

**PARENT
ORIENTATION
HANDBOOK**

NEW PLAYLAND NURSERY SCHOOL

28 ELM DR. WEST, MISSISSAUGA, ONTARIO L5B 1L9
Telephone: (905) 276-8802 E-Mail: info@newplayland.com

PARENT ORIENTATION HANDBOOK/PROGRAM POLICY

We would like to take this opportunity to welcome you and your family to our family here at New Playland Nursery School (NPNS). As you know, NPNS hours are from 7:00 a.m. to 6:00 p.m. and our program runs from 9 am to 12:30 pm Monday to Friday, excluding all statutory holidays, PA Days, March break, Christmas Break, and Summer Break. The centre can maintain a capacity of 77 children. They are divided as listed below:

Class	Age Group	Number of Children
Toddler	18-30 months	10
Pre-school	30 months to 4 yrs	32
JK/SK (Before/After School & Full Day- Breaks)	4yrs to 6 years	20
School Age (Before/After School & Full Day-Breaks)	6 yrs to 12 yrs	20
Nursery Program (Excludes School Breaks)	30 months to 5 yrs	16

Within this parent agreement package there are many pages of information. Please be sure to read through our:

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NEW PLAYLAND PHILOSOPHY, ACCESS & EQUITY POLICY

At New Playland our primary objectives are based on the concepts of both care giving and teaching. The Nursery School, strives to maintain a healthy, warm, caring and personal atmosphere in which the needs of the child and family can be met. As an environment for learning, we strive to provide developmentally appropriate curriculums that both exercise and challenge the different areas of development.

Although all children grow and develop at different rates, there are general sequences throughout the lifespan that certain skills and abilities emerge. With this in mind, our centre has divided the children into three groups. The teachers as “supporters of development”, present learning experiences that their particular age group will be developmentally best able to master. From here, they will take their new information and relate it to previous experiences and future expectations.

New Playland bases its curriculum strategies and goals on the most widely accepted principals of Early Childhood Education. We believe that children learn best by “doing”, and that learning should therefore be active and direct. It is the primary goal of our educators to promote hands-on and developmentally appropriate learning activities derived from the children’s interests. Our qualified educators ensure the physical, emotional, social and cognitive needs of your child are supported through an inclusive, warm, healthy and engaging learning environment. In so, children in our program are provided the tools necessary to further their skill development throughout their educational journeys.

New Playland is a non-racist, multi-cultural organization. We show respect and appreciation for the differences and similarities in cultural backgrounds. We encourage both girls and boys to develop all their human potentials beyond the limits of sexual stereotyping. Violent, sexist or racist toys are therefore incompatible with the philosophy of the centre and are unacceptable.

New Playland believes that all children must be recognized for their abilities and talents. They are given opportunities to learn through encouragement, development support and growth alongside their peers.

New Playland believes that all children belong together, as a whole group, with the appropriate supports required for success.

New Playland Nursery School adheres to the Human Rights Code of Ontario; New Playland is committed to serving the public community in providing quality child care without bias or judgment. Staff, families and visitors all have the right to equal treatment with regards to work environment, services, goods, and facilities. It is our mandate to treat every individual with dignity and respect regardless of the person’s race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, age, (record of offenses), marital status, family status, or handicap (as identified in part 1.1, 4. - (2), 7., and 13 of the Human Rights Code (1997)). All incidents are reported to Ministry of Education on CCLS.

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Policy Statements:

- A. New Playland Nursery School promotes equality.
- B. New Playland Nursery School ensures that its staff members are reflective of the community served by providing information, programs, and services to our families to meet the diverse needs of the racial and cultural communities served.
- C. New Playland Nursery School promotes anti - racism in all areas of its organizational structure and operational functioning.

Equal Employment

New Playland Nursery School promotes equal employment.

Objectives

1. Opportunities will be given to under - represented racial and ethnic - cultural minority candidates.
2. Professional development programs are designed to encourage staff members to qualify and apply for promotions.
3. Procedures are in place to enable candidates or staff members to address perceived discriminatory practices in recruitment, retention, evaluation and/or promotion.

Procedures

1.
 - a) The Supervisor or the Licensee will respect all the ethnic - racial groups.
 - b) The Supervisor or the Licensee will incorporate all cultural backgrounds to our families.
 - c) The Supervisor or the Licensee will conduct employment reviews semi-annually which will help remove barriers for ethnic differences.
 - d) The Supervisor or the Licensee will hire multicultural candidates who reflect the communities.
 - e) The Supervisor or the Licensee will hire candidates who are most qualified.
2.
 - a) All vacant positions are posted to ensure that all staff are aware of new opportunities.
 - b) New Playland Nursery School advertises in newspapers and community organizations as an equal opportunity employment.

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- c) The Supervisor and or the Licensee will ensure that each candidate is given a fair opportunity to apply for a position.
- 3.
- a) All staff members, families, and visitors are made aware of New Playland Nursery School Anti - Racism Policy as the policy statements are posted in full view.
 - b) In the cases of racial incidents, it is the responsibility of New Playland Nursery School to respond immediately and consistently, by making it clear to the perpetrator that racial or ethnic biases are not tolerated. Discretion does not permit ignoring an incident or refraining from investigation.

Some examples of harassment are:

- Derogatory jokes
- Innuendoes
- Taunts
- Insults
- Negative comments
- Threats or jeers about a person's race, color, national or ethnic origin or about the adornment rituals associated with cultural or religious beliefs etc.

What is a racial incident?

Racial incidents involve discrimination against people based on their race, religion, language, culture, and/or Aboriginal status. Racial incidents may range from name calling to physical assault. They may be of an overt or subtle and/or passive nature, intentional or unintentional. Racism therefore may be expressed or manifested by the following behaviors: verbal, physical, exclusion or avoidance, written and/or inaction/passive behaviors.

Protocol on Racial Incidents

The Supervisor and or the Licensee are in a position to receive complaints alleging infringements of the policy. It is New Playland Nursery School's responsibility to accept and investigate such complaints, and facilitate the proper fair investigation.

A person who feels that he/she is the victim of racism should immediately make known to such other person that the conduct is unwelcome and or offensive. It is important that this message should be clear and unambiguous. The person making the complaint may wish to keep written documentation.

If the conduct persists, the person should continue to advise the other of the unwelcome or offensive nature of the conduct. All incidents should be reported as follows:

- a) Speak directly to the Supervisor.
- b) If it is not appropriate to complete step (a) the matter should be directly reported to the Licensee.
- c) If severe i.e. threatening and or violent nature, the police and or 911 should be involved. (Staff are not trained physically to deal with physical violence amongst adults).

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Investigation of Complaint

- a) The Supervisor must conduct or arrange for an immediate investigation of the complaint. Such investigation shall include interviewing both the person who it is alleged has harassed and the alleged victim.
- b) Every person receiving a complaint or conducting an investigation shall maintain all information received in strict confidence.
- c) Where an investigation concludes that racism has occurred, disciplinary action will be enforced. Verbal or written reprimands to suspensions and ultimate to termination for an employee and involuntary withdrawal from the centre for an individual or family.
- d) Should an allegation be found not to be supported, no record of such shall appear in the personnel file of the person against whom the claim was made.
- e) Every person who receives the complaint or who is involved in an investigation shall take steps to ensure that no reprisal or threat of reprisal is made or taken against any person by reason of such person having made a good faith complaint of harassment.

Nothing contained herein is intended to detract from or otherwise affect the right or decision of any individual to seek any remedy available under the civil or criminal law, or to seek redress by conducting his/her lawyer, the Ontario Human Rights Commission or the Police.

Nothing contained herein is intended to interfere with voluntary relationships or stifle or discourage mutually accepted contacts. The intent of the policy is to encourage individual freedom of choice and responsibility and to maintain a harmonious environment for all employees and families, free of racism and harassment.

Objectives:

Staff members are recruited in a fair and equitable manner as reflected by:

- recruitment criteria which are reviewed and revised, as required;
- recruitment procedures which are reviewed on a regular basis to identify and address systemic barriers;
- a recruitment process which is sensitive and responsive to various cultural and religious preferences;
- An approach to recruitment which promotes the participation of candidates of diverse backgrounds, through advertisements in ethnic - specific collateral organizations.

Procedures

1.
 - a) The Supervisor is to review the policy with existing and new staff and ensure that they comprehend the implications of the policy as it relates to their particular position
 - b) When recruiting, the Supervisor will post positions to specific organizations and media.
(ie. community centers)
 - c) It is not the intent of New Playland Nursery School to match teachers with families of the same ethnic racial backgrounds.

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Community Relations and Promotion

New Playland Nursery School promotes accessibility and equity through providing information, program and services to meet the diverse needs of the racial and cultural communities served. i.e. diverse menu, books, clothing, visual displays.

Objectives

1. Promotional materials are translated into main languages used in the communities served.
2. A representative sample of the families from various racial and cultural backgrounds is depicted in all or most communication material.
3. Mechanisms are in place to encourage members of diverse racial and cultural communities to share their views and concerns and provide input to the Centre.
4. Barriers or biases in any programs, activities or services are identified and addressed through ongoing monitoring and evaluation procedures.

Procedures

1. Staff identifies what languages are required for translation.
2. The Supervisor is responsible for ongoing evaluation to ensure that visual images in promotional materials are appropriate for the communities served.

Programs and Services

New Playland Nursery School promotes anti - racism in all areas of its organizational functions.

Objectives

1. Resources for staff members and families are bias free and promote racial and ethnic - cultural diversity.
2. Our resources are easily accessible. Materials are updated on a regular basis.
3. Religious holidays and cultural events affecting the community and the Child Care Centre are marked on the program sheet which is visible to see.
4. Staff time is allocated to facilitate anti - racist organizational change and to liaison with other community based organizations.
5. Staff members actively review and adapt programs to ensure that they are free of stereotyping, discrimination and racism.
6. All program materials (toys, books, etc) are reflective of the communities' ethnic - cultural needs.

Procedures

1.
 - a) New Playland Nursery School offers a variety of information, periodically on topics of anti- racism, multiculturalism and related information for the use of the Licensee, staff members, and families.
 - b) The resource materials available are reviewed to ensure that they are up to date and bias free.

