

Park Lawn Preschool Inc.

Parent Handbook

Revised October 2023

For the most current Parent Handbook, please visit www.plpdaycares.com

Three Locations
To Serve You Better



Established 1977

Humber Bay C.C.C.

50 Cloverhill Road
Toronto, Ontario
M8Y 1T3
(416) 251-8240

Established 1984

Parklawn Preschool

71 Ballacaine Drive
Toronto, Ontario
M8Y 4B6
(416) 236-2974

Established 2006

PLP ELC at St. Mark

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Toronto, Ontario
M8Y 1T4
(416) 259-9335

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CWELCC

Updated October 2022

Park Lawn Preschool Inc. understands parent's needs for affordable quality child care. We are participating in the Canada Wide Early Learning and Child Care (CWELCC) System. Please visit our website for further information on our fees.

<https://www.plpdaycares.com/about-us/fees-and-registration/>

COVID-19

Updated October 2022

School Age Lunch Program

Currently suspended

Toronto Public Health

[Operating Guidelines](#) by Toronto Public Health
[Understanding COVID-19 Symptoms](#)

Policies and Procedures

[PLP COVID-19 policies and procedures](#)

Welcome

We would like to take this opportunity to welcome you and your family to our Child Care Centre. We recognize the importance of finding the right “fit” for your child and at Park Lawn Preschool Inc. we take great pride in providing the best possible early learning environment to meet your family’s needs.

Park Lawn Preschool Inc. (PLP) is a not-for-profit organization and is governed by a voluntary Board of Directors, consisting of parents and community members. All child care programs are supported by Centre Supervisors, an Operations Manager and a Financial Manager.

Our Early Childhood Educators are registered with the Ontario College of Early Childhood Educators.

Early Childhood Educators and Child Care Assistants work closely together to prepare activities and learning experiences that will support your child socially, emotionally, physically and cognitively. All staff persons are also encouraged to be active participants in professional development through workshops offered in-house or through outside sources.

Our inclusive programs welcome all children to our programs and strive to encourage children to be empathetic towards others and develop a healthy sense of independence.

Parents are important partners in the quality child care experience at Park Lawn Preschool Inc. Open communication between parents and staff fosters a healthy, collaborative relationship and supports each child’s growth and development. Parents are encouraged to read the Parent Handbook and any other memos and newsletters made available. We also welcome any suggestions, comments, and constructive feedback to help us continue to provide the highest level of quality care to your child and family.

Ministry of Education

Park Lawn Preschool Inc.’s child care centres are licensed by Ontario’s Ministry of Education and adhere to all regulations set out by the *Child Care and Early Years Act, 2014*. Licensing inspections are conducted on an annual basis.

Ontario’s Early Learning Framework shapes our curriculum and we incorporate *How Does Learning Happen?*, Ontario’s pedagogy for the Early years into our daily programming.

The Ministry of Education also monitors all Serious Occurrence Reports.

Toronto Children’s Services Purchase of Service Agreement (Fee Subsidy)

Park Lawn Preschool Inc.’s child care centres all have a Purchase of Service Agreement with Toronto Children’s Services allowing us to accept families with fee subsidy.

Families requiring fee subsidy need to contact Toronto Children’s Services to obtain an application package and go through an application process and assessment of eligibility.

Our History

Our founders, Sheila and Brian Keogh, opened Humber Bay Child Care Centre in 1977. The Keogh's passion for serving the community led the way to opening three child care centres in the Humber Bay and Sunnylea communities.

The first to open, on October 1, 1977, was Humber Bay Child Care Centre based in Humber Bay Baptist Church on Aldgate Ave. A private, for-profit centre, it began with five children, two staff members and a cook. In 1978 Humber Bay Child Care Centre obtained a Purchase of Service Agreement with Etobicoke Children's Services for a total operating capacity of 34 children from ages 2 to 6 years.

Humber Bay Child Care forged a strong and positive reputation in the community, leading to a demand to open a second centre in Park Lawn Junior Middle School in 1984. Parklawn Preschool was operated as a half-day nursery school program for the first year.



In order to lease space in a public school, operators were required to be non-profit. So, in 1984, Park Lawn Preschool Inc. was incorporated to operate a “non-profit, integrated nursery school program, an after-school program and such other related programs as may be needed to serve the community.” (Letters Patent, 1984) Humber Bay Child Care Centre continued to be licensed separately at the Aldgate location.

In September 1985, Parklawn Preschool expanded to a full day program for 15 toddlers, 24 preschoolers and 8 school-aged after-school children. Today it is licensed for 140 Preschool and school-aged children and its programs continue to be in high demand in the community.

In 1986, Humber Bay Child Care Centre was sold to Park Lawn Preschool Inc. so that in July 1987, Humber Bay Child Care Centre, operating as a branch of Park Lawn Preschool Inc., could move from Humber Bay Baptist Church to Etienne Brule Junior School. The licensed capacity expanded to 16 preschool, 24 kindergarten and 30 in school aged before, lunch and after school programs.

In 1988, Park Lawn Preschool Inc. purchased The Children's House Daycare and Nursery School in Stouffville, Ontario with a licensed capacity of 5. It was sold in 1999 to Upper Canada Child Care Centres Inc.

In September 2002, Humber Bay opened a Kids' Club for school-aged children aged 7 to 12 years for after-school care only. This increased the licensed capacity to 85. The centre is currently licensed for 115 children.

In 2006, Park Lawn Preschool was approached by the Best Start program to open a third centre in St. Mark Catholic School. PLP Early Learning Centre at St. Mark now supports families with Toddler, Preschool and full day Kindergarten and school-age before and after school programs. The centre is currently licensed for 109 children.

In 2012, Bylaw #2 was enacted, extending membership in Park Lawn Preschool Inc. to Family and Community members.

Mission Statement

The mission of Park Lawn Preschool Inc. is to promote in all our children the attitude, skills and knowledge necessary to live in a global society, while enhancing our focus on peaceful problem solving, a safe learning experience and a sense of belonging for all students.

Program Statement (PLP 100)

For over 30 years, Park Lawn Preschool Inc. (Park Lawn) has offered a play-based, emergent curriculum for children ages 18 months to 12 years of age. We believe that **children are capable, competent individuals** with an exceptional pattern of abilities, interests and aspirations. These qualities are nurtured in a healthy and safe environment in which the child can develop physically, socially, emotionally and cognitively. Our focus is to support children in becoming life-long learners, by providing them a stimulating early learning and care experience that inspires their natural curiosity and energy. We encourage children to interact and communicate in a positive way and support their abilities to self-regulate.

In order to inspire exploration, inquiry and discovery, all aspects of our program are supported by a **creative, positive and nurturing environment**, planned with each child's interest in mind and using the environment as a third teacher. Staff plan child-initiated, as well as, adult-supported experiences for children, indoors and outdoors. In addition to a planned daily program, children are offered time for rest and to participate in quiet activities. We enhance these learning experiences by challenging the aspirations and emerging capabilities of each child. The individuality of each child shall be recognized, respected and developed to its full potential.

Park Lawn Preschool Inc. strives to meet the needs of every child in our care. Parents are encouraged to communicate with our staff when their child may have more individualized needs. Our staff will work with the family to support the child, in order for the child to have a positive experience in our programs. As every child experiences life at their own pace, our Registered Early Childhood Educators and Assistants record daily observations and plan purposeful play activities that stimulate children's engagement, natural curiosity and energy.

Our child care centres all offer an inclusive learning environment. Children who may need additional support in our program may have access to Resource Consultants through many services offered by Toronto's Children Services and The George Hull Centre for Children and Families.

Knowledgeable, empathetic, skilled, and caring staff are essential to Park Lawn Preschool Inc.'s child care programs. Our Early Childhood Educators and Assistants are co-learners, interacting with children and engaging in every day play with them while responding to their needs. As responsive practitioners, staff also document children's play and learning experiences through words and pictures and share these experiences with parents.

Park Lawn is committed to fostering the social and emotional well-being of all children in our care by fostering the development of **positive interactions and relationships**. This is achieved by recognizing and accepting each child's individuality and developmental level; demonstrating mutual respect, acceptance and caring among children and adults; encouraging socially acceptable behaviours: self-regulation, cooperation, respect, and conflict resolution; setting clear and consistent expectations and limits for children, offering positive redirection and reinforcement.

