



Parent Handbook for P.A. Days/Breaks/Camps

Our Vision: *“To be a supportive and nurturing community where the uniqueness of each child is celebrated.”*

Three Locations:

**The Orchard School
5200 Corporate Drive
Burlington, ON L7L 7G7
905-336-8670**

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

NOTE: P.A. Days/Breaks/Camps at this site only

**The Village School
203 Georgian Drive
Oakville, ON L6H 7H9
905-257-1313**

This booklet provides the details, policies, and practices to support the delivery of quality early learning and child care programs and before and after school programs.

If you require more information about any of the details in this booklet please speak to the Parkview Children's Centre School Director.

Updates to this manual will be provided to you through email.

We look forward to working with you and your child!

Version date: August 30, 2017

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Parkview Children's Centre is a non-profit, charitable organization operated by a volunteer Board of Directors. The Board consists of up to three parents (one from each School) and other members of the community, to a maximum of nine members.

When parents enroll their children at the Parkview Children's Centre, they automatically become members of the organization.

An Annual General Meeting (AGM) of the membership is held annually at which time the Board of Directors is elected. At least one parent from each family is strongly encouraged to attend the AGM.

Your vote is needed at the AGM to determine our next Board of Directors as well as completing other business. If you are unable to attend, you can provide your vote via proxy to the parent representative of your location.

The Board of Directors reserves the right to amend any of the foregoing policies.

PARKVIEW CHILDREN'S CENTRE PROGRAM STATEMENT

Vision: To be a supportive and nurturing community where the uniqueness of each child is celebrated.

Mission: Parkview Children's Centre strives to be a responsive community leader offering a quality early learning and child care program through a unique curriculum that supports the growth, development and well-being of children in a safe environment. This is achieved through a dedicated and qualified team that ensures a family and community focused environment.

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 staff, volunteers, students, and the Board of Directors will review this program statement annually.

The principles underlying the program and mission statement include:

- 1. Children are competent, capable, curious, and rich in potential.** This is achieved by staff:
 - 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. Promote the health, safety, nutrition, and well-being of the children.** This is achieved by staff:
 - a. Adhering to all legislative requirements of the Child Care and Early Years Act (eg 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 Child Care and Early Years Act.

- 3. Supporting positive and responsive interactions among children, parents, child care providers and staff.** This is achieved by:
 - a. Children: staff facilitating experiences that promote interactions between children; setting up the environment to allow for collaborative experiences;

inclusion of Second Step in curriculum planning for preschool aged children

- b. Parents: staff communicating with parents during drop off and pick up times; ensuring daily communication boards are completed; coordinating special events where parents can network and interact with each other and staff; providing opportunities for parents to meet one on one with their child's teacher
 - c. Child care providers and staff: providing a staff room; regular, interactive staff meetings, special events for staff (pot-luck, celebrations etc.); access to School Director for reflective dialogue; engagement in professional learning about supporting positive interactions among children, with parents and peers
2. **Encourage 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; Staff planning and facilitating curriculum based on their observations (eg- Second Step for preschool children); Staff setting up and adjusting the environment to foster successful interactions and experiences (eg- level of light and noise, choices of materials and equipment); Professional learning for staff about self-regulation
3. **Foster the children's exploration, play, and inquiry.** This is achieved by staff:
- 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
4. **Providing child-initiated and adult-supported experiences.** This is achieved by staff:
- 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
5. **Plan for and create positive learning environments and experiences in which each child's learning and development is 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*)

6. **Incorporate indoor and outdoor play as well as active play, rest and quiet time, into the day, and give consideration to the individual's needs of the children receiving child care.** This will be achieved by:
 - a. Ensuring the schedule of the day provides a variety of activity levels; 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.

7. **Foster the engagement of and ongoing communication with parents about the program and their children.** This is achieved by:
 - a. Staff initiating meaningful dialogue on a daily basis 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 School Director (posted office hours), phone calls; Meet and greet and parent/teacher interview meetings; Memos from School Director, Executive Director and Board of Directors; Parent satisfaction surveys completed bi-annually; Encouragement for parents to visit the school and observe their child (found in the parent handbook).

8. **Support staff, or others who interact with the children at a child care centre in relation to continuous professional learning.** This is achieved by:
 - a. Ensuring School Directors observe staff 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 staff; In-house professional learning during lunch time sessions; Quarterly staff meetings that include a professional learning component; Staff access to the internet for research; Providing staff with a membership at the professional resource centre (rotating basis); Orientation program for all new staff that includes but is not limited to: Health and Safety, Reggio-Inspired Curriculum, Intergenerational Programming, Accessibility; Documentation of professional learning in child care management software allowing School

Directors to document areas of learning; Request feedback from staff about professional learning needs; Provide time for staff to participate in professional learning; School Directors engage in dialogue about professional learning needs and document these in the Performance Management Program package.

