



Parent Handbook

Alpha's Preschool Academy and Child Care Centre

Parent Handbook

Update: September 2017

Welcome

Welcome to Alpha's Preschool Academy and Child Care Centre! We are pleased that you chose our preschool program for your child and we hope to meet your expectations and create many happy memories in this critical period of development in your child's life. We hope to partner with you to support your child's learning to the fullest potential. This handbook contains information about our mission, philosophy, program, policies, routines, days/hours of operation and fees.

You will find answers to the most frequently asked questions regarding the centre and program. If you have any questions about the program or any specific questions about your child's progress, please feel free to speak to your child's teacher or with the Director, Susie Beghin, at anytime.

Alpha's Preschool Academy and Child Care Centre is a division of Alpha's Discovery Club Inc. We provide services to young children in the community including child care, birthday parties, Kindermusik programs, and camp programs for children up to 9 years old.

Mission Statement

Alpha's Preschool Academy and Child Care Centre is dedicated to providing children 12 months to 5 years with a developmentally appropriate, quality program that helps the child to learn and grow to the fullest potential. We believe that all children are competent, capable, curious and rich in potential. We aim to provide a safe and healthy environment and warm consistent care to teach and nurture children in a loving, respectful manner. Our goal is to meet the individual needs of the parents and children and to enrich each child's emotional well-being and cognitive stimulation by providing child-initiated and adult-supported learning experiences that foster the children's exploration, play and creativity. We create a positive learning environment where stimulating interactions take place with peers and teachers to support children's learning and development. We foster ongoing communication and partnership with parents, community partners, teachers and staff to support the children. Our goal is to promote happy, healthy, well-adjusted children that feel good about themselves and are ready to enter the school environment with success.

Program Statement

At Alpha's Preschool Academy and Child Care Centre, we are truly committed to each and every child. We have created an exceptional program to develop the whole child through an academic play-based curriculum. We provide child-initiated and teacher-supported experiences to foster children's natural curiosity, exploration, play and inquiry. We follow the children's individual interests and plan activities to maximize learning and children's well-being. Our programming is organized around four foundations that children naturally seek for themselves based on the guidelines set out in the Ministry of Education's "*How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)*" in order to create a quality early years program for children 12 months to 5 years old.: **Well-Being, Engagement, Expression and Belonging.**

Well-Being

We create positive learning environments that promote the health, safety and well-being of children. As a licensed centre, we follow all Ministry of Education and Peel Health and Safety Regulations and Guidelines to provide a clean and safe environment for the children. We conduct frequent health and safety checks on a daily basis. We clean and sanitize toys and equipment on a daily basis and ensure proper hand-washing routines are followed. Our teachers are trained in First Aid and we arrange our classrooms to maximize safety.

We offer nutritious meals and snacks that follow Canada's Food Guide to healthy eating. Our meals incorporate all the food groups and our menus are reviewed by a registered dietician. We accommodate special dietary requirements and offer flexibility in our menus for picky eaters to ensure that they have had enough to eat.

We provide ample opportunities for physical activity both inside the classroom and outside on our playground. We provide outdoor play twice per day in our stimulating outdoor play space. Our teachers develop a variety of physical activities both inside and outside to encourage physical well-being.

Children have an opportunity for rest or quiet time in the afternoon each day. Children who don't sleep are given quiet table activities during this time such as reading books, writing and puzzles.

Engagement

Alpha's Preschool Academy offers a program that achieves academic success by observing children and following children's interests to build academic skills such as reading, writing, math, French, and science through play-based activities, exploration and inquiry.

We believe that children learn through meaningful play experiences. Play is a child's work. While playing, a child is constructing knowledge and learning about the world around them. At Alpha's Preschool Academy, we have created a learning environment that encourages children to freely explore and choose which materials they would like to use independently in each planned interest area such as blocks, reading, writing, dramatic, science, sensory and art areas. While exploring in the interest areas, children will develop physical, cognitive, language and social skills. This is the ideal learning environment as children are encouraged to explore, inquire and make choices and decisions whenever possible. Teachers work with each child individually to build on their strengths and support their development.