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- c) These resource materials are located in the Child Care office and can be obtained from the Supervisor or staff members.
- 2.
- a) Through CNCP and other organizations anti - racism workshops are offered to the Licensee, staff members, and families.
 - b) Staff are encouraged to speak about their heritage and how it effects their daily work.
 - c) Staff are encouraged to integrate cultural events and religious holidays in programming.
 - d) With family consent, our centre is permitted to celebrate events and holidays.
3. The Supervisor demonstrates awareness of religious holidays and cultural events coordinating staff meetings, special events etc. The Supervisor will consult families about their respective religious holidays and cultural events before committing to a schedule.
- 4.
- a) The Supervisor is responsible for making staff aware of religious and cultural events each month.
 - b) Staff members are encouraged to be involved in external seminars and workshops dealing with anti - racism, especially in the context of “child care”.
- 5.
- a) When purchasing books, those responsible, must keep in mind whether:
 - The story undermines any culture, gender, ability, race, or age;
 - If there are several characters - that there is a balance of race and gender depicted;
 - The characters’ actions emphasize the importance of helping others and are able to solve their own problems.
 - b) When purchasing toys, those responsible must keep these questions in mind:
 - Does this item stereotype people by gender, race ethnicity or ability?
 - Does this packaging or marketing of the item show stereotypes or ethnic bias?
 - Does the item have a television counterpart that promotes bias and or violence, with directly or through hidden messages?
 - Is the item useful in several different situations and equally available for all children?
 - Does this item reflect the philosophy and goals of our program?
 - As a whole, do the toys and equipment encourage co - operation and celebrate diversity in the program?
 - c) New Playland Nursery School integrates the cultural and religious diversity of their children through specific programming (ie. Menu planning, games from other countries or cooking activities with diverse foods).

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Protocol and Procedures on Racial Incidents Involving Children

At the outset, staff should try to resolve the matter by talking to the children and explaining why the behavior is inappropriate. Some key elements of this process are:

1. The targeted child must immediately be publicly supported to acknowledge the hurt they have suffered. This will help the hurt child to re-establish self-esteem.
2. Both the offender and targeted child should be spoken to individually. The objective of speaking with the offender is to correct the behavior, not to punish. The offender should be assisted in seeking appropriate ways to express themselves.
3. Incidents can be used as learning opportunities for all the children (e.g., you can build this into the overall curriculum).
4. Document incidents, indicating who was involved using first names only, and include as much detailed information as possible on how the incident was resolved.
5. Discuss the incident and its resolution with each child's parent, using it as an opportunity to orient them to the policy.
6. Staff should review the frequency of incidents, both within groups and with specific children, and set longer range plans accordingly.

If other children were present at the time and witnessed the incident, staff must try to resolve the matter by talking to these children and explaining why the behaviour is inappropriate.

Teaching children about the inappropriateness of this behaviour may involve group activities, group problem-solving, program and curriculum development, or other preventative methods, which may include teaching positive interactions and conflict resolution skills.

What consequences should be given when children's behaviour toward children is of a racial nature?

Below is a list of some suggested consequences that programs may want to consider in their efforts to reduce racial incidents:

- a) First-time occurrence:** Consequences should be based upon the children's level of development and experience, and must be handled in a way that allows for appropriate learning and attitudinal and behavioural changes to occur.
The consequences should not be punitive. Instead, they may involve group activities, group problem-solving, program and curriculum development, or even preventative methods that may have an impact on the way staff interact with children. Always inform and consult parents on possible consequences.
- b) Recurrence:** Long term action if not severe Approaching behaviour by ' Teaching the children about the inappropriateness of this behaviour may involve group activities, group problem-solving, program and curriculum development, or even preventative methods, which may include teaching positive interaction and conflict resolution skills.

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If long term approach goals are not met; consequences should be consistent with the general anti-racism policy directives of our program at New Playland Nursery School.

- a) Speak directly to the Supervisor.
- b) If it is not appropriate to complete step (a) the matter should be directly reported to the Licensee.
- c) A team meeting will be held involving, parents/caregivers, directors, Supervisor, educator(s), Toronto Services Early Childhood Consultant to come up with solutions and or preventative measures. If parents are not willing to co-cooperate, New Playland Nursery School reserves the right to give two-weeks' and if severe, immediate notice of withdrawal.

What consequences should be given when staff behaviour towards children is of a racial nature?

In an incident involving inappropriate staff behaviour towards children, it is critical that two aspects be recognized:

1. It is important that any targeted child or witness to the racial incident be supported. Children need to be reassured that they are not "at fault," and supported throughout the investigation process.
2. If other children were present at the time of the incident and had witnessed the incident, staff should try to resolve the matter by talking to the children, and should help the children explore why the behaviour is inappropriate. Teaching the children about the inappropriateness of this behaviour may involve group activities, group problem-solving, program and curriculum development, or even preventative methods, which may include teaching positive interaction and conflict resolution skills.
3. Staff alleged to be engaged in behaviour prohibited by program policies must be treated in a similar fashion to other allegations of inappropriate action. If the investigation supports the allegation of inappropriate behaviour, the supervisor needs to interview the staff member and follow the appropriate labour practices. The behaviour may also be subject to legal sanctions covered under the Ontario Human Rights Code, etc.

What consequences should be given when adults are involved (e.g., parents /operator, staff and others)?

Racial incidents and racist behaviour will not be tolerated between adults. Response and actions to racial incidents by New Playland Nursery School can be attained in the 'anti-racism policy and procedural guidelines' depending on the seriousness of the incident, consequences may range from a review of the policy with the offender up to and including restricting access to the program.

a) First-time occurrence:

- Inform the person of the consequences of repeated occurrences, as outlined in the program's policy and procedural guidelines for handling racial incidents. Ensure the offender has copies of policy and procedural guidelines.
- Advise the offender of the targeted individual's preferred redress, and ask the offender to comply.
- Reinforce the program's anti-racism policy and follow procedures outlined in the policy.

b) Recurrence:

- Restrictions on access to the program's premises.

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Preventive Measures With Children

Sensitivity and care are essential in using incidents as learning opportunities with children. It may not be appropriate to discuss the immediate situation, particularly since this may cause further harm to the targeted child or embarrass the offending child. The primary role for the adult in these incidents is to support and comfort the insulted child, and to promote positive self-worth and self-esteem in all children. At the same time, it is important that children learn that racism unfairly hurts, is based on untruths and that racist behaviour is unacceptable.

Children best develop a positive self-identity in a validating environment fostered by respectful and caring adults. A culturally-sensitive approach to curriculum and environments for young children must be multi-dimensional. It should include and represent diversity in its daily program. Books, toys, drama props, games, play materials and planned activities must reflect and represent diversity in the broader society. New Playland strives to offer quality care without bias or judgement

“A right delayed is a right denied.” – Martin Luther King, Jr.

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BEHAVIOUR MANAGEMENT & CONTRAVENTION POLICY

Children at times need support to set limits on their behavior or interactions with others. Discipline is used as a last resort at New Playland. Educators at New Playland Nursery School use strategies for behavior management to; regulate, redirect and guide children in positively managing various feelings and behavioural responses.

1. Redirect negative behavior, if a child is not managing in one area the teacher will suggest that they choose another area to play.
2. Ignore or restate verbal/non-verbal cues from the children. This is done only when safety is NOT an issue.
3. Positive reinforcement of behavior rather than negative reinforcement should be used in redirecting or changing behavior.

At New Playland Nursery School we utilize a “Setting the Stage” model to understand, support and redirect the behavior of our students. As stated above, the “Setting the Stage” model is a 3 circles concept where in which, we work with the child to investigate factors in each circle that have influence over behavior.

1. The Child: physical, emotional, social and intellectual factors
2. The Environment: physical, social and program elements
3. Functions: triggers and consequences

The elements influencing behavior are then managed by a 4 step process that seeks to redirect negative behaviors in a supportive manner.

1. Observe: gather information about what is going on in the child’s life
2. Plan: develop some strategies to support the child
3. Act: carry out your plan
4. Reflect: consider how the strategies work and decide if changes need to be made.

If the need for discipline should occur, the following policies should be kept in mind:

The following are unacceptable behaviour management strategies and are not permitted at any time under any circumstances.

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 in any manner for the purpose of discipline or lieu of supervision. Physical restraints will only be enforced for the purpose of preventing a child from hurting himself, herself or someone else. The supervisor will remove the child from the classroom to reduce any risk of injury to anyone.
- c) At New Playland the only time we lock exits of the centre are during closing hours. Confining the child in an area or room without adult supervision is not acceptable.

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- d) At New Playland the use of harsh or degrading measures, threats or use of derogatory language directed at or used in the presence of a child is unacceptable. Humiliating, shaming, frightening, undermining a child's self-respect, dignity or self-worth is not acceptable and won't be practice at New Playland.
- e) At New Playland no child will be deprived of basic needs such as food, drink, shelter, sleep, toilet use, clothing or bedding.
- f) No staff at New Playland will be inflicting any bodily harm on children including making children eat or drink against their will.

Contravention:

1. Any Child Care staff member observed using disciplinary measures that contravene with Behavior Management Policy shall be immediately reported to the Supervisor.
2. The Supervisor will meet with the staff member to:
 - a) identify the difficulty and the reasons for it;
 - b) discuss the implications with respect to the child;
 - c) outline ways of possible Behavior Management;
 - d) convey the result of the above discussions to the Operator;
 - e) send copies of the signed discussion to the Operator;
 - f) place copy in the Centres' files;
 - g) letter of direction will be provided to staff, and one placed in his/her file
 - h) Termination of employee, if so warranted (provided Operator agrees).
3. A Serious Occurrence Report will be reported through CCLS Ministry of Education (CCEY).
4. There will be a specific trial period during which the teacher strives to improve his/her behavior management skills and is observed by the Supervisor.
5. If no improvement is shown over the trial period and if the teacher does not appear to be trying or clearly disagrees with the Centre's philosophy, then termination of employment will be required.
6. If the Supervisor is observed using disciplinary measures that contravene the Behavior Management Policy, the observer (staff or Parent) will report immediately to the Licensee who will subsequently meet with the Supervisor to clarify the incident and discuss the appropriate measures to take.
7. The Licensee or designate must be satisfied after meeting with the Supervisor that this was an isolated incident. However, if any more incidents occur, steps 2, 3, and 4 will be followed by the Licensee in dealing with the Supervisor.
8. Documentation will be kept and filed at each step.

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CODE OF CONDUCT

At New Playland Nursery School, we strive to provide a safe, happy, caring, learning environment for children, staff and families. We believe in the equality and respect of diversity.

The following people are expected to behave in a respectful manner and comply with this code of conduct:

- management and staff members
- children
- parents/guardians of children enrolled
- all others involved with our centre

Guiding Principles for Appropriate Behaviors

Be Respectful

We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We are respectful of the environment, equipment and materials.

Be Safe

We work and play safely to help keep ourselves and others from getting hurt.

Be Cooperative

We solve our problems by talking and listening to each other respectfully to find a solution. When we cannot solve a problem ourselves, we ask for help.