9. Document and review the impact of the strategies outlined in the Program

Statement above. This is achieved by:

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

10. Program Statement Implementation. This will be achieved by:

- a. Providing staff with a copy for review and sign off; School Directors discussing the statement components during staff meetings; Management team discussion the statement components during staff meetings; 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 Child Care and Early Years Act.

DUTY TO REPORT

(Adapted from <http://www.children.gov.on.ca/htdocs/English/topics/childrensaidthereportingabuse/index.aspx>)

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 and Family Services Act (CFSA) provides for protection for these children.

Section 72. 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 be in need of protection to a children's aid society. ***This means that all staff of Parkview Children's Centre has 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 positive 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 “health”, please consult <http://www.children.gov.on.ca/htdocs/English/topics/childrensaidthereportingabuse/index.aspx>.

PARENT ISSUES AND CONCERNS

4.50

Parent Issues and Concerns

Objective: This policy explains how parent complaints/contentious issues/appeals are handled.

Policy: Parkview Children’s Centre staff, management and/or Board of Directors addresses all parent issues and concerns to resolution as quickly as possible. All issues and concerns raised by parents/guardians are taken seriously by staff and Board of Directors of Parkview Children’s Centre.

Issues/concerns must be brought forward, verbally or in writing, to the individual directly involved in the situation. A response will be provided by the individual directly involved in the situation either verbally, or in writing upon request, within one business day of receiving the issue/concern.

NOTE: When parents bring their initial issue/concern to Parkview parties not involved in the situation the issue/concern will be re-directed to the party directly involved in the situation. (eg-issues/concerns about room related issues brought forward to the School Director will be redirected to classroom staff)

Every issue and concern will be investigated 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 (e.g. 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 interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian/staff/student/volunteer or Board of Directors member feels uncomfortable threatened, abused or belittled, they may immediately end the conversation. The parent/guardian or staff/student/volunteer must report the incident to the School Director, Executive Director or President of the Board of Directors; the Harassment Policy will then be followed

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/childrensaaid/reportingabuse/index.aspx>

Purpose: To provide a transparent process for parents/guardians, staff/volunteers/students and the Board of Directors to use when parents/guardians bring forward issues/concerns.

Parents/guardians are encouraged to take an active role in the child care centre and regularly discuss what their child(ren) are experiencing within Parkview programs. Parkview is committed to supporting positive and responsive interactions among the children, parents/guardians and staff/volunteers/students. The goal is to foster the engagement of ongoing communication with parents/guardians about the program and their children. Staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

Procedures

ISSUE/CONCERN: Program Room-Related Concern

e.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, classroom staff/volunteer/placement student etc.

Parent/Guardian will:

- Raise the issue or concern with the classroom staff member directly involved with the situation, verbally or in writing. Issues related to volunteers and placement students would be directed to the supervising teacher.
- Participate in conversations to come to resolution
- Request the issue be brought forward to:
 - School Director if resolution cannot be attained with classroom staff;
 - Executive Director if resolution cannot be attained with School Director;
 - Board of Directors if resolution cannot be attained with Executive Director

Classroom Staff will:

- Receive the issue/concern
- Engage in dialogue with parent within one business day of receiving the issue/concern
- Document the issues/concerns using the Incident Form
- Notify School Director of situation
- Engage in dialogue with School Director as required
- Follow up with parent to achieve resolution
- Forward concern to School Director if resolution has not been achieved
- Provide parent with contact information for School Director

School Director will:

- Listen to parent concern/issue when issue is raised, if issue is sent via email respond to email within one business day
- Redirect parent to engage in conversation with staff member involved in the situation (per policy above) when issue is about classroom operations. Note: if issue/concern is more detailed and is not about classroom operations an investigation will take place
- Meet with staff to support their discussion with parent
- Review staff documentation about issue
- Meet with parent when resolution has not been reached with staff member
- Discuss situation with parent to achieve resolution
- Document the issues/concerns using Incident Form
- Notify Executive Director of the issue
- If resolution has not been achieved provide parent with contact information for Executive Director

Executive Director will:

- Receive issue/concern from parent and respond within one business day and arrange a time to meet
- Meet with the School Director to discuss the issues/ concerns brought forward by parent.
- Meet with parent/guardian and discuss issue towards resolution
- Notify the Board of Directors of parent issue or concern.
- Provide contact information for a member of the Board of Directors if resolution is not achieved

Member of Board of Directors will:

- Meet with Executive Director to discuss issues or concern brought forward.
- Arrange for a meeting with the parent(s)/guardian(s) within two business days, should issue or concern require support from Board of Directors.
- Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Board of Directors will:

- Review the issue and concern at next Board meeting or if urgent reply is needed the President will call an emergency meeting
- Discuss the situation and determine course of action
- Prepare and send written response to parent with issue/concern
- Advise Executive Director of resolution

ISSUE/CONCERN: School or Organizational Related

E.g.: Child care fees, hours of operation, staffing, waiting lists, menus, actions of other parents etc.