We build the academic skills that children will need to be successful in school. We place a large emphasis on building literacy skills through programs such as the highly acclaimed Jolly Phonics literacy program. Learning to read and write are vital skills for children. The Jolly Phonics program has been proven to encourage early reading and writing skills in a fun, playful and creative way. The Jolly Phonics program focuses on learning letter sounds and formation through songs, then blending those sounds to read words.

We are proactive and progressive when it comes to learning. We focus on skills in the early years that we know many children struggle with once they reach the school system. At Alpha's Preschool Academy, we focus on developing math and science fundamental skills such as problem solving, matching, sorting, counting and spatial awareness by observing children, following their interests and extending their learning.

Our learning environment is designed to encourage children to explore using their natural curiosity about the world around them as well as express themselves creatively through music, dance and visual art. They independently use various mediums to express themselves in creative ways. Children participate in an age-appropriate award-winning Kindermusik program once per week.

Our students come from various backgrounds and speak many different languages. Many parents recognize the importance of introducing children to Canada's second official language, French. Our preschool offers French language activities every day starting at the age of 2.5 years. Children love to sing French songs to learn the alphabet, numbers, colours and basic words to communicate in French.

In order for children to thrive, they need to be in a stimulating environment that meets their daily needs. Our bright and cheerful classrooms offer a wealth of opportunities to explore and spark the child's curiosity and inquiry. Equipment, toys and books are selected to help develop skills including problem solving, literacy, independence and social skills. Our indoor and outdoor spaces are designed to promote active exploration and learning opportunities.

Teachers at Alpha's Preschool Academy create positive learning environments that meet the unique needs of the children in the classroom. Teachers regularly make adjustments to the classrooms to respond to children's needs and create an inviting space for everyone. Alpha's Preschool Academy strives to create an inclusive environment for children of various abilities and cultures. Our classrooms reflect our diverse community within Mississauga.

Expression

It is only when a child feels loved and secure that they will develop the confidence to express themselves, explore and learn. Children are encouraged to interact and communicate in a positive way. We encourage the development of self-regulation in each child.

Our teachers are hand-picked for their loving, gentle nature and wealth of experience working with children. Our teachers are co-learners and play partners for the children, which helps to extend and expand on their learning experience. We use positive language, consistency, give choices and become "tuned-in" to children's needs and emotions. Our teachers respond to both verbal and non-verbal communication. When it comes to the preschool and daycare environment, we know that qualified ECE teachers play an important role in supporting children's learning and providing the child with a nurturing,

caring and positive role-model. Our teachers build trust with children by consistently meeting their needs on a daily basis. We model appropriate ways to resolve conflicts, encourage problem solving strategies and develop responsibility while developing social skills.

We know that parents know best when it comes to their children. We develop partnerships with parents to ensure that we meet the individual needs of each child. Communication with parents is very important to us and we communicate with parents daily, weekly and monthly. We offer daily verbal reports, weekly photo sharing and classroom updates and monthly newsletters. We also utilize social media and encourage parents to follow us on Facebook and Twitter as well as our blog posts on our website. Parents are welcome to visit the facility at any time of the day and we encourage participation and suggestions to improve our program. Our teachers work with families as a team. We foster relationships based on trust - between parents, teachers and children - working together as a team.

At Alpha's Preschool Academy, we encourage children to develop self-regulation skills. They learn how to remain calm and return to a state of calm in stressful situations. This allows them to control their emotions, pay attention and ignore distractions. Our teachers coach children on how to handle stress and support them in expressing their emotions.

Belonging

Children demonstrate a sense of belonging when they feel included and safe in the program. We aim to develop partnerships between children, parents, teachers and the community to support children.

