



PARENT HANDBOOK

Date Policy and Procedures Established: September 30, 2019

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WHO WE ARE

WELCOME TO PLAY, LEARN, GROW ACADEMY!

Play, Learn, Grow Academy is pleased to welcome you and your child to our program.

Play, Learn, Grow Academy is a licensed childcare by the Ministry of Education's Licensing and Compliance Branch offering care for children ages 1.5-12 years of age.

A summary of our licensing report can be found on the parent bulletin board in our centre.

All programs are supervised by Registered Early Childhood Educators (RECEs) who maintain current training in Standard First Aid and CPR.

The Parent Handbook is available to parents considering care and upon registration at our centre free of charge to provide them with a better understanding of Play, Learn, Grow Academy. If you have any questions, please ask our centre supervisor. We will be more than happy to assist you.

THANK YOU FOR CHOOSING PLAY, LEARN, GROW ACADEMY!

Play, Learn, Grow Academy respect and appreciate the trust you have placed in us to care for your child. We provide a loving, safe and educational environment for children 18 months to 7 years of age to grow.

PROGRAM STATEMENT

The program offered by Play, Learn, Grow Academy is a reflection of research, theory and practice and is consistent with the Ministry of Education's policies, pedagogy and curriculum.

OUR VIEW OF THE CHILD

Consistent with the Ministry of Education's policy, our educators view children at all ages to be capable, competent, curious and rich in potential.

- We believe that children are capable of informed risk-taking and increasing independence within appropriate environments.
- We know that children are competent and able to question, examine, and investigate a wide variety of topics and areas of interest.

- We value children's curiosity and sense of wonder and know that children learn valuable skills through play.
- We believe that children come with lived experience and knowledge; that they are co-learners in our program.
- Our educators recognize and provide individualized support for each child as they grow and develop at their own pace- supporting each child to reach their full potential.

GOALS AND OBJECTIVES

With these priorities in mind, we have defined a set of goals and approaches, in compliance with the Child Care and Early Years Act, 2014; that guide our daily practices.

We know that through play-based learning and a culture of inquiry, children develop a strong foundation for learning in all areas. This includes:

1. **Belonging** refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, and the natural world.
2. **Well-being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self- regulation skills.
3. **Engagement** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are full engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.
4. **Expression or communication** suggests that through their bodies, words, and use of materials; children develop capacities for increasingly complex communication. Opportunities to explore materials to support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills which are the foundations for literacy.

The following outline's Play, Learn, Grow Academy's program goals across key indicators of quality as defined in the Child Care and Early Years Act. The approaches speak to the strategies that educators use in implementing care activities and curriculum to achieve stated goals. Essentially the approaches speak to how the program will take place to achieve goals.

HEALTH, SAFETY, NUTRITION & WELL-BEING OF CHILDREN

- Educators welcome families and children with a personal greeting; seeking information about their child's health, mood, or special events—supporting the child and family in transition.
- Educators track attendance noting the time each child arrived and picked up.
- At the end of each day, educators make eye contact with parents who are picking up a child. If someone unfamiliar is picking up, educators ask that individual for photo ID and confirm that they are authorized to pick the child up.
- On regular basis, educators communicate with parents and provide update on their child's learning and activities.
- Educators discuss safety with the children—help the children to identify safety rules for various activities and support the children to make good choices.
- Children who are sick are closely monitored, with hand—washing encouraged regularly. If a child has a fever of 100.4 F, an early pick up is requested. When an infectious illness is confirmed in the centre, a sign is posted to inform families and provide facts about the illness.

- When medication is brought into the centre, educators will ask you to complete some forms. Educators will check the information you provided to match the instructions on the medication to ensure and line with Play, Learn, Grow Academy policies.
- Toys and equipment are regularly sanitized to minimize the spread of germs.
- Educators conduct daily health checks, which are reviewed monthly as per our sanitary practices policy.
- All staff are trained in Standard First Aid/CPR and the use of Epi-Pens. Allergy lists, including individual emergency plans are posted and reviewed regularly.
- Play, Learn, Grow Academy has developed a wide array of policies and procedures to ensure compliance with legislation, including fire, health & safety, accessibility, childcare and more. Educators review all policies annually. Additional training is also provided to staff like AODA customer service, WHIMS, Safety First, etc. Safety practices are also reviewed with children monthly such as lock down, tornado and fire drills.
- Administrator reviews annual inspections (ie: health and safety, ministry licensing, fire, etc) to look for areas of improvement.
- Educators attend numerous workshops/seminars aimed towards the whole child's well being.
- Menus are posted at the centre and online for families. Any changes are noted on the posted copy at the centre. The menus include diversity in food served
- Educators provide a free flow snack in the morning and afternoon, encouraging children to come to the table when they are ready. An educator sits with the children but encourages them to be independent using their self- help skills.
- Allergy lists are posted in the kitchen and classrooms to act as reminder for staff, volunteers, and students.
- Our website provides additional resources on healthy eating.
- STAFF SUPERVISES AND MAINTAIN RATIO AT ALL TIMES

PROHIBITED PRACTICES:

- Corporal punishment of the child.
- Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision.
- Locking the exits of the childcare centre or classroom for the purpose of confining the child, or confining a child in an area or room without adult supervision unless such confinement occurs during an emergency situation and is required as part of Play, Learn, Grow Academy's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use derogatory language directed at or used in the presence of a child's self-respect, dignity, or self- worth.
- Deprivation of a child's 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.