Parent/Guardian will:

- Raise the issue or concern with the individual directly involved with the situation, as appropriate
- Participate in conversations to come to resolution
- Request the issue be brought forward to:
 - Executive Director if resolution cannot be attained with School Director;
 - Board of Directors if resolution cannot be attained with Executive Director

Classroom Staff will:

- Direct the parent to the School Director if engaged in conversation about any situation in which they are not involved.

School Director will:

- Listen to parent concern/issue when issue is raised, if issue is sent via email respond to email within one business day
- Redirect parent to engage in conversation with individual directly involved in the situation as appropriate
- Meet with parent when resolution has not been reached with other individual as appropriate
- Discuss situation with parent to achieve resolution
- Document the issues/concerns using Incident Form
- Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
- Notify Executive Director of the issue
- Forward concern to Executive Director if resolution has not been achieved
- Provide parent with contact information for Executive Director

Executive Director will:

- Meet with the School Director to discuss the issues/ concerns brought forward by parent.
- Arrange for a meeting with the parent(s)/guardian(s) within two business days.
- Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
- Notify the President of the Board of Directors of parent issue or concern.
- Provide contact information for a member of the Board of Directors

Member of Board of Directors will:

- Meet with Executive Director to discuss issues or concern brought forward.
- Arrange for a meeting with the parent(s)/guardian(s) within two business days, should issue or concern require support from Board of Directors.
- Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Board of Directors will:

- Review the issue and concern at next Board meeting or if urgent reply is needed the President will call an emergency meeting
- Discuss the situation and determine course of action
- Prepare and send written response to parent with issue/concern
- Advise Executive Director of resolution

ISSUE/CONCERN: Management Related- School Director, Finance Coordinator, Executive Director

Parent/Guardian will:

- Raise the issue or concern with the individual directly involved with the situation, verbally or in writing
- Participate in conversations to come to resolution with individual directly involved in the situation
- Request the issue be brought forward to:
 - Executive Director, if situation involves School Director and resolution cannot be attained;
 - Executive Director, if situation involves Finance Coordinator and resolution cannot be attained;
 - Member of Board of Directors, if situation involves Executive Director and resolution cannot be attained
- If resolution with a Member of the Board of Directors is not satisfactory:
 - prepare a written appeal to the President of the Board of Directors
 - receive a written response from the Board of Directors.

Classroom Staff will:

- Direct the parent to the School Director if engaged in conversation about any situation in which they are not involved.

School Director will:

- Listen to parent concern/issue when issue is raised, if issue is sent via email respond to email within one business day
- Redirect parent to engage in conversation with individual involved if situation does not involve them directly.
- Provide parent with contact information for individual directly involved in the situation
- Document the issues/concerns using Incident Form
- Notify Executive Director of the issue

Executive Director will:

- Meet with the parent to discuss the issue/concern or reply to parent within one business day if concern is sent via email and arrange a time to meet
- Meet with Management Team member to discuss
- Meet with parent again, including the individual involved as necessary
- Determine a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern
- Notify the Board of Directors of parent issue or concern
- Provide contact information for Board of Directors if resolution cannot be achieved

Member from Board of Directors will:

- Meet with Executive Director to discuss issues or concern brought forward.
- Arrange for a meeting with the parent(s)/guardian(s) within two business days, should issue or concern require support from Board of Directors.
- Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Board of Directors will:

- Review the issue and concern at next Board meeting or if urgent reply is needed the President will call an emergency meeting
- Discuss the situation and determine course of action
- Prepare and send written response to parent with issue/concern
- Advise Executive Director of resolution

CUSTODY & ACCESS

It is the staff's 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 in regard to a child(ren) attending Parkview Children's Centre. 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.

- a. At the time of registration or any time during the child's enrolment at Parkview Children's Centre, the enrolling parent must notify the School Director of an existing Custody Agreement. The School Director 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 Children's Centre 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 Children's Centre cannot accept the responsibility of deciding which parent has legal custody. If custody documents are in the process of being established, Parkview Children's Centre will accept a written agreement signed by both parents confirming who can pick up the child and on what days and times.
- b. If there is a custody disagreement/dispute, Parkview Children's Centre is legally bound to respect the wishes of the parent with legal custody. In order to best support the child in a family conflict situation (i.e. custody, divorce, separation), it is Parkview Children's Centre's policy to remain neutral. Therefore, we will not issue letters of support/character references to either parent/guardian.