We believe that it takes a community to raise a child and we form partnerships with various community-based organizations to support our families and children. We partner with organizations in our local community like the local library as well as Erin Oak, Community Living and Peel Inclusion Resource Services (PIERS). We are members of the Raising the Bar Program in Peel and work with the Region of Peel, Child Development Resource Connection Peel (CDRCP) and many other community-based programs. We connect parents to resources in the community to meet the needs of each child. We partner with colleges and universities to give students and volunteers the opportunity to experience working with children under our supervision.

Alpha's Preschool Academy is committed to hiring and training teachers to reach their full potential by providing continuous learning opportunities. Our teachers regularly attend training sessions to expand on their knowledge of child development and learn new strategies to teach children. Our ECE teachers are registered members of the College of Early Childhood Educators as well as other professional associations related to the child care field.

Alpha's Preschool Academy uses pedagogical documentation as a way for our teachers to learn about the children. Teachers make daily observations of children and use this information to plan the program for each child individually as well as for the group. Teachers use the documentation to reflect on what the children are learning as well as how to extend that learning further. This documentation is used to communicate children's learning to the parents. Each child's documentation includes photos, videos and notes made by the teachers.

Program

Alpha's Preschool Academy and Child Care Centre is licensed for 69 children. Our ratios are in accordance with the Child Care Early Year Act which is as follows: Toddler 1:5, Preschool 1:8. There are two programs which are conducted in four bright and cheerful classrooms:

Toddler Program

In the toddler program which is comprised of children between 12 months and 30 months, children will develop academic skills through an introduction to numbers, shapes, colours and letters by incorporating these concepts into the child's play, exploration and inquiry. Teachers will plan activities daily based on the interests of the child. Children will explore the following interest areas in the toddler classroom: blocks, table toys/puzzles, book, dramatic and sensory areas. The toys and planned activities in each interest area are changed weekly depending on the children's interests. Circle time is an important time where the teacher will engage with the children as a large group as it helps to develop their attention skills. Children will go outside twice a day to engage in activities that promote active movement. The teachers will work with parents to encourage potty training when the children are interested and ready for it.

The children in the toddler rooms are separated into small groups according to their age and stage of development to allow teachers to program activities according to their developmental needs.

Preschool Program

In the Preschool program, through child-initiated and teacher supported experiences, children learn many concepts including letters, colors, shapes, numbers, size, patterning, sequencing, vocabulary, and listening skills. For language and literacy development, we follow the Jolly Phonics program which works on identifying the letter names and sounds. Throughout the day, children make choices and explore the following interest areas: book, writing, sensory, dramatic, blocks, table toys/puzzles and creative areas. The toys and planned activities in each interest area are changed weekly depending on the children's interests. Creative activities are based on the children's interests and teachers support and encourage them to explore and express themselves. Children engage in activities outdoors that promote active movement and exercise twice a day. Children participate in French language activities daily to learn basic French vocabulary. Music and Movement is an important part of the daily program. During small group time, children are exploring something new or expressing themselves creatively. The teachers will work with parents to encourage potty training when the children are interested and ready.

Our Preschool program is separated into two classroom based on age and stage of development to allow teachers to plan and support children in a more meaningful way. Our Jr. Preschool Room is generally comprised of children between 2.5-3.5 years old. Our Sr. Preschool Room is comprised of children between 3.5-5 years old.

Routines

Routines are an important part of a child's day and it is important to their development. Children will participate in various routines such as washroom, snack, lunch and tidying up. These help children to develop their self-help skills and body awareness. During routines, children learn to be independent, take turns, follow directions, use utensils and take care of their own needs. Routines are a great learning opportunity for young children.

Hours of Operation

Our hours of operation are Monday – Friday from 7:00 AM to 6:00 PM.

We are closed on the following holidays:

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

Arrival and Departure

Children should arrive at the Centre between 7:00 – 9:00 a.m. and depart between 4:00 - 6:00 p.m. in order to participate in all aspects of the program. Please ensure that your child has been acknowledged by a teacher upon their arrival to the program and at time of departure.