As stated in the *Child Care and Early Years Act, 2014* (CCEYA), the following practices are NOT permitted:

- **corporal punishment of the child;**
- **physical restraint of the child**, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- **locking the exits of the child care centre for the purpose of confining the child**, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures
- **deliberate use of harsh or degrading measures on the child** or threats or use of derogatory language directed at or used in the presence of a child **that would humiliate, shame or frighten the child or undermine his or her self-respect**, dignity or self-worth;
- **depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;**
- **inflicting any bodily harm on children** including making children eat or drink against their will.

Parent partnerships are fundamental to our child care programs. We believe in open communication with families, sharing the day-to-day happenings in the program and stories about their children. We also encourage parents to volunteer in our child care centres and become involved by becoming a member of the Board of Directors. Our **community partnerships** offer endless learning experiences for children. Our staff plan a variety of community-focused activities, including inviting visitors, taking community walks, and organizing field trips to expose children to the world around them.

Our Goals and Approaches

Park Lawn's goals and approaches are designed to meet the requirements of the CCEYA, 2014 and to be consistent with the Minister of Education's policy statement which names "*How Does Learning Happen?*" *Ontario's Pedagogy for the Early Years* (HDLH) as the document to guide programming and pedagogy. We understand that learning and development happens within the context of relationships among children, families, staff, and their environments. We believe that for children to grow and flourish, the following four foundational conditions need to exist (HDLH, 23):

- A sense of **Belonging**: Park Lawn programs "*cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them*".
- A sense of **Well-Being**: Park Lawn programs "*nurture children's healthy development and support their growing sense of self*".
- Opportunities and support for **Engagement**: Park Lawn programs "*provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry*".
- Opportunities and support for **Expression**: Park Lawn programs "*foster communication and expression in all forms*".

Park Lawn has set out the following goals to guide our programming. As this is a "living document", approaches are continually being developed or modified to achieve these goals and support the creation of the four foundational conditions.

1. **To promote the health, safety, nutrition and well-being of the children.** Some of the approaches we use to accomplish this goal:
 - Compliance with the Toronto Public Health procedures and practices, including proper hand hygiene, diapering and toileting routines, washing & sanitizing of the environment, toys and equipment.

- All play equipment, furnishings, and learning environments are developmentally-appropriate and safe for our children, while still allowing children to explore and take reasonable risks to build their sense of accomplishment and self esteem.
- Staff are aware at all times of the number and names of children that are in care, through frequent head counts, as well as, immediate and accurate documentation of arrival, departure and transition times on the main and transitional attendance forms.
- Guidelines for children encourage safe, developmentally-appropriate electronic media usage including, a sign-up sheet, frequency & duration of use, monitoring of internet usage and games brought from home.
- Encouraging children to have a healthy respect for food and eating through discussion, food-based activities, and role-modeling while ensuring good nutrition and safe food preparation and serving.

2. To support positive and responsive interactions among children, parents and staff. Some of Park Lawn's approaches to accomplish this goal:

- Snack and meal times are positive learning experiences that promote social interactions, self-help skills, and a time to engage and develop relationships with and between our children.
- Modelling positive, inclusive approaches to all interactions with all children, peers, parents and other adults in the room throughout the day.
- Promoting the use of individually tailored strategies to diminish the need for behaviour guidance, emphasizing listening, responding to, and building on, child-initiated communication and conversation.

3. To encourage the children to interact and communicate in a positive way and support their ability to self-regulate. Some of Park Lawn's approaches to accomplish this goal:

- Children are aware of how the day is planned which allows for consistency, continuity, self-regulation, minimizing negative behaviours (ex. visual schedules).
- Staff develop an awareness of each child's cues while children further develop their self-regulation and self-help skills during transitions times (ex. dressing for outdoors)
- Balancing verbal and non-verbal interactions with children to model positive communications between children and support all forms of expression.
- Promoting interactions with children that foster self-esteem, support learning self-regulation of their emotions, and build empathy by helping them recognize and label others' feelings and how to help others.
- Educating parents on positive behaviour guidance and conflict resolution strategies through role-modeling, discussions and providing resources.

4. To foster children's natural curiosity with an environment that invites exploration, play and inquiry. Some of Park Lawn's approaches to accomplish this goal:

- Providing varied open-ended materials that engage children and can be used to investigate, imagine, think, create, and problem-solve.
- Using materials that reflect sensory, science and nature to spark the child's natural curiosity and encourage them to explore through cause-and-effect experimentation and observation.
- Exposing children to open-ended materials, accessories and activities to promote language and literacy development - vocabulary, questioning skills, recall abilities, print awareness, printing skills, and imagination.

- Providing an ample selection of blocks and props for children to build, explore concepts, develop spatial awareness, manipulate two- and three-dimensional materials and problem-solve, as well as, develop social skills, such as co-operation and turn-taking.
- Providing ongoing opportunities for imaginative play with unlimited role-playing possibilities.
- Recording observations to plan activities based on each child's cues and interests and scaffolding on their skills and knowledge.

5. To plan for and create positive learning environments and experiences in which each child's learning and development will be supported, including child-initiated and adult-supported experiences. Some of Park Lawn's approaches to accomplish this goal:

- Recording and using observations, past knowledge and the cues of the children to extend learning and create opportunities to support the child's individual learning path.
- Creating a visual environment through displays that are inclusive and are changed regularly to reflect the recent interests and artwork created by the children, supporting each child's developing sense of belonging.
- Providing independent creative experiences through different mediums for children to promote self-expression and individuality, and ensuring the Daily Schedule allows for flexibility to allow time to complete or extend the creative process.
- Providing a cozy and inviting quiet area to encourage natural opportunities for language and literacy development, including accessible props to enhance storytelling experiences (ex. puppets, felt boards).
- Exposing children to an assortment of cultural music and musical genres to promote skills, such as, language development, rhythm awareness, self-regulation and self-concept.
- Supporting children to initiate experiences, generate ideas, plan, make choices, and act spontaneously through play and following the child(ren)'s lead.
- Using the Emergent approach, planning adult-supported activities that reflect the children's interests by using recorded ongoing observations of individual children and group interactions.
- Recognizing that adult support is different for every child and tailoring the degree and approach of the support to complement the child's abilities, knowledge, temperament and interests.

6. To incorporate indoor and outdoor play, active play, and rest / quiet time into the day, while giving consideration to the individual needs of each child. Some of Park Lawn's approaches to accomplish this goal:

- Promoting daily active physical play experiences for children to support their well-being and develop independence, perseverance, self-control, confidence and self-esteem.
- Children are able to engage safely in developmentally appropriate outdoor play experiences by making sure sports equipment is in good condition and accessible to children. This allows opportunities to learn turn-taking, communication, sharing, good sportsmanship and gross motor skills.
- Being flexible with the routines of the room based on the cues of the children (ex. parent guidance in sleep routines), as appropriate.

7. To foster the engagement of, and ongoing communication with, families about the program and their children. Some of Park Lawn's approaches to accomplish this goal:

- Parent and staff reviewing the child's Individual Schedule form together to identify any specific needs and updating it, as needed.

- Encouraging families to be active participants in their child's care by assisting in the program (ex. reading, sharing aspects of their culture, participating in fundraisers and social events).
- Offering daily communication at drop off and pick up time between parents and teachers to share information regarding the child's day, verbally or on a daily chart.
- Reminding parents to check the centre's Parent Board, to read monthly newsletters, and to pick up resource materials to stay current on centre news, community events and child-related topics.
- Offering parents the opportunity to provide input and feedback on our programs and their child's care and learning with surveys and discussions with the Supervisor and staff.
- Inviting parents to share their diverse backgrounds and experience by volunteering to be part of our Board of Directors.

8. To involve local community partners, allowing them to support the children, families and staff.

Some of Park Lawn's approaches to accomplish this goal:

- Inviting community members to be part of our Board of Directors.
- Inviting community workers to visit the program (ex. Fire Fighters).
- Participating in community events (ex. food or clothing drives).
- Attending Toronto Public Library programs to support the children's literacy, language, social and research skills.
- Considering Resource Consultants as part of our team and working together on children's individual support plans.

9. To support our staff and others who interact with the children at the centres in their continuous professional learning. Some of Park Lawn's approaches to accomplish this goal:

- Offering regular in-house workshops on topics that are relevant to the current needs of the staff and children.
- Ensuring all staff maintains current certification in Standard First Aid & AED and CPR C and providing annual WHMIS training.
- Encouraging staff to attend workshops and conferences relevant to the profession.
- Providing staff with informative resources in print and online (Staff Newsletter, articles, studies, publications).
- Sponsoring staff to complete apprenticeship training to obtain their ECE and RECE certification.