Be Supportive of Learning

We learn to the best of our abilities and support the learning of others.

Developmental Capabilities of Children

We understand that it is normal for children to display inappropriate behavior at times for a variety of reasons. The developmental capabilities of each child will always be considered when determining both expectations for behavior and consequences of inappropriate behavior.

Unacceptable Behaviors

The following behaviors by children, staff, parents and others involved in our centre are unacceptable:

- All forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive.
- Harassment, including behavior that degrades, demeans, humiliates or embarrasses someone.
- All forms of abuse (sexual, physical or psychological), including verbally, in writing or otherwise.
- Discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
- Actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone.

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CODE OF CONDUCT *(Continued)*

Proactive Strategies

We actively strive to create an environment that supports the health, safety and well-being of the children by:

- Having realistic and developmentally appropriate expectations for behavior
- Setting up the environment and materials to encourage appropriate behavior and reduce potential for inappropriate behavior
- Planning a program based on children's interests and developmental needs
- Establishing consistent yet flexible schedules and routines that help children gain trust, security and self-control

We create a positive environment for children, parents, staff and others involved in our centre by:

- Developing positive relationships with everyone involved at the centre by making time to talk and listen and having an open door policy
- Establishing clear, consistent, limits that are Positive and simple
- Working together to solve problems
- Modeling and encouraging appropriate behavior

Consequences for Inappropriate Behaviors

We will consistently respond to inappropriate behavior by children, parents, staff and others involved in our centre by:

- Reminding people of expectations and limits
- Using a respectful approach to explain why a behavior is inappropriate and what behavior is expected
- Talking only about the behavior, not labeling the person
- Responding sympathetically and acknowledging feelings
- Establishing natural, logical consequences

Depending on the severity and frequency of the behavior, we will consider further steps such as:

- Using outside agencies to help reduce or eliminate the behavior (*Humber Child Care Consultation Services Resource Consultant, Out-side agencies*)
- Having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behavior in the future
- Developing a written contract with an adult or older child that outlines specific expectations and consequences
- Giving a written warning that outlines specific concerns and consequences if the behavior continues

In extreme cases, we will take additional steps such as:

- Suspending or withdrawing the child from care because of a child's or family member's inappropriate behavior
- In the case of a visitor - not allowing the person to return to the centre
- Contacting the police and/or children's services (CAS), if the behavior is illegal such as abuse, assault or threatening another person

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EMERGENCY MANAGEMENT POLICY AND PROCEDURES

New Playland Nursery School

Date Policy and Procedures Established: Summer 2017

Date Policy and Procedures Updated: Annual and or as needed

Purpose

The purpose of this policy is to provide clear direction for staff and licensees when dealing with emergency situations. The procedures indicate steps for staff to follow ensuring the safety and well-being of everyone involved. Clear direction as indicated in the policies and procedures will guarantee positive action amongst individuals in managing responses and responsibilities in an emergency situation.

Definitions

All-Clear: A notification from an authority that a threat and/or disaster no longer poses a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at, or return to, the child care centre.

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

Meeting Place: The designated safe place is located near the child care centre. The meeting place is where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if an evacuation is not necessary.

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

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

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Policy

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

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

Staff will ensure the well-being of all children kept in their care by;

- Remaining Calm;
- Gathering all children, attendance records and outdoor bag;
- Exiting building through designated/ nearest exit doors;
- Promptly assembling in group meeting area, completing attendance check and awaiting further instruction;
- Ensuring all children are accounted for at all times through continuous roll call;
- Remaining calm and waiting for further instructions.

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

New Playland Nursery School
28 Elm Dr. West, Mississauga,
Ontario L5B 1L9

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

Centre for Language training and Assessment (CLTA)
Mississauga Campus
100 Elm Drive West
Mississauga, Ontario L5B 1L9
Telephone: 905-270-6000, ext 246

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

For any emergency situation involving a child with an individualized plan in place; the procedures in the child's individualized plan will be followed and implemented.

If any emergency situations happen that are not described in this document, the Supervisor will provide immediate direction to staff. Instant and precise action in response to direction must be taken to ensure the continued safety of all involved.

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

All emergency situations will be documented in detail by the Supervisor in the log book and recorded on the Fire Drill Record.

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- Supervisor, Licensee or designate will make a post on twitter and facebook of any interruptions of our services.
- Parents will be informed in similar manner for resuming services.
- We will keep in touch with landlord management to see if the services have resumed.

Additional Policy Statements

E.g. Regular drills with staff for training/practice, emergency bag preparation, etc.

Fire Drills are conducted minimally once a month, as per the Safety Policy. Emergency procedures are reviewed at time of staff orientation. Emergency Bag supplies are refilled as needed and checked monthly as per WHMIS and Safety Policy. Emergency Cards remain with the children at all times when outside of the building. Evacuation Kits are checked on a monthly basis. Allergy list and E-Cards are carried out by Supervisor, Management and or Senior Staff Member.

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SERIOUS OCCURRENCE POLICY

The following type of incident is considered to be a Serious Occurrence:

A serious occurrence is defined under the Childcare and Early Years Act (CCEYA)

- a) The death of a child who received the care at New Playland Nursery School if it occurs on the premises.
- b) Abuse, neglect, and/or allegation of abuse or neglect of a child while receiving care at New Playland Nursery School when it occurs on the premises.
- c) A life-threatening injury to or a life threatening illness of a child who receives childcare at New Playland Nursery School.
- d) An incident where a child who is receiving childcare at New Playland Nursery School goes missing or is temporarily unsupervised.
- e) An unplanned disruption of the normal operations at New Playland Nursery School that causes a risk to the health, safety or well-being of children receiving care at New Playland Nursery School.

Licensee shall ensure that:

- a) New Playland Nursery School has written policies and procedures with respect to Serious Occurrence guidelines set by Ministry. Policy and Procedures are followed at the centre per section 38 as per CCEYA.
- b) Licensee, designates or Supervisor are required to report any serious occurrence to Ministry of Education Early Years division within 24 hours of becoming aware of the incident. It is important to note that the 24 hour window to report a serious occurrence begins as soon as the licensee delegate or supervisor becomes aware of the incident.
- c) Licensee, designates or Supervisor are required to notify the program advisor of any serious occurrence through the Childcare Licensing System (CCLS). If the individual cannot access the CCLS they must notify their program advisor via telephone or email within 24 hours of becoming aware of the incident and complete a serious occurrence report in the CCLS as soon as the system becomes available.
- d) The summary of the Serious Occurrence report provided under clause b) and of any action taken as a result will be posted for at least 10 business days in a conspicuous place at the centre. If the form is updated with additional information, it must remain posted for ten days from the date of the update.
- e) In the event of allegations of mistreatment and or abuse of a child while in care at New Playland Nursery School the staff member in question will be suspended without pay until Children's Aid Society assessment clears the staff member of any allegations. If the staff member is found guilty than the staff member will be terminated immediately as well as be reported to the Ministry of Education and The College of ECE's.
- f) Other Serious occurrence requirements: Licensee at New Playland Nursery School conducts an annual analysis of all Serious Occurrences as a method of identifying issues and or trends. As part of this analysis, we also document the action taken in response to the analysis and maintain a record of this

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analysis. For Ministry of Education licensing staff to review the annual reports during licensing inspections. Licensee retains Serious Occurrences and annual analysis for 3 years as per section 82 of CCEYA.

Licensees' at New Playland are responsible for managing the complaints that they receive. If a licensee receives a complaint about an incident that is defined as a Serious Occurrence as per CCEYA then the licensee ensures that the incident is reported to the Ministry of Education under the appropriate category through CCLS.

Conflict Resolution Policy

New Playland Nursery School management has an open door policy where parents, staff, and caregivers have an issue concerning a child in our care; we welcome them to share their views. The centre can support open discussion between licensee and parents through a fair and transparent process.

This policy's intent is to set out clear and consistent standards for the centre to ensure that issues and concerns are addressed in a timely and transparent manner. This conflict resolution is not intended to replace requirements of Ministry related to reporting Serious Occurrences, but to support communication and positive relationships between licensee, staff and parents.

Intent:

New Playland will follow the provision requirement, for establishing a plan of action to deal with any serious incidents that may affect the health, safety, and well-being of children and staff. These serious incidents are reported, tracked, and followed up on special instructions by Ministry and other Departments.

Information on how to identify a serious occurrence:

Categories are as follows:

- 1) Death of child
- 2) Allegation of abuse and/or neglect
- 3) Life-threatening injury or illness
 - a. Injury
 - b. Illness
- 4) Missing or unsupervised child(ren)
 - a. Child was found
 - b. Child is still missing
- 5) Unplanned disruption of normal operations
 - a. Fire
 - b. Flood
 - c. Gas leak
 - d. Detection of Carbon Monoxide
 - e. Outbreak
 - f. Lockdown
 - g. Other emergency relocation or temporary closure

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Reportable Serious Occurrences:

Category – In the event of a death of a child who received care at New Playland Nursery School

For greater clarity, a death of a child must be reported as a serious occurrence by the centre as there may be a relationship between the child's death and the child's care in the licensed program.

These are the some examples of reportable serious occurrences:

- A child was unresponsive and not breathing while receiving childcare. The child was later pronounced dead by emergency medical staff.
- A child developed a severe illness while at the childcare centre and later passed away in hospital.
- A child developed a high fever at the childcare centre and was sent home. The child later passed away in hospital.
- A child developed a high fever at the childcare centre and was sent home. The child later passed away.
- A child incurred fatal injuries from an accident while on a field trip from the childcare centre.
- A staff member observed another staff forcefully grabbing a child.
- A licensee received an email or telephone call from a concerned parent alleging that a staff member was upset that a preschooler had a urine accident and the staff member refused to permit the child to change his/her soiled clothes.
- A staff member is observed using harsh/degrading language to a child.
- A parent noticed a bruise on his/her child's face; the child told parent that the staff had hit him/her.

These are the examples of the incidents that are not a serious occurrence.

- A child disclosed to a staff member an incident that occurred while the child was not receiving care at the childcare centre. In this case, a report would be required to the local Children's Aid Society as per the Duty to Report under the Child and Family Services Act.
- A child died of terminally medical condition.
- A child died due to an automobile collision while in the care of the parents.

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DUTY TO REPORT

Some serious occurrences, most notably and allegation of abuse or neglect will give rise to a “duty to report” that a child may be in need of protection. If a licensee or staff member suspects that a child is, or may be, in need of protection, they must report this to the local Children’s Aid Society in accordance with section 72 of the Child and Family Services Act.

Licenseses, Supervisor or staff members that have the reasonable grounds to suspect that a child is, or may be, in need of protection **must make the report directly to a Children’s Aid Society**. The person must not rely on anyone else to report on his or her behalf.