It is a good idea to develop a routine when you arrive and depart the facility. This helps children to anticipate what will happen next and facilitates the transition from your care to ours and vice versa. Children who are anxious when you leave will have a better day if the routine is followed consistently. You can say goodbye to your child in your own special way and leave promptly. This will help your child feel safe and secure.

Transition Period

We encourage parents to plan for a transition period when they first begin. For children attending full-time, we allow three transition days prior to starting with increasing attendance each day to allow the child to adjust to the new environment successfully. We allow one transition day for part-time children. Please speak with the Supervisor for more information about creating a successful transition.

Absence

If your child is going to be absent, please notify the Centre as soon as possible. Biweekly fees remain the same regardless of absent days. Please note that fees are not linked to attendance.

Releasing Children

When anyone, other than the parents or Emergency Contact individuals listed on the registration form, is asked to pick up a child from the Centre, the following procedure must be followed:

The teacher must be given a signed letter from parent/guardian stating the full name and ID of the person who will be picking up the child. In case it is not possible to get a letter from the parent, we need a phone call from the parent authorizing us to release the child and again giving the full name and ID of the person.

The parent/guardian should inform the person picking up the child to have valid photo I.D. with him/her as it is a requirement to show it to the teacher. The identification produced will be compared with the name & ID given by the parent/guardian either verbally or in writing and only if he/she is the same person will the student be released. In case of any doubt, it is our policy NOT to release the child.

Late Pickups

The Centre closes promptly at 6:00 p.m. Parents are required to notify the Centre as soon as possible, if they are unable to arrive by closing time. If a child remains in the Centre past 6:05 p.m., a late fee of \$1.00 per minute thereafter will be charged. Time will be calculated using clocks at the Centre. Parents must sign a late sheet as they are leaving the Centre. Cash payment must be made to the office within 24 hours. Violation of the late fee policy may, at the absolute discretion of the Director, result in termination of child care services. If a child is left past 6:05 p.m. without notification from parents, all attempts will be made to contact the parents and emergency contacts for immediate pick-up. If no contact can be made by 6:15 p.m., Police Services and/or Family and Children's Services will be notified.

Closure

The Centre may be closed due to severe weather conditions. Parents are advised to call the Centre on any such days. A voice message will let you know if the centre is closed by 6:30 a.m.

Nutrition

Good nutrition is essential for the healthy growth and development of children. This is an important part of our Program. All menus are prepared according to the Canada Food Guide, with 2 snacks and a hot lunch provided.

Children are encouraged to try everything that is served at each meal and may have several servings if they wish. If the children do not want to try lunch, the staff will respect their wishes. Mealtime is made as pleasant an experience as possible for the children. The pace is leisurely and the children can take their time to enjoy their food. Special food arrangements for religious or medical reasons can be discussed with the Supervisor. Parents should inform the Supervisor of any permanent or temporary food allergies or restrictions.

Parents are asked NOT to send in any food or drink unless approved by the Supervisor in advance. Birthdays can be celebrated in the classroom with small treats, fruit platter, ice cream or cake with ingredients labelled on them. Please be aware that items with nuts or “may contain nut products” are prohibited. Please notify the teacher well in advance for any such celebration.

Rest Times

Children enrolled into a full day or half day program will be provided with an opportunity for rest in the afternoon for up to 2 hours. This is a developmental need for many young children. The centre will provide cots and sheets while parents will provide blankets, pillows and sleep toys. Children may sleep for a maximum time of 2 hours. However a child can get up earlier and can engage in quiet activities depending on individual needs. Children will be monitored by staff during this time to ensure safe sleeping practices are followed. Parents will be consulted about sleeping arrangements at the time the child is enrolled and at the transition between classrooms or upon a parent's request.

Health/Immunization

Parents are requested to ensure that all the information given on the Medical Information Form is up to date. Parents must notify the centre of any allergies or dietary restrictions. Parents must provide a copy of the child's immunization record before starting at the centre and each time it is updated. Any objection to providing immunization records must be submitted on a form approved by the Ministry of Education.

