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
905-634-3141

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!

Summer Camp version date: March 3, 2017
<table>
<thead>
<tr>
<th>Section Number</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Statutory Holidays, Declared Holidays, and Professional Learning Day</td>
</tr>
<tr>
<td>2.</td>
<td>Closure</td>
</tr>
<tr>
<td>3.</td>
<td>Emergency Situations</td>
</tr>
<tr>
<td>4.</td>
<td>Food Allergies/Limitations</td>
</tr>
<tr>
<td>5.</td>
<td>Accident/Incidents</td>
</tr>
<tr>
<td>6.</td>
<td>Illness</td>
</tr>
<tr>
<td>7.</td>
<td>Topical Creams</td>
</tr>
<tr>
<td>8.</td>
<td>Communication and Conflict Resolution</td>
</tr>
<tr>
<td>9.</td>
<td>Placement Students &amp; Observers</td>
</tr>
<tr>
<td>10.</td>
<td>Volunteers</td>
</tr>
<tr>
<td>11.</td>
<td>Inclusion</td>
</tr>
<tr>
<td>12.</td>
<td>Reggio-inspired Centre</td>
</tr>
<tr>
<td>13.</td>
<td>Quality First</td>
</tr>
<tr>
<td>14.</td>
<td>Parent Fees &amp; Application</td>
</tr>
<tr>
<td>15.</td>
<td>Fee Receipts</td>
</tr>
<tr>
<td>16.</td>
<td>Late Pick Up and Late Fee</td>
</tr>
<tr>
<td>17.</td>
<td>Withdrawing Children from the Program</td>
</tr>
<tr>
<td>18.</td>
<td>Right to Refuse</td>
</tr>
<tr>
<td>19.</td>
<td>Application Forms</td>
</tr>
<tr>
<td>20.</td>
<td>Protection of Personal Information</td>
</tr>
<tr>
<td>21.</td>
<td>Security Measures</td>
</tr>
<tr>
<td>22.</td>
<td>Children’s Arrival</td>
</tr>
<tr>
<td>23.</td>
<td>Children’s Departure</td>
</tr>
<tr>
<td>24.</td>
<td>Epipens</td>
</tr>
<tr>
<td>25.</td>
<td>Clothing</td>
</tr>
<tr>
<td>26.</td>
<td>Personal Items</td>
</tr>
<tr>
<td>27.</td>
<td>Medication</td>
</tr>
<tr>
<td>28.</td>
<td>Behaviour Guidance</td>
</tr>
<tr>
<td>29.</td>
<td>Sunscreen &amp; Hats</td>
</tr>
<tr>
<td>30.</td>
<td>Birthdays</td>
</tr>
</tbody>
</table>
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.

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**DUTY TO REPORT**

(Adapted from [http://www.children.gov.on.ca/htdocs/English/topics/childrenaid/reportingabuse/index.aspx](http://www.children.gov.on.ca/htdocs/English/topics/childrenaid/reportingabuse/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.

## PARENT CONCERNS & COMPLAINTS

### COMPLAINTS/CONTENTIOUS ISSUES/APPEALS

<table>
<thead>
<tr>
<th><strong>Objective</strong></th>
<th>This policy explains how staff handle complaints/contentious issues/appeals.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy</strong></td>
<td>Staff receive complaints/contentious issues/appeals from families, the public and agencies.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To ensure a clear process is documented to support customer service.</td>
</tr>
</tbody>
</table>

### Procedure

**Board of Directors - President will:**

1. Discuss the issue with the Executive Director as required. Issues that affect the health, safety and/or well-being of the child will result in a call to Ministry of Education, Children’s Aid Society, or the College of Early Childhood Educators (CECE) or all, as required by legislation.
2. Review an appeal to any decision for a second time for a final decision, which will result in both a final verbal and written response.