10. To document and review the impact of the strategies set out on the children and their families. Some of Park Lawn's approaches to accomplish this goal:

- Staff engage and communicate with parents in the Toddler/Preschool programs through an electronic app (HiMama).
- Photos and videos are taken of children to document children's progress, participation in activities and interactions with others. Documentation portfolios are available in print or electronically to parents.
- Staff will complete and share with parents the Nipissing Developmental Screening Tool for children in the Toddler and Preschool program.
- A parent survey will be distributed to parents from time to time.

Hours of Operation

All Park Lawn Preschool Inc.'s child care centres are open from 7:00 am – 6:00 pm.

Holiday Closures

The centres are CLOSED for all Statutory and Provincial Holidays:

New Years Day	Family Day	Canada Day	Good Friday	Victoria Day
Labour Day	Civic Holiday	Thanksgiving Day	Christmas Day	Boxing Day

Child Care/School Closures

Park Lawn Preschool Inc. is committed to running our programs on all scheduled days. However, there may be times when we may be forced to close due to unforeseen circumstances. Possible situations where Park Lawn Preschool Inc. may be forced to close a child care centre include, but not limited to:

- Breakdown in essential services; hydro, heat and/or water
- Severe weather
- School Board closures
- Licensing Restrictions
- Toronto Public Health Issues
- In the event of an Emergency



In the event of a closure, Park Lawn Preschool Inc. will do their best to inform parents in advance. Additional information may be found on PLP's Twitter account, follow us @PLPdaycares, if time permits, an email or phone call may also be sent to parents. Please ensure that your contact information is up to date.

Refunds will not be issued on unexpected closures

Access and Equity (PLP 101 Access and Equity Policy)

Park Lawn Preschool Inc. welcomes all children and families and values acceptance and appreciates the diversity that each individual brings. Children and families, regardless of race, age, ability/disability, language, culture, ethnicity or family are entitled to access our child care services. Our Early Childhood Educators draw on a variety of experiences and methodologies and provide guided learning experiences to ensure that children will become more self-disciplined and be on a positive road for life-long learning.

Park Lawn Preschool Inc. Service Offerings

Toddler: 18 months – 30 months

Preschool: 30 months – 4 years old

Before and After School Kindergarten: 4 – 5 years old

Park Lawn Preschool Inc. offers before and after school Kindergarten care as a third-party provider on behalf of the TDSB and TCDSB. Re-registration is required yearly.



On *instructional days*, care is provided from 7:00 am to the start of the school day and from the end of the school day to 6:00 pm. Morning and afternoon snacks are provided, however lunch is not provided on instructional days and parents are required to pack a nutritious lunch for their child (packed lunches must also meet guidelines in our anaphylaxis policy).

On *non-instructional days*, (PA Days, March Break, Winter Break) care is provided for children that are registered in these programs. Care is available from 7:00 am – 6:00 pm, lunch and snacks are provided on non-instructional days.

School Age - Before, Lunch and After Care: School age children up to 12 years of age (space permitting)

School Age – Before and After School Care: School age children up to 12 years of age (space permitting)

School Age – After School Only Care: School age children up to 12 years of age (space permitting).

On *instructional days*, care is provided from 7:00 am to the start of the school day and from the end of the school day to 6:00 pm. Morning and afternoon snacks are provided and a lunch program is available for registration.

On *non-instructional days* (PA Days, March Break, Winter Break, Summer Break) care is provided for children that are registered in these programs. Care is available from 7:00 am – 6:00 pm, lunch and snacks are provided on non-instructional days.

Re-registration is required yearly for all Kindergarten and School Age service offerings.

Summer Program is available for Kindergarten and School Age children. Care is available from 7:00 am – 6:00 pm, lunch and snacks are provided.

Money Matters

Park Lawn Preschool Inc. understands the importance of affordable quality child care for families. We are participating in the Canada Wide Early Learning & Child Care (CWELCC) System. Park Lawn Preschool Inc.'s Board of Directors review parent fees and make adjustments as required. All fees are subject to change and families will be given advance notice of any upcoming changes.

Base Fee Schedule: *Current Base Fee Schedule is available online at www.plpdaycares.com/about-us/fees-and-registration and outlines our CWELCC and Non-CWELCC Base Fees*

The Board of Directors review Park Lawn Preschool Inc.'s fees annually.

Registration Base Fee \$37.50 (subject to change)

There is a non-refundable registration fee prior to the child's admission.

Program Contract

Upon registration, parents will be required to sign a program contract acknowledging the requirements and schedule of fee payments.

Withdrawal Notice

When withdrawing your child from the child care centre, you must give at least one month's notice in writing. If this notice is not given, additional months' fees will be charged.

Method of Payment (INTERAC e-Transfer only)

Monthly Fees are payable on the first day of each month by INTERAC e-Transfer to fees@plpdaycares.com.

Summer Program Fees are due at the time of Registration for new families.

Non-Base Reinstatement Fee

Child care fees are due on the 1st of each month, fees that have NOT been paid in full by the third (3rd) business day of the month will result in your child care being suspended.

Child Care will resume when fees are paid in full by INTERAC e-transfer along with a non-base reinstatement fee of \$20.00.

Three (3) or more late child care payments will result in the loss of your child care services.

Outstanding fees may result in the loss of your child care space.

Year End Tax Receipt

Receipts will be issued for Tax purposes before the end of February for the previous calendar year.

Refunds

Refunds are NOT issued for registration base fees, deposits, days off due to illness, withdrawal without notice, any vacation taken throughout the year, nor any days due to school closure.

Waiting List (PLP 116 Waiting List Policy)

Park Lawn Preschool Inc. has developed this Waiting List Policy to ensure our practices are transparent, fair and consistent when managing our centres' waiting lists.

Each of our child care centres maintains a waiting list for each age group in their specific centre. Parents are welcome to put their child's name on all 3 centre's waiting lists, if desired. There is no fee charged to be on a waiting list.

A child is placed on the waiting list based on the date and time the request is confirmed in writing, as well as, the date care is needed. Requests are accepted through the *Waiting List* tab on the PLP website, by phone or in person. The PLP Waiting List form must be completed by the parent or the Supervisor and put on file in the Waiting List binder.

When a space becomes available, the family at the top of the waiting list for that age group will be contacted by the Supervisor or designate.

Order of priority in which children on the waiting list are offered placement:

1. Children currently enrolled in the centre and require space in the next age group.
2. Siblings of current children enrolled in the centre.
3. Children waiting for a transfer from one of our other centres.
4. Children of current PLP Inc. employees or Board members.
5. Children of returning families.
6. All other children on the waiting list based on the age group and the date placed on the list.

Exceptions - Special consideration may be offered to:

- Families on the waiting list who are at risk of losing their newly granted fee subsidy if they do not secure a space within a time frame set by Toronto Children's Services.
- Children referred to us by support organizations, such as, George Hull or Children's Aid.

Refusal of an offer of a space (placement):

- A family who refuses a space the 1st time it is offered or who fails to return a first call/email within the period of time specified in the message, will retain their priority on the waiting list.
- A family who refuses a space when it is offered a 2nd time or who fails to return the second call/email within the period of time specified in the message, will be moved to the bottom of the waiting list.
- A family who refuses a space when it is offered a 3rd time or who fails to return the third call/email within the period of time specified in the message, will be removed from the waiting list.

It is the family's responsibility to ensure that their contact information and requested start date on the waiting list(s) are kept up to date by contacting the centre as soon as changes are needed.

Prospective parents are welcome to call the child care office for an update of their child's status on the waiting list at any time. In order to maintain the privacy of the registrants, access to Park Lawn Preschool Inc.'s centre waiting lists are limited to administrators.

Admission Procedures (PLP 105 Admissions and Withdrawal Policy)

The **Parent Handbook** is available on the Park Lawn Preschool Inc. website for any parent considering whether to enter into an agreement with one of our centres for child care and the parent of every child who receives child care at the time the child starts receiving care. Parents are notified when the Parent Handbook is modified and that it will be available on the Park Lawn website.

An application package and Parent Handbook is provided to the parent when a child is offered admission into the child care program. **All information must be completed in the application form along with a Registration Base Fee per child and child care fees are required before the child's first day of admission. Returning families must have their accounts current before admission is offered.**

The child care centre's Supervisor will conduct an orientation of the centre for all new parents and their child. The orientation includes a tour of our program to meet our staff and to become familiar with our facility. Parents also have an opportunity to ask any questions before their child's first day.

In preparation for admission, a gradual transition for the first week will be developed with the parents to support a smooth transition into the child care program.