In case of an emergency, requiring a child's immediate transfer to Hospital, the Parents would be urgently informed and the child taken to the Hospital where the Parents can meet the child and the supervising staff at the Hospital.

In case a child becomes ill at the Centre, parents will be notified using emergency phone numbers. Please pick up your child as soon as possible or make arrangements for early pick up. This is beneficial for the child as well as for the health of all other children.

In order to prevent the spread of infection, please do not bring a sick child to the Centre. For everyone's well-being, ill children cannot be admitted to the Centre. We have the right to refuse to take a sick child into care and to determine when a child is too ill to remain in care. Prompt treatment of any illness will facilitate the child's early return to health and to the Centre, and will minimize the possibility of cross infection for the other children.

In order to ensure the overall health and safety of all the children, we ask that parents keep children at home and provide alternate care if he/she has:

- An elevated temperature of over 101 °F/40 °C or greater.
- Vomited within 24-hour period.
- Diarrhea (2 consecutive loose bowels) within 24 hours.
- Eyes/ears that have any kind of discharge.
- Visible rashes that have not been diagnosed by a physician.
- A severe cough, runny nose and/or congestion.
- Any communicable disease including: Conjunctivitis, Chicken Pox, Impetigo, Coxsackie Virus, Diphtheria, Fifth Disease, German Measles, Head Lice, Hepatitis A or B, Meningitis, measles, mumps, Pertussis (Whooping cough), ringworm, Rubella, Scabies, Scarlet fever, strep throat, Tuberculosis.
- Bronchitis or pneumonia.

If your child is not immunized, they will need to be kept home if there is an outbreak of a childhood infectious disease for which there is a vaccine.

Medication

The staff at the Centre will administer medication to a child while following these procedures:

- Parents are required to fill out the Medication Form completely and sign it.
- Only prescription medication from a doctor will be administered with the exception of antihistamines such as Benadryl or medication to treat a fever only such as Children's Tylenol.
- The medication should be handed over to the staff member that handles medications or the designate.
- The medication must be in the original bottle labeled with the child's name, the name of the medication, the dosage of the medication, the date of purchase and expiry and instructions for storage and administration.
- The time and dosage of the prescription medication is to be indicated on the Form. For a fever, the temperature for administration should be indicated for the first dose and a time for each subsequent dose. For allergies or asthma, the individual emergency action plan will be followed.
- All medication must be stored in the Centre locked container in the kitchen.
- Children or staff may be permitted to carry their asthma or emergency allergy medication, if necessary.
- The staff will not administer any Medication to a child if the above procedure is not followed.

Allergies

To ensure the health and safety of all children in our care, please do not bring any items into the Centre with **NUTS** or **NUT PRODUCTS**. This list may be revised at any time depending on the individual allergies of the children enrolled at any given time. All children with severe allergies must complete an individual emergency action plan.

Behaviour Management

Our behaviour management strategies include: using positive language and reinforcement, consistency, setting of appropriate limits, giving choices and logical consequences based on the child's developmental level. The development of problem solving skills in children is a part of our program as well as developing a sense of respect for self, peers, teachers and the environment. We model appropriate ways to resolve conflicts, encourage problem solving strategies and develop responsibility while developing social skills.

When a child persistently continues to reject the guidelines and there is a risk of hurting himself/herself or hurting others, the Parents could be called to a meeting to discuss the situation and develop a documented strategy as a team to assist the child. In the event that the strategy does not work and the Director arrives at the conclusion that our program is not suitable for that child or the child is unable to benefit from it, the Centre can terminate care.

All the staff, volunteers or students on placement, who work with our children, must follow our behaviour management strategies and are continually monitored to ensure that these strategies are implemented.