DAYS OF OPERATION

1. Statutory Holidays, Declared Holidays, Professional Learning Day for Staff

The Centre will be closed on the following dates/times:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday- Professional Learning Day for staff
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

2. Closure

Policy: Parkview Children's Centre will close for any of the following reasons:

- when the Halton Catholic District School Board (HCDSB) closes due to inclement weather
- when the HCDSB is closed for March break, Christmas break, summer break, P.A. days, etc.), the Executive Director of Parkview Children's Centre will determine when the centre will close due to inclement weather
- when the Child Care Early Years Act (CCEYA) regulations cannot be upheld either in the School or any classroom
- when it is mandated by Halton Region Health Department
- statutory or declared holidays

The information about HCDSB closure due to inclement weather will be communicated through the following:

Board Website: (www.hcdsb.org)

When school transportation is cancelled and/or schools are closed due to inclement weather, the Board's website is updated as soon as this information becomes available. These updates are very visible at the top of each page of the website. Every effort is made to update the website with this information by 6:30a.m.

Please note: If an update is not posted on the Board's website, it signifies that school transportation and school operations are running as usual.

HSTS Website: (www.haltonbus.ca)

Information relating to any transportation cancellations will be posted. A list of transportation [delays and cancellations](#), as well as an [email subscription service](#) to receive notifications is available at [Halton Student Transportation Services](#).

Television Stations:

CHTV (Morning Show), CITY TV (Breakfast Television), CP 24

FM Radio Stations:

CHFI 98.1 FM, WAVE 94.7 FM, Y108/107.9 FM, 95.3 FRESH FM, CLASSICAL 96.3 FM, VIRGIN RADIO 99.9 FM, 102.9 KLITE FM, EASY ROCK 97.3 FM, CBC/CBLT 99.1 FM, CIMJ 106.1 FM

AM Radio Stations:

CFRB 1010 AM, CHAM 820 AM, JOY 1460 AM, CHML 900 AM, CKOC 1150 AM, ZOOMER RADIO AM 740, AM 680NEWS

Telephone Recording at Board's Main Switchboard:

A telephone recording will be provided through our Board's main telephone number: 905-632-6300 or at 1-800-741-8382

Supplementary Methods of Communication

Twitter:

School closures and bus cancellations will be tweeted out to Halton Catholic District School Board followers on the Board's [Twitter account](#).

The School Director/Designate will email all families if there is a school closure due to inclement weather. Please ensure your email address is up to date.

In the event that any site of Parkview Children's Centre is closing, where HCDSB is not closing due to inclement weather, the families will be notified by telephone and asked to pick up their child. It is important to have an emergency contact available for these situations.

HEALTH & SAFETY

3. Emergency Situations

- a. Parkview Children's Centre has emergency management policies and procedures to address 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.
- b. In the event of an emergency whereby the operations of the child care centre cease, all families will be notified by email and/or telephone and will be required to pick up their child.
- c. Please ensure your emergency contact information is up to date.

4. Food Allergies/Limitations

- a. Many children attending Parkview Children's Centre have food allergies that are severe to life threatening. To ensure the health and well-being of children with allergies, food items are not to be brought into the School unless it is a nut-free, store bought item that has been discussed and approved with School staff.
- b. Parents of children with food allergies must provide the School with a list of food limitations and may be asked to provide a milk alternative if your child has sensitivities to the milk that our catering company will provide.
- c. An Anaphylaxis Emergency plan will be filled in and posted in the child's classroom and kitchen where food is prepared. For School Age children in shared spaces, this information will be placed on the parent board and the food preparation area. 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 will sign the Emergency Plan to show that they consent to the method by which the staff is trained to administer emergency medication and identify how training was provided.
- d. The Ministry of Education requires that water be available for each child in a labelled water bottle. Parents are required to bring in a water bottle that is clearly labelled with their child's name. The water bottle must go home each day to be washed and returned. Staff will ensure that the water bottles are filled and available to your child during both indoor and outdoor time.

5. Accidents/Incidents

There may be times when your child gets hurt during play, indoors or outdoors (eg- bumps due to falls, cuts, scratches etc). All staff are trained in Standard First Aid and CPR "C" so and will tend to any injury as appropriate.

In the event there is an injury the following steps will take place:

- a. Injury will be attended to and will include first aid and hugs, cuddles and emotional supports.
- b. Completion of an Accident Report form. You will be asked to sign the Accident Report and you will be provided with a copy for your records. One copy will be placed in your child's office file.
- c. You will be contacted by phone based on the severity of the injury and the reaction of your child. If you would like to be contacted by phone in every instance of an accident or injury please let the School Director know.

Please be advised that staff will not discuss any other children that may be involved in an accident/incident.

6. Illness/Medical Needs

- a. To ensure the health and well-being of all the children at Parkview, we cannot admit any child suffering from a communicable disease. Specific details regarding the isolation period for such illnesses can be obtained directly from the Classroom Teacher or School Director. It is essential that you advise the School Director if your child has been diagnosed as suffering from a communicable illness
- b. If your child has any of the following symptoms: fever, vomiting, diarrhea, severe cough or chest congestion, severe listlessness or other serious discomfort, your child may not attend until he/she has been free of symptoms for at least 24 hours. During an outbreak, children must be symptom free for 48 hours.