**Executive Director will:**

1. Document the issue by e-mail and send to their immediate supervisor for action.
2. Discuss the issue with the School Director. Issues that affect the health, safety and/or well-being of the child will result in a call to Ministry of Education, Children’s Aid Society, or the College of Early Childhood Educators (CECE) or all, as required by legislation.
3. Discuss a plan of action with School Director about the complaint/issue/appeal related to our own program.
4. Contacts original informant, if applicable, with the decision within 3 working days, where the issue requires a decision.
5. Contacts other School Directors if the issue involves more than one site.
6. Informs the Board of Directors of the issue through e-mail as soon as possible.

**NOTE:** If the client/complainant wishes to appeal any decision it will be reviewed with the Director a second time for a final decision, which will result in both a final verbal and written response.
### School Director will:

1. document the issue by e-mail and send to their immediate supervisor for action
2. discuss the issue with the Executive Director and staff. Issues that affect the health, safety and/or well-being of the child will result in a call to Ministry of Education, Children’s Aid Society, or the College of Early Childhood Educators (CECE) or all, as required by legislation
3. discuss a plan of action with Executive Director/Staff about the complaint/issue/Appeal related to our own program
4. contacts original informant, if applicable, with the decision within 3 working days, where the issue requires a decision
5. place all documentation is included in the client’s file, where applicable

**NOTE:** If the client/complainant wishes to appeal any decision it will be reviewed with the Executive Director a second time for a final decision, which will result in both a final verbal and written response.

### Staff will:

1. document the issue by e-mail and send to their immediate supervisor for action
2. discuss the issue with the School Director. Issues that affect the health, safety and/or well-being of the child will result in a call to Ministry of Education, Children’s Aid Society, or the College of Early Childhood Educators (CECE) or all, as required by legislation
3. discuss a plan of action with School Director about the complaint/issue/Appeal related to our own program

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**CUSTODY & ACCESS**

It is staffs 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
   - Thanksgiving Day
   - Christmas Day
   - Boxing Day
   - January 1, 2018

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](http://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 6:30 a.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, ZUMMER 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 telephone and will be required to pick up their child.
c. Please ensure your emergency contact information is up to date.
d. The St. Gregory School will follow the emergency management plans adopted by the School.

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.
   d. 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.
   e. 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.

5. **Accidents/Incidents**
   There may be times when your child gets hurt during play, indoors or outdoors (e.g., 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 and cuddles
   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**
   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 (3rd edition) via 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.

a. 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.
b. A doctor’s note may also be requested at the discretion of the School Director in any other situation.
c. Please contact the School Director if your child is going to be absent due to illness.
d. 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.
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.

8. **Communication & Visitors**

8.1 **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.

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. If you feel that your questions or concerns remain unresolved, please contact the Executive 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. If you feel that your questions or concerns have not been addressed to your satisfaction, please contact the Executive 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 or you may contact them directly via his/her e‐mail address which is posted at each Parkview Children’s Centre.

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.

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 and Application
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.

a. Application forms and all required information must be submitted to the School Director and be on file prior to your child’s start date. Your child will not be able to start the program until they have been received and processed.
b. Parkview Children’s Centre utilizes a child care management program (childcarepro) to information related to administration of the program for families and staff.
c. All fees must be paid upon registration to the program.
d. 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.
e. 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.
f. Families are required to pay for all days that your child is scheduled to attend. This includes all statutory holidays, sick days, or vacation time.
g. 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.
h. Fee amounts are noted on the registration form.

15. Fee Receipts
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.

16. Late Pick Up and Late Fee
a. 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.
b. 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.
c. 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**
   Four weeks written notice is required when cancelling a registration into a summer camp program to receive a reimbursement of fees.

**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 camp.
   
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.
22. **Children’s Arrival**
   a. Hours of operation: 6:45 am to 6:00 pm, 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 or fax. 
   d. 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.
   e. 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. 
   f. 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: 
     o Outdoor footwear must have a non-slip sole and a closed back or strap back. 
     o Indoor footwear must be non-slip and have a closed back or strap back.
b. Children often have very similar clothing or may accidently 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 accidently 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; active games both indoors and outdoors. 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. **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.

30. **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 and Camps children will be required to bring in their own 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 lunch ideas, nutritious lunch 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.

31. **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.

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.*