New Playland will report to a Children’s Aid Society for all situations where a child is, or may be in need of protection, no matter where the alleged abuse or neglect took place.

However, Licensees are only required to notify the program advisor of a serious occurrence if the alleged abuse or neglect occurred while the child was receiving care at the childcare centre.

At New Playland, Registered Early Childhood Educators (RECEs) are expected to be accountable for their actions as Early Childhood Educators. All Registered Early Childhood Educators are to abide to standards of practice, as members of good standing within the College of Early Childhood Educators.

Early Childhood Educator’s must follow the Code of Ethics and Standards of Practise as well as, all applicable legislation, regulations, by-laws and policies that are relevant to their professional practice.

The Early Childhood Educators Act, 2007 and the Professional Misconduct Regulation state that it is an act of professional misconduct to “(contravene) a law, if the contravention has caused or may cause a child who is under the member’s professional supervision to be put at or remain at risk”.

RECEs should familiarize themselves with reporting requirements under the Child and Family Services Act, and abide by them as the failure to do so is contrary to the law and may constitute as professional misconduct.

For more information on the Child and Family Services Act and the duty to report; see Report Child Abuse and Neglect: It’s Your Duty.

For more information about the responsibilities of an RECE, please visit the College of Early Childhood Educators Website.

Employers Mandatory Reporting Obligations

New Playland Nursery School will adhere to the new requirements for employers to submit mandatory report to the College of Early Childhood Educators, which came into effect in the 2015 changes to Early Childhood Educators Act, 2007 (ECEA).

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Serious Occurrence Notification Form

The Licensee, Supervisor, or designate will post a completed Notification Form of each serious occurrence in a place that is visible and accessible to parents within 24 hours of becoming aware of the occurrence. The Notification Form remains posted for minimum of 10 business days, **including any allegation of abuse or neglect.**

The Notification Form will not include any identifying information and shall be updated as new information is obtained.

Serious Occurrence Annual Analysis

The Licensee, Supervisor or designate will conduct an annual analysis of all serious occurrences that have occurred in the previous year. The annual analysis is to be used as a method of identifying issues or trends and actions taken. New Playland will retain records of the analysis. The actions taken in response to the analysis will be kept on file. Ongoing reviews and follow-up to serious occurrences will be available to Licensing Ministry staff. Licensing Ministry will have access to serious occurrence information during Licence renewal inspections.

New Playland Nursery School takes the following steps into consideration when dealing with a situation of a missing child.

- Alert all staff
- Immediately search the child care premises, including outdoor areas (e.g. playground)
- Have a staff member who is not searching the premises immediately alert the child's parents (in case parents have additional information about child's whereabouts)
- Advise the police by telephone

It's our duty to report.

Children's Aid Society (Region of Peel) Contact: 905-363-6131

Catholic Children's Aid Society Contact: 905-525-2012

Native Family Services: 416-969-8510

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ACCIDENT/INCIDENT PROCEDURES

- First Aid kits are present in each classroom are easily identified and in a location which is known and accessible to all adults. First Aid kits are checked routinely by staff to ensure they are equipped with all materials.
- All our staff have an up-to-date First Aid and CPR (C) certificate, and undergo retraining when applicable.
- An accident/incident report is to be filled out any time first aid is provided to a child. *i.e. cleaning wound, providing a cold compress, ice pack, band aid*)
- Minor accidents/incidents will be treated at the centre by staff. Parents and/or authorized pick-up person will be notified upon pick up and an accident report will be provided.
- Minor accidents/incidents are defined as scratches, scrapes, and any bumps below the neck.
- Major accidents/incidents will be treated by staff and parents or an emergency contact will be notified right away to pick up the child. Major accidents/incidents are defined as any bump above the neck, major cuts or injuries requiring medical attention.

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POLICIES AND PROCEDURES

1. Prior to Admission, an application package, up-to-date immunizations, original immunization records (to be copied at the centre), Medical Action plan (if need be), registration fee, childcare deposit and current fee (if applicable) and initialed policy agreement **MUST BE COMPLETED** before your child starts at our centre.
2. The centre is open from **7 a.m. to 6 p.m.** It is the parent's responsibility to bring their child to their classroom and to make the teacher aware of their child's arrival and departure. **DO NOT LEAVE YOUR CHILD IN THE HALLWAY.** To ensure opportunities for open communication between staff and parents/ guardians, we request that all parents/guardians refrain from using their cell phone while dropping and/or picking up their child(ren).
3. To ensure all children have full access to the benefits of our program, we encourage parents/guardians to plan to arrive no later than 9:00A.M. as children arriving after 9:00A.M. risk missing out on important learning opportunities. Please provide notice to the centre if your child will be arriving late. Informing the centre ensures we can account for their arrival when planning for meal preparations.
4. It is the responsibility of the parent/ guardian to ensure the centre is notified of their child(ren)'s absence from care. Parents/guardians must also ensure they report and keep staff informed of any illness their child(ren) may be experiencing.
5. Your child will be released **ONLY** to the people listed on the "Child Release Authorization Form". Please remember to notify the centre of changes to your child(ren)'s usual pick up routine. Anyone other than yourself, must provide valid identification upon pick up and prior to your child(ren)'s release. Persons not listed on the "Child Release Authorization Form" will not be able to pick up your child(ren). If we are not notified that your child will not be released. If by 7.00 P.M the child is not picked up or we have not been notified that someone will be late in picking up the child, CAS will be notified to pick up your child(ren).
6. In case of a major emergency (*flood/no heat/fire/no electricity*) staff will immediately contact you. If the child has a minor accident/incident (*scratches, scrapes, any bumps below the neck*) while in our care, parents will be notified upon pick up. If the child has an accident/incident (any bump above the neck, major cuts or injuries requiring first aid) while in our care, parents may be contacted immediately depending on the severity. Accident reports will be provided by staff to parents at all times and documented in the rooms log book. If the child requires immediate medical attention, 911 will also be contacted right away. The child will then be transported to the hospital via ambulance. Be sure we always have an **UP TO DATE TELEPHONE NUMBER** and emergency contact number. In case of an emergency, your child(ren) will be taken to a hospital via ambulance only. Staff **DOES NOT** provide transportation.
7. Since we spend lots of time jumping, running, climbing, and in "messy" fun activities, we request rubber soled indoor and outdoor shoes be provided (**NO** open-toed sandals). Please be sure to send extra clothes that may be kept at the centre so staff can change children following messy meal or playtimes. During colder months we will continue to have outside play; therefore appropriate clothing will be necessary. (*hats, mittens, boots {protective up to -35 degrees Celsius}, warm insulated winter grade coat, etc...*).

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8. Children are **NOT** permitted to bring food into the centre. **NO PEANUT OR NUT PRODUCTS ARE ALLOWED IN THE CENTRE OR ANYTHING THAT A CHILD MAY BE ANAPHYLACTIC TOO.** Adequate snacks and lunches are provided in the morning and until afternoon departure. Food exceptions can be made for documented medical reasons. Our weekly menu is posted on parent bulletin board and parents may refer to it at any time.
9. New Playland Nursery school is committed to serve the public community in providing quality childcare without bias' or judgment. It is our mandate to treat every individual with dignity & respect regardless of any exceptional needs. Parental/guardian consent will be required when an inventionist's help in supporting your child is suggested.
10. Toys from home are **NOT WELCOMED** in the Daycare. However, a small snugly naptime item is acceptable. Rooms may have specified show and tell days. Please refer to your child's teacher for timings and dates.
11. Acceptable behaviour guidance techniques used within the centre are as follows:
 - Offering choices
 - Redirection to another activity
 - Natural of logical consequences
12. New Playland will observe the following holidays during which the centre will be closed:

New Year's Day	Civic Holiday
Family Day	Labour Day
Good Friday	Thanksgiving Day
Victoria Day	Christmas Day
Canada Day	Boxing Day
13. Refer to the Parent Bulletin Board for written updates, notices and recalls.
14. A bus service to and from the designated neighborhood school is provided for all the school-aged and Kindergarten children.
15. The centre is **NOT** responsible for any personal items that come from home; e.g. costly toys, cameras, clothing, etc. Make sure all of your child's personal belongings are labeled with their name on it: this includes sleep toys, strollers and all clothing.
16. Please do not send your child to the centre with money or valuables; we are not responsible for any lost or stolen money/items.

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PROHIBITED PRACTICES

At New Playland Nursery School we follow the provincial guidelines on Prohibited practice.

We provide and protect the emotional and physical well-being of children. New Playland forbids any physical punishment or harmful disciplinary practices to be conducted. These practices are listed as follows and never permitted at New Playland Nursery School.

- a) Corporal punishment of the child.
- b) Physical restraint of the child, such as confining the child to a chair, stroller or other device for the purpose of discipline or lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else. The supervisor will step in and remove the child from the classroom so risk of injury is no longer imminent.
- c) At New Playland locking the exists of the centre for the purpose confining the child, or confining the child in an area or room without adult supervision is not acceptable unless such confinement occurs during an emergency and is required as part of Licensees emergency management policies and procedures.
- d) New Playland prohibits the use of harsh or degrading measures, threats or use of derogatory language directed at or used in the presence of a child. Humiliating, shaming, frightening, undermining a child's self-respect, dignity or self-worth is not acceptable and won't be practice at New Playland.
- e) At New Playland, no child will be deprived of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- f) No staff at New Playland will be inflicting any bodily harm on children including making children eat or drink against their will.

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INCLUSION POLICY

Guiding Principles of Inclusion

Inclusion means: to hold, embrace, involve, and be counted among everyone.

According to the Canadian Charter of Human Rights and Freedoms, “All individuals must be treated equally, regardless of their race, national or ethnic origin, colour, religion, sex, age, or mental or physical ability.” The Canadian Human Rights Act also states “employers and service providers are required to accommodate special needs, including those of people with disabilities, short of undue hardship.”

The program at New Playland Nursery School is an inclusive early learning childcare program that strives to, at the best of our abilities, find ways to include all children and remove barriers that prevent children from actively participating in any activity. Early childhood education sets the foundation for lifelong learning, behavior, health, and well-being. Play and inquiry are learning approaches that capitalize on children’s natural curiosity and exuberance.

An intentional, planned program supports learning and smooth transitions. Partnerships with families and communities are essential. Respect for diversity, equity, and inclusion is vital. Knowledgeable, responsive, and reflective educators are essential.