The following defines each of the above (Source: [Well Beings: A Guide to Health in Child Care](http://www.caringforkids.cps.ca) (3rd edition) via [http;www.caringforkids.cps.ca](http://www.caringforkids.cps.ca) or www.kidshealth.org)

Fever: Having a body temperature that is higher than 37.5 degrees Celsius (99.1F) when measured in the armpit.

Procedure: We will take your child's temperature at the first sign of fever.

After 30 minutes, we will take your child's temperature again and if the fever is still present, you will be contacted to pick up your child immediately.

Vomiting: Procedure: In the event that your child vomits at school, you will be contacted to pick up your child immediately.

Diarrhea: Means a change in the normal pattern of bowel movements, resulting in a substantial increase in the number of stools and a change in the consistency of the stools to watery or unformed.

Procedure: We will contact you to pick up your child immediately at the first instance of diarrhea

Please note: The majority of health professionals and the Halton Region Health Department agree that teething does not normally cause fever or diarrhea and is usually an indicator of an underlying illness. As a result, Parkview adheres to this understanding and will be unable to admit your child into the Centre.

Severe cough: A cough that affects the ability for a child to actively engage in the program.

Procedure: We will record the frequency of the cough and contact you to have him/her picked up.

Chest congestion: The accumulation of excess fluid and mucus in the lungs. Severe chest congestion is audible and can be heard as a crackling in the chest.

Procedure: We will contact you to have him/her picked up where they can be seen by a doctor and receive appropriate medication and rest at home.

Severe listlessness is when the child presents as extremely tired, not participating in the program, pale in colour, and may complain that they do not feel well and are generally not acting themselves.

Procedure: We will contact you to pick up your child while they relax in a quiet place.

- i. A doctor's note stating that your child does not have a contagious illness will be required if he/she is or has been suffering from runny eyes, skin eruptions, rashes or parasites.
- ii. A doctor's note may also be requested at the discretion of the School Director in any other situation.
- iii. Please contact the School Director if your child is going to be absent due to illness.
- iv. If your child becomes ill during his/her day at the Centre, you will be contacted to pick up your child immediately. We strongly urge you to arrange an on-call alternative caregiver in the event that your child is ill and unable to attend the program.

Strep throat-Strep throat is an infection caused by a bacteria (germ) called *Group A Streptococcus*. It is more common in children than adults. Symptoms- Not all sore throats are strep throat. Children with strep throat usually have: a very sore throat, trouble swallowing, swollen and tender neck nodes, and fever. Children may also complain of headache, nausea or a sore stomach.

Although strep throat usually gets better without treatment, some children can get complications if they are not treated. Children get better faster when treated with an antibiotic. Your doctor will decide if an antibiotic is needed. Keep your child home from child care or school until she has taken the antibiotic for at least one full day.

Procedure: We will contact you to pick up your child while they relax in a quiet place. Your child may return to school after 24 hours on antibiotics or a note from the doctor stating that your child does not have a contagious illness (strep throat).

Medical Needs- To ensure the health and well-being of all children, every child who has a mediate need must have an individualized plan developed. This plan will be reviewed by each staff member. Parents must complete this plan prior to starting at the child care centre. If the plan is not completed and staff have not signed off your child cannot participate in the program. Please discuss this with the School Director.

If a medical need arises over time then please advise the School Director so a plan can be developed immediately.

7. 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 Children's Centre requires the following process to take place.

Staff are permitted to administer the cream only under the following circumstances:

- i. Non-prescription/non-acute (symptomatic) treatment topical cream must be in its original container and clearly marked with the child's name.
- ii. Parents must complete the authorization form that gives specific instructions on when and how the non-prescription/non-acute (symptomatic) treatment topical cream is to be administered.
- iii. Parents must give any non-prescription/non-acute (symptomatic) treatment topical cream to a staff member upon arrival at the School. Under no circumstances is the non-prescription/non-acute (symptomatic) treatment topical cream to be left in the child's cubby or locker.
- iv. Expired creams will not be applied by staff.

COMMUNICATION & VISITORS

8. Communication and Conflict Resolution

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, the following is a guide to Parkview Children's Centre line of communication. The policy noted in section 7 above outlines detailed procedures. Please refer to the policy for detailed procedures.

- a. Parents having **questions or concerns related to their child's classroom** are asked to discuss them with the teachers in their child's room. If you feel that your questions or concerns have not been addressed to your satisfaction, please contact the School Director.
- b. If you have **questions or concerns regarding the Parkview Children's Centre program, procedures, or policies**, please discuss your issue with the School Director.
- c. If you have **questions or concerns regarding general operations of the Parkview Children's Centre**, please contact with the Executive Director.
- d. In the event that you have followed lines of communication as stated above, and your question or concern is not resolved to your satisfaction, the Executive Director can forward your concern to the Board of Directors President.

