



Parent Handbook

For School Age Child Care Programs

Three Child Care Locations in Halton Region:

The St Gregory School
138 Sixteen Mile Dr
Oakville, ON L6M 0T7
289-813-2526

The St Cecilia School
420 Threshing Mill Blvd
Oakville, ON L6H 0T1
289-813-2526

The Rattlesnake Point School
1385 Kovachik Blvd
Milton, ON L9E 1W7
289-670-3897

This handbook provides the details, policies and practices to support the delivery of quality early learning and child care programs.

Version Date: August 13th, 2026

Approved By: Karen Campbell, Executive Director/CEO

Karen Campbell



Welcome to Parkview Children's Centre.

You are valued here.

Your words matter.

Your behaviour matters.

Our families, children and our teams' matter.

Please bring positive energy into this space.

STATEMENT OF RESPECT

At Parkview Children's Centre, we are committed to creating a safe, welcoming, inclusive, and respectful environment for all children, families, staff, volunteers, students, and visitors.

We believe that positive relationships are built on mutual respect, kindness, dignity, and open communication. Every member of our community has the right to be treated with courtesy and consideration, regardless of their age, ability, culture, ethnicity, race, religion, family structure, gender identity, sexual orientation, language, or socioeconomic background. We ask that all interactions within our centre reflect our shared commitment to respect and professionalism. Harassment, discrimination, bullying, intimidation, aggressive behaviour, abusive language, threats, or acts of violence will not be tolerated.

Families, staff, and community members are encouraged to work collaboratively, communicate concerns respectfully, and support a positive atmosphere that promotes the well-being and development of every child.

Together, we can create a caring and inclusive community where children feel valued, families feel welcomed, staff are appreciated, and everyone is treated with dignity and respect.

PROGRAM OPERATIONS INFORMATION	5
OUR PROGRAM STATEMENT	5
BOARD OF DIRECTOR'S	8
HOURS OF OPERATION	8
SERVICES OFFERED	9
PA DAYS, MARCH BREAK, SUMMER CAMP	9
AGE GROUP/CLASSROOM TRANSITIONS	9
EDUCATOR TO CHILD RATIOS/MAXIMUM GROUP SIZES	10
CENTRE CLOSURES/HOLIDAYS	10
PARKVIEW CLOSURE DATES – 2026	10
PARKVIEW CLOSURE DATES – 2027	11
EMERGENCY CLOSURES AND INCLEMENT WEATHER	12
OFFICE COMMUNICATION	12
FEES AND PAYMENT POLICIES	13
CANADA-WIDE EARLY LEARNING AND CHILD CARE AGREEMENT	13
PAYMENT INFORMATION	13
BASE FEES	13
NON-BASE FEES	14
FINANCIAL ASSISTANCE (CHILD CARE FEE SUBSIDY)	15
FEE CHANGES	15
CHILD CARE FEE RECEIPTS	15
ENROLLMENT AND REGISTRATION	15
WAITLIST INFORMATION	15
USE OF LILLIO (CHILD CARE MANAGEMENT SOFTWARE)	15
REGISTRATION PROCESS	16
CHANGE IN REGISTRATION INFORMATION	17
WITHDRAWAL/ DISCHARGE	17
RIGHT TO REFUSE	17
PROTECTION OF PERSONAL INFORMATION	17
CUSTODY & ACCESS	18
ARRIVAL & DEPARTURE PROCEDURES	18
DROP OFF	18
PICK UP	19
LATE PICKUP POLICY	19
SECURITY MEASURES- ENTRY ACCESS	19
DAY-TO-DAY OPERATIONS	20
INCLUSION	20
BEHAVIOUR GUIDANCE	20

DUTY TO REPORT	20
REGGIO INSPIRED CENTRE	21
OUTDOOR PLAY	21
CLOTHING/FOOTWEAR	21
PERSONAL/COMFORT ITEMS	22
SCENT FREE ENVIRONMENT	22
PLACEMENT OF STUDENTS AND OBSERVERS	22
VOLUNTEERS	23
FIELD TRIP & EXCURSIONS	23
HOLIDAYS	23
NUTRITION, HEALTH, & MEDICAL	24
MENU	24
FOOD ALLERGIES/LIMITATIONS/MEALS AND SNACK/WATER BOTTLES	24
ANAPHYLACTIC ALLERGIES	25
MEDICAL NEEDS	25
MEDICATION	25
SICK POLICY	26
COMMON AILMENTS IN CHILD CARE SETTINGS:	28
ACCIDENTS/ INCIDENTS	29
SUN PROTECTION	30
TOPICAL CREAMS	30
FAMILY COMMUNICATION AND ENGAGEMENT	31
ROLE OF PARENTS WITHIN THE PROGRAM	31
SOLICITATION	31
CAMPS (PA DAY, MARCH BREAK, SUMMER)	33
APPENDIX A	35
2026 BASE & NON-BASE FEES	35
APPENDIX B	36
TERMINATION OF CHILD CARE SERVICES POLICY	36
APPENDIX C	38
WAITING LIST FOR CHILD CARE – PLACEMENT AND STATUS UPDATE POLICY	38
APPENDIX D	43
SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES	43
APPENDIX E	47
ACKNOWLEDGEMENT OF SUPPORT SERVICES	47
APPENDIX F	48
FAMILY PARTNERSHIPS/PARENT ISSUES AND CONCERNS POLICY	48

PROGRAM OPERATIONS INFORMATION

OUR PROGRAM STATEMENT

Vision: To be an innovative leader that supports and nurtures a diverse community where the *uniqueness* of each child is **welcomed** and **celebrated**.

Mission: We offer high-quality early learning and child care experiences through a Reggio Emilia inspired program focused on the Pillars of Learning. This is achieved through a caring, professional and adaptive team in partnership with families and our community.

Parkview Children's Centre believes and enacts the following principles in the delivery of its child care and early learning program. This program statement is consistent with the Ministry of Education's policy statement on programming and pedagogy. All Educators, volunteers, students and the Board of Directors will review this program statement annually. The Operations Lead, followed by reflective dialogue with Educators, will monitor compliance with the program statement by Educators, volunteers, and students through monthly observations and when needed, the development of a performance improvement plan will take place.

The principles underlying the program and mission statement include:

1. Children are competent, capable, curious and rich in potential. This is achieved by Educators:

a) Engaging children in the development of curriculum; Ensuring children have opportunities to express their thoughts and ideas; Supporting children with the exploration of their environment; Encouraging and facilitating inquiry; Providing developmentally appropriate materials that are challenging but not frustrating; Spending time with children and being partners in their play.

2. Promoting the health, safety, nutrition and well-being of the children. This is achieved by Educators:

a) Adhering to all legislative requirements of the Child Care and Early Years Act ("CCEYA") (e.g. Playground inspections, Safe food handling); Observing the environment and making changes to ensure safety; Encouraging and modelling healthy eating habits of children through family style meals and snacks; Observing children and adhering to Child and Family Services Act and the Duty to Report Child Abuse requirement; Revising the schedule of the day and the curriculum to meet the needs of the children; Engaging community supports when there are concerns about the development of a child; Offering meals and snacks that meet Canada's Food Guide requirements and the CCEYA.

3. Supporting positive and responsive interactions among children, parents, child care providers and Educators. This is achieved by:

a) Children: Educators facilitating experiences that promote interactions between children and setting up the environment to allow for collaborative experiences

b) Parents: Educators communicating with parents during drop off and pick up times; ensuring daily reports are completed; coordinating special events where parents can network and interact with each other and Educators; providing opportunities for parents to meet one on one with their child's teacher

c) Child care providers and Educators: providing a staff room; regular, interactive staff meetings, special events for Educators (potluck, celebrations etc.); access to the Operations Lead for reflective dialogue; engagement in professional learning about supporting positive interactions among children, with parents and peers

d) Educators, volunteers and students supervising children: monitor prohibited practices on an ongoing basis, through monthly observations and reflective dialogue by the Operations Lead with Educators, and when required, performance improvement plans will be developed. In extreme cases, dismissal will take place. ***Prohibited practices include:***

- corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching)
- physical restraint of children, including but not limited to confining to high chair, car seat and more. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent)
- locking the exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency
- use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their 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; or
- sexual abuse, sexual misconduct and prescribed sexual acts (as defined under the *Early Childhood Educators Act, 2007*).

4. Encouraging children to interact and communicate in a positive way and support their ability to self-regulate. This is achieved by:

a) Observing children to understand each child; Educators planning and facilitating curriculum based on their observations; Educators setting up and adjusting the environment to foster successful interactions and experiences (e.g.- level of light and noise, choices of materials and equipment); Professional learning for Educators about self-regulation

5. Foster the children's exploration, play and inquiry. This is achieved by Educators:

a) Observing children and planning curriculum based on their interests; Facilitating inquiry-based discussions with children and adjusting curriculum accordingly; providing open-ended materials; Participation in professional learning

6. Providing child-initiated and adult-supported experiences. This is achieved by Educators:

a) Ensuring the schedule of the day provides time for both child-initiated and adult supported experiences; providing open-ended materials and equipment for children to explore; encourage children to initiate their own play experiences

7. Planning for and creating positive learning environments and experiences in which each child's learning and development will be supported. This is achieved by:

a) Observation of the children and reference to the following documents when planning an inclusive curriculum and environment,

i. ELECT (Early Learning for Every Child Today)

ii. "How does Learning Happen" (*Well-being, Exploration, Belonging, Expression*) into curriculum planning and documentation

iii. Core concepts of the Reggio-inspired curriculum (*Collaboration, Image of the Child, Environment as a Third Teacher, Teacher as Researcher, Relationships, Transparency, Documentation, Provocation, Progettazione - making flexible plans for the further investigation of ideas and devising the means for carrying them out in collaboration with children, parents, and at times, the greater community, One Hundred Languages of Children - encouraging children to make symbolic representations of their ideas and providing them with many different kinds of media for representing these ideas*)

8. Incorporating indoor and outdoor play as well as active play, rest and quiet time, into the day, and consider the individual needs of the children receiving child care. This will be achieved by:

a) Ensuring the schedule of the day provides a variety of activity level; Planning and offering curriculum activities in all domains, both indoors and outdoors; Setting up the environment to ensure areas for quiet and active play are available for all children; observing the children and facilitating activities based on their needs for active or quiet time.

9. Fostering the engagement of and ongoing communication with parents about the program and their children. This is achieved by:

a) Educators initiating meaningful dialogue daily with parents during drop off and pick up times; Completing daily report forms about each child; Providing various modes and contact points for feedback: website contact page, direct email, face to face contact with Operations Lead, phone calls.