Policy Statement

Experts such as Lev Vygotsky identify play as a leading source of social, emotional, physical, language and cognitive development. Intentional play based learning allows children to develop the skills to investigate, ask questions, solve problems and engage in critical thinking. We believe inclusive early childhood care and learning environments are an effective way to combat discriminatory attitudes and contribute toward the creation of welcoming and inclusive communities. We are committed to providing and maintaining safe and healthy environments conducive to learning and working for all.

New Playland Nursery School will fully support families who require more intensive, specialized, or focused support in parenting or other assessment. Intervention services offered by Peel Inclusion Resource Services (PIRS) Resource Consultants are available to better support children with a range of abilities in our licensed child care. PIRS Resource Consultant assists the family and childcare providers to develop and implement an individual plan to meet the child's needs.

Confidentiality

All our staff must comply with confidentiality of all our students and families. We believe our staff to be obligated to comply with a “Staff Confidentiality Agreement”. Confidentiality is important to establish and maintain trusting and lasting relationships among parents/legal guardians and professionals. Confidentiality is the cornerstone to ensure that privileged information is accessible only to those authorized to have access to it. Confidentiality acknowledges respect for an individual's right to privacy. Confidentiality builds respect for human relationships in which personal information is shared.

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INCLUSION POLICY (Continued)

Policy Review

Staff at New Playland Nursery School review the centres Inclusion policy annually to ensure compliance.

New Playland Nursery School recognizes Inclusion as a fundamental part in providing quality learning and care. Providing children of various needs and abilities equal opportunity to grow and develop is important. Children attending New Playland Nursery School are guided through milestones; learning experience and skill development in a positive manner at a level that reflects their developmental age. Together, staff, service providers, student educators and parent/guardians encourage a sense of belonging, well-being, engagement and expression.

At New Playland, the safety and security of our children/ staff is of utmost priority. Identified concerns that place our children at risk must be addressed in a manner that supports positive outcomes. When addressing a child's individual needs i.e. medical/physical, social/emotional, behavioural etc. our educators along with the support from families, service providers, and Peel Inclusion Resource Services (PIRS) (when granted consent) work to ensure all efforts are made to continue a child's placement. Staffs are responsible for; sufficiently documenting all action taken to ensure successful outcomes.

- document all data to support staff concerns
- discuss observations / concerns with parents/guardians including positive/ constructive feedback related to issues or concern
- discuss and implement general classroom strategies with support from PIRS

We recognise that there may be times where the learning environment, programming and materials may be too challenging or not challenging enough for a particular child. In this situation, we will work together with staff/management, parents/guardians and a PIRS Resource Consultant to develop a collaborative plan so that we are able to meet the child's needs and assist the family. We recognize that working in partnership and collaboration with staff/management, the parents/guardians and professionals is crucial to ensuring all children have a safe and enriched learning environment.

In the event that all capacity building steps and actions are deemed unsuccessful and it is found that the child's needs cannot be met within our program, New Playland may recommend withdrawal of care.

We will provide (when able) a reasonable period of notice to the family during this time, in consultation with the PIRS Resource Consultant, will explore options regarding other child care and community resources to support the child and family.

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ISSUES AND CONCERNS POLICY

Name of Child Care Centre: New Playland Nursery School

Date Policy and Procedures Established: August 2017

Date Policy and Procedures Updated: yearly or as needed

Purpose

This policy is designed to provide parents/guardian and staff at New Playland Nursery School with a clear outline of protocol and action that is to be taken when addressing issues and or concerns.

Issues and Concerns Policy

General

At New Playland Nursery School, we encourage parents, guardians and staff to take an active role within the centre through enriched conversations, interactions and involvement. It is essential that discussions in relation to children's development, progress and experiences occur regularly to ensure the needs of those most directly involved are adequately met.

As supported by our program statement, we encourage positive and responsive interactions among all children, parents/guardians, child care providers and staff. New Playland Nursery School fosters the engagement of ongoing communication between parents/guardians and its staff in relation to the program and their Childs development. We ensure that our staff provides parents/guardians with opportunities to meet directly to discuss any issues or inquiries. However, these meetings are to be scheduled for a time that does not interfere with the safety or learning of our children.

Our staff is available to engage parents/guardians in conversations and support a positive experience during every interaction. All issues and concerns raised by parents/guardians will be addressed and are taken seriously by Staff and Management. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties in a timely manner.

Issues and or 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 two business days. The person who raised the issue and or concern will be kept informed throughout the resolution process.

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

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Confidentiality

Every issue and or concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff and students. Information will only be disclosed in instances where in which legal action is required (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 licensee.

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/childrensaidd/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the supervisor or licensee.	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within two business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received;

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Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<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 licensee. 	<ul style="list-style-type: none"> - 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>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. <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 two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student Teacher-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the student or - the supervisor and/or licensee. <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. Ensures resolutions are acted upon to meet the needs of those involved.</p>

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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 New Playland Management.

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.

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.

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CONFLICT OF INTEREST/DUAL RELATIONSHIP POLICY

Employees of New Playland Nursery School are expected to establish and maintain clear and appropriate boundaries in professional relationships (including relationships with children under the employee's professional supervision and/or their families and/or supervisees) and do not violate those boundaries.

Boundary violations include sexual misconduct and other misuse and abuse of the staff's power. Non-sexual boundary violations may include emotional, physical, social and financial violations. Employees are responsible for ensuring that appropriate boundaries are maintained in all aspects of professional relationships.

Employees of New Playland Nursery School do not engage in professional relationships that constitute a conflict of interest or in situations in which staff's ought reasonably to have known that the child under their supervision would be at risk in any way.

Employees of New Playland Nursery School do not provide a professional service while the employee is in a conflict of interest. Staff of New Playland Nursery School should not supervise, babysit and/ or care for children currently enrolled at the centre.

Employees of New Playland Nursery School evaluate professional relationships and other situations involving children under the employee's professional supervision and the families or guardians of those children for potential conflicts of interest and seek consultation from the Supervisor and the Managements of New Playland Nursery School to avoid the potential conflicts of interest.

Employees of New Playland Nursery School avoid conflicts of interest and/or dual relationships with children under the staff's professional supervision and/or their families or with colleagues or supervisees that could impair the employee's professional judgment or increase the risk of exploitation or harm to children under the staff's professional supervision.

If a conflict of interest situation does arise, **Employees of New Playland Nursery School** declare the conflict of interest and take appropriate steps to address the conflict.

If a conflict of interest situation does arise and Employees of New Playland Nursery School does not declare the conflict of interest, and does not take steps to avoid the conflict of interest, New Playland Nursery School refuses to accept any responsibility or liability for any injuries, deaths, and/ or damages cause by the conflict of interest actions.

If a conflict of interest situation does arise, New Playland Nursery School Management will follow the steps:

1. Inform the Ministry of Education of the Conflict of Interest Situation
2. Inform the College of ECE (for Members of the College of ECE)
3. Issue a warning letter to the Employee of New Playland Nursery School
4. And / or Terminate the Employee of New Playland

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CHILDCARE SUPERVISION POLICY FOR FAMILY, CAREGIVER VOLUNTEERS (FCV), RECE AND CO-OP STUDENTS

New Playland Nursery School does accept FCV and ECE students from colleges and universities to complete their field placement at the centre. The following will be carried through when a FCV and student are participating in the centre:

- No Child will be supervised by a person under the age of 18 years old
- Only the employees of New Playland Nursery School will have direct supervised access to the children
- FCV and students will not be counted as ratio
- FCV and students must have their criminal record check completed before they can volunteer or start their placements
- All Staff have Police Vulnerable reference checks completed before employment

Roles and Responsibilities of the Operator

The Operator and Supervisor will ensure that all volunteers and students that are currently involved in the centre will read all policies and procedures before working with the children. All documents will be on file for ministry review.

The operator will ensure that the volunteer has coverage under the centre's current insurance policy. Students must retain insurance from their respective Colleges or Universities. If the student is unable to obtain insurance coverage from their respective school, the student will be unable to volunteer.

Supervising Staff

FCV and students will be monitored and mentored by a registered Early Childhood Educator.

The RECE is responsible for mentoring the volunteer and student.

The RECE will complete any necessary evaluations on the volunteer and student

The ECE will notify the supervisor of any concerns regarding the volunteer and/or student. The supervisor will follow up with any necessary action and if the need to discontinue the field placement or volunteer services by the FCV, Management will notify the proper agencies.

The supervisor will complete a behavior management checklist on all volunteers and students during their time at the centre.

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CHILDCARE SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS (Continued)

Expectation of Volunteers and Students

The expectation of the volunteers and students is to follow all the policies and procedures set forth by the centre at all times:

They will assist in the daily routines and activities. Students on placement will complete the activities that are required by the college or university.

The Supervision policy will be reviewed by the volunteers and students before they start and annually afterwards.

The operator will ensure all employees review the policy regarding the supervision of volunteers and student before they start and every six months afterwards.

Orientation Procedures

Once a volunteer and student start their placement at New Playland Nursery School, the operator and supervisor will review the policies and procedures with them. The volunteer and student will provide the centre with the necessary documents before they can start.

As part of the orientation process, the volunteer and student will be shown around and introduced to the staff and children and will come to understand all emergency procedures, allergy awareness of each classroom involved in their time spent at our childcare centre and proper epi-pen usage.

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WITHDRAWAL POLICY

Families have the right to withdraw their child(ren) from our program at any time. Policies and procedures have been put in place to ensure an appropriate time period is provided for a smooth transition in or out of our program at New Playland Nursery School. The procedures also include if a child is withdrawn or denied admission into the centre due to the inability to accommodate the child's needs or family circumstances.

- Parents are required to give two calendar weeks' notice in writing before withdrawing their child. The deposit will be used towards the last week's payment. In case of insufficient notice, the deposit will be forfeited.
- Parents will be given the notice of withdrawal for their child when they become school age to accommodate the younger child in the next group to move up.
- If parents refuse to sign off and agree to all policies before starting care, New Playland reserves the right to refuse admission and or withdraw enrollment after refusal becomes aware by New Playland management.
- Space cannot be guaranteed for families wishing to take their child out of a program for a period of time (e.g. maternity leave, summer vacation). Parents can either continue to pay the regular fees or be placed on a wait list.
- If at any time families break our policies New Playland Nursery School reserves the right to give a notice of two weeks withdrawal, or in severe cases, immediate withdrawal.
- Lack of childcare payment

Behavior is documented over a period of time by the program staff. Staff and parents communicate daily regarding the child's behavior. Parents provide the centre with pertinent information that may help staff support the child's development.