9. Placement 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 Children's Centre mentors high school co-op students, 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 the Parkview Children's Centre. They are supervised and mentored at all times by the classroom teachers. Occasionally, students or professionals working with children request a visit to the Parkview Children's Centre for observation purposes. The approval of these requests is at the discretion of the School Director.

10. Volunteers

1. Parkview Children's Centre 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 interactions between teacher and child, and a higher level of programming.
2. All volunteers are thoroughly screened, including a clear vulnerable sector police check.
3. Parkview Children's Centre requires all students and volunteers to review and sign off that they have read and understand all policies of the organization.
4. Students and volunteers are never left alone with the children or any individual child.
5. If you are interested in volunteering at the centre, please contact the School Director.
6. The St. Gregory School is a partner in service delivery with the Halton Catholic District School Board. In this partnership, there may be times when students from the elementary school visits and interacts with the children. The children will never be left with a student.

CURRICULUM & SPECIAL PROGRAMS

11. Inclusion

- a. Through an agreement with Halton Region, Children's Developmental Services, Parkview Children's Centre provides an inclusive program that provides services for children with special needs. A Resource Consultant or other Support Professional works with the teachers at Parkview Children's Centre to plan individual programs and acts as a connection with other professionals who work with children.
- b. Individuals from other agencies such as speech pathologists, occupational therapists, etc. are often on site to work with the children and staff.

12. Reggio Inspired Centre

- a. Parkview Children's Centres program is inspired by the Reggio Emilia approach to Early Childhood Education.
- b. Key components of the Reggio philosophy include community support, parent involvement and the environment, which acts as a third teacher.
- c. As part of Parkview Children's Centres 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.
- d. The children's work is documented through 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.

13. Quality First

Quality First is a quality early child care initiative providing all licensed childcare programs in Halton Region with the opportunity to participate in a developmental model for quality improvement.

The areas of focus in the Quality First program include:

- Environment and Curriculum
- Inclusion
- Supports for Supervisors
- Professionalism
- Supporting Early Childhood Education students

FEES, WAITLIST, PART TIME CARE, WITHDRAWING FROM CARE

14. Parent Fees, Application and Receipts

Age Group	Daily Fee- 2017 (Sept-Dec)	Daily Fee- 2018 (Jan-Aug)
PA Days, March Break, Christmas Break	\$42.00	\$42.00
Summer Camp	NA	To be announced

The following administration policies have been passed by the Board of Directors of Parkview Children’s Centre. Parents are strongly urged to read this section carefully. Please speak to the School Director if you require further clarification.

Parkview Children’s Centre utilizes a child care management program (childcarepro) to information related to administration of the program for families and staff.

- a. Families must complete the online registration through childcarepro ensuring all information requested in complete and submitted in full **within one week** of being offered a space. Failure to do so may result in offering the space to another family.
- b. Families must complete the Pre-Authorized Debit/Credit Card form to process payment of fees at the beginning of each month when service is being received. This information is required within one week of being offered a space.
- c. All families are required to pay for all days that your child is scheduled to attend. This includes all sick days, vacation time or closure of the school.
- d. All other required information must be submitted to the School Director and be on file within **one week prior** to your child’s start date. Failure to do so may result in offering the space to another family.
- e. Fees are non-refundable.
- f. A \$25.00 fee will be placed on all NSF processes. Upon receiving a second NSF notification, the Executive Director will be informed and a letter will be sent to the family advising that a third NSF payment may result in termination of care.
- g. Fee rates are subject to change throughout the year, should the need arise. A four-week advance notice will be given before any increases take effect.
- h. Parkview Children’s Centre has an agreement with the Region of Halton to provide services for families requiring financial assistance. Please speak to the School Director for information on financial assistance.

- i. Always notify the School Director immediately if any changes of information need to be made to you or your child’s information. Updating necessary information is crucial and ultimately the responsibility of the parent to provide the information.
- j. Fee receipts are provided electronically. If replacement receipts are required please contact the Finance Coordinator at ext 121. Fee receipts are provided free of charge. Income tax receipts will be issued once per year and will be issued by February 28. Secondary receipts can be provided with three weeks written notice.

Summary of Due Dates

Item	Due date
Online registration completed in full	Within one week of being offered a space
Fee payment information	Within one week of being offered a space
Supporting documentation- All about me form, Individualized plan for supports (development, medical needs, allergies, food sensitivities etc)	Within one week of being offered a space
Note: In the event a space is offered and due dates cannot be met the space may be offered to another family.	