10. Supporting Educators, or others who interact with the children at a child care centre in relation to continuous professional learning. This is achieved by:

a) Ensuring Operations Leads observe Educators and facilitate regular reflective practice; Providing professional learning information and resources; Ensuring budget planning includes a professional learning expense line; Annual professional learning day for all Educators; In-house professional learning during lunch time sessions; Quarterly staff meetings that include a professional learning component; Educator access to the internet for research; Providing Educators with a membership at the professional resource centre (rotating basis); Orientation program for all new Educators that includes but is not limited to: Health and Safety, Reggio-Inspired Curriculum, Intergenerational Program, Accessibility; Documentation of professional



learning in child care management software allowing Operations Leads to document areas of learning; Request feedback from Educators about professional learning needs; Provide time for Educators to participate in professional learning; Operations Leads engage in dialogue about professional learning needs and document these in the Performance Management Program package.

11) Involving community partners in the program. This is achieved by:

a) Ensuring Educators have opportunities to dialogue with community partners to support the best interests of children and families; Invite community partners to participate within the program; Coordination of Service Coordination meetings to support families and Educators.

12) Documenting and reviewing the impact of the strategies outlined in the Program Statement above. This is achieved by:

a) Reviewing goals at annual strategic planning meetings with management team; Referencing the goals when preparing feedback forums for Educators and families; Prepare a summary document after all review activities and provide to the Board of Directors for review and action planning; Coordinating feedback forums with families.

13) Program Statement Implementation. This will be achieved by:

a) Providing Educators with a copy for review and sign off; Operations Leads discussing the statement components during staff meetings; Management team discussing the statement components during staff meetings; Operations Leads reviewing statement during curriculum plan review and approval process; Peer reviews of program statement implementation to be developed. This program statement, together with the regulations that guide program development, pedagogy and practice in licensed child care settings, is intended to strengthen the quality of programs and ensure high quality experiences that lead to positive outcomes in relation to children's learning, development, health and well-being.

Parkview Children's Centre names "How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)" as the document to be used for the purpose of guiding our program under subsection 55 (3) of the CCEYA.

BOARD OF DIRECTOR'S

Parkview Children's Centre ("Parkview") is a non-profit, charitable organization operated by a volunteer Board of Directors. The Board consists of members from the community to a maximum of nine members. When parents enroll their children at Parkview, they automatically become members of our organization.

HOURS OF OPERATION

Our operating hours are Monday to Friday from 7:00am until the school bell rings and after school until 6:00 p.m. Programs operate September to June. School Break programs are available during the months of January, March, July and August (these program times and locations may vary).



SERVICES OFFERED

Parkview strives to provide high quality child care to the community. We are licensed under the Ministry of Education and follow the requirements set forth by the CCEYA. ***We do not offer any part-time programs.***

Our school age locations serve children in the following programs:

- **Kindergarten:** The program includes opportunities to continue learning as an extension of kindergarten topics, exploring the indoors and outdoors, creating with the arts (visual, dramatic and music), discovering science, engaging in mathematics and literacy activities, developing social skills, gross and fine motor skills and problem solving.
- **School Age:** The program provides a club like atmosphere that includes opportunities for creating performances, works of art, science projects, and tournaments. A key component of the program involves spending 30 minutes outdoors or inside participating in physical activity.

Once a child is accepted into the Before and After School Program, they are guaranteed continued enrollment for each subsequent school year, provided they remain eligible for the program. Children are eligible for our school-age programs, including Summer Camp, through the completion of Grade 6. Children are no longer eligible for school-age programming after completing Grade 6 (including Summer Camp for that summer).

PA DAYS, MARCH BREAK, SUMMER CAMP

Registration in the Before and After School program does not guarantee you a space in our full day camp programs (Parkview does not operate a Winter Break camp). Registration for those programs is completed separately. Families will not be charged the Before and After School rate on camp days. However, if your child is registered in a full day camp program, you will be charged the full day camp rate. ***Please see the Camps section of the handbook for more information.***

AGE GROUP/CLASSROOM TRANSITIONS

When it is time for a child to move classrooms/age groups, parents are given written notice of the transition date. Transitioning classrooms is dependent on many factors, for example, developmental readiness, date of birth, and Centre scheduled enrollment. Parkview does take into consideration the relationships within the classroom, but we do not guarantee that we will honour requests for placement in specific classrooms or with specific Educators.

EDUCATOR TO CHILD RATIOS/MAXIMUM GROUP SIZES

As per the CCEYA:

Age Category	Age Range of Age Category	Ratios of Employees to Children	Maximum Number of Children in Group
Kindergarten	44 months or older but younger than 7 years	1:13	26
Primary/Junior School Age	68 months or older but younger than 13 years	1:15	30
Junior School Age	9 years or older but younger than 13 years	1:20	20

Reduced Ratios:

Parkview observes reduced ratios for two periods of the day, as approved in the Child Care and Early Years Act. Reduced ratios never apply in the Junior School Age group or when a classroom is outside. Reduced ratios occur during:

1. Arrival period = 30 minutes from the time the centre opens (7:00am-7:30am)
2. Departure period = 30 minutes before the centre closes (5:30pm-6:00pm)

Age Category	Standard Ratio	Reduced Ratio	Educators Required for Reduced Ratios
Kindergarten	1:13	1:20	1-20 children = 1 Educator 21-26 children = 2 Educators
Primary/Junior School Age	1:15	1:23	1-23 children = 1 Educator 24-30 children = 2 Educators
Junior School Age	1:20	N/A	N/A

CENTRE CLOSURES/HOLIDAYS

Parkview is closed for up to 20 days per calendar year, including all statutory holidays and designated centre closure days. Child care base fees remain payable during these closure days, as permitted under the Canada-Wide Early Learning and Child Care (CWELCC) guidelines approved by Halton Region. We will notify families of closure dates as soon as possible, so that families have ample time to find alternate arrangements for care.

PARKVIEW CLOSURE DATES – 2026

CLOSURE	DATE
New Year's Day/Winter Break	Closed on January 1 st and 2 nd , 2026

Family Day	Closed on Monday, February 16 th , 2026
Good Friday	Closed on Friday, April 3 rd , 2026
Victoria Day	Closed on Monday, May 18 th , 2026
Professional Learning Day	Closed on Friday, May 29 th , 2026
Canada Day/Summer Break	Closed on July 1 st , 2 nd , 3 rd , 2026
Civic Holiday	Closed on Monday, August 3 rd , 2026
Early Closure	Closing at 12pm (noon) on Friday, September 4 th , 2026
Labour Day	Closed on Monday, September 7 th , 2026
Thanksgiving Day	Closed on Monday, October 12 th , 2026
Early Closure	Closing at 12pm (noon) on Friday, October 23rd, 2026
Winter Break	Closed on December 23 rd , 24 th , 25 th , 28 th , 29 th , 30 th and 31 st , 2026

PARKVIEW CLOSURE DATES – 2027

CLOSURE	DATE
New Year's Day	Closed on Friday, January 1 st , 2027
Family Day	Closed on Monday, February 15 th , 2027
Good Friday	Closed on Friday, March 26 th , 2027
Easter Monday/ Professional Learning Day	Closed on Monday, March 29 th , 2027 <u>*Subject to change</u>
Victoria Day	Closed on Monday, May 24 th , 2027
Canada Day	Closed on Thursday, July 1 st , 2027
Summer Break Closure	Closed on Friday, July 2 nd , 2027
Civic Holiday	Closed on Monday, August 2 nd , 2027
Early Closure	Closing at 2pm on Friday, September 3 rd , 2027
Labour Day	Closed on Monday, September 6 th , 2027
Thanksgiving Day	Closed on Monday, October 11 th , 2027
Winter Break	Closed December 20 th -31 st , 2027 (10 days inclusive)
New Year's Day	Closed on Monday, January 3 rd , 2028



EMERGENCY CLOSURES AND INCLEMENT WEATHER

Parkview will also close for any of the following reasons:

1. The Executive Director and/or Board of Director's reserves the right to close the centre, in whole or in part, at any time, when deemed necessary for the health, safety, security, or operational needs of the organization
 2. When the CCEYA regulations cannot be upheld either in the centre or any classroom
 3. When it is mandated by Halton Region Health Department
 4. When the Halton Catholic District School Board (HCDSB) or the Halton District School Board (HDSB) close schools due to inclement weather. If the buses are cancelled, but the schools are open, then our centres are open as well (unless otherwise communicated by Parkview). ***Families will be responsible for payment of full fees on any closure days.**
- Note: when the HCDSB & HDSB are closed, the Executive Director of Parkview will determine when our centres close due to inclement weather.

Parkview has emergency management policies and procedures to address emergency situations. "Emergency" at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre. If a child needs to be transported to the hospital by ambulance, parents/guardians will be contacted immediately. Parkview will call 911 when necessary to protect the child's health and well-being.

In the event of inclement weather overnight:

- Parkview **will not** be sending out a notice of the closure to families
- Parkview Site Leads will only notify families if there is a centre closure where the HCDSB or the HDSB **are not** closing schools
- Parents are required to seek out inclement weather closure information directly from the **School Board Websites:** <https://www.hcdsb.org/> or <https://www.hdsb.ca/>

In the event of a closure throughout the day:

- Parents will be notified via Lillio, email and/or phone call of the early closure, and are required to pick up their child(ren) within 2 hours of the message being sent
- On days of inclement weather, it is crucial that parents/guardians have a plan in place to ensure emergency contacts are available to support with early pick-ups if parents are unavailable

OFFICE COMMUNICATION

Internal Families: Emails, phone calls, and Lillio messages will be returned within 48 business hours. Parent communication will not be responded to after business hours (evenings and weekends). **External Families:** Response times are 3-4 business days.

FEES AND PAYMENT POLICIES

CANADA-WIDE EARLY LEARNING AND CHILD CARE AGREEMENT

Parkview Children's Centre participates in the Canada-Wide Early Learning and Child Care (CWELCC) program, a provincial and federal initiative designed to make licensed child care more affordable for families. Eligible child care base fees are subject to the maximum daily base fee established under the program and will be reflected on family invoices. Non-base fees are charged separately and are not subject to the CWELCC fee cap.

