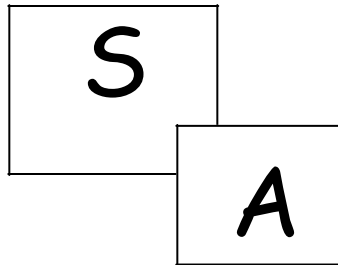




REGISTRATION
Agreement NEW ROP

Streetsville Children's Centre and **Streetsville** **Academy** **PARENT HANDBOOK**



6535 Millcreek Drive, Unit 52
Mississauga, Ontario L5N 2M2
(905) 813-7318

Website: www.sccacademy.ca
Email: emm1285@yahoo.ca

SCC Parent Handbook January 2021 – January 2022

PLEASE DETACH AND BRING IN WITH YOUR REGISTRATION PACKAGE

I have read and fully understand the Parent Handbook. I am fully aware and understand all Covid-19 School Policies and Service Agreement. Please tick both boxes below.

School Policies ☐

Covid-19 Policies and Service Agreement ☐

Parent Name: _____ Date: _____

Parent Signature: _____ SCC Staff Signature:

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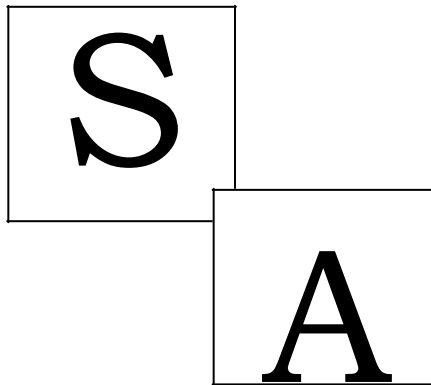
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STREETSVILLE CHILDREN'S CENTRE and ACADEMY
PARENT HANDBOOK - Effective September 2021

Introduction

School Crest



*An old-fashioned approach to learning.
Hard work and good conduct.*

Program Statement

To provide a caring and challenging learning environment for young students. Our program believes in providing an inclusive environment for various abilities and diverse backgrounds. Additionally, to provide students with special needs with the necessary treatment and professional support necessary for them to reach their full potential. To provide a place of Belonging and Well Being for each student, staff and family member and to provide a program that encourages engagement and gives the opportunity for expression. Streetsville Children's Centre and Academy believes strongly in the Foundations for Learning.

We provide our students and parents with positive and responsive interactions with all teachers and peers, fostering the child's exploration and play. Streetsville Children's Centre provides child-initiated experiences that are supported by both parent and teacher. Health, Safety and nutrition are followed and promoted by SCC staff and our Food for Tots catering company. Individual needs of the children are fostered by providing indoor and outdoor opportunities as well as active play time and rest times.

Streetsville Children's Centre provides and plans for a creative positive learning environment for both child and parent.

Communication plays an important role in providing a positive experience for us as a school. This includes communication between all three parties (parent, staff and Directors). Developmental meeting with parents to discuss goals and strategies within the classroom are carried out on a monthly basis or when needed. SCC welcome outside agencies and community partners to support the needs of our staff and students.

Our Program statement is reviewed by all who interact with students within our center.

Implementation Policy for Program Statement

It is our expectation that the staff follow the program statement as well as our inclusion policy for all students with special needs. Staff are to provide opportunities within the classroom to support all students in their wellbeing and belonging while providing times within their program for self-expression. Staff are encouraged to ask open ended questions and engage with each child at their level.

Staff are required to promote Health, Safety and Nutrition by eating with the children during our feeding times and having continuous scanning skills both indoors and outdoors and during washroom times.

Communication with parents is encouraged at the door by the leads within the classroom and staff are required to document all communication with parents in the classroom communication log.

Staff are required to do monthly testing on the children as well as timed monthly Nipissings on children.

Classrooms are welcoming to outside agencies and staff are required to work alongside these individuals to assist program help and ideas.

Streetsville Children's Centre and Streetsville Academy does not permit any of the following as set out in our Prohibited Practice Policy.