POSITIVE RELATIONSHIPS, COMMUNICATION & ENGAGEMENT

- Play, Learn, Grow Academy have an open door policy with parents.
- Parents are regularly invited to the program to attend events, read stories or share their expertise.
- Educators make an effort to get to know children and their families-respecting the parent's role as the first teacher, as well as their beliefs and values.
- Educators are respectful when sharing incidents where a child requires assistance to be successful in the program.
- Educators actively listen to children and respond in a positive way. They will support every child's need to self-regulate, and assist them as they work to develop that skill.
- Educators provide support to parents by answering questions about their child/ren's development, and goals for their children.

- Annually, a member survey is conducted to seek feedback from parents to help us better understand their values and needs. A suggestion/comments box is also available.
- Centre Activities (ie: Spring and Holiday Concert, Family Barbeque Night, etc) are planned to encourage relationship building and connections between children, families and educators.
- A monthly e-news is shared with families to provide updates on learning, reminders and links to other resources.
- University, College and High School students who are completing placement in our classrooms.
- Parents may be asked to sign a permission to exchange information form that allows Play, Learn, Grow Academy and the School/ outside resource agencies to speak about your child/ren's development and learning needs.
- Educators often invite special visitors into the program for children's further learning.
- Parents may receive a request for their child to participate in a research study conducted by the University or College on child cognition, literacy, numeracy and or other developmental areas.
- Educators may also plan walks and field trips for the children to explore their community. Parents will be asked to complete a trip permission form for each special activity.
- Request to support community campaigns (ie: Food Bank, shelters, etc.)

SENSE OF SELF

- Educators support children in documenting their own learning when possible.
- Educators are beginning to develop children's portfolios—a collection of photos and documentation that demonstrates your child's learning.
- Educators will ask parents and children over 6 years of age to sign a Behaviour Code. This document outlines expectations of children, staff, and families appropriate behaviour to develop positive relationships.
- Children are invited to help plan for and lead their own learning through inquiry- based learning, children are free to express ideas and explore their curiosity.
- The environment is set up to meet the children's individual needs and allow them explore, reflect and engage in their own learning. Provocations are introduced to engage the children and educator's in a co-learning experience where we use scaffolding based on the child's input (e.g. non-verbal cues, own experiences, and expressive ideas)
- Play, Learn, Grow Academy seeks input from the children through polls or through discussion about the activities, materials, and equipment they want in their program.
- Pedagogical documentation is used to display the children's thoughts, feelings, ideas, and views of how things around them relate and connect to their world. We provide children to revisit and share their learning with others.
- Educators record actual activities and reflect back on their observations.
- We share children's forms of self-expression in learning stories and on our Facebook page accompanied with appropriate permission forms.
- Educators talk to children about feelings, right and wrong, and other concepts towards developing self-regulation.
- Educators acknowledge children's positive efforts.
- Educators model appropriate conflict resolution skills when talking to children and co-workers.
- Educators model effective communication skills by using eye contact, talking on eye-level, etc.
- Educators support children's self- confidence by encouraging safe risk-taking and show pride in their success.
- Play, Learn, Grow Academy focuses on supporting the emotional needs of children by integrating self-regulation strategies.
- Educators use the documentation and project history boards to remind children of their learning and successes.
- Educators ensure that each child has a place to keep their belongings and are able to access them when needed.

EXPLORE, PLAY AND INQUIRE

- Our daily schedule is flexible with much time devoted to child-initiated, play-based learning. The schedule includes two hours of outdoor time (weather permitting). During inclement weather, indoor gross motor activities will be offered.
- Multiple play centres are visible in our classrooms for younger children – block and sensory area, dramatic play, arts and crafts, science and book centre, and more. These play centres will always be readily available to the children.
- Educators will engage in children activities, asking questions, hearing the children's ideas—acting as co-learners. Further learning and investigation will be supported by classroom technology.
- The use of loose parts (nuts, bolts, tubes, pompoms, etc.) natural items from home are integral parts in supplementing children's learning and are always welcome and rotated.
- Our younger children have a rest period daily. However, if a child is not tired, they will be offered quiet activities or gross motor activities while others take a nap.
- Educators take note on the details of children's activities to learn more about their interests and set out various materials for exploration, play, and inquiry.
- Educators plan experiences and activities to engage children in research based learning through critical thinking, problem solving and investigation on a specific topic of interest.
- Upon enrolment, families will be asked about their child's development milestones, like, dislikes, emotions on certain situations.
- Each classroom includes a quiet area where children can quietly explore a book or just take a break.
- Educators recognize children's unique characteristics and access the resources necessary to adapt early learning environment to suit each child.
- Play, Learn, Grow Academy developed policies, practices and environment that respect and support inclusion, meaningful participation and a sense of belonging for all children.

SUPPORT FOR STAFF

- Play, Learn, Grow Academy celebrates employees who complete 20+ hours of professional development annually; this milestone is posted in the centre.
- Each classroom is provided with a tablet that educators use to update each child's "Daily Report" on our Brightwheel App. to research and investigate topics with the children.
- Educators have access to a computer in the staff room for further research needed.
- Annually, the Ministry of Education program advisor visits our centre to license our program. Visits involve observation and staff coaching.
- The Administrator follows up with staff, children and parents when a concern is raised.
- Educators share new information and resources with their co-workers and or parents after returning from a workshop or conference.
- Throughout the year, staff will participate in monthly staff meetings and team building activities.
- The Administrator will produce a quarterly e-news for staff to provide ongoing dialogue, Inspire and mentoring in relation to the pedagogy.