Before and After School Kindergarten Registration

Parents may register children currently attending Park Lawn Preschool Inc. child care programs for the Before & After School Kindergarten program if their child is registered and attending the school's Full Day Kindergarten.

Continuity of Care

Every effort is made to accommodate children in Park Lawn Preschool Inc.'s child care programs, however, continuity of care cannot be guaranteed for children as they progress through the programs.

Mix Age Groupings (All space permitting)

Park Lawn Preschool Inc.'s child care centres have been granted Director's approval to use mixed-age groupings. Mixed-age grouping provides our centres better ability to offer continuity of care to our families.

Toddler Room: Over Age Toddlers (31 + months old) (maximum 20% underage)

We may maintain both overage and underage children in the classroom. When an overage toddler child remains in the Toddler program; Toddler Rate applies.

Preschool Room: Toddler move ups to Preschool (maximum 20% underage)

Toddler children are required to move up on the 1st day of their 31st month. From time to time, children may be moved up to the Preschool program earlier; Toddler Rate applies when children are moved up early.

Preschool Room: Overage Preschool (maximum 20% underage)

We may maintain both overage and underage children in the classroom. When an overage Preschool child remains in the Preschool program, Preschool rate applies.

Kindergarten Room: Preschool Children moving up to Kindergarten (maximum 25% underage)

Preschool children may be moved into the Kindergarten program as of July 1, as long as they will be attending Kindergarten in September in the same year, Preschool rate applies.

School Age Room: Kindergarten children moving up to School Age (maximum 25% {8 children} underage/overage)

Kindergarten children may be moved up to the School Age program as of July 1, as long as they will be attending Grade 1. in September in the same year, Kindergarten rate applies.

School Age Continuity of Care

Our school age programs are licensed up to 12 years age. Every effort is made to accommodate school age children 10 – 12 years of age. If a child turns 10 during the September to June school year, the child may remain in the program until the end of June. If a child turns 10 years of age before school starts in September, placement will be determined by availability of space. Placement of school age children 11-12 years old will be determined by availability of space.

**Withdrawal Procedures**

If you are planning to withdraw your child from any of Park Lawn Preschool Inc.'s child care programs one (1) month written notice on the first (1st) of the month is required. Written notice must accompany your final month of child care fees. Child care fees will not be pro-rated if you withdraw partial month. One (1) full month of fees may be used in lieu of notice.

For Example:

- 1) Withdrawal notice given January 1, last day of attendance will be January 31 with January fees due on January 1.**
- 2) Withdrawal notice given on January 5, last day of attendance will be January 31; fees for January and February are due.**

All outstanding fees must be paid in full prior to the withdrawal date.

Park Lawn Preschool Inc. reserves the right to withdraw a family from its child care programs for any of the following reasons:

1. Parents, guardians, or visitors abuse any of the staff physically or verbally; swearing, raising their voice or using obnoxious behaviour. (If the situation warrants, 911 will be called.)
2. A family refuses to consult with outside agencies to support the needs of the child and centre.
3. There is insufficient vacancy for continuity of care (please see continuity of care).
4. A family continually has outstanding fees or late penalties.
 - **If outstanding base fees and late penalties have not been paid in full within 3 business days of the due date, child care will be suspended until the account is current.**
 - **A Non-Base Reinstatement Fee of \$20.00 will apply.**
5. A family continually has N.S.F. cheques.

- If more than two cheques are returned by the bank as N.S.F. parents will be required to make all future payments by INTERAC e-Transfer.
6. A family is consistently late arriving for pick up after 6:00 pm and/or refusal to pay the Non-Base Late Pick Up Fee.
- Non-Base Late Pick Up Fee payments are required to be paid within one (1) business day of the late pick up. Child will be readmitted into the program once Non-Base Late Pick Up Fees are paid.

When Park Lawn Preschool Inc. is not able to accommodate or meet the child's needs, the following procedures apply:

- Meetings will be set up with the family, staff, and/or support services.
- Documentation of meetings with families and use of support services. Written summaries of all further actions will be kept on file and a copy will be given to the parents.
- Notify Toronto Children's Services Consultant
- Notify Park Lawn Preschool Inc.'s Operations Manager
- Notify Park lawn Preschool Inc.'s Board of Directors
- Referral to other services as recommended.

Park Lawn Preschool Inc.'s Directors will issue the family a two (2) week withdrawal notice if an acceptable solution cannot be reached.



Summer Withdrawal

Parents who wish to withdraw their child from the child care program during the summer months and return in September may do so by following our withdrawal policy. Once withdrawn the child will be placed back on the waiting list and offered a child care spot accordingly.

Safe Arrival (PLP106 Safe Arrival and Departure)

Parents and/or Guardians must escort the child directly into the child care program where one of our staff will receive them and record the child's arrival time in their attendance.

Park Lawn Preschool Inc. staff will ensure that children who attend Kindergarten classes in the school will be escorted safely between the child care program and their Kindergarten classroom.

Park Lawn Preschool Inc. is not responsible for children that walk into the child care program without a parent escort.

Safe Departure

Parents or adults authorized to pick up a child must alert a staff member when they are picking up the child from the child care program. Each child's departure must be recorded by a staff member.

Parents are required to contact the child care centre in the event the child is being picked up early from school or is absent. This is particularly important if the child is taking a bus or is walking back to the child care program, this will help eliminate any confusion during after-school pick up time.

Child Care Absence

Parents are required to inform the child care centre if their child will be absent from the program.

If at any time parents pick up their child from school or if the child is absent, it is extremely important to inform the child care centre. If the child is not at the designated meeting spot at pick up time, then we must begin the process for a missing child search.

Authorization for Pick Up

A child will only be released to someone that is authorized to pick up. Parents may designate and authorize other adults to pick up children from the child care centre by indicating the authorized person on the child's Registration form.

If someone other than those authorized is scheduled to pick the child from the child care centre, the parent must notify the child care centre by telephone or by completing an Authorized for Pick Up form. Photo identification must be provided at the time of pick up.

Children **will not** be released to any person(s) including; non-custodial parents, grandparents, relatives, etc., if prior notification has not been given by the parents.

Children **will not** be released to a parent or an authorized individual if they seem to be intoxicated or under the influence of narcotics. In this circumstance, staff will contact listed Emergency contacts, if no suitable person is available, then the child protection agency will be contacted.

Late Pick Up (PLP 107 Late Pick Up Policy)

Park Lawn Preschool Inc. child care centres are licensed to open from 7:00am to 6:00pm to provide some flexibility to meet the needs of parent's working schedules.

We recognize that there may be times that parents may arrive late to the child care centre to pick up their child and we ask that parents contact the centre immediately. It is the parent's responsibility to ensure that their child is picked up by 6:00pm. If parents are not able to pick up their child by 6:00pm, then alternate arrangements **MUST** be made. ***It is imperative any contact numbers listed are up-to-date and Emergency Contact persons are informed they are listed as Emergency Contacts and are prepared to pick up the child when required.***

Any parent/guardian or alternate person late picking up a child will be assessed a Non-Base Late Pick Up Fee as follows; \$10.00 will be imposed for the first five (5) minutes and \$10.00 for each additional five (5) minute increment or part thereof up to 6:30pm. After 6:31, the rate will be increased to \$150.00 and will be imposed for the thirty (30) minute increment or part thereof. After 7:01pm, the rate will be increased to \$300.00 and a call to CAS may be made if no contact have been made with a parent/guardian.

Non-Base Late Pick Up Fee Schedule – Fees apply per child

Pick Up Time	Non-Base Late Pick Up Fee Charged
6:01pm – 6:05pm	\$10.00
6:06pm – 6:10pm	\$20.00
6:11pm – 6:15pm	\$30.00
6:16pm – 6:20pm	\$40.00
6:21pm – 6:30pm	\$50.00
6:31pm – 7:00pm	\$150.00
After 7:01 pm	\$300.00 (Call to CAS)

Non-Base Late Pick Up Fee Calculation & Payment

- Non-Base Late Pick Up Fees are charged per child.
- Non-Base Late Pick Up Fee charges are confirmed using the clocks in the centre.
- Late Pick Ups are documented in the Late Pick Up Log Book where the date, time and amount due will be indicated and a signature of acknowledgement will be required.
- Non-Base Late Pick Up Fee payments are to be paid in cash and due at the time of pick up to the staff on duty. Any Non-Base Late Pick Up Fees outstanding after one (1) business day will result in suspension of child care.
- Non-Base Late Pick Up Fees will be charged even after the parents call to inform that they will be late to pick up.
- Non-Base Late Pick Up Fees will apply during inclement weather.
- A call to CAS may be made at the discretion of PLP employees in the event a parent arrives after 7:00pm for pick up, Non-Base Late Pick Up Fees will apply.