PAYMENT INFORMATION

Parkview manages billing and payment processing through Lillio (please see Use of Lillio section below for more information). All invoices are issued electronically through Lillio, and all fees are collected by Pre-Authorized Debit (PAD) with automatic payments on the first of each month. Child care base fee invoices are typically issued approximately one week before the monthly payment due date. Non-base fees may be invoiced separately as they are incurred. Payment terms for optional programs are outlined on the applicable registration forms.

Upon acceptance of a child care space, families are required to provide valid banking information in Lillio, complete and electronically sign the PAD Agreement, and enable AutoPay. Families are responsible for maintaining valid and active banking information in Lillio for the duration of their child's enrollment. If banking information changes, families must notify their Operations Lead so that existing payment information can be removed before updated banking information is entered into Lillio. **Parkview Children's Centre accepts payment by PAD only. Payment by cash, cheque, debit card, credit card, or e-transfer is not accepted.**

BASE FEES

Please see ***Appendix A – 2026 Base & Non-Base Fees*** for current fees breakdowns.

Child Care Base Fees

Child care base fees are due on the first of each month, or on the following business day if the first falls on a weekend or holiday. Please note that PAD payments may take up to 3 business days to be withdrawn from your bank account.

Monthly child care base fees are charged at a monthly flat rate, calculated using an average of 21.7 billable days per month. Families are responsible for paying the monthly base fee for all days your child is enrolled. This includes all statutory holidays, sick days, vacation days, snow days, and approved centre closures. Child care base fees are based on enrollment rather than attendance. Once your child is enrolled, their space is reserved exclusively for them, and staffing is scheduled



accordingly. As a result, base fees remain payable regardless of whether a child attends on a scheduled day.

Child care base fees are non-refundable. Any overpayments or overcharges will be applied as a credit to the following month's child care base fees or issued as a refund to the original payer, at Parkview Children's Centre's discretion.

Deposit Fees

Upon acceptance of a space, a \$100 deposit fee is payable. This deposit will be applied towards your last month's fees after the one-month mandatory notice of withdrawal has been provided. If you cancel your space one month or more before your confirmed start date, the deposit will be refunded to you in full.

In instances where the one-month mandatory notice has been provided, and your final month's fees are less than the \$100 deposit, the remaining balance will be refunded. If less than one month's notice of withdrawal is provided, the deposit will be applied toward the fees owing for the mandatory one-month notice period. Families remain responsible for any remaining balance owing for that notice period, regardless of their child's last day of attendance.

The \$100 deposit fee is waived for families receiving child care subsidies through the Region of Halton. Families who pay the deposit while awaiting subsidy approval will have the deposit refunded upon receipt of confirmation of their approved subsidy from the Region of Halton.

NON-BASE FEES

Late Pick-Up Fees

Parents must arrive to pick up their children no later than 5:55pm to allow for departure by 6:00pm. Pick up and departures occurring after this time are subject to a late pick-up fee (non-base fee).

Late pick ups are subject to the following non-base fees:

6:00-6:05 pm: \$20.00 per child

After 6:05pm: \$50.00 per child.

This fee will be charged to you within 5 business days of the occurrence. Families with more than one child enrolled will be charged the applicable late fee per child. Please see our Late Pick-Up Policy section for more details.

Non-Sufficient Funds (NSF) Fees

A \$25.00 NSF (Non-Sufficient Funds) fee will be charged as a non-base fee for each payment returned due to non-sufficient funds. If a payment is returned NSF, Parkview Children's Centre will contact the family to arrange payment of the outstanding balance, including the applicable NSF fee. Continued non-payment may result in a Notice of Non-Payment being issued. Please see ***Appendix B – Termination of Child Care Services Policy*** for additional information.



FINANCIAL ASSISTANCE (CHILD CARE FEE SUBSIDY)

Parkview Children's Centre participates in the Region of Halton Child Care Fee Subsidy program through a Purchase of Service Agreement. For eligibility information, please contact the Region of Halton at 905-825-6000 or visit their website.

FEE CHANGES

Parkview Children's Centre reserves the right to amend child care base fees and non-base fees as required, and in accordance with applicable legislation and CWELCC program guidelines, where applicable. Families will receive a minimum of 4 weeks' written notice prior to any fee changes taking effect, unless otherwise required by legislation or changes to government funding.

CHILD CARE FEE RECEIPTS

Annual child care fee receipts will be issued no later than the end of February for fees paid during the preceding calendar year. Receipts will be issued electronically and emailed to the email address associated with the payer's Lillio account. Families who change the designated payer during the calendar year may receive separate child care fee receipts for the amounts paid by each payer. Child care fee receipts will be sent from info@parkviewcc.ca; please check your junk or spam folder if you have not received yours by the end of February.

ENROLLMENT AND REGISTRATION

WAITLIST INFORMATION

Each centre has a waitlist for families seeking enrollment. The waitlist is administered in a fair and transparent manner and in accordance with applicable legislation. Please see ***Appendix C for our complete Waiting List for Child Care – Policy and Procedures.***

Families are responsible for keeping their contact information current while on the waitlist. Being placed on a waitlist does not guarantee future enrollment. Please visit our website if you wish to join the waitlist. <https://parkviewchildrenscentre.ca/waitlist-v2/>

USE OF LILLIO (CHILD CARE MANAGEMENT SOFTWARE)



Parkview uses Lillio as our child care management and family communication platform. Lillio helps us support daily program operations by providing a secure and efficient way to manage our waitlists, attendance records, emergency contact information, child



profiles, billing information, parent communications, and more. A consent form must be completed when registering your child into the program and then parents will be invited to download and use the Lillio application. Through Lillio, parents/guardians will receive updates including attendance information, program announcements, photographs, learning documentation, reminders, and other important communications from the centre.

Parkview is committed to protecting the privacy and confidentiality of all personal information collected and stored through Lillio. Information is managed in accordance with applicable privacy legislation and is used solely for the purpose of providing quality child care services and maintaining the health, safety, and well-being of children in our care.

As a reminder, Educators are busy interacting and engaging with the children throughout the day. These interactions and time being spent with the children is their number one priority. Some days may be busier than others, so please be patient with our Educators if they do not share information regarding your child right away. Please be aware that the Lillio system is not an instant messaging service. As mentioned above, it may take time for your child's Educators to respond to your message. Each day looks different in a classroom, so you may not receive updates and/or photos every day as the Educators are supporting the needs of the children in the classroom.

REGISTRATION PROCESS

We strive to make the registration process as smooth and transparent as possible for families. The following outlines the steps involved from being offered a space to your child's first day at the centre.

Step 1: The Registration Team will contact the family of the next eligible child on the waitlist when a space is available. A final decision must be made within 48 hours.

Step 2: Upon acceptance of a space, families must complete the ***Application for Enrollment*** within 48 hours. Parkview may request clarification or additional information to ensure the child's needs can be safely supported within the program.

Step 3: Valid banking information must be added to Lillio, and the deposit fee must be paid to secure the space (unless your child is subsidized). See Fees and Payment Policies – Deposit Fees for more information.

Step 4: Family will receive final written confirmation of space/start date from Parkview's Registration Team. Enrollment is not considered complete until all required forms and documentation have been received and approved.

Step 5: Prior to your child's first day, you will be invited to an orientation meeting/classroom visit. Families will have the opportunity to meet your child's educators, review classroom routines, discuss arrival/departure procedures, and most importantly, discuss your child's interests, strengths, and needs. This orientation supports a positive transition for both children and families.



CHANGE IN REGISTRATION INFORMATION

Parents/guardians are responsible for ensuring that all information on file remains accurate and current. Please notify your Operations Lead immediately for any changes in registration information (ex: phone numbers, addresses, emails, payment information). The accuracy of this information is vital to the safety and well-being of each child, and the overall administration of our services.

WITHDRAWAL/ DISCHARGE

A mandatory one-month written notice is required if you plan to withdraw your child from the centre for any reason. You will be charged the full cost of one month of care regardless of if your child attends their final month. Your \$100 deposit fee will be applied to your last month's fees as a credit. If you are currently receiving a subsidized rate through Halton Region, you will only be required to provide two weeks written notice. If your subsidy ends before your two weeks notice, please note that you will be responsible for paying full fees for the final days. If you cancel a space with less than one month notice to the confirmed start date, you will be responsible for any fees you would have been paying during that one-month period. Ex: If your child is confirmed to start January 1st then you must give notice of cancellation by December 1st. If you were to cancel your space on December 15th, you would be responsible for the fees from January 1st to January 15th. When withdrawing from the program, families will be required to fill out a "Notice of Withdrawal" form and return the form to your Operations Lead/Parkview's Registration Team when completed. Once Parkview's Registration Team receives the "Notice of Withdrawal" form they will begin to process your withdrawal.

RIGHT TO REFUSE

Parkview reserves the right to refuse or discharge any family. Please see ***Appendix B for the Termination of Child Care Services policy***.

PROTECTION OF PERSONAL INFORMATION

Parkview is committed to implementing processes and practices to ensure the personal information of children and families is protected. The information requested during the enrollment process and thereafter is collected for the purposes of supporting the health and welfare of each child and ensuring the safety of each child. The information is collected pursuant to Child Care and Early Years Act, 2014, S.O. 2014, c. 11, Sched. 1, as amended and the regulations there under.



CUSTODY & ACCESS

It is our legal responsibility, to the extent that this is possible, not to release a child to an unauthorized person. We recognize that families may be dealing with custody and access issues about a child(ren) attending Parkview. Therefore, we have set the following guidelines in place to ensure that a child is not released to a parent/person who is not authorized to have access due to custody arrangements.

At the time of registration or any time during the child's enrollment at Parkview, the enrolling parent must notify Parkview's Registration Team or their site Operations Lead of an existing Custody Agreement. Parkview's Registration Team or Operations Lead will ask for a certified copy of the most recent Court Order. If the other parent is not permitted to pick up the child, Parkview will need to verify this through the custody document that will include clear access directions. Without a court document, both parents have equal rights to custody and Parkview cannot accept the responsibility of deciding which parent has legal custody. If custody documents are in the process of being established, Parkview will accept a written agreement signed by both parents confirming who can pick up the child and on what days and times.

If there is a custody disagreement/dispute, Parkview is legally bound to respect the wishes of the parent with legal custody. To best support the child in a family conflict situation (i.e. custody, divorce, separation), it is Parkview's policy to remain neutral. Therefore, we will not issue letters of support/character references to either parent/guardian.