Play, Learn, Grow Academy is licensed by the Ministry of Education under the Child Care and Early Years Act (CCEYA).

Our professionals strive to maintain the highest standards of childcare. We believe professional development provides teachers, RECE's and ECA's with new skills and information on current issues.

Our staff is equipped with:

- Record of qualifications, including proof of credentials for trained staff
- Current health assessment and immunization record
- Clear response to a current vulnerable sector screen
- Written acknowledgement of various legislated and agency specific policies
- Valid Standard First-aid certificate
- Valid CPR certificate Level C
- Ongoing professional development
- Annual policy review

ORGANIZATIONAL SUPPORT

Play, Learn, Grow Academy's administration team supports educators in their mission of providing play-based early learning to support each child to realize their full potential by:

- Program Evaluation
- Performance Monitoring
- Documentation and Annual Review

The Program Statement Implementation policy sets out requirements and procedures to ensure that the approaches outlined in this Program Statement are implemented within our program and that the stated view of the child is observable in the program.

Responsibility for monitoring this policy rests with the centre supervisor and with the Administrator monitoring compliance.

ENROLMENT

Parents are required to arrange an appointment for an initial tour of the centre and to review paper work. Children are invited to accompany their parents on the tour. Play, Learn, Grow Academy also recommends that children come for a visit with their parent/guardian to the centre prior to beginning the program.

The following information must be completed and returned to the centre prior to enrolment. This is a requirement of the Child Care and Early Years Act (CCEYA).

- ✓ **A completed Application for Enrolment form, signed by a parent/guardian**
- ✓ **An up-to-date immunization record.**
- ✓ **A signed copy of the Parent Policies.**
- ✓ **A signed copy of the Payment Policies.**

CWELLC

Play, Learn, Grow Academy has signed up for the (CWELLC) Canada-Wide Early Learning and Childcare System for the year 2024.

WHAT IS CWELLC?

CANADA-WIDE EARLY LEARNING & CHILD CARE SUMMARY

The Government of Canada has identified child care as a national priority to enhance early learning and childhood development, support workforce participation, and contribute to economic recovery.

On March 28, 2022, the Governments of Canada and Ontario signed the Canada-Wide Early Learning & Child Care (CWELCC) agreement. As part of this agreement Ontario will receive \$13.2 billion over six years beginning in 2021-2022. This funding will be used to build and leverage the success of

Ontario's existing early learning and child care system by increasing quality, accessibility, affordability and inclusivity.

In 2022 child care fees for eligible children were reduced by up to 25% at CWELCC enrolled licensed child care programs. As of December 31, 2022 the fees will be further reduced by an addition 37%. This will bring the fees down by a total of 52.75% relative to the base fees charged in March of 2022. Additional fee reductions are expected in September 2024 and September 2025, to eventually bring average child care fees down to \$10 per day, per child. This document outlines the application process, eligibility, and reporting requirements for 2023 CWELCC funding.

FEE SCHEDULE

TODDLER ROOM AGES 1.5-2.5 YEARS

PLGA BASE FEE	CWELLC SUBSIDY FEE
\$63.75/DAY	\$30.13/DAY

PRESCHOOL ROOM AGES 2.5-4 YEARS

PLGA BASE FEE	CWELLC SUBSIDY FEE
\$53.50/DAY	\$25.27/DAY

SCHOOL AGE (NON-CWELLC)

PLGA FEE	BEFORE ONLY/AFTER ONLY
\$22.46/DAY	\$12.25/\$15.75

- **FULL-TIME AND PART-TIME (3-5 DAYS A WEEK) AVAILABILITY**

FEE POLICY

Tuition fees are used to provide the highest possible quality care and learning environment for your child. Tuition is based on the current fee schedule and your child's schedule listed on the Parent Contract.

Tuition is due in advance on Friday for the following two week's care. Two consecutive weeks of unpaid or overdue fees may result in suspension of child care until full payment is received. Refer to the [Payment Policy](#) for complete policies governing the payment of child care tuition fees.

Child Care Late Tuition Fee

Prompt payment of tuition is necessary to ensure that the center can continue to function. Tuition fees that are not paid in full by 6:00 p.m. on Friday are considered past due, and a charge of \$15.00 per day, including weekends, will be assessed to your account until fees are paid in full. If tuition fees are underpaid and/or overdue for two consecutive weeks child care may be suspended until full payment is received.

As noted in the Play, Learn, Grow Academy Child Care Contract, a NON-REFUNDABLE security deposit of \$200.00 is required to secure a spot.

According to individual payment terms, either the full monthly amount can be paid through brighwheel app from the authorized account at the end of each month, OR two equal payments are sent bi-weekly. No refunds will be made for statutory holidays, professional activity days, or any absent days (such as vacation or sick days). Daily rates are subject to availability. One month written notice is required when a child is withdrawn from care.