- A) corporal punishment of the child
- B) deliberate use of harsh or degrading measures on the child that would humiliate the child or undermined his/her self-respect
- C) depriving the child of basic needs including food, shelter, clothing or bedding
- D) locking the exits of Streetsville Children's Centre for the purpose of confining the child
- E) using a locked or lockable room or structure to confine the child if he/she has to be separated from other children.

The implementation of our Program statement is reviewed annually and signed off by staff when orientation has been completed. During orientation for staff and volunteers a review record is kept on file.

Prohibited Practices

Streetsville Children's Centre and Streetsville Academy does not permit any of the following:

- F) corporal punishment of the child
- G) deliberate use of harsh or degrading measures on the child that would humiliate the child or undermined his/her self-respect
- H) depriving the child of basic needs including food, shelter, clothing or bedding
- I) locking the exits of Streetsville Children's Centre for the purpose of confining the child
- J) using a locked or lockable room or structure to confine the child if he/she has to be separated from other children.

This policy is to be reviewed by all staff, volunteer and students

Philosophy

Streetsville Children's Centre and Streetsville Academy provides a program for children 12 months to 5 years. We are licensed under the Ministry of Education Day Nursery Division and the Ministry of Education. We believe that children need a warm and safe environment in which to explore ideas and develop skills to help them grow into secure successful young people.

The half-day program provides children with enjoyable, rewarding experiences designed to meet each child's needs. Self-worth, independence and knowledge are strengthened as children are given freedom of choice while learning to accept limits and respect others. Children play together in an atmosphere that promotes cooperation and sharing allowing them to accept similarities and differences. We offer a fully integrated program for children with special needs and also for children with minimal delays such as speech.

The Handbook

This handbook had been compiled for our parents/care givers with important information about the school. Our professional and dedicated staff are here to work with you in supporting parenting and to supplement your child's home life by enriching his/her experiences in a more formal setting - one of exploration, discovery and fun.

Educational Program

Our program encourages children to explore and discover skills in a warm, secure environment with teachers who will respect their attempts every step of the way.

At the heart of this program is our concern and desire to see each child grow in his/her feeling of self-worth. We have come to realize that the way a child views him/herself affects every area of his/her development.

The children quickly become a group of special individuals as we learn to appreciate each child's uniqueness. It is our goal to reinforce what you, as parents, have begun by contributing to your child's tremendous worth.

We accomplish this by treating each child individually, encouraging their efforts and offering lots of positive reinforcement. We do not damage self-esteem by humiliating a child, instead assuring them that they are loved and valued for the special person that they are.

Statutory holidays as the regular ones as follows: Thanksgiving, Christmas Day, Boxing Day, New Year's Day, Ontario Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Day, Labor Day. The last week of August and the week in between Christmas and New Year will be closed. We may also have an early close or P.D. day. Please note we operate a 12-month year.

Regulations

The Ministry of Education licenses **Streetsville Children's Centre and Streetsville Academy** on an annual basis. We receive routine inspections by the Mississauga Fire Department and Peel Regional Health Unit.

Confidentiality

Information relating to children and families in our school is private and confidential. Parents are only entitled to information on the actions and abilities of their own child. A privacy policy is available for your review.

Privacy Policy

Streetsville Children's Centre and Streetsville Academy is committed to protecting the privacy of member families, staff and associated professionals. All personal information is dealt with according to the principles of transparency and accountability. All personal information that is collected is carefully protected and any use of this information is subject to consent.

School Code of Conduct

(a) Guiding Principles

Streetsville Children's Centre and Streetsville Academy promotes responsibility, respect and academic excellence in a safe learning and teaching environment. The Code of Conduct aims to articulate the standards of behavior for all individuals involved in the school community - **students, parents or guardians, teachers, volunteers and other staff members** - whether they are on school property, on school buses or at school-authorized events or activities.

All students, parents, teachers and staff have the right to be safe and feel safe in the school community. All members of the school community are to be treated with respect and dignity.

Members of the school community are expected to use non-violent means to resolve conflict. Physically and verbally aggressive behavior, intimidation or harassment are not responsible ways to interact with others and will not be tolerated.