ARRIVAL & DEPARTURE PROCEDURES

Please ensure that you connect with a classroom teacher through Lillio (formerly HiMama) with any questions, concerns or information that you need to share in the morning. Child development experts recognize that routine and predictability are one of the important elements in making a child's world feel safe. Therefore, Parkview Educators strive to provide a schedule for your child that is consistent every day. Accordingly, we ask for your participation in helping us make your child feel safe and secure within his or her environment by supporting this schedule. Parents **must** accompany your child(ren) to/from their classroom and ensure that a classroom educator is aware of their arrival and departure. Please see ***Appendix D for our complete Safe Arrival and Dismissal Policy and Procedures.***

DROP OFF

To support a smooth transition into the program, we ask that all parents/guardians keep drop-offs brief and positive, even when their child is upset or crying. Children/families are not permitted on-site before 7:00am, so we kindly ask you to remain in your vehicle and not ring the doorbell.



PICK UP

Please be mindful at the end of the day that the Educators do not have a lot of time to connect when you are getting your child ready to leave the classroom. Please message your child's classroom to arrange a time to connect regarding your child should you have questions or concerns about your child's development, needs etc.

Parents and other pick-up contacts (14 years of age or older) must always have picture identification available. On occasion, there may be an Educator caring for your child during pick up time, who may not be familiar with you; therefore, they will ask you to produce identification. If the above guidelines are not followed, an Educator cannot release your child.

We understand that there are some situations where you may be unable to pick up your child on time (i.e. traffic jam, GO train delay, inclement weather, etc.). In those instances, the person picking up your child must be listed as one of their emergency contacts. In the event none of the emergency contacts are available either, parents must provide written verification with the name of the person who will be picking up your child, and they will be required to show photo identification.

LATE PICKUP POLICY

The hours of operation at all Parkview Before and After School locations are 7:00 AM to the school bell and the end of day school bell to 6:00 PM. All parents are required to arrive to pick up their children no later than 5:55pm to allow for departure by 6:00pm from the building. Parents failing to depart with their children by 6:00pm will be required to sign a late form. Out of respect for our Educators personal time, Parkview has a late fee policy in effect. Our late pick-up non-base fee is levied at a rate of \$20.00 from 6:00pm-6:05pm and \$50 after 6:05 pm. The late fee payment will be charged within 5 days of the occurrence. Families with multiple children that attend care will be charged the late fee for each individual child. We will be contacting Halton Children's Aid Society for consultation by 6:30 pm if we have not heard from either parent/guardian. Families who are late more than three times will be asked to find alternate child care for their child. **THERE IS NO EXCEPTION TO THIS POLICY.**

SECURITY MEASURES- ENTRY ACCESS

Each site has locked entry points which are secured by a keypad. Parents are provided with the passcode upon enrollment into the program and are expected to keep this passcode confidential. The passcode will be changed regularly. An email from the Operations Lead will be sent to you in advance of the passcode change.

Please ensure that you do not allow any other adults into the building when you enter, even if you are familiar with them, as their access may have changed. We understand this may be



uncomfortable, but it is for the safety of all individuals. All families are expected to ensure the door closes and secures when they enter and exit.

DAY-TO-DAY OPERATIONS

INCLUSION

Through an agreement with Halton Region Inclusion Services, Parkview provides an inclusive program that provides services for children with differing abilities. To best support your child's individual needs, it is important that families be open and share any information regarding outside support that the child may be receiving or need. We also ask that families share with us any behavioural or medical diagnosis that your child might have so that we can best support them in the program. Please see ***Appendix E for our Acknowledgement of Support Services.***

BEHAVIOUR GUIDANCE

As part of quality early learning programs, children learn best through relationships and collaboration with other children and adults. All Educators are required to follow our Program Statement which includes expectations of Educators when supporting behaviour and is signed prior to the start of their employment and annually thereafter. Should a child that demonstrates challenges, developmentally and/or behaviorally be enrolled in the program, the program will seek to access additional support and resources in a timely manner. However, if it is concluded that the Educators and program can no longer meet a child's needs and that there is a safety risk (elopement and aggression) to the child, other children and Educators, then the decision to discharge a child may be warranted. The program also reserves the right to give notice of withdrawal of service if the parent does not abide by all policies and procedures. If the Centre's programs are not meeting the needs of your child or family, we will discuss possible solutions and provide aid in finding alternatives.

DUTY TO REPORT

We all share a responsibility to protect children from harm - a responsibility that extends to those situations where children suffer abuse and neglect in their own homes. Ontario's Child, Youth and Family Services Act (CYFSA) provide protection for these children.

Section 125 of the Act states that members of the public, including professionals who work with children, must promptly report any suspicions that a child is or may need protection to a Children's Aid Society. This means that all Educators of Parkview have a legal responsibility to report suspicions of child abuse. The intention is to ensure children are protected and parents/caregivers have the resources to support the growth and development of children.



The Act defines the phrase "child in need of protection" and sets out what must be reported to a Children's Aid Society. This definition is set out in detail on the following pages. It includes physical, sexual and emotional abuse, neglect, and risk of harm. For more information or questions regarding our "duty to report", please consult <http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

REGGIO INSPIRED CENTRE

Parkview's program is inspired by the Reggio Emilia approach to Early Childhood Education. Key components of the Reggio philosophy include community support, parent involvement and the environment, which acts as a third teacher.

As part of Parkview's project-based curriculum, the children are exposed to an environment that focuses on learning through relationships, research, and art. Within the many learning centres, children explore using a wide variety of art materials, real life, and natural resources. The children's work is documented through learning stories, photographs, samples of children's artwork, children's written work, and teacher recordings of individual and group discussions. Documentation allows children to revisit their work and provides parents with evidence of their children's learning.

OUTDOOR PLAY

In accordance with the CCEYA:

Each child that attends a Before and After School program must spend at least 30 minutes each day outdoors. Each child that attends for six hours or more in a day must spend up to two hours each day outdoors.

Parents must ensure that their child is dressed appropriately for the weather. As it is a licensing requirement to maintain Educator to child ratios, we are unable to accommodate any request for children to stay indoors while their class participates in outdoor play. Therefore, our general policy for all childhood illness is "if they are too sick to participate fully in the program (including outdoor play), then they may be too sick to be at school".

Programming takes place to support children's development while outdoors. This may include active movement, sensory play, creative, dramatic play, etc. Indoor active play will be encouraged when inclement weather prevents children from being outdoors.

When weather extremes take place or weather advisories are announced, the children will remain inside, and appropriate changes will be made to daily programming.

CLOTHING/FOOTWEAR

All clothing must be suitable for the weather and to ensure safety. Parkview is not responsible for any damage to clothing or personal items (such as jewellery or accessories) that go missing.



Children often have very similar clothing or may accidentally place an item in a neighbouring cubby. Therefore, names must be clearly marked on all children's clothing.

For your child's safety, drawstrings and other loose clothing that can cause entanglement in equipment are not permitted on site. Parents will be asked to remove these safety concerns. As part of the learning process, children are actively involved, both indoors and outdoors. This includes using creative and sensory materials such as paint, markers and glue; crawling, sitting and digging in sand and garden areas; active games both indoors and outdoors. We will make every effort to keep your child's clothing from being soiled but we cannot guarantee that their clothing will remain unsoiled as children engage in active play and activities. Please send your child in clothing that if dirtied, will not concern you.

Additional clothing

At least one additional complete set of seasonally appropriate extra clothing must be in your child's cubby. Please check the supply frequently. Clothing needs include:

- Summer: shorts and t-shirts, a wide-brimmed hat, splash pants
- Winter: hats that cover ears and forehead, waterproof mittens, winter boots, snow pants
- Spring/Fall: rubber boots, splash pants, rain jacket

Footwear

Indoor footwear is required throughout the year and may be open-toed but must be non-slip and have a closed back or back strap. Outdoor footwear for the playground must be closed toe, have a non-slip sole and a closed back or back strap.

PERSONAL/COMFORT ITEMS

No toys, food, candy, etc., may be brought into the centres, as it can become a source of conflict between children without approval. In all cases, Parkview will not be responsible for items brought in from home if they are lost or damaged.

SCENT FREE ENVIRONMENT

The chemicals used in scented products can make some people sick, especially those with fragrance sensitivities, asthma, allergies, and other medical conditions. Due to a wide variety of allergies and sensitivities, Parkview is scent free.

PLACEMENT OF STUDENTS AND OBSERVERS

As a leading advocate in the support of quality early learning and child care, Parkview values the importance of adult education regarding child development and curriculum development.



Therefore, Parkview mentors high school co-op, college and university students enrolled in an Early Childhood Education or Child Studies program. Students are involved in the planning and implementation of day-to-day activities at Parkview. They are always supervised and mentored by a Parkview Employee and are never to be left alone with a child or group of children. Occasionally, students or professionals working with children request a visit to Parkview for observation purposes. The approval of these requests is at the discretion of the Operations Lead.

VOLUNTEERS

Parkview may have parent and/or community volunteers who contribute their time and skills in the classroom. Volunteers enable us to provide higher adult to child ratios, more opportunity for one-to-one interaction between Educator and child, and a higher level of programming.

All volunteers are thoroughly screened, including a clear vulnerable sector police check. Parkview requires all students and volunteers to review and sign off that they have read and understand all policies of the organization. Students and volunteers are always supervised by a Parkview employee and are never left alone with a group of children or any individual child. If you are interested in volunteering at the centre, please contact the Operations Lead.

FIELD TRIP & EXCURSIONS

Field trips, excursions, walks and community interaction are an important part of learning and an extension to Parkview's Reggio Emilia approach. Field trips and excursions are related to the topic that the group is working on.

Notices of field trips and excursions requiring transportation are given to parents in advance. On occasion, additional adult supervision is required for a field trip. Parent volunteers are requested and greatly appreciated for these trips. A current Criminal Reference Check (CRC) is required before any volunteer may accompany the children on a field trip. These documents can take up to four weeks to complete so it is recommended that you apply for a CRC immediately so that you are ready to volunteer when the opportunity arises.

From time to time, community resources will be utilized within the premises. This means, we will bring in community guests or special presenters. You will receive notice when this happens.

Excursions involving water play are only permitted at splash pads.

HOLIDAYS

At Parkview, we take a Reggio Emilia inspired approach to all holidays, including Mother's Day, Father's Day, and Halloween. Rather than celebrating with Educator-directed crafts or presents, we focus on learning about the diverse way's families mark special occasions. Guided by children's curiosity, we explore identity, relationships, and belonging through open-ended, child-



led experiences. Families are welcome to share their traditions, stories, or artifacts to enrich our environment and affirm each child's unique identity.