15. Waitlist

2.10
Waiting List for Child Care- Placement and Status Update
<p>Policy: Families are placed on the waitlist after touring the child care centre, on a first come first served basis. Once a space becomes available families are offered a child care space based on the following order of priority criteria:</p> <ol style="list-style-type: none"> 1. Sibling currently enrolled and date care requested 2. Family transferring between sites and date care requested 3. Date care requested for new enrollees 4. Type of care requested (e.g. Part time/ Full time) 5. Date of tour <p>Families requesting an update about their placement on the waitlist can contact the School Director or Assistant School Director for this information. If the parent would like to receive a hardcopy noting their placement on the waitlist a spreadsheet will be generated showing their placement on the waitlist based on the age group and type of care requested. All names of other families on the waitlist will be removed from the spreadsheet. Parkview does not charge or collect a fee or deposit for the placement of a child on a waiting list for admission to the child care centre.</p>
<p>Purpose: The purpose of this policy is to ensure fair and equitable process when placing families on the waitlist and offering child care spaces to families.</p>
<p>Executive Director:</p> <ul style="list-style-type: none"> • Ensures policy and procedures are in place and followed for fair and equitable

<p>access to the program in conjunction with the Board of Directors</p> <ul style="list-style-type: none"> • Reviews waitlists at each site regularly- noting process and size of lists • Works with SD to process out of the ordinary inquiries
<p>School Director:</p> <ul style="list-style-type: none"> • Reviews the waitlist twice per month • Responds to families requesting an update about their placement on the waitlist • Generates a spreadsheet showing placement on the waitlist if requested, ensuring all names of other families on the waitlist are removed from the spreadsheet • Works with SD to process out of ordinary inquiries
<p>Assistant School Director:</p> <ul style="list-style-type: none"> • Ensures the waitlist is up to date • Responds to families requesting an update about their placement on the waitlist • Generates a spreadsheet showing placement on the waitlist, if requested, ensuring all names of other families are removed from the waitlist. • Works with SD to process out of ordinary inquiries

16. Late Pick Up and Late Fee

- If either you, or your designate, are unable to pick up your child and exit the facility by 6:00 pm, you will be charged a late fee of \$5.00 for the first 10 minutes (6:00 pm-6:10 pm). After 6:10 pm, the late fee of \$5.00 for every 5 minutes, or part thereof will be charged. This late fee will be applied to each staff required to remain on site.
- Your arrival time will be recorded by the staff required to remain on site. You will be asked to initial the record for accuracy. When you sign this document, you will also be providing permission for the late fee to be added to the next electronic withdrawal for fees.
- This form must be signed or the child(ren) will not be able to return to the program until the late fee is paid. THERE IS NO EXCEPTION TO THIS POLICY.

17. Withdrawing Children from the Program

Fees are non-refundable.

ADMINISTRATION & SECURITY

18. Right to Refuse

Parkview Children’s Centre reserves the right to refuse or discharge any family. A Termination of Care policy is available by request. Please contact the School Director if you would like a copy of this policy.

19. Application Forms

Parkview Children’s Centre utilizes a child care management system (childcarepro) to support the registration and management of the child care. This system provides families with the ability to update their child’s file and receive direct communications from your child’s teacher and School Director. The child care management system allows the School Director, Finance Coordinator and Executive Director to effectively administer the requirements of the Child Care and Early Years Act of the Ministry of Education and the operations of Parkview Children’s Centre.

- a. As new families enroll their information will be entered onto the system or they will be asked to complete the registration form through an online process. When online registration occurs, families will be asked to sign a release form on the first day of program.
- b. Fee invoices and receipts will be issued through childcarepro.

20. Protection of Personal Information

Parkview Children's Centre is committed to implementing processes and practices to ensure the personal information of children and families is protected. For more information about these practices, please ask your School Director.

The information requested in the enrolment 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.

For further information relating to the collection of personal information please contact the Executive Director of Parkview Children's Centre, 905-634-3141 x117

21. Security Measures- Entry Access

All schools have locked entry points which are secured by a keypad. Parents are provided with the passcode upon enrolment into the program and are expected to keep this passcode confidential. The passcode will be changed regularly.

Please ensure that you do not allow any other adults into the building when you enter. All families are expected to ensure the door closes and secures when they enter and exit.

OPERATIONS

22. Children's Arrival

- a. Hours of operation: 7:00 am to 6:00pm, Monday through Friday.
- b. Please ensure that you connect with a teacher when dropping off or picking your child up.
- c. In the event that your child will be late due to an appointment, please inform the School as soon as possible.
- d. Care cannot be provided if you arrive late and the program has already left on an excursion. When possible you can drop off your child to the excursion location.

23. Children's Departure

- a. If you are unable to pick up your child at the designated time, please call ahead and advise the staff so that we may inform your child.
- b. At least one back up person must be available for pick up.
- c. If another person is picking up your child, please ensure that Parkview is advised in writing, either in the morning or during the day via email.
- d. Individuals picking up children must be at least 15 years of age and have photo identification.
- e. You are strongly encouraged to have picture identification available at all times. On occasion, there may be a staff 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, staff cannot release your child.