Insults, disrespect and other hurtful acts disrupt learning and teaching in a school community. Members of the school community have a responsibility to maintain an environment where conflict and difference can be addressed in a manner characterized by respect and civility.

(b) Standards of Behavior

All school members must:

- Demonstrate honesty and integrity;
- Respect differences in people, their ideas and opinions;
- Treat one another with dignity and respect at all times, and especially when children are present or when there is disagreement;
- Respect and treat others fairly;
- Respect the rights of others;
- Show proper care and regard for school property and the property of others;
- Respect the need of others to work in an environment of learning and teaching.
- When a serious occurrence occurs at Streetsville Children's Centre a Notification form will be posted.

Streetsville Children's Centre and Streetsville Academy will uphold the Standards of Behavior of all school members including students, parents or guardians, volunteers, teachers and other staff members.

Any incidents of inappropriate behavior will be investigated and documented using the following process until a satisfactory solution is reached:

- Talking to the student;
- Communicating with the parent;
- Developing a follow-up plan, including the use of behavioral or attendance contracts;
- Using mentor and/or peer mediation to foster appropriate behavior; and
- Making a referral to outside agencies, if and when appropriate.

The following are among the possible consequences to incidents of inappropriate behavior:

- Removal of privileges to attend school-related functions and/or activities;
- Academic penalty for plagiarism, cheating, copying or deliberately presenting the language or ideas of another individual as one's own work;
- Removal of student from the classroom to an alternate setting within the school with supervision;
- Requiring the student to make restitution for lost, non-returned or damaged school equipment/property;
- Temporary withdrawal from school;
- Suspension as set out in the Education Act; (Academy students)
- Expulsion under the Education Act; and (Academy students)
- Re-entry of student to school with structured re-entry plan.

Rules and Responsibilities

Teachers and school staff are all persons designated as responsible for any aspect of school life. They include: education resource workers, office staff, parent volunteers, lunchroom supervisors, bus drivers and guest lecturers/facilitators at off-site facilities. Teachers and school staff, under the leadership of the School Directors, maintain order in the school and are expected to hold everyone to the highest standard of respectful and responsible behavior.

As role models, staff uphold these high standards when they:

- Help students work to their full potential and develop their self-worth;
- Communicate regularly and meaningfully with parents;
- Maintain consistent standards of behavior for all students; and
- Demonstrate respect for all students, staff and parents.

Students are to be treated with respect and dignity. In return, they must demonstrate respect for themselves and for others through acceptable behavior.

Respect and responsibility are demonstrated when a student:

- Comes to school prepared, on time and ready to learn;
- Shows respect for themselves, for others and for those in authority;
- Follows the established rules and takes responsibility for his or her own actions;
- Shows honesty and integrity in school work and in school life;
- Shows respect for the property of the school and the property of others;
- Refrains from bringing anything to school that may compromise the safety of others, including weapons or objects used as weapons.

Parents are school members who play an important role in the education of their children and have a responsibility to support the efforts of school staff in maintaining a safe and respectful learning environment for all students.

Parents fulfill this responsibility when they:

- Show an active interest in their child's school work and progress;
- Communicate regularly with the school;
- Ensure that their child attends school regularly and on time;
- Promptly report to the school their child's absence or late arrival;
- Ensure the prompt return of school forms and fees;
- Respect the privacy of staff during non-school hours;
- Encourage and assist their child in following the rules of behavior; and
- Work as partners with school staff in dealing with and following up on school disciplinary issues.

Streetsville Children's Centre and Streetsville Academy does not permit any of the following:

- A) corporal punishment of the child
- B) deliberate use of harsh or degrading measures on the child that would humiliate the child or undermined his/her self-respect
- C) depriving the child of basic needs including food, shelter, clothing or bedding
- D) locking the exits of Streetsville Children's Centre for the purpose of confining the child
- E) using a locked or lockable room or structure to confine the child if he/she has to be separated from other children.

This policy is to be reviewed by all staff, volunteer and students

Staff

At Streetsville Children's Centre and Streetsville Academy the nursery school lead teachers have their RECE qualifications and lead Grade teachers have their RECE/OTC and are overseen by the Ministry of Education. Teaching Assistants are required to continue training in the field. All SCC staff are required to have a valid C.P.R. / First Aid / Epi-pen certificate and Emergency Procedure Training. All of our staff are active participants in Raising the Bar in Peel.