WHAT TO EXPECT

HOURS OF OPERATION & CLOSURES

Play, Learn, Grow Academy Child Care provides care Monday to Friday open from 6.30 a.m. and close at 6:00 p.m.

Parking spaces are available on the right front side of the church

(close to our wall sign is)

Play, Learn, Grow Academy will be closed during the following public holidays:

New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Thanksgiving Day.

The center will be closed for the Labour day week and Christmas holiday for one week, including statutory holidays.

WAITLIST POLICY

- **PLAY, LEARN, GROW ACADEMY** will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

PROCEDURES

RECEIVING A REQUEST TO PLACE A CHILD ON THE WAITING LIST

1. The supervisor or designate will receive parental requests to place children on a waiting list via telephone, in person meeting, and online application.

PLACING A CHILD ON THE WAITING LIST

1. The licensee or supervisor will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or supervisor will inform parents of their child's position on the list.

DETERMINING PLACEMENT PRIORITY WHEN A SPACE BECOMES AVAILABLE

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, and children of staff.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

OFFERING AN AVAILABLE SPACE

1. Parents of children on the waiting list will be notified via a phone call or an email that a space has become available in their requested program.
2. Parents will be provided a timeframe of 15 business days in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

RESPONDING TO PARENTS WHO INQUIRE ABOUT THEIR CHILD'S PLACEMENT ON THE WAITING LIST

1. The supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

MAINTAINING PRIVACY AND CONFIDENTIALITY

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

CHILDREN'S ARRIVAL/DEPARTURE

It is essential that the educators are aware when you arrive and when you pick up your child. Staff must mark all children in and out of care on our attendance rosters, so be sure to say hello when you arrive. Please note that a child will only be released to individuals on your Authorized Pick-up List. You may update this list at any time. Individuals picking up for the first time - or unknown to the educator - will be asked for photo ID.

LATE PICK-UP POLICY

Families with children picked up after the 6:00 pm closing time are tracked and can expect the following:

- **First Late:** A call or email from the supervisor reminding them of the service hours.
- **Second Late:** A formal warning letter from the supervisor.
- **Third Late:** A third late may result in termination of care from the child care program or camp.
- **Should a child be left in care PAST 6:30 PM; with no communication from the parent or the emergency contacts listed, Family and Children Services will be notified by the educator.**

SAFE ARRIVAL/DEPARTURE POLICY

General

- **PLAY, LEARN, GROW ACADEMY** will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- **PLAY, LEARN, GROW ACADEMY** will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Additional Policy Statements

CHILDREN MAY ONLY BE RELEASED TO ADULTS ON THE AUTHOURIZED PICK UP LIST ON FILE.
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Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on CHILD'S FILE IN THE OFFICE OR ON BRIGHTWHEEL or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the SUPERVISOR OR DESIGNATE and they must commence contacting the child's parent/guardian no later than 10 AM Staff shall [SEND A MESSAGE ON BRIGHTWHEEL IF CHILD WILL BE JOINING

FOR THE DAY. IF NO RESPONSE WAS RECEIVED BY 10 AM. THE CHILD WILL BE MARKED ABSENT (UNKNOWN)

Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by 6 pm the Supervisor or closing staff shall contact the parent/guardian through a message on Brightwheel, followed up by a phone call to the parents, centre will go down the list of emergency contacts on file and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must Call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the Centre.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact or authorized pick up persons, as soon as program closes, staff will then refer to procedures under "where a child has not been picked up and program is closed."

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian to leave a message confirming the authorized pick up.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall go down the list of emergency contacts on child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30 pm the staff shall proceed with contacting the local Children's Aid Society (CAS) (705) 435-4348. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Note: Please select from the below which option fits your program and delete all other options.

Option 1: Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Option 2: Where a parent/guardian has provided written authorization for their child to be released from care without supervision, one staff in the program must be responsible for dismissing the child from care. Prior to dismissing the child from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The staff shall document the time of departure from care and as well as their initials on the attendance record.

ALCOHOL/DRUGS AND PICK UP

If a staff notices that a parent/guardian is under the influence of alcohol during pick up, staff must address the concern with the parent/guardian in a respectful manner. Staff must offer to make alternate arrangements for pick-up on behalf of the parent. If the parent is not driving and staff is concerned about the safety of the child; the recommendation is that CAS be contacted. If the parent/guardian is driving and insists on taking the child with them, staff must call 911 before they get into the car. Inform dispatch that the parent/guardian has the intent to drive while you suspect they are under the influence. Police will respond on site.

CHILD BELONGINGS

- Play, Learn, Grow Academy recommends that all children under 6 years of age have a change of clothes at the centre. Play, Learn, Grow Academy provides bedding for rest times but children are welcome to bring a small cuddly. All items brought into the centre (e.g., clothing, sleep stuffy, show and tell items, water bottles etc.) must be clearly labeled with their name or initials. Play, Learn, Grow Academy is not responsible for loss, theft or damage of personal belongings at the centre.

- Children require appropriate footwear for the activities and weather conditions. Please note that while flip-flops and sandals are allowed inside and while on the playground, children must wear sandals with a back strap, running shoes or boots when on the playground climber and on walks.
- Diapers and wipes, if needed, must be supplied by the parent/guardian. For centre specific program requirements, please contact the centre supervisor.
- All parents are asked to send in a reusable plastic bag. This will be used to send wet or soiled clothing home for laundering.