Here is a list of prohibited practices, as per the Child Care Early Years Act, (CCEYA) that we do not permit:

- a) corporal punishment of the child
- b) 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;
- (c) locking the exits of the child care centre or home child care premises 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;
- (d) use of harsh or degrading measures 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;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

Teachers

Our lead teachers are qualified Early Childhood Educators registered with the College of ECEs. They have experience working with children and have an understanding of child development. Our teachers provide the children with loving care, a stimulating learning environment and consistent guidance to supplement and enhance learning. All the staff members, students and volunteers are trained in First Aid/CPR and have a Police Vulnerable Sector Check on file.

Parent Involvement and Communication

We want you to be involved in your child's learning. Parents are welcome to visit the Centre at any time and in any location where their child will be receiving care. We ask parents to respect nap times so that children are not disturbed.

Parents who would like to take an active part in their child's care are more than welcome to do so. Whether it is chaperoning on field trips or offering suggestions for crafts, reading, math, science, or sharing a cultural tradition, your input is invaluable. It also shows your child that you want to be a part of their world. Any parent that would like to volunteer in the classroom or go on a field trip must have a Police Vulnerable Sector Check on file.

To let parents know what is happening at the Centre, we post and email our monthly menus, newsletters, and calendars. These documents are also available on our website. We do not make paper copies since they are available on the website for you to print, if you choose to. We also use social media to post information that is useful to parents so feel free to follow us on Facebook and Twitter or take a look at our blogs on our website.

The teachers will communicate with you regarding your child on a daily basis. We communicate verbally and provide you with access to view photos, videos and general comments about what children are learning each day. Please do not hesitate to contact any staff member if you have any questions.

Parents are welcome to bring their issues and concerns to the attention of staff at the centre. Please review our Parent Concerns policy attached.

Emergency Evacuation

Our Emergency Management Policy details the steps that will be taken in the event of an emergency. Parents will be notified by phone of an emergency situation requiring evacuation upon arrival at the emergency evacuation site. In case of an emergency requiring evacuation of the Centre, the staff will transport the children to the Erin Mills Fitness Centre at 6460 Millcreek Drive, Mississauga, ON. You may pick up your child from this location. A message will also be available on the voicemail with instructions.

Clothing

Due to our changing seasons, please ensure proper clothing for indoor and outdoor play. Please label all articles of your child's clothing. In case of an accident, we request a full change of clothes be brought to the Centre. Please return all "day care clothing" (emergency clothing we sometimes use for the children in the event that they do not have extra clothing) as soon as possible. Donations of such clothing are most appreciated.

Please be aware that the children will be exploring with messy art and sensory materials which may soil clothing. Children are also encouraged to eat independently which may result in some messy clothing even while wearing a bib. Ensure that you send your child to the Centre in clothing which they are permitted to explore in.

For children in diapers, please supply a stack of diapers, wipes and creams at the beginning of the week or month (preferred). Staff will let you know when your supply is low and will expect to have these replenished immediately.

Personal Items

Please do not bring any personal or toy items to the Centre as we cannot be responsible for their loss or damage.

Toilet Training

Toilet training is achieved when the child has control over urination and bowel movements. Successful toilet training can only be achieved with consistent routines and when a child is able to communicate the need to eliminate.

When the child shows some readiness, the teachers encourage the child to sit on the toilet at routine times. The teacher works closely with the parents on the training of the child. It is important that the child receive positive reinforcement when deserved and acceptance when an accident occurs. Toilet training takes time and requires a lot of patience. Each child will be ready at different times. We will work with you as a team to ensure consistency and success.

Progress Reports

Your child will receive two progress reports throughout the year. The first report will take place in January and the second will take place in June. These progress reports will measure your child's progress in relation to the norms established for their age and stage of development. Please feel free to meet with the teacher if you have any questions or concerns regarding the report.

Tax Receipts

Tax receipts will be issued to parents/guardians by the end of February for the previous year.