Registration Policy

Streetsville Children's Centre is a Nursery School program designed for children 12 months to 6 years of age. In February we begin registration for the upcoming September. Returning families are given first opportunity to register. Parents considering enrolling a child must arrange for a school visit. This gives them the opportunity to see the facility and meet the staff.

Streetsville Academy is a Junior Kindergarten to Grade 5 program.

Covid 19 Screening and Service Agreement

Under Provincial direction, child care centres may operate following strict health and safety protocols to prevent the spread of COVID-19 and to ensure the safety of child care staff, children and their families.

What is COVID-19?

COVID-19 is a new strain of coronavirus that has not been previously seen in humans. The virus can cause symptoms like the common cold but can advance, in some cases, to severe respiratory illness or even death. COVID-19 can be spread from person to person, usually after close contact with someone infected with the virus.

Health and Illness Protocol for COVID-19

Children who are ill should not attend the child care centre.

Children should not attend child care if any member of their household is ill with COVID-19 symptoms.

To manage the risk of spreading illness within the child care centre, Peel Public Health has provided direction on cleaning/sanitation protocols and personal health care practices including frequent hand washing. Peel Public Health also requires daily active screening of all individuals arriving at the child care centre.

ALL CHILDREN and ADULTS must be screened **DAILY**. Parents/guardians are required to report any symptoms in household members and to take the temperature of children attending child care prior to arriving at the child care setting (if temperature checks are not a part of on-site screening). Parents/guardians will report the information to staff/Licensed Home Child Care (LHCC) provider during the active screening process or during the self-assessment for children attending school. In addition to daily screening, all children will be monitored throughout the day for emerging signs or symptoms of illness.

Your COVID-19 screening results, including contact information, collected by the child care setting during the screening process, may be provided to Peel Public Health, to help manage and reduce the risk of spreading the COVID-19 virus in the child care setting.

As a Parent/Guardian, you can prevent the spread of illness by keeping your child(ren) home from the program if your child does not pass screening. **Any siblings (or any other children living in the same household) must also not attend school or child care and stay home.** If you, household members or your child(ren) experience signs or symptoms (not related to other known causes or conditions) described in the **COVID-19 Child Care/School Screening poster**, your child must not attend child care. **Children who have no symptoms and are fully vaccinated or have tested positive for COVID-19 in the last 90 days and have since been cleared do not need to stay home.**

If your child(ren) experiences **any** new or worsening COVID-19 signs or symptoms while at the child care setting, the staff provider will contact you or one of your emergency contacts to pick up your child(ren) **immediately**. While your child(ren) waits for you or your designate to arrive, they will be separated from the other children.

- **A COVID-19 test is strongly recommended for any family member experiencing symptoms (even if they are fully vaccinated) before the family can return to child care. The child(ren) and all household members including any siblings attending the child care setting should also self-isolate while waiting for the test results.**

Individuals who have no symptoms and are fully vaccinated or have tested positive for COVID-19 in the last 90 days and have since been cleared do not need to isolate. **Fully vaccinated individuals** are individuals who have completed a Health Canada approved COVID-19 vaccine series or received all recommended doses of a COVID-19 vaccine that has been listed for emergency use by the World Health Organization AND it has been 14 days or more since receiving the full vaccine series (i.e., second dose of a two-dose series or a single dose of a one-dose series). An immunocompromised individual should continue to follow standard public health measures (e.g., self-isolate after having close contact with a COVID-19 case), whether they are fully vaccinated or not. Data is currently limited on vaccine effectiveness in this population.

