age of your child, as well as centre(s) preferred to reserve your spot.

How far in advance must I book for back-up care?

Kids & Company appreciates as much advance notice as possible and you may book your days up to a year in advance. However, if you have a same day emergency, call the centralized call centre. They will assist with finding a suitable location that can accommodate your needs.

How far in advance must I book for full or part-time care?

Again, as much advance notice as possible, however, member-linked families are given priority at one of the Kids & Company centres within a 6-month timeframe from their registration date.

What is the full/part-time fee for my child to attend?

Our fees are based on the age of the child, number of days attending and the actual location. All fees are available online at www.kidsandcompany.com, under Sign-In, and on the Parent Portal (once the registration process has been completed). Call 1-866-MY-KIDCO (1-866-695-4326) for more details.

Can I just use 2 or 3 days a week?

Yes! Kids & Company prides itself on its flexibility and therefore days can range from 1 day a week to 5 days a week for part-time/full-time care. We even accommodate rotating schedules (e.g., 2 days one week and 3 days the following).

Can I use the back-up service for only 2 or 3 hours while attending a meeting or appointment?

Yes. However, those hours are counted as a day or a corporate pass, depending on your benefit.

Does the centre charge late fees? How much would they be?

No. Part of the corporate membership and benefit at Kids & Company is no late fees for families. We appreciate receiving notice by phone or email to the Director but a charge will not apply if running late.

I'm assuming all centres are licensed? What type of qualifications would teachers have?

Yes, all programs/centres are regulated and licensed by provincial inspectors. And, the centres are visited throughout the year with both scheduled and unscheduled visits. Kids & Company maintains an excellent reputation across the country.

All Directors, Assistant Directors and many teachers have completed their Registered Early Childhood Educator Program (RECE). They are trained in child care safety standards, first aid, childhood CPR, and must meet the company's professional standards for commitment to superior child care.