EMERGENCY CLOSURE POLICY

Play, Learn, Grow Academy is committed to having our programs open on all scheduled days. We recognize that emergencies beyond the Centre's control such as the breakdown of essential services (hydro, heat and/or water) or inclement weather days can occur. We must consider the safety of all students and staff when we make decisions regarding full day closures or early closures due to emergency conditions.

In the event that Play, Learn, Grow Academy will need to close the centre due to any emergency condition the staff will call or email families for an early pick up. Should Play, Learn, Grow Academy be unable to open our program in the morning, a message will be left on the centre's voice mail. Parents are asked to call in to the centre on severe weather days to confirm that Play, Learn, Grow Academy is open.

Closure due to Health & Safety or other circumstances:

- Due to unforeseen circumstances, the Centre may be required to close for health or safety reasons (i.e. Illness outbreak, fire, flood, etc.)

Closure due to weather conditions:

- If the School Board determines that the schools must close early due to severe weather conditions, the Centre will advise parents to make arrangements to pick-up their child(ren) earlier than usual. If a trip has been scheduled for the day and is cancelled due to weather, the trip portion will be credited to families.

General Guidelines for Centre Closures:

- Under any of the above circumstances, if closure of the childcare centre is expected to exceed five working days, every effort will be made to move the centre to an alternate suitable location, based on Ministry of Education and the local municipal government approval.
- All decisions regarding centre closure will be made at the discretion of the Executive Director and Supervisor taking into consideration the safety and health of the children. This will be communicated to parents with as much notice as possible.

UNLESS OTHERWISE NOTED, THE FEES WILL NOT BE REFUNDED DUE TO CENTRE CLOSURES RESULTING FROM CIRCUMSTANCES BEYOND THE CENTRE'S CONTROL.

COMMUNICATION & PARTICIPATION

At Play, Learn, Grow Academy, we believe that parents/guardians play a vital role in child development. You are your child's first teacher. Educators value the partnership they build with the whole family. Parents are encouraged to share their skills and talents as a special guest or topic expert, to share their culture and to engage in dialogue about their child's development.

Educators provide a daily log via email for toddler and preschool families. Families of children in our kindergarten program will receive a personalized learning story at least once per month. In all programs, educators will post documentation of the children's learning for you to see and explore on your own and with your child.

Twice per year (in May and November), educators will provide a more formal update on your child's development. Parents are encouraged to share their own observations of their child's behaviour and development with the RECE and may request a parent/teacher interview at any time.

Annually, in the spring, Play, Learn, Grow Academy conducts a Satisfaction Survey with all families to seek valuable feedback as part of our continuous improvement plan.

Be sure to LIKE US on Facebook to learn the latest on the learning taking place, event info., weather warnings, early learning discussions, what's going on with child care in our province and other exciting things happening at Play, Learn, Grow Academy.

[Facebook.com/Play, Learn, Grow Academy](https://www.facebook.com/Play_Learn_Grow_Academy)

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each childcare centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

POLICY

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the

program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by all staff and will be addressed accordingly. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within three (3) business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

CONFIDENTIALITY

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

CONDUCT

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or administrator.

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

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

PROCEDURES

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Supervisor/Staff and/or Director in responding to all issues/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or director. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within three (3) business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or director. 	
<p>Staff, Supervisor, and/or Director-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or director. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within three (3) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student/ Volunteer Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or director. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the director.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Supervisor: Dara Hewa (RECE) at (705 434 0369 or Email: supervisorplga@gmail.com)

Children's Aid Society :705.435.4348

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;**
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and**
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.**

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;**

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

COLLECTION OF PERSONAL INFORMATION

Upon enrolment, you will be provided with a copy of Play, Learn, Grow Academy's Privacy Statement to inform you about Play, Learn, Grow Academy's practices related to the collection, use and disclosure of personal information which may be collected by us through participation in our programs. The Privacy Statement is in compliance with Canada's Personal Information Protection and Electronics Documents Act (PIPEDA).

As a parent/guardian, you may have access to review your child's file in the presence of a Play, Learn, Grow Academy employee. You may also submit a Request for Access & Release of Personal Information should you require records or a letter regarding your child's development or program participation.

IMAGE RELEASE

In the course of our program, photos, videos and other forms of documentation are collected and used. Upon enrolment you will be asked to review and sign an Image Release. This outlines your options for consent for Play, Learn, Grow Academy to use such images internally within the program or externally for marketing, including photos we share on Facebook about the children's activities. You may change your consent at any time.

HEALTH & SAFETY

SUPERVISION

Play, Learn, Grow Academy has a purpose and obligation to ensure the safety and well-being of the children in its care. Our centre is equipped with a secured entrance with a buzzer access and video surveillance.

Children are supervised according to the staff to child ratios set out in the Child Care and Early Years Act (CCEYA). Play, Learn, Grow Academy has established Child Supervision policies, procedures and practices to maximize safety. Only Play, Learn, Grow Academy employees, 18 years of age and older, will have direct unsupervised access to the children in Play, Learn, Grow Academy's care. Students and volunteers, including those under 18 years of age, are an integral part of our program and support our commitment to mentoring. Students and volunteers support children under the direction of all Play, Learn, Grow Academy professionals; they are not counted as staff and are never left alone with a child/children.