Withdrawal of Child Care

- A meeting will be arranged with the parents to discuss alternative arrangements:
 - After three (3) recordings of late pick up or;
 - First occurrence of a late pick up after 6:31pm
- If any late recordings occur subsequent to the meeting, a notice of withdrawal will be given.
- Refusal to pay the Non-Base Late Pick Up Fee will result in a notice of withdrawal.

Non-Base Late Pick Up Fee Disputes

- Any Non-Base Late Pick Up Fee disputes should be addressed with the Centre Supervisor or Head Office.

Daily Program Information

Park Lawn Preschool Inc.'s child care programs follow a play-based emergent/inquiry-based curriculum.

Our Early Childhood Educators and Assistants make daily observations and plan purposeful play activities that stimulate children's natural curiosity and energy. Learning experiences range from cognitive, social dramatic, language, creative and active games. Children are also provided an opportunity to develop a healthy sense of independence and empathy for others in a nurturing and caring environment.



Learning experiences are indicated on the classroom's program plan and parents are invited to contribute to their child's learning.

What does my child need in child care?

- Parents should ensure their child has an extra set of clothing in their cubby area - pants, shirts, underwear, socks, indoor shoes.
- Diapers and wipes will be needed for children that are not toilet trained.
- Reusable Water Bottles can also be kept in the child's classroom.
- Pillow and blanket for sleep time.

Rest Time and Sleep Supervision (PLP HS 217 Rest Time and Sleep Supervision)

The *Child Care and Early Years Act, 2014* requires that children aged 18 months to 4 yrs of age, in attendance for 6 hours or more in a day, must have a rest period not exceeding 2 hours following the mid-day meal.

Park Lawn Preschool Inc. ensures that all toddlers and preschoolers are offered a rest time, children who do not sleep after 1 hour, are allowed to get up and play quietly. Staff will provide early riser activities for these children.

Each child in the toddler and preschool program is assigned an individual cot with their name.

Parents of children who regularly sleep will be advised of PLP's Rest Time and Sleep Supervision policy at the time of registration.

Parents are consulted respecting their child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request.

During sleep/rest time (up to 2 hours per day), supervision ratios may be reduced to no less than two-thirds of the required ratio. Toddler: 1:8 Preschool: 1:12

Direct Visual Checks

During sleep/rest time, a staff member must periodically perform a direct visual check of each child by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviours.

Direct visual checks will be performed a minimum of twice per rest period while children are sleeping. There must be sufficient light in the sleeping area to conduct direct visual checks.

If any significant changes are observed in a child's sleeping patterns or behaviours during sleep, the child's parent will be informed. The parent and staff will discuss any adjustments to the manner in which the child is placed to sleep or supervised during sleep. These adjustments will be documented and implemented by staff.

Direct visual checks will be documented on the *Park Lawn Sleep Supervision – Direct Visual Check Record* (Appendix A) or in the HiMama online app. Records of the checks will be maintained and available for at least 3 years.

Outdoor Play

The *Child Care and Early Years Act, 2014* requires our Toddler and Preschool programs to go outdoors for at least two hours a day, weather permitting. Our Before & After School and Kindergarten programs are required to go outdoors for at least 30 minutes a day. Please ensure that your child is dressed appropriately for any weather. Indoor supervision may not be possible for children who are not appropriately dressed.

In the event of inclement weather, alternate physical activities will be provided indoors for children. Learning experience changes will be documented on the Outdoor Program Plan.

With our changing climates, please ensure children have the appropriate attire:

Winter: hat, 2 sets of mittens, winter jacket, snow pants, boots, scarf

Summer: sunscreen, hat, sunglasses, water bottle, swim suit, towel, water shoes

Outdoor play is minimized when there is SMOG, EXTREME HEAT/COLD warnings or if the Air Quality Health Index (AQHI) is over 50.

Due to ratio requirements, children who are not able to participate in outdoor activities due to illness cannot be accommodated indoors in other programs. Children should only return to care once they recover from illness and are able to fully participate in the program.

Sun Safety and Smog (PLP HS209 Weather Alerts)

In hot weather conditions, outdoor play will be reduced when temperatures are above 30°C. Exposure to extreme heat, humidity and smog can be hazardous or even life-threatening to children. Sunburns, feeling unwell, headache, nausea, and dizziness are signs and symptoms of hazardous hot weather conditions.

The City of Toronto may advise of a heat alert when the combination of heat, Humidex, UV Index and other weather conditions become dangerous to health.

It is important for children to be active and get fresh air, however, if there is a heat or smog alert, it is recommended that outdoor time be reduced for children. When children exercise outdoors during a heat or smog alert, their body temperature may get very high and their bodies work extra hard to keep cool. In these instances, outdoor activities should be planned in a shaded area whenever possible. Staff in charge will consider more than one factor when making a decision about the length of time children spend outdoors.

In the event of hot weather, Park Lawn Preschool Inc. will take the following precautions:

- Outdoor play will be reduced between the hours of 11:00 am – 4:00 pm
- Staff will assist children to apply sunscreen prior to going outdoors.
- Children will be provided with water to stay hydrated
- Outdoor activities will take place in shaded areas when possible.

Smog typically forms between May to the end of September but it is possible to have winter episodes of smog. Afternoons and early evenings are the peak times for smog formation during the day.

Sunscreen

Children's skin is thinner than adults and is more sensitive to UV rays and makes them a higher risk for over-exposure to sunlight. Without proper prevention and over time, the risk for skin damage is increased, therefore making protection for children from these harmful rays imperative.

Important Facts:

- **Use a sunscreen with SPF 30 or higher that gives protection from both UVA & UVB rays**
- **Sunscreen with an SPF 30 is the *minimum* protection recommended**
- **Burn time without sunscreen is 10 minutes**
- **Remember that, while UVB rays are most damaging from 10 am to 4 pm, UVA rays are also of concern and are present throughout all the daylight hours**
- **Use sunscreen even on cloudy, hazy or foggy days**

Parents are required to apply sunscreen to their child upon arrival to the child care centre. Child care staff will reapply sunscreen on children with written consent from parents.

Smog and Air Quality

The quality of air has an impact on our health. The Ministry of Environment monitors air quality in Ontario and provides an Air Quality Health Index (AQHI) reading daily at:

<http://www.airqualityontario.com/aqhi/index.php>

Air Quality Health Index Low Risk (1-3)

If the AQHI is in the low risk range of 1-3, it is the ideal air quality for outdoor activities and children can enjoy usual outdoor activities.

Air Quality Health Index Moderate Risk (4-6)

If the AQHI is in the moderate risk range of 4-6, there is no need to modify usual outdoor activities unless symptoms of coughing and throat irritation arise. Strenuous activities should be reduced or rescheduled if there are signs of the above symptoms.

Air Quality Health Index High Risk (7-10)

If the AQHI is in the high risk range, outdoor activities should be reduced for children.

Air Quality Health Index Very High (Above 10)

If the AQHI is in the very high risk range, outdoor play should be avoided for children.

*If a **smog warning** has been issued and the current AQHI is High – Very High risk, then outdoor time will be cancelled.*

Cold Weather

Park Lawn Preschool Inc. continues to offer outdoor play time to children even in the winter time. It is important for children to participate in outdoor activities even when the weather is cold outside. There are many benefits for winter outdoor play:

- **Breathe Fresh Air:** most viruses and germs are circulated in closed environments and going outdoors for fresh air may help decrease exposure to germs and bacteria.
- **Strengthen Immune System:** being outdoors will help children develop stronger autoimmune systems and resistance to allergies.
- **Engage in Physical Activity:** children have the opportunity to stay active in the winter time

Parents need to provide their child with the appropriate attire for outdoor play - warm coat, snow boots, snow pants, gloves, scarf and hat. With the proper attire, children will have a more enjoyable outdoor time.

In the event of extreme cold weather, Park Lawn Preschool Inc. staff will monitor local weather conditions to determine how long outdoor play should be.

When the temperature and/or wind chill factor is -10°C or colder, outdoor play time will be shortened to 10 to 20 minutes.

When the temperature and/or wind chill factor indicates -15°C or colder, outdoor play will be cancelled and staff will provide indoor gross motor activities.

Field Trips

Excursions and field trips may be planned to enrich the programs learning experiences. At the time of registration parents are asked to sign a Minor Excursion Authorization to allow for full participation in all supervised minor excursions (neighbourhood walks, local parks). Planned or spontaneous excursions are indicated on the classroom program plan.