For Halloween, children are welcome to wear orange, black, or Halloween themed pajamas. Costumes, however, will not be permitted, as they are not designed for all-day wear and lead to additional transitions when children become uncomfortable. We trust families to celebrate holidays at home in ways that feel meaningful to them, while we continue to foster an inclusive, respectful, and child-centred environment.

NUTRITION, HEALTH, & MEDICAL

MENU

A four-week rotating menu is posted on the information board for parents. The CCEYA and Canada's Food Guide forms the basis for the Centre's nutritious snacks. All snacks are catered through Wholesome Kids Catering. A morning snack is served (until 8:30 am) as a supplement to the breakfast that your child receives at home. A nutritious afternoon snack is also served. For your information, the 4-week menu is posted at each location and available through email at the parent's request. If there are food sensitivities, all sites will provide meal replacements. Please speak with the Operations Lead to make these arrangements.

FOOD ALLERGIES/LIMITATIONS/MEALS AND SNACK/WATER BOTTLES

Children attending Parkview may have food allergies that are severe to life threatening. To ensure the health and well-being of children with allergies, food items (such as celebration treats) are not to be brought into the centre unless it is a nut-free, store-bought item that has been discussed and approved with the Operations Lead. If approved by the Operations Lead, families will be advised to only bring in the "Made Good" brand products for celebrations.

When food is needed to be brought into the Centre from home, due to **severe allergies or restrictions**, the following steps will be taken to ensure proper identification of each container/lunch bag:

1. Conversation with the Operations Lead/possible Doctor's note required to verify
2. Each container/lunch bag will be clearly labelled with the date, child's name, and all food ingredients listed.
3. The Kitchen Coordinator will bring the labelled food containers/lunch bags to the classroom with prepared lunch.

Parents of children with food allergies must provide the centre with a list of food limitations and will be asked to provide a milk alternative if your child has sensitivities to the milk that our catering company provides.

The Ministry of Education requires that water be available for each child in a labelled water bottle/cup. Parents are required to bring in a water bottle that is clearly labelled with their child's



name. Water bottles will be sent home daily to be cleaned and returned to school the next day. Educator will ensure that the water bottles are filled and available to your child during both indoor and outdoor time.

ANAPHYLACTIC ALLERGIES

An Anaphylaxis Emergency plan will be filled in and posted in the child's classroom and kitchen where food is prepared. The Emergency plan will be used to capture all relevant information including emergency procedures in the event of exposure to allergens. Any medication to be administered must be prescribed by a Doctor and be current.

Parents must complete this plan a minimum of 2 weeks prior to their child starting at the child care centre or 2 weeks prior to the expiration of a current plan, to ensure Parkview has adequate time to review this plan with each Educator. If the plan is not completed and Educators have not signed off, your child cannot participate in the program. If parents do not provide the required paperwork and/or medication (note: expired medication is not permitted) by the given deadline, parents will be responsible for fees on any days their child is not permitted to attend.

Parents will sign the Emergency Plan to show that they consent to the method by which the Educators are trained to administer emergency medication and identify how training was provided. All Educators, students, and volunteers will review the individual plan annually, at minimum.

MEDICAL NEEDS

To ensure the health and well-being of all children, every child who has a medical need must have an individualized plan developed. Parents must complete this plan a minimum of 2 weeks prior to the child starting at the child care centre or 2 weeks prior to the expiration of a current plan, to ensure Parkview has adequate time to review this plan with each Educator. If the plan is not completed and Educators have not signed off, your child cannot participate in the program. If parents do not provide the required paperwork and/or medication (note: expired medication is not permitted) by the given deadline, parents will be responsible for fees on any days their child is not permitted to attend. Please discuss this with the Operations Lead. If a medical need arises over time, then please advise the Operations Lead so a plan can be developed immediately.

MEDICATION

Only emergency, life-saving medication such as epinephrine, asthma inhalers and other medication that has been identified as emergency (ex. Tylenol/Advil for Febrile seizures, Benadryl for anaphylactic allergies) will be accepted and administered on site by our Educators. If your child is required to have non-life-saving medication during the day (ex. Antibiotics, prescription cream), you must discuss with your Doctor a modified dosing schedule so that he or she may receive the proper dosage at home. Parents are also permitted to come to the centre to administer the



medication at the required time if needed, as we do not administer or apply anything with a DIN number that is for non-life-saving reasons.

Should your child require emergency medicine for one of the following conditions: **Severe Allergies/ Febrile Seizures/ or Asthma**, parents, together with the Operations Lead, will fill in the medication form and emergency plan.

Over the counter medication is only accepted when it is part of the emergency plan and prescribed by a Doctor with a clear Doctor's note outlining the signs and symptoms for administering the drug or medication and the appropriate dosage. We will only administer prescription medication in the ORIGINAL CONTAINER.

When a drug or medication such as puffers is to be administered to a child on an "as needed" basis (i.e. there is no specific schedule or time of the day for administration), the drug or medication must be accompanied with a doctor's note outlining signs and symptoms for administering the drug or medication and the appropriate dosage. In addition, the Authorization for Medication Administration Form must clearly indicate the situations under which the medication is to be given as outlined in the doctor's note, including observable symptoms. Medicated diaper cream will not be permitted. For questions about our medication policy, please contact your Operations Lead.

Under no circumstances is any over the counter or prescription medication to be left in a child's backpack or cubby area, as this poses a huge health and safety risk for children.

EPIPENS:

Parents of children requiring EpiPen's must provide the Centre with one current/non-expired EpiPen to be kept in the same location as the child (in a fanny pack with an Educator). All Parkview Educators have been trained to use an EpiPen. If one EpiPen is not provided, or has expired, the child will not be permitted to attend the program until a valid EpiPen is provided. ALL prescription labels MUST be directly on the EpiPen, not on the EpiPen box.

SICK POLICY

If your child is sick, a parent/guardian or emergency contact must be available to pick up the child from the centre within 1 hour.

Does your child have any of these symptoms?

☐ Fever and/or chills (Temperature of 38.0°C/100.4°F or greater) Time taken and temperature recorded as Time _____/Temperature _____.

☐ Nausea, vomiting and/or diarrhea (Not related to other known causes or conditions (for example, transient vomiting due to anxiety in children, chronic vestibular dysfunction, irritable bowel syndrome, inflammatory bowel disease, side effects of medication) Times of Incidences _____/_____.

- ☐ **Abnormal appearance of eyes** (including red eyes, discharge, swelling/puffy eyes, etc.) (Not related to other known causes or conditions (for example, allergies, blepharitis, recurrent sty's))
- ☐ **Rash** (Not related to previously documented skin conditions such as eczema *Doctor's note required to return to care – please see 2nd page for more information)
- ☐ **Cough** (Not related to other known causes or conditions (for example, chronic obstructive pulmonary disease))
- ☐ **Runny or stuffy/congested nose** (Not related to other known causes or conditions (for example, seasonal allergies, being outside in cold weather, chronic sinusitis))
- ☐ **Sore throat** (Painful swallowing or difficulty swallowing, not related to other known causes or conditions (for example, post-nasal drip, acid))
- ☐ **Headache** (Not related to other known causes or conditions (for example, getting a COVID-19 vaccine and/or flu shot in the last 48 hours, tension-type headaches, chronic migraines))
- ☐ **Decreased or no appetite (young children only)** (Not related to other known causes or conditions (for example, anxiety, constipation))
- ☐ **Shortness of breath** (Not related to other known causes or conditions (for example, asthma, chronic obstructive pulmonary disease, chronic heart failure))
- ☐ **Muscle aches or joint pain** (Not related to other known causes or conditions (for example, getting a COVID-19 vaccine and/or flu shot in the last 48 hours, osteoarthritis, fibromyalgia))
- ☐ **Extreme tiredness** (General feeling of being unwell, lack of energy and not related to other known causes or conditions (for example, getting a COVID-19 vaccine and/or flu shot in the last 48 hours, depression, insomnia, thyroid dysfunction, anemia, malignancy))
- ☐ **Abdominal pain** (Not related to other known causes or conditions (for example, menstrual cramps, gastroesophageal reflux disease))
- ☐ **Not participating in program**

Returning to Parkview

Fever: Your child may return to Parkview when they have been symptom free for 24 hours without the use of fever-reducing medication.

Vomiting, Diarrhea: Your child may return to Parkview when they have been symptom free for 48 hours without the use of medication.

Rash: Your child may return to Parkview with a doctor's note stating the rash is not contagious and they may return to care. If your child has been diagnosed with Hand Foot and Mouth disease, your child may return when the blisters are fully scabbed over (no open blisters) and they have been fever-free for 24 hours (without the use of fever-reducing medication) and are able to fully participate in the program.



Abnormal Appearance of the Eyes: Your child may return with a doctor's note stating that they are not contagious and may return to care. If prescribed medicated drops, your child may return to Parkview after being on the medicated drops for 24 hours, with no more discharge.

The health and well-being of all children and Educators at Parkview is our primary responsibility. Reducing the spread of illness is imperative for everyone's safety. Our goal is to minimize the risk of illnesses coming into the Centre. Parents must keep sick children home. Please do not hide children's symptoms by administering symptom suppressant medication such as Tylenol and Tempra before bringing them into the Centre.

Parents should speak directly to their child's Educators when they have concerns about their child's health. When Educators are better informed, they can monitor the child's activities throughout the day and to react appropriately to their needs. When children develop symptoms while in the program, parents will be notified and pick up arrangements will be made.

COMMON AILMENTS IN CHILD CARE SETTINGS:

Conjunctivitis (Pink Eye)

Any child with a suspected case of Pink Eye needs to seek medical attention immediately. A child with a confirmed case of Pink Eye will be required to be on antibiotics for 24 hours before they are able to return to care. If you wish to have your child seen by a physician and they deem your child does not have pink eye, a doctor's note will be required to return to care within that 24-hour period.

Skin Rash

When a child has an unexplained rash, they will be asked to be picked up immediately and will need a doctor's note before they can return to care.

Head Lice

Although head lice do not pose any health risks, Educators will monitor and observe the class for any signs of head lice. If head lice are observed on a child, parents will be notified immediately for pick up. Children must be free from lice and nits before returning to the program. Educators will check the child's head upon their return. If any nits or lice are found, the child will not be admitted into the Centre.