RECORD CHECKS

Play, Learn, Grow Academy outlines its requirements for records checks, orientation and supervision of employees, students and volunteers through policy and procedures. A clear police Vulnerable Sector Check (VSC) is required for all employees, students and volunteers 18 years of age and older. Students and volunteers under 18 years are required, under the CCEYA, to submit an Offence Declaration. Play, Learn, Grow Academy's policies outline requirements for additional records checks at regular intervals.

POSITIVE GUIDANCE TECHNIQUES

Play, Learn, Grow Academy Child Care strives to promote and support appropriate and positive interactions that contribute to and sustain a safe, inclusive, and accepting learning environment.

Guidance techniques are related to the needs of the children in support of self-regulation and provide guidance strategies for children's behaviour to assist children in developing self-control, self-confidence, self-discipline, sensitivity in their interactions with others and ultimately social problem solving skills.

The following are taken into consideration when guiding children's behavior:

- Appropriate to the developmental level of the child
- Used in a positive and consistent manner
- Designed to assist the child to learn appropriate behaviour
- Discussed with parents

PROHIBITED PRACTICES

Under the Child Care and Early Years Act, the following are considered prohibited practices:

- a. Corporal punishment of a child;
- b. Physical restraint of a child, such as confining a child to a high chair, stroller or other device for the purpose of discipline or in lieu of supervision.
- c. Locking the exits of the centre for the purpose of confining a 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;
- d. Use of harsh or degrading measures or threats or derogatory language directed at a child 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;

e. Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

f. Inflicting any bodily harm on children including making children eat or drink against their will.

Play, Learn, Grow Academy centre supervisors — regularly monitors its programs and observes RECEs. Any use of these practices is investigated and may result in progressive discipline, up to and including termination. If you observe such practices, please immediately report them to the centre supervisor.

SERIOUS OCCURRENCES

In spite of effective supervision and all the best precautions, serious occurrences (e.g., life-threatening injury or illness, fire or other disaster on premises.) can sometimes take place. All serious occurrences are reported to the Ministry of Education. A Serious Occurrence Notification Form will be posted at the centre for 10 days following a serious occurrence to support increased transparency and access to information for parents. This posting will give parents brief information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

NUTRITION

Play, Learn, Grow Academy provides a healthy Breakfast, Lunch and PM snacks at the centre. Our in house Chef will record all temperatures of hazardous foods in a logbook prior to serving. Weekly menus are developed in consultation with Canada's Food Guide to Healthy Eating and posted in the child-care centre to assist parents in planning meals at home.

Due to severe allergies, Play, Learn, Grow Academy is designated as Allergy Safe. Educators, in partnership with parents, do their utmost to ensure children with allergies are kept safe. Allergy lists are posted in each classroom, food preparation areas and serving areas.

FOOD FROM HOME

Due to the risk of cross contamination, we ask that you do not bring food from home into the centre. If your child is arriving in the morning and is still having snack, please finish it in the car. The educators will offer them Play, Learn, Grow Academy's morning snack upon arrival.

On your child's birthday, if you wish to share something with the children, you are encouraged to consider food alternatives such as a special craft, stickers or pencils. If a food treat is your preference, speak to the centre supervisor first so we can consider any allergies in your child's room. Should an exception to our "no food from home" policy be made, please note that food sent in, must be store bought, have an ingredients label and not contain nuts or a warning that it may have come in contact with nuts.

FOOD SUBSTITUTIONS

If your child has food allergies, sensitivities or restrictions, please speak to the centre supervisor about a Food Agreement and/or providing food substitutions. Terms and conditions apply.

OUTDOOR PLAY

Research continues to promote the benefits of outdoor play and creating a connection with nature. Outdoor play inspires investigation of mind, body and senses. It not only improves physical health, but also promotes emotional well-being and increases self-regulation skills. Through outdoor play, children learn social skills such as cooperation, flexibility and problem solving. Children in full-day programs spend a minimum of 1 hour outdoors in the morning and again in the afternoon. All programs spend at least 2 hours outdoors.

Weather can sometimes limit time outdoors; however, children should come prepared to spend time outdoors rain or shine. Sometimes the most fun and learning is had jumping in a puddle after a rainfall. If outdoor time is not an option due to the weather, children will engage in gross motor activities inside whenever possible.

OUTDOOR COMMUNITY WALKS

Play, Learn, Grow Academy programs often go on neighborhood walks, visiting parks, libraries and natural outdoor areas. These outings provide children the opportunity to explore natural environments and challenge themselves through physical activity and experiences.

FIELD TRIPS/BUS RIDES

Play, Learn, Grow Academy may go on occasional field trips that require school bus transportation. Families will be notified in advance of all trip details including specific modes of transportation. Where families do not wish their child to participate in specific outings or events, it is the responsibility of the family to arrange for alternative care for the duration of those activities.

PREVENTING CHILD ILLNESS

Although some illness is inevitable in group care, our educators try to minimize this by practicing good hygiene, sanitizing toys and equipment regularly, and making daily health checks. We encourage children to participate in tidying and organizing their environment. Educators will model and support children with procedures for routine hand washing when entering the classroom from being outside, before and after food preparation, handling and eating, as well as toileting.

ILL CHILD POLICY

Play, Learn, Grow Academy Staff carry out regular health inspections of all children as they arrive each day and follow the Department of Public Health's regulations to determine any illnesses.