Field Trips are typically planned in advance and parents will be notified of the specific days. Prior to any child participating in a field trip, parents must sign a Field Trip Permission form. Any child that does not have a permission form will not be permitted to go on the field trip.

Nutrition

Park Lawn Preschool Inc. offers morning and afternoon snacks in addition to a nutritious lunch to children in our programs. All food served in our centres are prepared by a catering company with menus developed according to the Canada's Food Guide as well as the criteria set out by Toronto Children's Services.

If your child has any food allergies or restrictions, please inform the centre Supervisor or a staff and we will arrange to make the necessary substitutions.

Park Lawn Preschool Inc. strives to maintain a **NUT FREE** environment. Some children in our care may have life-threatening allergies; any outside food **MUST** be approved by the centre Supervisor. *(Please note: Approved outside food must follow our anaphylaxis/allergen guidelines. All outside food must be labelled with the child's name.)*



Kindergarten and School Age Programs

Before & After School Kindergarten: Lunch is provided for children on *Non-Instructional days*. Parents are required to pack a nutritious lunch for their child on *Instructional days*.

Before, Lunch & After School Age: Lunch is provided for children on *Non-Instructional and Instructional days*.

Before & After School Age: Lunch is provided for children on *Non-Instructional days*. Parents are required to pack a nutritious lunch for their child on *Instructional days*.

After School Age: Lunch is provided for children on *Non-Instructional days*. Parents are required to pack a nutritious lunch for their child on *Instructional days*.

Guideline for Bagged Lunches

Parents of kindergarten and school aged children will be expected to provide a bagged lunch for instructional school days. Lunches should include a nut free nutritious, well-balanced meal that meets the requirement set out in [Canada's Food Guide](#).

- The bagged lunch adheres to Canada's Food Guide.
- Lunch is provided in a labelled lunch bag with an ice pack.
- Foods that may have come in contact with nuts are not allowed in the child's lunch.

Health and Medical (PLP HS 200 Management & Reporting of Communicable Diseases and Exclusion of Ill Children and Staff)

Park Lawn Preschool Inc. follows strict guidelines set out by Toronto Public Health to ensure the health and safety of all the children and staff in our programs.

Parents must call the child care centre if their child is absent due to illness to communicate the symptoms that their child is experiencing. As children are more susceptible to communicable diseases and illnesses it is important that staff and parents follow strict guidelines.

Staff performs daily observations of children upon arrival in the morning and at after school pick up in order to help detect possible symptoms of ill health. Children who are too ill to participate in regular activities will not be admitted into the child care centre.



If during the day, a child displays illness symptoms and are not well enough to participate in regular activities, then parents will be notified immediately and will be required to ***pick up their child within 2 hours***. Children with a suspected illness will be separated from other children to prevent the spread of illness. All symptoms of illness will be documented in the Illness Log.

In the event the parent is unable to pick up their child and where it appears that the child requires immediate medical attention, then Park Lawn Preschool Inc. will arrange for transport to the nearest hospital

Exclusion from the Child Care Centre

Respiratory illnesses; Coughs and colds are common examples. Children with only mild symptoms and are able to participate in regular activities will be admitted to the child care centre however, children who are lethargic and unable to participate in program ***will be sent home***.

Fevers of 37.6°C or 99.7°F or higher and are accompanied by one or more of the following symptoms: unusual behaviour, runny nose, cough, difficulty breathing, vomiting, diarrhea, change in skin colour, rash, headache, and the child is not able to participate in regular activities, then the child ***will be sent home IMMEDIATELY and must stay home until the child's temperature has returned to normal for a period of at least 24 hours and the child is well enough to participate in regular activities.***

Gastrointestinal illnesses; Diarrhea and Vomiting are common symptoms. While some children may only have a mild case, the children they infect could end up becoming seriously ill and therefore, children with more than one instance of diarrhea or who have been vomiting ***will be sent home IMMEDIATELY and must stay home until 24 HOURS after the diarrhea or vomiting HAS STOPPED.***

It is extremely important that if your child has had diarrhea or vomiting at home, you do not bring them to the child care centre until 24 hours have passed.

Rashes can be a symptom of many communicable illnesses and one rash may be difficult to distinguish from another. Rashes can be spread from person to person contact or can be airborne. If the child

develops a rash while in child care, parents will be notified immediately and will be required to pick up their child. The child will not be able to return to the child care until the rash is completely gone or the parent has a written physician's note stating that the child's rash is not contagious.

Children who arrive at the child care centre with a visible rash, must have a physician's note indicating that the child's rash is not contagious before they will be admitted to the child care centre.

Pediculosis: Head Lice are tiny insects that live on the scalp where they lay eggs ("nits"). Head lice are spread easily in groups of children and are very common in child care settings. If eggs ("nits") or live lice are found on the child's scalp, the child is considered to be infected and will be removed from the group. Staff will notify the parents immediately and the child must be picked up from the child care centre.

The child may be readmitted only after treatment for head lice has been applied AND that the child's scalp has been checked by a child care staff AND is found to be clear of eggs and lice.

If eggs or live lice are still found on the scalp, even after treatment, the child will not be admitted into the child care centre. Parents must re-treat the child's scalp and thoroughly check the scalp and comb out any eggs or lice with a fine comb. Staff will re-check the child's scalp upon arrival at the child care centre.

Other Illnesses that may prevent a child from participating in regular activities may be sent home.

Readmission to Child Care

A physician's note is required when a child has been absent due to illness for five (5) or more days.

A child must be free from all symptoms for at least 24 hours before they can return to the child care.

Child Immunization (PLP 105 Admission and Withdrawal Procedures)

Parents are required to provide an up-to-date immunization record for their child. Parents of children attending school (K-6) are required to provide updates to Toronto Public Health. In the event a child's immunization is not up to date and the child has been suspended from school, they will be required to fulfill the requirements prior to returning to the centre.

Parents of children that are not immunized must submit the properly executed Ministry approved form (Statement of Conscience or Religious Beliefs or Statement of Medical Exemption). **In the event an outbreak** occurs at the child care centre, the Supervisor will inform parents of children that have not been immunized that they will not be admitted into the program until the outbreak has ended.

Outbreak Procedures (PLP HS 202 Outbreak Management)

Our Child Care Centres may have an outbreak in their facilities at anytime. Outbreaks can occur when the number of ill children or staff, or those absent due to illness exceeds what would normally be expected for a certain time period, age group, program or classroom. Public Health requires us to report when a certain number of cases are identified. The name of the child may have to be shared with Public Health officials.

Administration of Medication (PLP HS 204 Administration of Medication)

All products containing Drug Identification Numbers require a schedule of administration and applicable record keeping. The requirements apply to a wide variety of items, including vitamins, medicated ointments, prescription medication and over-the-counter medication. Due to the frequency of use for sunscreens, diaper creams, lip balms and hand sanitizers a blanket authorization from the parent can be used and can be administered without a medication form as long as they are non-prescription and/or they are not for acute (symptomatic) treatment, whether they have a drug administration number or not.

Administration of Prescribed Medication forms must be completed by a physician and parent for any ongoing medication required for chronic illnesses. Current allergy lists indicating the child's name and allergy are posted in each classroom and kitchen. These are updated regularly to ensure information is accurate.

Parent/Guardian Procedures

Whenever possible, parents are encouraged to administer medication to their child at home, if this can be done without affecting the treatment schedule.

- Parent/Guardian must provide written authorization in order for children to receive only those drugs or medication deemed necessary and appropriate.
 - A **Medication Form** (Appendix A) must be completed and signed in the Medication logbook for each day that medication is to be administered by staff.
 - Written authorization needs to include a schedule that sets out when the drug or medication is to be given, including specific times of the day or specific symptoms that must be observed, as well as the dosage to be given.
 - Parents of children with serious allergies that can be life threatening must complete:
 - **Prescribed Medication Form**
 - **Anaphylaxis Emergency Plan**
 - **Anaphylaxis Staff Training Record**
 - Parents of children with a medical condition must complete:
 - **Prescribed Medication Form**
 - **Medical Emergency Plan**
 - Written instructions must match any instructions printed on the original container and that the medication is not expired.
 - If medication is to be administered on an “as needed” basis, written instructions must clearly indicate the situations under which the medication should be given. (i.e. physical symptoms)
- All drugs or medication must be stored in original containers so that medication intended for a specific child is correctly administered.
 - This will allow staff to confirm that the medication is not out of date and helps ensure that medication does not spoil due to improper storage.