Field Trips

To enhance the children's learning experiences, we shall arrange for field trips to special places of interest throughout the year. A letter will be sent home well in advance containing information about date, time, cost and place of the trip. It will also include a permission slip to be signed and returned. The safety of children will always be our top priority on all such occasions. Parent volunteers are always welcome to join any field trip. Any parent volunteer must have a valid Police Vulnerable Sector Check on file in order to attend the field trip. Please note that all children over 18 months that are in attendance at the centre on the day of the trip must attend the trip as there are no teachers staying behind on field trip dates.

Students/Volunteers

We often have students and volunteers who assist in our program in order to provide them with learning opportunities. We ensure that all students and volunteers are always supervised by staff at all times and are not permitted to be alone with any child. Our Supervision Policy for Volunteers and Students sets out the roles and responsibilities of all parties.

Fees

Upon registration, the Parent will submit a \$50 registration fee as well as the first two week's fees. In addition, the parent will submit a security deposit equivalent to two week's fees to be held by the Centre and applied toward the last two weeks fees prior to withdrawal. Fees are billed on a biweekly schedule. Payment may be made by cash or pre-authorized debit (PAD). Please note that security deposit and registration fees are non-refundable.

Biweekly fees remain the same regardless of absence due to statutory holidays or illness.

All students are allowed 2 weeks' vacation per calendar year. The rate charged for vacation weeks will be 50% of the regular fees. Vacation must be taken in one or two week blocks. Any additional vacation will result in the full fees due. Part-time students who continue to make regular biweekly payments can choose to use makeup days instead of the 50% off fees for any missed days at the discretion of the Supervisor and based on availability of space in the classroom.

NSF payments will be subject to a \$30 administration fee and a cash payment will be required immediately to replace the funds.

Non payment of fees will, at the absolute discretion of the Centre, be deemed to be a breach of this agreement by the Parent, giving rise to the termination of services and withdrawal of the child from the Centre.

Please see the attached Schedule of Fees for the detailed fees for each program.

****Parents will receive one month notice of any upcoming rate increases****

Withdrawing

Written notice of withdrawal must be given by the parent at least 14 days in advance of the last day. Failure to do so will result in the forfeiture of two week's fees deposit.

Alpha's Preschool Academy and Child Care Centre reserves the right to terminate child care if the Director determines that the program is having difficulty meeting the child's needs. In extreme circumstances, termination of care may be immediate. The following are additional situations that result in the termination of care:

- Non-payment of program fees
- Chronic late pick-up
- Situations that require specialized services that the Centre is unable to provide
- Parents/children that exhibit abusive behaviour toward staff, volunteers, other children and families

Updated: Sept 1, 2017

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Alpha's Preschool Academy and Child Care Centre

Date Policy and Procedures Established: September 1, 2017

Date Policy and Procedures Updated: September 1, 2017

Policy

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

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 and staff to form meaningful partnerships. 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 the management of Alpha's Preschool Academy and will be addressed. 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 2 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 all 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 or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor.

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*.

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff in Responding to the Issues/Concerns:
Program Room-Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> the classroom teacher directly or <ul style="list-style-type: none"> the supervisor. 	<ul style="list-style-type: none"> Address the issue/concern at the time it is raised or <ul style="list-style-type: none"> Arrange for a meeting with the parent/guardian within 1 business day to discuss the issue. Document the issues/concerns in detail. Documentation should include: <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.
General, Centre- or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, facility, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> the supervisor. 	
Staff, Students, Volunteers, Supervisor or Management Related	Raise the issue or concern to <ul style="list-style-type: none"> the supervisor. All issues or concerns about the conduct of staff, students 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.	Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

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 owner.

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, etc.) where appropriate.

Contacts:

Supervisor: Susie Beghin 905-812-880 or sbeghin@alphasdiscoveryclub.com

Acting Supervisor: Amanda DaCosta (when supervisor is not available) info@alphasdiscoveryclub.com

Region of Peel: 905-791-7800

College of Early Childhood Educators: www.college-ece.ca

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