When a child's needs are not met due to developmental delays:

1. The program staff submits a written formal observation to the supervisor.
2. The supervisor and staff meet to discuss concerns and develop strategies.
3. A meeting is arranged with the Supervisor, staff members and parents/main caregiver to discuss and develop strategies pertaining to the behavior and or developmental concerns. Strategies are discussed in an open-ended question style to ensure all attendees understand clearly what the new expectations are for the trial period of new strategies. The strategies are documented and then implemented. A trial period for the strategies is established in writing. At this meeting the Supervisor and staff will ask the family to sign a request for the family to retain our Early Childhood Consultant designated to our centre.
4. If parents refuse to retain our Early Childhood Consultation, we reserve the right to give the families' 2 weeks withdrawal notice if we feel the needs of the child can and will not be met due to the parents not agreeing to attain the Early Childhood Consultant we have in our centre.

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If the centre staff determine that the child's needs cannot be met, a recommendation of withdrawal will be forwarded to the parent/guardian as well as an invitation to attend a meeting with the Supervisor in order to put their position forward.

1. Documentation of the meeting with the parents and the Supervisor.
2. Children's services consultant is notified by the Centre's Supervisor.
3. Where appropriate: Other professionals, may be involved.
4. Immediate withdrawal or a 2-week notice. Withdrawal is given to parents depending on circumstances.
5. Parents will be given the notice of withdrawal of their child when they become school Age to accommodate the younger child in the next group to move up.

Withdrawal Policy Additions

When a child needs extra support, we work with our Early Childhood Consultation partners to find additional resources. At New Playland Nursery School, we strive to treat your family in a fair and equitable manner.

If your child's needs are not being met by the program or if your child's participation affects the safety and needs of the group, the Centre Supervisor will meet with you. The supervisor will work in partnership with you to find solutions, explore options and, if necessary, make appropriate referrals to a more suitable program with the guidance of our Early Childhood Consultant.

If New Playland Nursery School is unable to accommodate your child's needs or family's circumstances, and your child is asked to leave or denied admission we will:

- Provide two (2) weeks written notice of withdrawal.
- Provide referrals to other services with the guidance of our Children's Services Early Childhood Consultant (where appropriate).
- Document the use of support services and meetings with parents.
- In the extreme event that the behaviors of the child pose a safety risk to the staff or children, New Playland Nursery School reserves the right to give immediate notice to the family.
- Invite you to meet to discuss ways to adapt the program to accommodate your child.
- Introduce program adaptations, additional resources or community agency support to address your child's needs.
- Provide consistent notice of meetings and clear documentation of discussions.

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Withdrawal Due To Special Circumstances

In the event that an individual's behavior is causing disruption to the program, harm to others or harm to the property of the program, a family may be withdrawn from the program. This extreme measure would only take place after consultation with the child's family.

All decisions that are made are made, considering the best interest of all the children enrolled in the programs. New Playland Nursery School reserves the right to withdraw services for the following reasons:

- A child's behavior is constantly causing excessive disruption to the program; harm to other children or harm to property.
- A parent's refusal or inability to abide by the policies and procedures as set out in the Parent Handbook.
- A parent's conduct being harassing, belligerent, abusive or in any other manner, inappropriate.
- Each situation involving extreme behaviors and issues will be monitored and assessed by the Program Supervisors and if necessary Executive Directors.
- Each family and child will be treated with respect and dignity and procedures and recommendation will be made with the best interest of all children in mind.
- Two weeks notification may or may not be given if a family is asked to withdraw a child.

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PARENT INVOLVEMENT

Parent involvement provides parents with opportunities to invest in their child's development at our childcare centre. We recognize there are benefits in parent involvement.

Children benefit and feel better knowing that their parents are still an active part of their lives outside of the home.

Now, you may be wondering, "I know the benefits of Parental Involvement, but how can I help? I don't have time!" Some of the things that may be done to enhance parental involvement are:

- Bringing in reusable items (nut free food bins and boxes, old clothing, comics, plastic containers), participating in school social events such as open houses, field trips, fund-raisers, family BBQ and the like. If you cannot make it, or contribute, other family members or caregivers are welcome.
- It is important for parents to take note of memos posted in the classroom or child's cubby. If your child requires something for a particular day to participate in your child's program, don't forget to bring it in. If your children needs something in terms of extra clothes or warm clothes due to weather change, then it is your responsibility to bring it to the centre to be kept there. Place things in a non-disposable bag clearly labeled. If adequate winter clothing and or weather permitting clothing is not provided then your child may not be admitted into the program until adequate clothing is provided. Please note we are required by the Ministry to take your child outside for active play for 2 hours per day up to -22 degrees Celsius.
- If there are things in your child's cubby, then please take them home. That alone will make your child feel a sense of belonging to know that even though you cannot be there during the day, you are interested in your child/children's day.
- Share any ideas you may have as well as any concerns with staff or the office.

By working together, we can make your child's experience at our childcare centre a pleasant one. So come on parents and lend us your helping hands!

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HEALTH, SAFETY, WELL BEING AND NUTRITION PRACTICES

Nutrition

Our aim at New Playland Nursery School is to help guide your child towards sound food habits that will help them maintain a healthy weight and good health in the long term.

Our menus are designed by management and approved by nutritionists to include nutrient-dense meals created with the freshest ingredients, specifically selected for growing bodies.

To ensure sense of belonging, the menu reflects the diversity of multiculturalism of all the children enrolled at our centre.

Our centre employs a cook who has a food handling certificate to prepare fresh, hot and cold meals through the day. We have summer and winter menus based on seasonal availability of produce. The menus are evaluated frequently by management to ensure that all meals adhere to the Canada Food Guide and enjoyed by all the children.

- Weekly menus are posted on our parent's boards.
- When children are in our care for more than six hours: two snacks and a lunch will be provided.
- Drinking water is available throughout the day.
- A late PM snack is offered to the students who remain at the centre past 5:30 pm

We also integrate food education into our other learning activities. These activities, help children develop healthy eating habits and can complement other learning for example math, science, language, social development, cooperation, and respect for other cultures.

Teaching children to eat wisely and moderately is an investment in the future and establishing healthy eating habits in the early years is not only important but can also be fun.

We are **PEANUT / NUT FREE CENTRE** due to children with food allergies, you are asked not to bring any food containing peanuts into the centre.

Health

Prevention of illness is the basis of our health policy to ensure the best possible environment for each child's development, we must insist that all parents strictly adhere to our Centre's health policies. The Child Care and Early Years Act stipulates that prior to admission each child must be immunized as recommended by the local medical officer of health and must also submit a medical certificate confirming a complete medical assessment (for more details see the immunization form).

Tiredness is also a health concern. A tired child is prone to infection and communicable diseases. Please ensure that your child has adequate rest and stays a reasonable length of the day at the centre.

Although we are open from 7am to 6pm, we suggest that your child's day be not much longer than your own working/school day.

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HEALTH, SAFETY, WELL BEING AND NUTRITION PRACTICES (continued)

To adhere to the Child Care and Early Years Act all children in fulltime care will have a minimum of two hours of outdoor play as well as a two hour rest period.

In accordance with the Child Care and Early Years Act, a signed and fully documented Medical Certificate and Emergency Consent Form must be presented on the first day of care. **NO CHILD WILL BE ADMITTED WITHOUT THESE FORMS.** The Child Care and Early Years Act also requires that the children play outdoors every day. If your child is too ill to participate in the outdoor program, he/she is too ill to be in daycare. Our health policy regarding Temperature, Intestinal Infection, Eye Infection (i.e. pink eye) and chicken pox is as follows:

Temperature

Children who experience a temperature of 37.5 degrees Celsius or more, may not remain at the centre. Parents will be notified and asked to pick up their child as soon as possible. Children should remain at home for 48 hours after the fever has cleared and must be well before returning to the centre (i.e. they must be able to participate fully in the indoor and outdoor daily program).

Vomiting

Vomiting is a sign of stomach irritation or communicable disease. Parents will be asked to come and pick up their child from the centre if he/she has vomited more than once in that day. Children should remain at home for 48 hours after vomiting has stopped. The child must be well before returning to the centre (i.e. must be able to participate fully in the indoor and outdoor daily program).

Diarrhea

Diarrhea is a sign of infection or irritation in the digestive tract. If a child is suffering from diarrhea (bowel movements that appear watery or greenish and/or are much more frequent than usual) he/she must be kept at home; the child will not be admitted to the centre until 48 hours after he/she is clear of diarrhea.

Pink Eye

The signs and symptoms of pink eye are as follows

- Swelling of the eye(s) followed by a copious discharge of pus.
- Swelling may be followed by an itch, which may cause discomfort.
- One or both eyes may be affected.
- Any child who shows signs of the contagious illness must be withdrawn from the centre as soon as possible and may not return until the whites of the eyes are clear and no crusting or discharge are evident. A doctor's notice is required for readmission.

Chicken Pox

The signs and symptoms are;

A fever and headache followed by rash, which is described as crops of blisters turning into scabs which appear over several days. Also, if child experiences itching for about 4 days.

The child may be re-admitted to the program 5 days after the last crop of pox has dried up and only if the child is well. A doctor's note will be required.

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HEALTH, SAFETY, WELL BEING AND NUTRITION PRACTICES (continued)

The above is only a sample of the many contagious diseases. For a full list, please refer to the Toronto Public Health List of reputable diseases that is posted for your information. Exclusion of your child from the childcare program may be necessary, as deemed by Toronto Public Health. It is our policy to abide by and adhere to all Public Health recommendations.

1. Upon arrival a staff member gives each child a daily “health check”. If your child shows signs of illness including a fever, vomiting, diarrhea, an unexplained rash, discharge or redness of the eyes, your child will not be admitted to the program at our centre.
2. If a child is sick the night before or the morning of and you have given the child medication even though the child is not showing any signs of illness, your child is required to stay away from the centre for 48 hours. If you leave your child and a staff has **informed you** that your child is not permitted into the program, children’s aid family services will be contacted immediately.
3. Communicable diseases that a student may succumb to require a doctor’s certificate/note before your child can return to the program.
4. If your child develops any symptoms of illness while in the centre, you will be notified and asked to come and pick up your child as soon as possible. In the interim, the child will be isolated.
5. New Playland staff can only administer prescribed (by a physician) medication. The Medication Authorization Chart **MUST** be filled out and initialed daily for as long as the medication is to be given as per what is stated on the prescription label.
6. All medication must be in its original container, clearly labeled with your child’s name and proper dosage by a prescription label. No outdated medication will be accepted.
7. **DO NOT LEAVE ANY MEDICATION IN YOUR CHILD’S BAG OR CUBBY!** All medications must be given to a staff member upon arrival to be locked in the classroom or daycare fridge medication box.
8. Over the counter medication can be administered as long as a doctor prescribes it and a prescription label is provided.