Only designated staff will administer medication prescribed by a doctor. Medication must be in its original container affixed with a pharmacist label with the child's name, date, prescribed dosage and Doctor's name on it.

Medications must be handed directly to a teacher to be properly locked up. **NEVER** leave any medication in the child's bag or refrigerator.

Child Self-Administration of Emergency Medication

Some children may require medication that must be administered quickly in an emergency situation, such as antihistamines, epinephrine and puffers. Under Park Lawn Preschool Inc.'s discretion, a child may be permitted to carry his or her own asthma medication or emergency allergy medication, please consult with the centre's supervisor.

Individual Plans for Children with Medical Needs

Some children in our child care programs may have severe allergies, or medical needs that require individualized plans. Park Lawn Preschool Inc. takes extreme care in reducing the risk of exposure of the causative agent(s) in the centre.



Parents with children that have severe allergies or medical needs must:

- Inform the child care centre of the child's allergies
- Complete in full the **Anaphylaxis or Individual Emergency Plan**
- Complete in full the **Administration of Prescribed Medication**
- Complete in full the **Anaphylaxis or Individual Emergency Plan Parent/Guardian Agreement**
- Complete in full the **Anaphylaxis/Emergency Training Record**

Forms must be updated as needed, please consult with Centre Supervisor when there are changes.

Children will not be admitted into the child care program if any of these forms are incomplete.

The centre Supervisor will train the staff on the Anaphylaxis Emergency Plan and the signs and symptoms poster will be posted in each of the classrooms.

Administration of Epinephrine

All staff and volunteers are trained in the administration of an epinephrine auto-injector (e.g. EpiPen or Allerject) for the treatment of an emergency allergic reaction. Staff can only administer epinephrine prescribed to the child listed on the affixed pharmacist label.

It is important to keep your child's medical information and medication up to date.

Accident Procedures: First Aid and CPR (PLP HS 207 Accident Procedures)

All Park Lawn Preschool Inc. staff hold valid Standard First Aid and infant/Child CPR certificates. Should an accident involving a child occur, staff will provide first aid, as required and inform the Supervisor. All accidents or incidents are recorded on an Accident/Incident Report. The report will provide details of the accident; type of injury, and which staff were present at the time of the accident. Staff are required to notify parents immediately after the accident and to provide parents a copy of the accident report.



In cases of any emergency medical situations or accidents, staff will contact the parents or the emergency contact person(s) on file. **It is of utmost importance that parents provide the child care centre with the most up to date contact information.** If necessary, Park Lawn Preschool Inc. staff will call 9-1-1 for immediate assistance or to transport the child to the nearest hospital. Staff will provide all possible medical assistance for the child, until the parents arrive or when emergency services arrive.

If a child has had an accident or injury at home, parents are asked to please inform the child care centre as soon as possible. Information will be documented in the classroom's daily log book.

Serious Occurrence Notification Report (PLP 113 Serious Occurrence)

Park Lawn Preschool Inc. is committed to ensuring children in our care have a healthy and safe learning environment. Despite the best precautions, accidents or incidents may occur which require reporting to the Ministry of Education.

In the event a Serious Occurrence has occurred, a notification report with non-disclosing information about the incident will be generated and posted on the Parent Board of the child care centre. The notification will be posted within 24 hours of the incident and will remain posted for 10 days from the last update.

Supervision of Volunteers & Students (PLP 110 Supervision of Volunteers & Students)

In order to ensure the safety and well-being of the children in our care, policies and procedures have been put in place for volunteers and students.

A volunteer or placement student is supervised at all times and is not permitted to be alone with any child who is in care at the centre. An appropriate Park Lawn Preschool Inc. employee must be present when they are with children. Volunteers and students cannot be counted in staff-child ratios and must follow all relevant Park Lawn Preschool Inc. Policies and Procedures.

The Supervision of Volunteers & Students policy outlines the responsibilities of the centre Supervisor, supervising staff, all employees, and volunteers and students. The policy is reviewed with, and signed by, employees, students and volunteers before they begin their employment, educational placement or volunteering, annually thereafter, and any other time when changes are made.

Parent Involvement (PLP 108 Parent Involvement)

Parent involvement is a core value at Park Lawn Preschool Inc. We strive to work together with parents and families to provide the best experience for young children. Parents are respected and valued as partners in our early learning programs. We encourage parents and families to be actively involved in their child's learning process as they provide a vital link between the home and learning environment. Partnerships with families and communities strengthen the ability of early childhood settings to meet the needs of young children (ELECT, 2007).

At Park lawn Preschool Inc., we offer many opportunities for parents to participate in our early learning programs. Together we can build endless possibilities for young children.

Communication

We encourage daily communication between parents and their child's teacher to share any information regarding their child's day. Different communication methods either verbally or by written communication such as newsletters, notes, and children's daily charts. In addition, parents are invited to check the centre's Parent Board to stay up to date on any new information.



Daily Programs

We encourage parents to visit and participate in our daily programs. Parents have many ways in which they are able to assist and interact with the centres.

If you are interested in volunteering your time please speak to the centre's Supervisor.

Vulnerable Sector Police Reference Checks may be required from volunteers who have direct contact with children at Park Lawn Preschool Inc.

Board of Directors

As a Not-for-Profit Corporation, Park Lawn Preschool Inc. is governed by a volunteer board of Directors. Our volunteer Directors come from a wide variety of backgrounds and professions, bringing unique perspectives and experience to the Board and Park Lawn Preschool Inc.

Board members have the opportunity to contribute to the community in a very meaningful way by using their expertise to support the development and future of Park Lawn Preschool Inc.

Park Lawn Preschool Inc. encourages all parents with any range of experience to be part of our Board of Directors. If any parent is interested in sharing their knowledge, experience and expertise to assist Park Lawn Preschool Inc., they are encouraged to speak to the centre's Supervisor or to contact the President at president@plpdaycares.com

Code of Conduct (PLP 109 Code of Conduct)

Park Lawn Preschool Inc.'s Code of Conduct is in line with the Provincial Code of Conduct and applies to all children, families, visitors and staff. All members of the child care community must:

- Respect and comply with all applicable federal, provincial, and municipal laws;
- Demonstrate honesty and integrity;
- Respect differences in people, their ideas, and their opinions;
- Treat one another with dignity and respect at all times, and especially when there is a disagreement;
- Respect and treat others fairly, regardless of, for example, race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, gender, sexual orientation, age, or disability;
- Respect the rights of others;
- Show proper care and regard for school property and the property of others;
- Take appropriate measures to help those in need;
- Seek assistance from a member of the staff, if necessary, to resolve conflict peacefully;
- Respect all members of the school community, especially persons in positions of authority;
- Respect the need of others to work in an environment that is conducive to learning and teaching;
- Not use foul language, swearing, name-calling, shouting, or threatening

Online Code of Conduct

Information and photos posted on the internet can easily be seen by millions of unknown people all over the world. We are committed to protecting the privacy and confidentiality of our families and staff. All members of the child care community should THINK before posting:

- T** = Is it True?
- H** = Is it Helpful?
- I** = Is it Inspiring?
- N** = Is it Necessary?
- K** = Is it Kind?

As tenants in TDSB and TCDSB facilities, the members of the child care community must adhere to the Board's Online Code of Conduct policies. In addition, the following will apply:

- Posting of spam, viruses, illegal or pornographic material is prohibited.
- Unauthorized posting of children's photos or videos are prohibited.
- Abusive, threatening, profane, offensive or degrading language will not be tolerated.
- All postings must respect others fairly, regardless of, race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, gender, sexual orientation, age, or disability.
- Unauthorized posting of staff photos or videos are prohibited.

Breach of Park Lawn Preschool Inc.'s Code of Conduct (PLP 109 Code of Conduct)

All children, parents, staff and visitors are expected to follow Park Lawn Preschool Inc.'s Code of Conduct Policy. In the event there is a breach of this policy, the following procedures will apply:

When a child breaches the Code of Conduct:

- Staff or centre Supervisor will have a discussion with the child.
- Staff will encourage positive, respectful and supportive behaviour.
- Staff or centre Supervisor will contact the child's parent or guardians and inform them of the incident and request a meeting to discuss strategies.
- If necessary, consultation with a support agency for additional support, if needed. Parent consent is required. The consultant, family and staff will devise specific strategies and interventions to support the child.
- Staff will provide learning opportunities for reinforcing positive behaviour.
- Staff will encourage and help children make good choices.
- If necessary, staff will follow the guidelines for de-escalating volatile situations.
- In the event a child is expelled or has been suspended from TDSB or TCDSB, they will not be permitted to attend child care.