Hand Foot and Mouth Disease

Hand-foot-and-mouth disease may cause all the following signs and symptoms or just some of them. They include:

- Fever
- Sore throat
- Feeling unwell
- Painful, red, blister-like lesions on the tongue, gums and inside of the cheeks
- A red rash, without itching but sometimes with blistering, on the palms, soles and sometimes the buttocks
- Irritability in infants, toddlers and preschoolers

- Loss of appetite

The usual period from initial infection to the onset of signs and symptoms (incubation period) is three to six days. A fever is often the first sign of hand-foot-and-mouth disease, followed by a sore throat and sometimes a poor appetite and feeling unwell. Although your child is most contagious with hand-foot-and-mouth disease during the first week of the illness, the virus can remain in his or her body for weeks after the signs and symptoms are gone. That means your child still can infect others.

If your child has been diagnosed with Hand Foot and Mouth disease, your child may return when the blisters are fully scabbed over (no open blisters) and they have been fever-free for 24 hours (medication free) and are able to fully participate in the program.

Chicken Pox

The itchy blister rash caused by chickenpox infection appears 10 to 21 days after exposure to the virus and usually lasts about five to 10 days. Other signs and symptoms, which may appear one to two days before the rash, include:

- Fever
- Loss of appetite
- Headache
- Tiredness and a general feeling of being unwell (malaise) Once the chickenpox rash appears, it goes through three phases:
 - Raised pink or red bumps (papules), which break out over several days
 - Small fluid-filled blisters (vesicles), which form in about one day and then break and leak
 - Crusts and scabs, which cover the broken blisters and take several more days to heal

New bumps continue to appear for several days, so you may have all three stages of the rash — bumps, blisters and scabbed lesions — at the same time. You can spread the virus to other people for up to 48 hours before the rash appears, and the virus remains contagious until all broken blisters have crusted over.

If your child has come down with any of these symptoms, they will need to be seen by their doctor. We will require written confirmation by a doctor before your child returns to school.

Your child **must be at home until** all blisters have scabbed over. **Your child must not be still inching the scabbed areas which may cause open bleeding and potential spread.**

ACCIDENTS/ INCIDENTS

Accident Report

An accident is an unplanned event that results in a child sustaining an injury while participating in the program or on the premises. Examples include bumps, falls, cuts, scrapes, or other injuries that require first aid or additional medical attention. **An Accident Report will be completed by staff, and a copy will be shared with the parent/guardian via Lillio as soon as possible.**



Incident Report

An incident is an event or situation that affects the health, safety, well-being, or security of a child, staff member, or the program but does not necessarily result in an injury. Examples include behavioural incidents (biting), a child leaving a supervised area, medication errors, property damage, or other significant events. An Incident Report will be completed to document the circumstances, actions taken, and any follow-up required. Parents/guardians will be informed of incidents involving their child as appropriate.

Despite our Educators' best efforts to provide a safe and nurturing learning environment for all children, accidents do occur from time to time. Our goal in documenting accidents and incidents is to ensure transparency, maintain accurate records, promote children's safety and well-being, and support continuous improvement in our practices.

HEAD INJURIES:

Head injuries can be mild like a bump on the head, or more serious, like a concussion. In most cases, head injuries are mild and do not need medical attention. When a child receives medical attention for a head injury that occurred in the center or at home, it is imperative that they are kept at home for a minimum of 24 hours for observation.

If another child is involved, in the situation that caused the injury, the Operations Lead or Educator will discuss the situation with the parent of that child. Please be advised that Educators will not discuss with you any other children that may be involved in an accident/incident.

SUN PROTECTION

Parents must provide sunscreen for their child (we do not accept aerosol cans) to keep at Parkview during the months between April and October (refer to Topical Creams below). Parents must apply sunscreen to their child when they arrive in the morning. Educators will re-apply the sunscreen for the afternoon outdoor time as appropriate. Parents must provide a weather appropriate hat for their child to always keep at Parkview.

TOPICAL CREAMS

If your child requires a non-prescription topical cream (i.e. sunscreen, diaper creams, skin creams, lip balm etc.) that is not needed for acute (symptomatic) treatment and is used for long-term daily use, Parkview requires the following process to take place.

Educators are permitted to administer the cream only under the following circumstances: Non-prescription/non-acute (symptomatic) treatment topical cream must be in its original container and clearly marked with the child's name.

Parents must complete the authorization form that indicates what topical cream(s) and how the non-prescription/non-acute (symptomatic) treatment topical cream is to be administered. Parents



must give any non-prescription/non-acute (symptomatic) treatment topical cream to an Educator upon arrival at the centre. Under no circumstances is the non-prescription/nonacute (symptomatic) treatment topical cream to be left in the child's cubby or locker. Expired creams will not be administered.

FAMILY COMMUNICATION AND ENGAGEMENT

Please see ***Appendix E for our complete Family Partnerships/Parent Issues and Concerns policy.***

ROLE OF PARENTS WITHIN THE PROGRAM

Having clear lines of communication is critical in building a healthy partnership in caring for your child. To ensure that any issues, questions and concerns be directed to the right party, please consult the "Family Partnerships/Parent Issues and Concerns" policy (found in this handbook) that clearly outlines the steps for parents to take in the event of issues and concerns.

With respect to the privacy and confidentiality of other children, parents are not permitted to take any photographs or videos or be on FaceTime/video calls within the child care centre or on child care grounds. We ask that you provide your full attention to your child during drop-off and pick-up time, including refraining from being on your cell phone.

SOLICITATION

To maintain professional boundaries, avoid conflicts of interest, and ensure positive relationships within our child care community, parents/guardians and employees are prohibited from soliciting one another for private employment or services. This includes, but is not limited to:

- Parents/guardians requesting or encouraging employees to provide babysitting, nannyng, tutoring, transportation, housekeeping, pet care, or any other paid or unpaid services outside of their employment with the centre.
- Employees requesting or offering private services to families enrolled in the program.
- Parents/guardians promoting, marketing, or selling personal businesses, products, or services to employees.
- Employees promoting, marketing, or selling personal businesses, products, or services to enrolled families.

These restrictions are in place to prevent actual or perceived conflicts of interest, protect professional relationships, maintain confidentiality, and ensure that all interactions between families and staff remain impartial and focused on the best interests of the children in our care. Any private arrangements or business relationships between families and employees that develop through the centre may be considered a conflict of interest and may result in corrective



action, up to and including the termination of care services or employment, as appropriate. We appreciate the cooperation of all families and employees in maintaining a professional, respectful, and ethical environment for everyone in our child care community.

CAMPS (PA DAY, MARCH BREAK, SUMMER)

Parkview Children's Centre is pleased to be offering Camp Programs to Kindergarten and School Age children. Our camp programs incorporate our Reggio-Inspired philosophy that celebrates the uniqueness of every child and Educator. **All information provided so far in the handbook applies for our Camp programs as well, unless otherwise indicated below.**

ELIGIBILITY

To attend a Parkview camp program, your child must:

- Already be affiliated with Parkview Children's Centre, examples:
 - Enrolled in a before and after school program
 - A sibling to a child enrolled in a Parkview child care or school age program
 - Already attended a camp program before
 - ***Parkview does not accept external children into our camp programs as we reserve our limited spaces for our internal families***
- Be toilet trained
- Not have an EA/require one-on-one support

HOURS

PA Day 8:00am to 5:00pm

March Break 8:30am to 4:30pm

Summer Camp 8:30am to 4:30pm

ATTENDANCE

Families will be responsible for fees for all days of camp that families have registered for whether children attend or not (vacation, sick time, snow days). For all days of camp, children can arrive to the program up until 10:00am, after this time they will not be admitted into the program (there are NO EXCEPTIONS to this policy). Each week of Summer Camp, children may be placed in a different classroom based on our enrollment levels and needs of the children. There is no guarantee that a child will remain in a specific classroom, with a specific Educator, or with a specific child, from week to week.

CANCELLATION

Families can withdraw from Camp up to one month before the first week of Camp starts, there is a \$50 non-refundable administrative fee to be applied per week cancelled. If one-month notice is not given, families are responsible for full fees. Ex: The first week of Summer Camp starts on July 7th, so notice must be given by June 7th if you are cancelling ANY week of Summer Camp you have registered for.



Families must provide one month notice if cancelling PA Day care or March break care, otherwise families are responsible for full fees. Ex: if the PA Day is on November 15th, notice of cancellation must be given before October 15th. If March Break camp starts on March 15th, notice of cancellation must be given before February 15th.

CAMP FEES

Families will receive one invoice for all weeks of Summer Camp and March break camp registered for prior to the start of camp.

Families who register for PA Day care or March break care, will have those days added to their monthly invoice for that applicable month. Ex: if you register for March break care, your March invoice will include the cost of your Before and After school fees (if applicable) as well as the full day fees for March break camp.

LATE PICKUP POLICY FOR PA DAYS

The hours of operation at all Parkview locations for PA days are 8:00 am to 5:00 pm. All parents are required to arrive to pick up their children no later than 4:55pm to allow for departure by 5:00pm from the building. Parents failing to depart with their children by 5:00pm will be required to sign a late form. Out of respect for our Educators personal time, Parkview Children's Centre has a late fee policy in effect. Our late fee is levied at a rate of \$20.00 (non-base fee) from 5:00-5:05 pm and \$50 (non-base fee) after 5:05 pm. The late fee payment will be added to your invoice for the following month. We will be contacting Halton Children's Aid Society for consultation by 5:30 pm if we have not heard from either parent/guardian. Families who are late more than three times will be asked to find alternate child care for their child. **THERE IS NO EXCEPTION TO THIS POLICY.**

LATE PICKUP POLICY FOR SUMMER CAMP/ MARCH BREAK

The hours of operation for Parkview Summer Camp and March break are 8:30am-4:30pm. All parents are required to arrive to pick up their children no later than 4:25pm to allow for departure by 4:30pm from the building. Parents failing to depart with their children by 4:30pm will be required to sign a late form. Out of respect for our Educators personal time, Parkview Children's Centre has a late fee policy in effect. Our late fee is levied at a rate of \$20.00 (non-base fee) from 4:30-4:35 pm and \$50 (non-base fee) after 4:35 pm. The late fee payment will be added to your invoice for the following month. We will be contacting Halton Children's Aid Society for consultation by 5:30pm if we have not heard from either parent/guardian. Families who are late more than three times will be asked to find alternate child care for their child. **THERE IS NO EXCEPTION TO THIS POLICY.**

EDUCATORS

Every camp classroom will have at least ONE Registered Early Childhood Educator or Equivalently Qualified Educator along with an Early Childhood Assistant. All Parkview Educators must be over 18 years of age with a Vulnerable Sector Check, Valid First Aid and CPR Certification and all Registered Early Childhood Educators must be in good standing with the College of ECE's.