Your child may be refused admittance and require a doctor's note if any of the following are noted:

- unusual skin rash
- heavy mucous
- red and/or irritated eyes
- diarrhea for three days
- head lice/nits
- discharge from eyes/ears
- any communicable disease
- persistent pain
- any communicable disease
- persistent cough/Strep
- unusual/infectious looking sores

and/or any of the following symptoms:

- A cold that hinders day to day functioning
- A sore throat
- Fever
- Digestive upset– diarrhea (after second occurrence)
- Digestive upset–vomiting (after first occurrence)
- An earache
- Swollen neck glands

If the child becomes ill during the day, the parent will be contacted to pick the child up as soon as possible. It is, therefore, essential that staff be able to locate the parent(s) or designate should an illness

or emergency arise. A sick child does not function well at school and his/her presence may infect others. Please be prepared for emergency care at home when necessary.

If a child is absent due to illness for 3 or more days or the child has a communicable disease such as Pink Eye, measles, strep throat etc. a Doctor's Note is required to accept the child back into the program. Play, Learn, Grow Academy does not require a note for a child who has been away with Chicken pox; however, we do require that a child not return until the spots have scabbed over.

It is Play, Learn, Grow Academy's right to refuse admittance to a child for any of the above reasons and parents must abide by such decisions.

WHEN A CHILD IS ILL

All children in attendance must be able to participate in all areas of the program, including outdoor play. If a child becomes ill, parents/guardians will be contacted to make arrangements for their child to be picked up if necessary. In order to minimize the spread of contagious illnesses we kindly ask that parents/guardians keep their children home if they are not feeling well.

Play, Learn, Grow Academy follows exclusion guidelines for communicable diseases as set out by the Simcoe Muskoka Public Health Unit. Fact sheets are posted in the centre when there is confirmation of a communicable disease (e.g., chicken pox).

Any incidents of vomiting or diarrhea must be reported to the centre. Children should remain home until they are symptom-free for 24 hours; 48 hours if there is an outbreak.

Pediculosis (head lice) is not a regulated public health condition and, although easily spread, is not considered a communicable disease. Head lice can be transmitted through head to head contact with an infested person or through contact with personal objects (e.g., combs, hats, etc.).

- If you suspect that your child has head lice, we ask that you let us know as soon as possible. Check your child's hair thoroughly. If live lice or nits (eggs) are found, administer a treatment, (available over-the-counter at your Pharmacy or through a service). Once treatment is administered it is essential that you remove all nits since the products may not kill all of them.

The child should not return to the child care centre until a treatment has been applied as per the product instructions. Parents are also advised to continue to check their child's hair – and that of all family members – daily for 14 days to minimize the spread.

- If an educator suspects head lice, they may contact you to request permission to check your child's hair in a private location and report their findings to you. If live lice or nits are found, your child will not be excluded from the program – as the trauma of being separated could be more harmful than the physical

problems related to head lice. The educators will adjust the program, removing dramatic play clothing and hats, etc. to reduce the risk of spreading. Depending on the severity of live lice found, the educator may request an early pick up so that treatment can begin immediately.

- In addition, when lice is suspected and/or confirmed, a notice will be sent home to all parents in that group with a request that they check their child's hair thoroughly and report back using the Head Lice Parent Response form. This form asks parents to confirm that they have checked their child's hair and found no evidence of live lice or nits or that they did find some and have treated their child and agree to continue to check their child daily.

ADMINISTRATION OF MEDICATION

Play, Learn, Grow Academy Child Care is able to administer both prescription and non-prescription medication. It is preferable however that the children receive all medication at home, if at all possible. If your child requires medication by injection (e.g., insulin), please speak to the centre supervisor as additional terms, conditions and training on your child's Individual Care Plan is required.

Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration. The Authorization for Medication Administration form must be accompanied by a doctor's note for over-the-counter medications.

All medication must be taken home by the parent each night except in the case of medications required for life threatening situations (e.g. asthma medication, Epi-pens, etc) These medications will be checked monthly for expiration dates. All medication will be stored as directed and is kept in a locked container at the centre.

INJURY & INCIDENT REPORTING

In spite of effective supervision practices and all the best precautions, an incident or injury may still occur. When minor incidents (e.g., scrapes, bumps, behavioural concerns) do occur, the educators will reassure the child, provide first aid if needed and complete an Incident Report. These reports explain the incident in detail. You will be asked to review it upon pick up and to sign the Report by acknowledging Play, Learn, Grow Academy its receipt. A copy will be provided or emailed to you.

If medical attention is required, the educators will consult with you and/or call for emergency services as needed.

If you take your child to see a medical professional (e.g., doctor, dentist) in response to an incident that occurred at Play, Learn, Grow Academy, please follow up with the centre supervisor to confirm the details of that visit and any medical treatment provided. The Incident Report may need to be updated and the supervisor can inform the educators of any recommendations or accommodations required for a safe return to the program.

PROFESSIONAL DUTY TO REPORT CHILD ABUSE

Employees of Play, Learn, Grow Academy have a duty to report any cases of suspected or known child abuse. Our responsibility to report a child in need of protection falls under s.72(1) of the Ontario Child and Family Services Act (OCFSA). It is the responsibility of every person in Ontario, including all professionals involved with young children to immediately report to a children's aid society, (i.e., Family and Children's Services) if there are Reasonable Grounds to suspect abuse or neglect. It is not an individual's responsibility to determine if abuse or neglect is occurring. It is an offence for a professional to not report a suspicion of abuse or neglect.