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INDIVIDUALIZED PLAN FOR A CHILD WITH MEDICAL NEEDS

This form must be completed for a child who has one or more acute or chronic** medical conditions such that he or she requires additional supports, accommodation or assistance.*

Child's Full Name:

Child's Date of Birth:

(dd/mm/yyyy)

Date Individualized Plan Completed:

Medical Condition(s):

- Diabetes Asthma
 Seizure Other:



Prevention and Supports

STEPS TO REDUCE THE RISK OF CAUSING OR WORSENING THE MEDICAL CONDITION(S):

[Include how to prevent an allergic reaction/other medical emergency; how not to aggravate the medical condition (e.g. Pureeing food to minimize choking)]

LIST OF MEDICAL DEVICES AND HOW TO USE THEM (if applicable): *(e.g. feeding tube, stoma, glucose monitor, etc.; or not applicable (N/A))*

LOCATION OF MEDICATION AND/OR MEDICAL DEVICE(S) (if applicable): *(e.g. glucose monitor is stored on the second shelf in the program room storage closet; or not applicable (N/A))*

SUPPORTS AVAILABLE TO THE CHILD (if applicable): *(e.g. nurse or trained staff to assist with feeding and/or disposing and changing of stoma bag; or not applicable (N/A))*

Symptoms and Emergency Procedures

SIGNS AND SYMPTOMS OF AN ALLERGIC REACTION OR OTHER MEDICAL EMERGENCY:

[include observable physical reactions that indicate the child may need support or assistance (e.g. hives, shortness of breath, bleeding, foaming at the mouth)]

PROCEDURE TO FOLLOW IF CHILD HAS AN ALLERGIC REACTION OR OTHER MEDICAL EMERGENCY:

[Include steps (e.g. Administer 2 puffs of corticosteroids; wait and observe the child's condition; contact emergency services/parent or guardian, parent/guardian/emergency contact information; etc.)]

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PROCEDURES TO FOLLOW DURING AN EVACUATION: (e.g. ice packs for medication and items that require refrigeration; how to assist the child to evacuate)

PROCEDURES TO FOLLOW DURING FIELD TRIPS: (e.g. how to plan for off-site excursion; how to assist and care for the child during a field trip)

Additional Information Related to the Medical Condition (if applicable):

This plan has been created in consultation with the child's parent / guardian.

Parent/Guardian Signature:

Print name:	Relationship to child:
Signature:	Date: (dd/mm/yyyy)

The following individuals participated in the development of this individual plan (optional):

First and Last Name	Position/Role	Signature

Frequency at which this individualized plan will be reviewed with the child's parent/guardian:

Regulatory Requirement - Ontario Regulation 137/15:

Children with medical needs

39.1 (1) Every licensee shall develop an individualized plan for each child with medical needs who,

- (a) receives child care at a child care centre it operates; or
- (b) is enrolled with a home child care agency and receives child care at a premises where it oversees the provision of home child care or in-home services. O. Reg. 126/16, s. 27.

(2) The individualized plan shall be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation. O. Reg. 126/16, s. 27.

(3) The plan shall include,

- (a) steps to be followed to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency;
- (b) a description of any medical devices used by the child and any instructions related to its use;
- (c) a description of the procedures to be followed in the event of an allergic reaction or other medical emergency;
- (d) a description of the supports that will be made available to the child in the child care centre or premises where the licensee oversees the provision of home child care or in-home services; and
- (e) any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip. O. Reg. 126/16, s. 27.

(4) Despite subsection (1), a licensee is not required to develop an individualized plan under this section for a child with an anaphylactic allergy if the licensee has developed an individualized plan for the child under section 39 and the child is not otherwise a child with medical needs. O. Reg. 126/16, s. 27.

Intent

This provision requires that an individualized plan be developed for each child with medical needs and that licensees take all necessary steps to support the child's medical needs and ensure his or her inclusion in the program.

The review of each individualized plan (by employees, students and volunteers) supports the child(ren)'s ability to participate in the child care program, and provides staff with all necessary information to deal with any medical situation pertaining to the child.

Disclaimer: This document is a template that has been prepared to assist licensees in understanding its obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each home child care agency it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

SMOG, HEAT, COLD INCLIMENT WEATHER ALERT PROCEDURES

Smog: is a mixture of pollutant in the air from our homes, business and vehicles that affect our health throughout the years. Smog comes from the burning of fossil fuels such as oil, gas, diesel and coal.

A smog alert: is issued when smog conditions reach dangerous levels (examples: Air quality index reaches or exceeds public health specifications).

Often triggered on sunny days with no wind and when ozone levels are high.

A heat alert: is issued when the combination of heat humidity and other weather conditions can be very dangerous.

What parents should know:

Poor air quality can affect lung development of children, since children's lungs are not fully developed, early damage could increase the risk of respiratory disease in adult life.

Children exposed to high levels of smog may suffer from:

- Reduced lung capacity.
- Increase chance/occurrence of pneumonia
- Bronchitis and other lung infections
- Increased chance/occurrence of asthma attacks or worse symptoms.

Warning signs that smog may be harming your children:

- Difficulty in breathing
- Chest tightness and coughing
- Headache
- Eye, nose and throat irritation
- Aggravation of respiratory diseases (such as asthma)
- Low energy

Warning signs that a heat alert (caused from outdoor physical activity) may be harming your child:

- Heat cramps, muscle pains in the legs, arms and abdomen.
- Very high body temperature that could damage vital organs.
- Headache, nausea, dizziness, confusion, and weakness due to heat related illness

New Playland Nursery School promotes proper care when it comes to heat and smog alerts by:

- Requesting parents to dress their children in loose fitting, light colored clothing or perhaps UV protective clothing
- Provide UV protective sunglasses, sunblock 35 SPF or greater and a sunhat that covers neck and shoulders
- Avoid being in the full sun when possible and or remain indoors during high sun when UV index is high
- Providing plenty of drinking water for both children & staff

SMOG, HEAT, COLD INCLIMENT WEATHER ALERT PROCEDURES *(Continued)*

- Request parents provide hats and sunscreen on a daily basis
- Staff reducing outdoor activity levels during a smog alert by choosing less vigorous activities, provide mere quiet activities which include water play in the shade or reduce playtime outside.
- Staff monitors all children's comfort regularly. If any child experiences the symptoms of coughing, wheezing chest tightness or difficulty in breathing, then outdoor play level is reduced or children are taken inside for indoor gross motor.
- Children with preexisting health conditions, such as asthma, are closely monitored by staff during outdoor play.
- Plenty of rest breaks are provided to all children.
- No neighborhood walks in high traffic areas are planned during morning or afternoon rush hours.
- The childcare staff will always check for heat and smog conditions daily in order to plan the day's routine accordingly.
- Our childcare follows Peel Region Public Health warnings for heat, smog & cold alerts. Based on their warning **children will not be taken out exclusively on those days**. Gross motor activities will take place in their classroom setting on days of Public Health weather alerts.
- New Playland Nursery School will reserve the rights to keep younger children, Toddler & Junior preschool students, indoors if the temperature drops below -15°C (not including wind chill) and above +28°C. Even though Ministry of Child and Youth Services considers a Heat Alert is +31°C & Cold Alert is -22°C not including wind chill.
- Ministry of Child and Youth Services guidelines that all children should experience a minimum of two hours of outdoor-play per day
- In advent of inclement weather, Peel Region office closure or Peel District School Board closure our childcare centre will be either closing early or closed for the day. Please refer to CP24, CHUM Radio, CBC Toronto, Peel District School Board website or Twitter account, Dufferin Peel Catholic District School Board website for updates on school closures.

SUN SAFETY PROCEDURE

New Playland Nursery School takes sun safety seriously.

All Children in the centre (18 months to 12 years) must be prepared for outdoor weather, which includes sunscreen and appropriate clothing.

Before admission, parents who want our staff to apply sunscreen to their child must sign a 'permission to apply sunscreen' policy.

New Playland Nursery School adheres to the following steps for protecting the children's skin when outside.

Step 1: Provide plenty of drinking water for both children & staff

Step 2: Provide shaded areas in the playground

Step 3: Sunscreen with SPF 35 full spectrum or higher for UV protection is provided by parents

Step 4: Request that sun safety clothing remain at the centre for daily use. i.e. sun hat that covers neck and shoulders, UV protective clothing and UV protective sunglasses

Step 5: Staff to apply the sunscreen (if provided) to the children before outdoor play commences.
Please apply sunscreen to your children before bringing them in the morning.

Step 6: Staff provide children with outdoor activities including water play

Step 7: Staff to reduce the time spent in the sun especially between 12PM and 3:00 PM

New Playland morning outdoor activities are from 9.00AM-12PM

New Playland afternoon outdoor activities are from 3:00 PM-6:00PM

SLEEP POLICY AND SUPERVISION

New Playland Nursery School operates a full day program which runs from 7:00 AM to 6:00 PM.

New Playland follows the sleep policy as it runs more than six hours.

Children need their rest time. We at New Playland strongly believe that sleep plays a vital part in children's development.

- a) New Playland has sufficient lighting in the room to conduct direct visual checks.

- b) At New Playland we have developed and implemented a sleep time chart to observe and record sleeping children. Toddler children will be observed every 15 minutes and Preschool children every 30 minutes to ensure health and well-being.

The staffs performs a direct visual check of each sleeping child by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviors.

- c) All cots are labeled with individual names in accordance with the regulation.

- d) At the time of enrollment parents / guardians will be consulted and asked to write in the application form in respect to child's sleeping habits. Parents will be consulted when the child transitions between program or rooms for sleeping habits.

- e) The children who sleep regularly at the centre; parents will be provided with the policy and procedures in regards to children's sleep timings.

- f) Any observation of significant changes in a child's sleeping patterns or behaviors during sleep will be communicated with parents and will result in adjustments to the manner parents want.

FIELD TRIP POLICIES

Occasionally the children of the centre will have the opportunity to go on field trips from the centre. Field trips can offer enjoyment as well as be educational for the children. However safety must be the number one priority. To ensure your child's safety the following procedures must be followed:

- Staff-to-child ratio is reduced to a maximum of 1-7 depending on the excursion
- To actualize long range trips (e.g. Niagara Falls, Halton Caves or Canadian Heritage Museums...) we at New Playland would depend greatly on the parent volunteers to reduce our educator ratio's (e.g. one teacher to 2 students). Requests for parent volunteers will be made in advance by staff. All parent volunteers will need a current [clear] vulnerable sector check on file with our centre before volunteering.
- Emergency forms of all children & a first aid kit per group must be taken on the trip as well as a cell phone for each group.
- Parents are responsible for part, if not the full cost, of the trip; they will be informed as to where and when the trip is to take place.
- Teachers should review bus safety rules with the children and family members and the importance of staying with your teachers before departure
- A head count, roll call and attendance of children must be completed before departure from the centre, throughout the duration of the trip and upon return to the centre.
- Transportation is by a hired bus service only, never by personal vehicles
- All children will wear a daycare t-shirt, with name, address and telephone number of the centre, on all trips.