When a parent/guardian breaches the Code of Conduct:

- Staff or centre Supervisor may ask the parent to leave the child care centre.
- The centre Supervisor will inform Management.
- A meeting may be set up with the parent to review Park Lawn Preschool Inc.'s Code of Conduct Policy.
- If necessary, police may be called.
- If necessary, a family may be expelled from the centre.

Child Abuse Reporting (PLP HS 208 Child Abuse)

Everyone shares a responsibility to protect children from harm. The public, including professionals who work with children are required by the *Child and Family Services Act* to promptly report to a Children's Aid Society any reasonable suspicion that a child is or may be in need of protection.

A child may be in need of protection from the following:

Neglect	Risk of Harm	Emotional Abuse	Physical Abuse	Sexual Abuse
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Child care workers are professionals who work closely with children and have a special responsibility to report. Park Lawn Preschool Inc. supports all staff, students and volunteers in their duty to report suspected child abuse.

Ontario Association of Children's Aid Societies (CAS) www.oacas.org

CAS Toronto	(416) 924-4640
Catholic CAS Toronto	(416) 395-1500
Jewish Family & Child Service	(416) 638-7800
Native Child & Family Services of Toronto	(416) 969-8510

If the matter is urgent and CAS cannot be reached, the local police will be contacted.

Parent Complaint Procedure (PLP 117 Parent Complaint Procedure)

Park Lawn Preschool Inc. recognises that positive relationships between parents and the child care centres create trusting and cooperative relationships and environments for the children. Open communication is encouraged and complaints are an important way for parents and the community to provide information and feedback to the child care centres.

When resolving complaints, Park Lawn Preschool Inc. will make every effort to address any concerns within 1-2 business days, maintain confidentiality and provide all persons involved a fair opportunity to respond and present their views.

When addressing a complaint, it is expected that parents and PLP Inc. Employees will:

- Show respect and understanding of each other's point of view
- Act in good faith and in a calm and courteous manner
- Acknowledge that all parties have rights and responsibilities
- Goal to achieve an outcome acceptable to all parties

Making a Complaint – Who to Contact

Complaints can be communicated verbally or be submitted in writing.

Contact the Child Care Teacher

Your child's teacher is the best person to approach first for an informal discussion. Teachers are able to help answer questions and complaints about:

- *The classroom*
- *Routine and daily schedule*
- *Child's individual schedule*

Contact the Centre Supervisor

Any questions and concerns that are beyond the classroom, should be directed to the Centre's Supervisor. Supervisors are able to help answer questions and complaints about:

- *Safety and Security*
- *Code of conduct*
- *Policy and Procedures*
- *Child Care Fees*
- *Enrollment*
- *Waiting list*
- *Concerns about the child care centre*
- *Complaint about a PLP Employee or Supervisor*



Contact the Operations Manager

If parents are not satisfied with how the child care centres has handled the complaint or concern, the complaint can be referred to the Operations Manager. The Operations Manager will assess the complaint to find an appropriate resolution for all parties.

Operations Manager may help answer questions and complaints about:

- *Safety and Security*
- *Code of Conduct*
- *Policy and Procedures*
- *Concerns about the child care centre*
- *Complaint about a PLP Employee or Supervisor*

Contact the Financial Manager

The Financial Manager is responsible for Park Lawn Preschool Inc. child care fees. In the event, that questions and concerns were not answered by the Supervisor, the Financial Manager may help answer questions and complaints about:

- *Child Care Fees*
- *Tax Receipts*



Responding to an issue or Complaint

Park Lawn Preschool Inc. will make every effort to resolve concerns and complaints.

PLP Employees shall:

- Listen to the parent
- Respond to and resolve issues as they arise
- Maintaining professionalism and integrity at all times
- Address minor complaints directly with the party involved as a first step towards resolution.
- Inform the Centre Supervisor of the issue/s that have risen and the outcome
- If unable to resolve, inform the parent that the concern or complaint will be passed to the centre supervisor.
- Maintain confidentiality at all times
- Provide initial response to a concern or complaint within 1-2 business day.

PLP Supervisors shall:

- Listen to the person making the complaint
- Respond to and resolve issues as they arise
- Maintaining professionalism and integrity at all times
- Address minor complaints directly with the party involved as a first step towards resolution.
- Maintain confidentiality at all times
- Provide initial response to a concern or complaint within 1-2 business day.
- Record all complaints
- Notify the Operations Manager if a complaint escalates.
- If the complaint is of a more serious matter, the Centre Supervisor will inform the Operations Manager.
- Work co-operatively with the Management Team in any investigations related to PLP's programs or staff.
- Inform the Management Team of the issue/s that have risen and the outcome

Management Team shall:

- Listen to the person making the complaint
- Assist in the investigation of unresolved issues or serious concerns
- Provide initial response to a concern or complaint within 1-2 business day.
- Work co-operatively with the Centre Supervisors and employees in any investigations related to PLP's program or staff
- Maintain confidentiality at all times
- Maintaining professionalism and integrity at all times
- Notify the Board of Directors of complaints

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 local 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:

www.children.gov.on.ca/htdocs/English/cildrensaaid/reportingabuse/index.aspx

Unreasonable Complaint Conduct

All feedback, questions and concerns are believed to be made in good faith. Park Lawn Preschool Inc. considers behaviour to be unreasonable when:

- An action or complaint is brought without merit, often to cause annoyance to another person
- It is oriented towards conflict
- It calls for staff resources and time unjustified, by the nature or significance of the complaint
- Behaviour outside the expectations of cooperation, courtesy and respect

Emergency Procedures (PLP HS 210 Emergency Management Policy)

Park Lawn Preschool Inc. ensures each child's safety while in our care. Each of our centres has Emergency Procedures in place that include conducting monthly fire drills, lockdown drills, a parent communication plan and an evacuation plan. In addition, Park Lawn Preschool Inc. staff work with the Toronto District School Board (TDSB) and the Toronto Catholic District School Board (TCDSB) to ensure procedures are in line with the board emergency procedures.

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at:

- **Parklawn Preschool - East side of school – outer field**
- **Humber Bay - East side of school at Kinsdale Park**
- **PLP Early Learning Centre at St. Mark - Sidewalk/Greenspace near 3 Heatherdale Road**

If it is deemed "unsafe to return" to the child care centre, the **evacuation site** to proceed to is located at:

- **Parklawn Preschool evacuates to Humber Bay**
- **Humber Bay evacuates to Parklawn Preschool**
- **PLP Early Learning Centre at St. Mark evacuates to Parklawn Preschool**

All directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the centre supervisor or a PLP Manager will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the Centre Supervisor in the daily written record.

All Park Lawn Preschool Inc. staff must review fire and emergency procedures and evacuations yearly to ensure familiarity in the event of an emergency.

Parent Communication Plan

Children's safety is our priority, once PLP staff are able to relocate safely to their designated sites, parents will be contacted by email or phone to inform them that the children have been evacuated due to an emergency. It is of utmost importance that the child care centre has the most up to date emergency contact information on site. If a major emergency occurs, parents will be asked to come and pick up their child immediately at the centre's designated meeting area. In addition, the centres' voicemail will be updated and a notice will be posted on the centre doors (if safe to do so).

Park Lawn Preschool Centre Closures

Park Lawn Preschool Inc. is committed to running our programs on all scheduled days. However, we recognize that emergencies may occur such as the breakdown of essential services (hydro, heat and/or water), or there may be days of severe weather. In these situations, we must consider the safety of all children and staff when we make difficult decisions regarding early or full day closures of the child care centres.

If Park Lawn Preschool Inc. is required to close the centre due to an emergency situation or if the TDSB or TCDSB has closed the school facility, the staff of Park Lawn Preschool Inc. will do their best to inform parents as early as possible. Parents are also asked to call into their specific centre on severe weather days to confirm that their centre is open. Centre voicemails will be updated regularly to keep families informed. In addition, online resources such as Twitter (@TDSB and @TCDSB) and the School Board websites can provide the most up to date and accurate information.

No refunds will be issued when a centre closure occurs.

Park Lawn Preschool Inc.

Humber Bay C.C.C.

50 Cloverhill Road
Toronto, Ontario
M8Y 1T3
(416) 251-8240

Parklawn Preschool

71 Ballacaine Drive
Toronto, Ontario
M8Y 4B6
(416) 236-2974

PLP ELC at St. Mark

45 Cloverhill Road
Toronto, Ontario
M8Y 1T4
(416) 259-9335