Confidentiality of the child and family, other than to Family and Children's Services (F&CS) and/or the Police, will be respected at all times.

EMERGENCY MANAGEMENT

Play, Learn, Grow Academy has a policy on unexpected centre closures. In adverse weather conditions, parents are advised to listen to local radio stations and monitor Play, Learn, Grow Academy's website or Facebook page for notices of an unexpected centre closure. Should a closure be necessary mid-day, educators will contact parents by phone to notify them of the early closure and request pick up.

Play, Learn, Grow Academy's educators are trained in emergency preparedness and response in relation to fire, tornado and lock down procedures. Throughout the year, children and educators will participate in fire, lock-down and tornado drills and discuss our procedures. Play, Learn, Grow Academy has a designed gathering area to use during an emergency evacuation. An attendance check and head count is conducted by the educators to confirm that all children and staff are accounted for. Parents are notified by a written posting and/or through email of various drills or false alarms.

Should an emergency situation arise that requires the children and staff to vacate the building for a longer period of time, it may be necessary for the group to move to the designated emergency shelter. Once children have been reassured and settled, educators will contact parents by phone to advise of the need for an early pick up and advise of the location. Additional communication and updates may be provided

by email from the centre or Play, Learn, Grow Academy's administration office.

During ongoing emergency situations (e.g., lock down, tornado), Play, Learn, Grow Academy will make every effort to provide timely communication with parents via phone and/or email. Parents are advised to limit phone calls to the centre during an ongoing emergency situation to leave lines open for emergency personnel. An alternate number may be provided to support communication during such situations.

PROGRAM CHANGES

PROGRAM AND SCHEDULE CHANGES

Should you require a change in schedule for your child care needs, please speak to our centre supervisor immediately.

CHANGE OR ADD DAYS

The ability to switch days or to add days of care is subject to availability.

DECREASING DAYS

Please refer the notice requirements as listed below under Withdrawal of Child Care.

WITHDRAWAL OF CHILD CARE

The following notice periods are required to withdraw from the program, including for families who have pre-enrolled but have not yet started:

- Toddler and Preschool programs require notice of 20 business days.
- School-age programs require notice of 10 business days.

Fees are owing for the duration of the notice period. Customer deposits will be credited to the account and any necessary adjustments (i.e., outstanding balances or additional credits) will be made.

TERMINATION OF CHILD CARE

Play, Learn, Grow Academy recognizes that a child care centre is not always appropriate for all children. Many supports are put into place to create a happy and successful placement for all children. In cases of

severe behaviour issues, it may be necessary to terminate the child care space. A decision to terminate a child's space will be made in consultation with parents. Play, Learn, Grow Academy's priority is for the safety of all children in its programs.

Should the supervisor of the program, in consultation with the director, determine that a child cannot adjust to the program, or if the parent has not upheld the terms of the Child Care Contract, termination of services may occur.

The process of termination for all children will include any or all of the following steps:

Documentation of all incidents (filed)

- Meeting with appropriate parties
- Consultation with outside agencies
- Referral to an outside agency
- Suspension
- Removal from the program
- Notification to appropriate government agencies (e.g. Children's Services Consultants)

The safety of all children is our primary concern. The provision of our service is conditional upon the compliance of parents and children with our Code of Conduct outlined in the Child Care Contract. If it is determined that we can no longer provide care, a signed, written notice of permanent withdrawal will be provided to a family one month in advance. However, behaviour that poses a safety hazard will not be accepted and may result in immediate termination of service.

Play, Learn, Grow Academy believes in providing and maintaining a work environment in which all employees are free from violence, threats of violence, intimidation, bullying, unkind comments and other disruptive behaviour or actions which belittle, threaten, offend, embarrass, humiliate or diminish another's self esteem, whether deliberate or unintentional, including sexual harassment and discrimination. Such actions are not tolerated, will be addressed immediately and may result in the termination of child care spaces or other consequences (e.g., police contact).

Failure to comply with Play, Learn, Grow Academy policies, including payment provisions, may, in Play, Learn, Grow Academy's sole discretion, result in termination of space in the child care centre.

NEED MORE INFORMATION?

PLEASE REVIEW OUR PAYMENT POLICIES, PARENT POLICIES AND OUR WEBSITE. THE WEBSITE CONTAINS VALUABLE INFORMATION ABOUT OUR PROGRAMS, CURRICULUM, CHILD-CARE OPTIONS, FEES, MENUS, CLASSROOM-SPECIFIC NEWSLETTERS AND MUCH MORE.

PARENT ACKNOWLEDGEMENT OF POLICIES AND PROCEDURES

I have read the parent handbook for Play, Learn, Grow Academy and understand all the information, policies and procedures outlined in the handbook.

I have also received a copy of these policies and procedures for our own records and reference.

By signing this agreement I consent to all the handbook policies and procedures and agree to them, including payment policies and late fee procedures.

By signing this agreement I acknowledge that the information supplied in the registration form regarding our child(ren) and the information supplied below is true and accurate to the best of my knowledge.

Child's Name : _____

Dara Hewa (RECE)

Parent/Guardian Signature

Supervisor's Signature

Date _____

Date _____