APPENDIX A

2026 BASE & NON-BASE FEES

Base Fees – Child Care:

Program	Daily Rate	Monthly Flat Rate* ¹
Infant (Full-Time)	\$22.00	\$478.50
Toddler (Full-Time)	\$22.00	\$478.50
Preschool (Full-Time)	\$22.00	\$478.50

Base Fees – School Age Child Care (Children Eligible for CWELCC*²):

Program	Daily Rate	Monthly Flat Rate* ¹
Before & After School	\$12.29	\$267.30
PD/PA Days	\$22.00	N/A

Base Fees – School Age Child Care (Children NOT Eligible for CWELCC*³):

Program	Daily Rate	Monthly Flat Rate* ¹
Before & After School	\$27.00	\$587.25
PD/PA Days	\$45.00	N/A

¹ **Monthly Flat Rate** - Calculated at 21.75 billable days per month

² **CWELCC Base Fee Eligibility:**

- Children who turn 6 between January 1 – June 30, 2026: Receive CWELCC Rate until June 30, 2026.
- Children who turn 6 on/after July 1, 2026: Receive CWELCC Rate until the end of the month they turn 6 years.

³ **Non CWELCC Base Fees Apply to:**

- Children who are 6 or older on January 1, 2026.
- Children who turn 6 between January 1 – June 30, 2026: Begin paying Full Fees on July 1, 2026.
- Children who turn 6 on/ after July 1, 2026: Begin receiving Full Fees on the 1st of the month following their birthday month.

***Deposit Fee (Base Fee):**

Child Care - \$250

School Age - \$100

***Late Pick-Up Fee (Non-Base Fee):**

Child Care - \$20 for pick-up between 5:30-5:35pm; \$50 for pick-up after 5:35pm

School Age - \$20 for pick-up between 6:00-6:05pm; \$50 for pick-up after 6:05pm

*Pre-authorized debit payment required; we do not accept e-transfers, cheques or credit cards.

*Child care services are tax exempt.

*Subsidized children will pay their own unique rate as approved by Halton Region.

APPENDIX B

TERMINATION OF CHILD CARE SERVICES POLICY

Policy:

Child Care services may be suspended or terminated for any of the following reasons:

- Non-payment of fees, including late pick up fees
- NSF transactions or late payments
- Harassing, discriminating, demeaning or abusive communications and/or behaviours
- Failing to adhere to Parkview Children's Centre's policies as outlined in the Parent Handbook.
- Child Care Centre not able to provide support based on the needs of the child.
- Or other situations as deemed appropriate by the Executive Director or Board of Directors.

Note: The Executive Director may terminate child care service ***without warning if the parent/guardians' behaviours are deemed dangerous, threatening or places the safety of the children, staff or other adults at risk*** as outlined in the Parkview Children's Centre Anti-Harassment & Discrimination Policy.

Purpose:

The purpose of this policy is to:

- Outline who may suspend or terminate child care services.
- Outline possible reasons for suspension or termination of child care services.
- Outline the process/procedure in suspending or terminating child care services.

Procedures:

Board of Directors will:

- Review the request for termination of child care services document
- Meet with the Executive Director and appropriate School Director to discuss the situation
- Discuss the report and details
- Provide the Executive Director with a written response to the request approving or declining the request for termination

Executive Director will:

- Meet with family to discuss the situation and, as appropriate, advise them that any further infractions could be cause for suspension or termination of child care services. This will only take place after the School Director has communicated with the family
- Communicate details about potential termination of child care services to the Board of Directors
- Prepare a written letter outlining the details and strategies for implementation to prevent a further incident. The parent/guardian will be asked to sign the letter and a copy will be provided to him/her. A second copy will be placed in the child's file
- Prepare a request for termination and submit it to the Board of Directors as required.

- Receive an approval or decline to the request for suspension or termination of child care services from the Board of Directors
- Meet with the family and provide a letter advising them of the suspension or termination of child care services

School Director will:

- Document the first situation whereby termination or suspension of child care services may be required
- Advise the Executive Director of the situation whereby termination of child care services may be needed
- Speak with the parent/guardian and advise them of the incident or issue of concern. The School Director will review the appropriate policy and advise the parent/guardian that subsequent infractions may place the continuation of child care services at risk
- Place the first instance documentation in the child's file
- Document the second situation whereby termination or suspension of child care services may be required
- Advise the Executive Director of a second instance where termination of child care service may be required
- Attend a meeting with family and Executive Director to discuss the second instance
- Place second instance documentation in the child's file
- Participate in all meetings about termination of child care services in collaboration with the Executive Director and Board of Directors

APPENDIX C

WAITING LIST FOR CHILD CARE – PLACEMENT AND STATUS UPDATE POLICY

PURPOSE:

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 and how to maintain placement on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

POLICY:

General

- Parkview Children's Centre will strive to accommodate all requests for the registration of a child at the child care 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.

Additional Policy Statements

- Employees of Parkview Children's Centre looking for child care for their child(ren) will only be able to secure a space at a location other than the employees' current workplace location.
See Parkview Policy 1.25.
- Parkview reserves the right to pause waiting list registrations at any time. When a waiting list is paused, Parkview will not accept new applications for that waiting list until registration is reopened. This does not impact pre-existing applications.

PROCEDURES:

Receiving a Request to Place a Child on the Waiting List:

- Parkview will receive requests to place children on a waiting list via online application through Parkview's website, or through email for internal families.

Placing a Child on the Waiting List:

- Children will be placed on the waiting list in chronological order, based on the date and time that the online application or email was received, also taking into consideration priority levels as outlined below.

Changes to Waiting List Requests:

- Families are responsible for notifying the Registration Department at registration@parkviewcc.ca of any changes to their requested start date, schedule, program, or other information submitted on their waiting list application.
- Changes to a requested start date or schedule may affect the family's eligibility for available spaces but will not change the original waiting list start date unless the family is requesting placement on a different waiting list or submitting a new application.
- The original waiting list date does not guarantee priority for a space that was not part of the family's original request.
- Families are responsible for ensuring that their contact information remains current. Parkview is not responsible for missed offers or communications resulting from outdated or incorrect contact information.

Maintaining Placement on the Waiting List:

- Families are responsible for confirming their continued interest in remaining on the waiting list at least once every six months by email to registration@parkviewcc.ca
- The six-month confirmation period is reset each time the family provides written confirmation of their continued interest in the waiting list.
- Any written communication from the family to the Registration Department confirming or demonstrating continued interest in remaining on the waiting list will satisfy the six-month confirmation requirement.
- Parkview is not responsible for contacting families to re-confirm their place on the waiting list(s).

Determining Placement Priority when a Space Becomes Available:

- When space becomes available in the program, priority will be given to the following children in this order:
 - **Level 1** - Children currently enrolled who need to move to the next age group
 - **Level 2** - Child or Grandchild of a permanent staff member of Parkview
 - **Level 3** - Sibling of a child currently enrolled and date care requested
If the enrolled sibling graduates or withdraws for any reason, the waitlisted sibling will remain on the waiting list but will lose their priority status
 - **Level 4** - Child requesting a transfer between locations and date care requested
*See Request for Internal Location Transfers section below for more information
- Once priority placements have been considered, other children on the waiting list who are eligible for the available space will be prioritized according to the chronology in which they were placed on the waiting list.
- Priority categories are applied in the order listed. A child in a higher priority category will be considered before a child in a lower priority category, regardless of the lower-priority child's waiting list start date.

- Where multiple children fall within the same priority category and are eligible for the available space, the earliest applicable waiting list start date/time will determine the order of offers.
- For the purposes of offering an available space, a child must be eligible for the available program space based on applicable age requirements, requested start date, program, and location.

Joining Multiple Location's Waiting List:

- Families are allowed to place their child on the waiting list for multiple Parkview locations
- Families who choose to join multiple Parkview waiting lists acknowledge that an offer from any of their selected locations may be made based on space availability, regardless of a preferred location. Declining an offer from a location selected by the family will count as the family's one permitted declined offer. (See Removal from Waiting List section for more information).
- Once a family accepts a space at a Parkview location, the child will be removed from all other Parkview waiting lists.

Requests for Internal Location Transfers:

- If a family would like to request an internal location transfer, the child will be added to that location's waiting list and given priority status (level 4)
- ***However, children will only be considered for a transfer space after the child has been attending their original location for a minimum of 6 months.***

Offering an Available Space:

- Parents of children on the waiting list will be notified via email from registration@parkviewcc.ca that a space has become available.
- Parents will be provided a timeframe of 48 hours in which a response is required before the next child on the waiting list will be offered the space.
- Families must provide written confirmation of their acceptance or decline of an offered space within the specified timeframe.
- An offer is not considered finalized until the required registration documentation has been completed and any applicable enrollment requirements have been met.
- Where a parent has not responded within the given timeframe, the Registration Department will contact the parent of the next child on the waiting list to offer them the space.
- Offers will be made based on the family's requested program and start date. Where an alternative space is available, the family may be contacted to determine whether they wish to consider the alternative (ex: an earlier start date). Declining an alternative space that does not meet the family's original requested care requirements will not be considered a decline of a matching offer.

Families Requesting a Tour:

- Tours are only available after a family has been offered a space. Families may request one tour before confirming whether they will accept the offered space.
- Where a family requests a tour, the 48-hour response period will be adjusted as necessary to allow the family to attend the scheduled tour. Following the tour, the family must confirm or decline the offered space within 24 hours.

- If a family is requesting a tour before accepting an offered space, tours will be provided as soon as possible based on School availability.
- Families must arrive at their scheduled tour time. Early or late arrivals may not be accommodated due to scheduling/staffing needs.
- If a family does not show up for their tour, they are forfeiting the space, and the space will be offered to the next child on the waiting list.
- If a family needs to reschedule their tour, Parkview will reschedule 1 time, otherwise the family forfeits the space, and the space will be offered to the next child on the waiting list.

Responding to Parents who inquire about their Child's Placement on the Waiting List:

- Parents who wish to inquire about the status of their child's place on the waiting list must email Parkview's Registration Department at registration@parkviewcc.ca
- The Registration Department will respond to parent inquiries and provide the child's current position on the waiting list.
- A child's position on a waiting list is specific to the program, location, and/or age group for which the child has been placed. A child's position on a waiting list may change over time due to the addition or removal of children from the waiting list, changes in priority status, changes to program availability, or changes to the family's requested program or start date.
- The position provided to a family represents the child's position at the time the inquiry is made and is not a guarantee of admission or an indication of when a space will become available. Parkview cannot guarantee a specific admission date or timeframe for a space becoming available.