- f. We understand that there are some situations where you may be unable to provide written permission to release to other individuals (i.e. traffic jam, GO train delay, inclement weather, etc.). In those instances, you are required to contact your child's teacher to provide verbal permission to release your child to someone other than yourself. The person who picks up your child in this situation will be asked to provide photo identification and sign a standard form letter prior to us releasing your child into his/her care.
- g. The program closes at 6:00 pm and all families are required to ensure they arrive in enough time to pick up their child and be out of the facility by 6:00 pm. When staff are required to stay past the time of 6:00 pm, a late fee will be applied (refer to page 14).

24. Epipens

- a. Parents of children requiring Epipens must provide the Centre with two current/non-expired Epipens. Both Epipens are kept in the same location as the child. One is stored in a fanny pack with staff and one is stored in a pencil case in the classroom binder. Two Epipens are also necessary in the event that one does not work. All permanent Parkview staff members have been trained to use an Epipen.
- b. If two Epipens are not provided, or any one or both have expired the child will not be permitted to attend the program until valid Epipens are provided.

25. Clothing

- a. All clothing must be suitable for the weather and to ensure safety. With this in mind the following guidelines are set in place:
Footwear
 - Indoor footwear is required throughout the year
 - Footwear must follow the following guidelines:
 - Outdoor footwear must have a non-slip sole and a closed back or strap back.
 - Indoor footwear must be non-slip and have a closed back or strap back.
- b. Children often have very similar clothing or may accidentally place an item in a neighbouring backpack therefore, names must be clearly marked on all children's clothing and materials. Children often have very similar clothing or may accidentally get mixed up. Parkview Children's Centre cannot be responsible for lost or stolen articles of clothing.
- c. 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 children's clothes from being soiled but cannot guarantee that 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.

26. Personal Items

- a. All toys, food, candy, etc., may not be brought into the School as it can become a source of conflict between children without approval.
- b. In all cases, Parkview will not be responsible for items brought in from home if they are lost or damaged.

27. Medication*

If your child is recovering from an illness and is well enough to return to Parkview Children's Centre, he/she may require prescription medication. Parkview Children's Centre must adhere to the Child Care and Early Years Act legislation with regards to the administration of medication. The following outlines these legislated requirements.

Staff members are permitted to administer doctor prescribed medication only under the following circumstances:

- Medication must be in its original container and clearly marked with the child's name and the pharmacy name.
- Parents must complete the authorization form that gives specific instructions on when and how the medication is to be administered.
- Parents must give any medication to a staff member upon arrival at the School. Under no circumstances is the medication to be left in the child's backpack.
- Medication left in Parkview's storage container for more than 10 days will be discarded unless it is for a recurring medical condition and it is not expired.
- Expired medication will not be administered.
- Over the counter medications such as pain and fever reducers or cough and cold medications will not be administered unless prescribed by your child's doctor.

****Please note that in the before and after school program, medications should ideally be provided at home. In the event that they cannot be administered at home, the medication will be stored in Parkview Children's Centre's fridge where the School Director/Designate will administer the prescription as directed on the medication form.***

28. Behaviour Guidance

As part of quality early learning programs, children learn best through relationships and collaboration with other children and adults.

- a. All staff is required to follow our Program Statement which includes expectations of staff when supporting behaviour and is signed prior to the start of their employment and annually thereafter.

29. Sunscreen and Hats

- a. In the summer camp program, the application of sunscreen will be provided only when specified by a parent or guardian. A form must be completed for this to happen.
- b. Parents must provide a weather appropriate hat for their child to keep at the Parkview Children's Centre at all times.

30. Visiting the Program

- a. Our work with your children is our first priority. Therefore, it is important that any visitors to the Parkview Children's Centre refrain from disturbing the program or interactions between the children and teachers.

31. Nutrition

The Child Care and Early Years Act and Canada's Food Guide forms the basis for the School's nutritious snacks and lunches.

- a. During PA Days, Breaks and Camps children will be required to bring in their own snacks and lunch. It is important that they are prepared so that they are safe and nutritious. You will be provided with information about Canada's Food Guide to assist with snack and lunch ideas, nutritious options and safe preparation and storage.

- b. If a child forgets their lunch on any of the PA Days or Camp days Parkview will provide an alternate lunch. Families will be charged for this additional service.

32. Birthdays

Birthdays are very special for children and we want to recognize that day. Parents are asked to check with teachers beforehand about bringing any special snacks to celebrate. All snacks will need to follow the Food Allergies/Limitations guidelines (see item 8 above).

Note: Updates to the Parent Handbook will be provided electronically. You will be asked to sign off that you have read and understand the contents of the updated document.