TRANSPORTATION POLICY

At New Playland Nursery School we offer transportation (*small bus, taxi and walking*) to and from schools in the area. If you would like your child to use this service, there is a fee involved that covers insurance, liabilities, gas, and maintenance of the vehicle as well as a staff member having to transport your child. Payment of this fee is throughout the school year, irrespective to vacation days, P.A. Days in the school year and school holidays. The staff member has a clear driving record and driving experience. Children will be talked to regularly about transportation safety. If for any reason a child refuses to follow the rules and is becoming a danger to the driver, themselves or to the other children, the parent will be notified of the transportation termination and will have to find a new form of transportation to and from school.

In order for a child to take part in this program, parents **MUST** complete, sign and date a **TRANSPORTATION PERMISSION FORM**.

For every pick up and drop off: the childcare representative will conduct regular attendance for all children and their specific school. The staff member must complete the attendance during every pick up and drop off period.

Ensure you give permission to the school to release your child to us. If there is a change in routine for drop off and pick up (e.g.: you are picking up your child from school instead of us), please inform us. Also, if your child is not attending school for the day, please let us know.

New Playland Nursery School, its agents, directors, officers and employees will not be held responsible for any claims, damages or other liabilities for injuries caused by an accident to a child which are not a result of negligence of New Playland Nursery School, its agents, directors, officers and its employees, or are not entirely beyond the control of New Playland Nursery School, its agents, directors, officers and employees.

New Playland Bus cancellation

During inclement weather conditions, if the Region of Peel District and Catholic School Board cancels bussing, our policy is to follow their decision and cancel bussing too. The following radio stations will report bus cancellations CP24, CBC, CFRB and their affiliated websites. This is to ensure of our students safety at time of pick up and drop off. We adhere to the Peel Board bus cancellation policy. The daycare remains open if schools remain open and treated like a PA day: full day care fee's will apply on these days. To ensure the safety of our students and staff; if Dufferin Peel Catholic District School Board and or Peel District School Board closes their schools due to severe weather conditions (i.e. ice storm, snow storm, tornado warnings, flooding and other severe weather systems) New Playland will be closed as well.

WAITING LIST POLICY

Before registration process can begin, families are to come into the centre for a tour for an information session with management and a classroom staff member as well and willingness to adhere to all policies when package is returned. Families are not charged any fee to be put on our waitlist.

Slow Transitions for our younger age group is offered and encouraged to ensure that your child(ren)'s experience is a positive one when in care with us.

- New Playland receives funding from The Region of Peel and has a Subsidy contract with the Region of Peel, Early Years and Child Care Services. New Playland has a waitlist; for all the parents who come to inquire for the childcare spaces.
- Confidentially of families are preserved, parents will not be provided with the waitlist nor shown the list. Parents can phone the centre to find out how far they are on the waiting list; they are referred by their waitlist number.
- All families are on a first-come-first-serve basis (with an approved subsidy start date or regular, full fee families').
- Provide the required information for you file on the waiting list: Be mindful and strategic of your expected start month, you may also put the earliest start month you will consider for e.g. you are willing to start in March but you really need a space for May.
- If there are any changes to your contact information: contact the centre to update your file.
- There is no specified length of time that you need to be on the list to be offered a space.
- Spaces are created when a family or child leaves the centre. Spaces can be available at any time of the year and at any point of the year.
- Priority spaces for siblings are taken into consideration before placements.
- With all spaces available at the centre, Supervisor and or Administration will call all families that are eligible to start in the age group. All parents who are waiting for a particular month are contacted when spaces are available.
- Once a family is called from the waiting list they are given a specified time frame to return the call and express continued interest in the space available
- If a child is offered a space for an age group, we will let you know the likelihood of them moving over to the next age grouping: e.g. if your child enters the toddler room at 18 months there may or may not be a space for them in the preschool room right at 30 months. However, we will be able to give you a sense of when they will be able to move and the possibility.
- For all children that are accepted into childcare; a \$125 registration fee is required (unless covered by subsidy).
- If you are called for a space and do not wish to take it at the time, you are responsible to let Region of Peel, Early Years and Child Care Services know of your decision. Daycare will also notify Region of Peel, Early Years and Child Care Services as to your decision that you no longer need care.
- You may call at any time to change the information on the subsidy or day care walk in waitlist; for e.g. if your child becomes a preschool and on the waitlist is a toddler. There will be no consequences from moving your child's name from the toddler to the preschool waitlist.
- You will remain on the 'daycare walk in' list until you have asked us to take you off.
- Parents may call the centre at any time to request information about their position on the waitlist.

WAITLIST FEE POLICY

New Playland Nursery school does not charge waitlist fees from parents / guardians.

The waitlist is followed by the supervisor in sequence.

Supervisor calls the parents who need care at New Playland and asks the parents to tour the center and meet with the supervisor.

Any parents that are sent to New Playland by Region of Peel subsidy office or any parents who walk in to tour our centre with an appointment or without are asked to fill out a registration form. The form requires information regarding the child's date of birth, the parents / guardians name and address and general contact information as well as the date they will require care to commence.

Registration forms are kept in sequence. The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

CHILD CARE FEES

1. A non-refundable registration fee is charged upon enrolment into the centre. If the child is withdrawn from the centre, parents are charged registration fee's upon re-enrolment.
2. Fees are payable (minimally) every Friday that will cover the following week. Accepted forms of payment are as follows: post-dated cheques, weekly cheque and/or cash. Cheques are to be deposited into the mailbox beside the office. Cash fees must be recorded in the "Cash Fees Book" and signed for by parent and Supervisor.
3. Fees received after 6:00 p.m. on Friday will be subjected to a \$20.00 weekly late fee charge.
4. Full fees are charged in ALL OTHER CIRCUMSTANCES (including time away from the program without withdrawal i.e. vacation). This is to ensure that your childcare space is maintained and not reassigned to another child. Statutory holidays are paid holidays for staff; therefore there will be no reduction of fees for the week in which a statutory holiday takes place.
5. Cheques returned as N.S.F. will be subjected to a \$40.00 service charge. If the centre receives two (2) N.S.F. cheques the only form of payment that will be accepted is cash or money order.
6. Tax Receipts are issued yearly. Please save your receipts for income tax purposes. If it is necessary to have your receipt duplicated for whatever reason, a service charge of \$25.00 will be required.
7. Non-payments of fees for two weeks may result in no-notice termination of services and loss of deposit.
8. There is a 'late pick up fee' charge if your child remains at the centre past 6:00 p.m. for full time children and past 12:00p.m. for children in the Nursery program. The penalty of \$10.00 for the first fifteen (15) minutes and a \$1.00 per minute after that is to be paid directly to the teachers that remained after hours with your child. Please make the payment within five (5) business days.
9. Parents are required to give two weeks written notice before withdrawing their child. The deposit will be used towards the last week's payment. In case of insufficient notice, the deposit will be forfeited.
10. If a personal enrolment letter is required from our childcare centre i.e. Revenue Canada and Child Care Benefits etc. you will be responsible to pay \$25.00 before the letter will be processed and completed.
11. Parents who are on subsidy and have used up their 36 days of Vacation/Sick days that the region provides you are required to pay full fee per day after your child has used up their 36 days of Vacation /Sick days.

12. Regarding subsidised families choosing to use Region of peel childcare subsidy: they are responsible for upholding parental contributions to the centre as agreed upon with the Region of peel.
13. Families will be held responsible to the timely payment of all childcare fees in their entirety.
14. In the event of conflict between families and the childcare centre regarding the fees: the terms of this policy shall prevail.
15. New Playland Nursery School accepts Region of peel subsidy in receipt of childcare payments.

PARENT PAYMENT AGREEMENT

I / We fully understand and agree with all of the policies of New Playland Nursery School.

The following is the fee that I / We are responsible to pay on the Friday of every week, unless otherwise notified.

Fee Amount: \$ _____

Payment made on every: _____

Subsidized amount: _____

Parent's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____

PARENTS FEES MEMO

Parents fees are payable (minimally) in advance on Friday's for the forth coming week.

All cash payments are entered in the book and signed by the person receiving and the person paying. Receipts can be provided upon cash payments and after cheques have cleared.

For cash payment, receipts will be issued at the time of payment. Paying parents should keep this receipt for Income Tax purposes. Official Tax receipts will be provided mid to late January of the following year.

If adequate payment is not received on time, a twenty dollar (\$20) late fee charge will be applied to the fee balance every week until fees are paid in full.

There is a 'late pick up fee' charge if your child remains at the centre past 6:00p.m. for full time children and past 12:00p.m. for children in the Nursery program. The penalty of \$10.00 for the first fifteen (15) minutes and a \$1.00 per minute after that is to be paid directly to the teachers that remained after hours with your child. Please make the payment within five (5) business days.

If you have any questions or queries, please see the Management team at our childcare centre.

LET'S KEEP IN TOUCH!



himama is an app we use to communicate with parents/guardians about your child(ren). Once you have registered your child (and provided your e-mail address) you will receive an e-mail with instructions.

FOLLOW US

New Playland is on several social media platforms! We will be sharing recipes, budget friendly family events and activities in the GTA, relevant articles and news, educational topics, parks and recreation information, outdoor activities and other child related topics. **We will also be sharing notifications in the event that we have to be closed due to extreme weather conditions or any emergency situations!**

Please note we will **not** be sharing any pictures of our children online. The account is strictly to be used as a resource and information centre for our families and staff.

You do **not** need an account to check us out:



Twitter @NewPlayland



Facebook @NewPlayland

Daily Items Checklist

Please ensure that ALL your child's personal belongings are clearly marked. Unmarked and unclaimed items that are not in the cubby will be put in the lost and found.

- Indoor shoes (all year-round). They must have a hard sole in case of fire emergencies.
- Sleeping items:
 - Blanket
 - Pillow (if desired)
 - Stuffed animal (is desired)
- If child is in diapers:
 - Diapers
 - Cream
 - Powder
- Extra change of clothes (full set)
- Water bottle (to stay on premises during the week)
- In the Summer:
 - Sunscreen
 - Summer hat
- In the Winter:
 - Winter hat
 - Mittens/Gloves
 - Scarf
 - Proper winter boots
 - Snow pants

**Also, as we are a family oriented centre, please bring a photo of your whole family so that we may pin it up to our family board in the child's classroom.*