Maintaining Privacy and Confidentiality:

- The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only their child's position on the waiting list will be provided to parents.
- Parkview will not disclose the names, contact information, waiting list positions, circumstances, or admission status of other children or families. Families may only receive information relating to their own child's waiting list status.

Removal from Waiting List(s):

- To ensure transparency and fairness in the allocation of childcare spaces, families must respond to offers of an available childcare space within the allotted timeframe.
- A family may decline one offered space across all Parkview waiting lists and remain on the applicable waiting list(s). The family's original waiting list start date will not be affected by declining the offer.
- If a family does not respond to an offer within 48 hours, the offer will expire and the space will be offered to another family. The Registration Department will notify the family that their offer has expired and provide an additional 48 hours for the family to confirm in writing that they wish to remain on the waiting list. If confirmation is not received within that additional 48-hour period, the child will be removed from all applicable Parkview waiting lists.
- If an email sent by Parkview is returned as undeliverable, the Registration Department may attempt to contact the family using another contact method provided on the waiting list

application. If the family cannot be reached, the child may be removed from the applicable waiting list(s).

- If a family does not show up for their scheduled tour, their offered space will be forfeited and offered to another family, and they will be given a 48-hour timeframe to re-confirm their child's place on the waiting list.
- If families do not re-confirm their place on the waiting list(s) via email within a six-month period, they will be removed from all Parkview waiting lists.
- Families who wish to rejoin the waiting list(s) after removal must submit a new application (if the waiting lists are open for new submissions) and their new position will reflect the date of the new application.

Glossary

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians but will be referred to as "parent" in the policy).

Regulatory Requirements: Ontario Regulation 137/15

Waiting Lists

75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

(a) explain how the licensee determines the order in which children on the waiting list are offered admission; and

(b) provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

APPENDIX D

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

Purpose:

This policy and the procedures within, help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy:

- **Parkview Children's Centre** will ensure that any child at the centre will only be released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization for through email or Lillio message.
- **Parkview Children's Centre** will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up before the centre closes, staff must follow the safe arrival and dismissal procedures set out below.

Additional Policy Statements

Parents/guardians may provide written authorization for an individual at least 14 years of age or older who their child(ren) may be released from the child care centre to.

Procedures:

For Child Care Families:

Parents/guardians are required to inform the child care centre if their child will be absent (sick, vacation, home day, etc.) or late for any reason. Should you know of a scheduled absence, families are encouraged to notify the centre as soon as possible.

For Before and After School Families:

Parents/guardians are required to inform the before and after school program if their child will be absent from before AND/OR after school care (sick, vacation, home day, etc.) or late for any reason. Should you know of a scheduled absence, families are encouraged to notify the centre as soon as possible.

Accepting a child into Child Care and Before and/or After School Care

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.
 - Parent/guardian will notify Educators during drop off, if someone other than the child's parent/guardians will be picking up their child. This person must either be already listed on the child's Emergency Contact Card, or if the individual is not listed, parents/guardians must provide written authorization (email or Lillio message) indicating the individuals name and address. Parents are responsible for ensuring emergency contacts bring Government issued photo identification.
 - Staff must confirm that the authorized person is listed on the child's Emergency Contact Card and/or have written authorization (email or Lillio message) from the parent/guardian for any individuals not listed on the contact card.
 - sign the child in on the classroom attendance record.
 - document the change in pick-up procedure in the daily written record.

Where a child has not arrived in care as expected

For Child Care:

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., communicated through Lillio messaging or advised the closing staff at pick-up), the staff in the classroom will, at their first opportunity, reach out to the parents/guardians via Lillio messaging to inquire in regards to the child's absence. If no response is received, staff will follow up with a phone call to the parents/guardians. If the parents/guardians do not answer the phone call, staff will leave a voicemail, if possible.
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.
3. If the child's absence is not confirmed, program staff shall document the child's unconfirmed absence on the attendance record and will log all steps taken in their daily written record (ex. Messaging, phone calls, voicemails, etc.).

For Before School Care:

1. Where a child does not arrive at the before school program and the parent/guardian has not communicated a change in drop-off (e.g., communicated through Lillio messaging or advised the closing staff at pick-up), the staff in the classroom will, at their first opportunity,

reach out to the parents/guardians via Lillio messaging to inquire in regards to the child's absence.

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.
3. If the child's absence is not confirmed, program staff shall document the child's unconfirmed absence on the attendance record and will log all steps taken in their daily written record (ex. Messaging, notifying the School administration, etc.).

For After School Care:

1. Parkview Staff will confirm with the School Board Staff whether a child did not attend school, a child was picked up early, a child was picked up by parent/guardian at end of school day, etc. If the child was present at School and is now unaccounted for, staff will call the parents/guardians to inquire about the child's whereabouts. If unable to reach either parent/guardian, Parkview staff will call 911 to report a missing child. All steps will be documented in the daily written record and Supervisor will be notified.
2. When 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.
3. If a child has an unconfirmed absence 3 times, parent/guardian will receive warning letter of possible termination from the program.

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 child care 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, the parent/guardian/authorized individual must provide photo identification so staff can confirm the individual's information against the parent/guardian/authorized individual's name and address on the child's Emergency Contact Card or written authorization.
 - Where Staff do not have written authorization to release the child, or the authorized individual cannot provide photo identification to verify their identity, Staff are not permitted to release the child.

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 has not arrived by **5:30pm** (for child care) or **6:00pm** (for after school care), staff shall ensure that the child is given an activity, while they await their pick-up.
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, if we have not already received communication that the parent or authorized individual will be late.
3. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian, in order to confirm their pick-up time.
4. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall call all other alternate emergency contacts.
5. Staff will contact centre supervisor or designate 20 minutes after the closing time, if no contacts have been reached.
6. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by **6:00pm** (for child care) or **6:30pm** (for after school care) the staff shall proceed with contacting the local Children's Aid Society (CAS) at **905-333-4441**. Staff shall follow the CAS's direction with respect to next steps.
7. Staff will document the time and details of all communication attempts in their classroom logbook.

Dismissing a child from care without supervision procedure

Staff will only release children from care to the parent/guardian or other authorized individual. Under no circumstances will children be released from care to walk home alone.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

APPENDIX E

ACKNOWLEDGEMENT OF SUPPORT SERVICES

Our child care program is supported by Halton Inclusion Services.

Halton Inclusion Services is delivered by Halton Region, Community Living Burlington, Community Living North Halton and ErinoakKids. Together, we help all children feel included and supported in our program.

You may see Resource Consultants, Occupational Therapists, and Speech and Language Pathologists (SLPs) visiting our centre. They watch how things are going in the classroom and work with Educators to share ideas, training, and helpful tools. Often this support is for the whole classroom and may not be focused on any one child.

Resource consultants help our Educators by checking in on children's development, making plans that focus on children's strengths and needs, supporting children who are getting ready for school and delivering workshops, sharing information and providing useful materials.

If more help is needed, the Resource Consultant may bring in a Speech and Language Pathologist or an Occupational Therapist. Speech and Language Pathologists and Occupational Therapists are regulated health professionals who support children's learning and development.

In our centre, the Speech and Language Pathologist offers helpful suggestions to support children in joining classroom activities and play that encourage different ways for children to communicate – through pictures, gestures, sounds, or words.

The Occupational Therapist looks at how the classroom and materials are set up to help children take part in play, feeding and daily routines.

Sometimes, after observing the program, the team may notice that a child could use extra help to be successful. If your child could use extra support, our educators will reach out to you.

If you have any questions, please speak to our Supervisor or Director. They'd be happy to help.

APPENDIX F

FAMILY PARTNERSHIPS/PARENT ISSUES AND CONCERNS POLICY

Objective/Purpose:

This policy provides a transparent process for parents/guardians and all Parkview employees to follow when an issue/concern is brought forward.

Parents/guardians are encouraged to take an active role in their child(ren)'s care. Parkview is committed to supporting positive and responsive interactions amongst the children, parents/guardians and employees/volunteers/students. The goal is to foster the engagement of ongoing communication with parents/guardians about the program and their children.

Policy:

Collaborative, respectful relationships between all Parkview employees and parents/guardians are paramount to child, staff, and family wellness. The program is constructed based on a group model, which does come with limitations, and parents need to acknowledge that requests for individualized/one-on-one care cannot be accommodated.

Parents must bring their issue/concern forward in a respectful manner, verbally or in writing, directly to the individual(s) involved in the situation. (ex- classroom related issues will be brought forward to the classroom Educators, not to the School Director or Assistant School Director). A response will be provided by the individual(s) involved in the situation either verbally, or in writing upon request, within no later than three business days of receiving the issue/concern, or as soon as reasonably possibly thereafter.

Issues and concerns will be explored in a fair, impartial and respectful way. Each issue is treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff/students/volunteers and members of the Board of Directors, except when information must be disclosed for legal reasons (ex. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

NOTE: Parkview Children's Centre maintains high standards for positive interactions, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated. If at any point a parent/guardian/volunteer/or Parkview employee feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation.

See Anti-Harassment, Discrimination, and Workplace Violence Policy and the Termination of Child Care Services Policy.

NOTE: 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 Halton 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>

Procedure:		
Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
Program-Related Ex: schedule, toilet training, indoor/outdoor program activities, menus, students, etc.	Raise the issue or concern, verbally or in writing (email, HiMama), to: - your child(ren)'s Classroom Educator(s) Note: Classroom Educators may not be available for extended conversations during busy drop off and pick up hours.	- Respond to the issue/concern within no later than 3 business days - arrange for a meeting, if required, with the parent/guardian within 3 business days, if coverage allows. Document the issue/concern in detail. 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.
General Centre or Operations-Related Ex: fees, placement, conduct of Educator or Assistant School Director, volunteers, community partners, environment, etc.	Raise the issue or concern, verbally or in writing (email, HiMama), to: - the School Director (SD)	

Procedure:		
Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
Leadership Team Related Ex: conduct of School Director, Enrollment Coordinator, etc.	Raise the issue or concern, verbally or in writing, to: - the Director of Program Development (DPD)	Ensure the exploration 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.
Head Office Related Ex: conduct of Director of Program Development, head office staff, etc.	Raise the issue or concern, verbally or in writing, to: - the Executive Director (ED)	

All issues or concerns about the conduct of the provider, staff, students/volunteers, or other persons in a child care premises, that puts a child's health, safety and well-being at risk should be reported to the appropriate person (as indicated above) as soon as parents/guardians become aware of the situation.