- Children who have tested negative for COVID-19 or have an alternate diagnosis from their health care provider AND whose symptoms have been improving for at least 24 hours (**48 hours for digestive issues such as nausea/vomiting, diarrhea, or stomach pain**) can return to the child care setting after passing the daily screening process.
- Children who have tested positive for COVID-19 will follow the direction from Peel Public Health on when they can return to the child care setting.
- Children who did not get tested must be excluded from child care for 10 days from the start of their symptoms unless a health care provider has specifically not recommended COVID-19 testing or as directed by Public Health. **Household members including siblings who are not fully vaccinated must isolate for 10 days from their last contact** with the ill child before they went into self-isolation.
- **Children who had close contact with a person with COVID-19 must self-isolate for 10 days from their last close contact with the person or as directed by Peel Public Health. Children are not required to isolate if they have no symptoms and are fully vaccinated or previously had COVID-19 in the past 90 days, recovered and were cleared from isolation by Public Health.**
- If anyone in the child(ren)'s household is isolating as a close contact of someone who has COVID-19, the child(ren) must stay home for the duration of the household member's isolation period. **Children who are fully vaccinated or have tested positive for COVID-19 in the last 90 days and have since been cleared are not required to stay home if they have no symptoms and are not immunocompromised.** NOTE: If the household member was fully vaccinated prior to an exposure to COVID-19 OR the household member was asked to test for COVID-19 but not isolate (i.e., routine employment testing), the child(ren) are not required to stay home. Child(ren) are still required to stay home if the fully vaccinated household member has an immunocompromising condition.
- For licensed home child care, back-up child care cannot be provided to any child(ren) who have had close contact with a confirmed case of COVID-19 or a person with COVID-19 symptoms (unless the symptomatic person has tested negative for COVID-19).
- To care for a child's well-being and provide emotional support, the child and one caregiver can isolate together. For tips, please visit: [self isolation - Region of Peel \(peelregion.ca\)](https://www.peelregion.ca/self-isolation/).

Staff will support the arrival and pick up routine for families. Upon arrival, once a child(ren) has completed active screening and been deemed able to enter the setting, staff/LHCC provider will escort the child(ren) into the child care setting. Parents/guardians are discouraged from entering. Pick-up and drop-off of child(ren) will occur outside the child care setting unless it is determined that there is a need for a parent/guardian to enter.

To protect the health of all individuals at the child care setting, all children in grades 1 and above are required to wear a non-medical or cloth mask while inside the child care setting, including the hallways, and outdoors if physical distancing cannot be maintained. Peel Public Health recommends that child care settings consider making masks mandatory for children in kindergarten while inside the child care setting and outdoors if physical distancing cannot be maintained. Children who are 2 years of age up to kindergarten age are encouraged but not required to wear a mask.

Note: If the child care program is located inside a school, child care providers must follow individual school board direction as per the mandatory use of non-medical masks for children. Parents/guardians are responsible for providing their child(ren) with a mask(s). If your child is unable to wear a mask for any reason, please inform the child care staff/LHCC provider. Reasonable exceptions are permitted including those who have trouble breathing, unable to wear a mask for medical reasons or unable to remove mask without assistance. Proof of a mask exemption is not required

As a Parent/Guardian responsible for my child(ren)'s child care placement, I agree to and checkmark the following:

As a Parent/Guardian responsible for my child(ren)'s child care placement, I agree to the following:

- ☐ In the event of illness, I agree to verbally report to the child care centre/LHCC agency/provider any test results (positive or negative for COVID-19) and/or clearance by Peel Public Health prior to returning my child(ren) to child care; and
- ☐ I understand that all children in grades 1 and above are required to wear a non-medical or cloth mask and children in kindergarten may be required to wear a non-medical or cloth mask while inside the child care setting and outdoors if physical distancing cannot be maintained. Parents/guardians are responsible for providing their children with masks.
- ☐ I have read and understood the above information;
- ☐ I agree to provide an additional blanket for staff to use while picking up my child;
- ☐ I agree to provide a small bottle of water daily for each child;
- ☐ I understand the risk of illness associated with placing my child(ren) in child care services;
- ☐ I agree to all screening requirements and to accurately respond to all screening questions, including the reporting of temperatures daily for all persons screened. Misrepresentation on any screening questions, including temperatures or masking fevers with medication could result in the termination of my child care placement; I agree with all school policies.
- ☐ I will not administer any medication to my child that may mask the symptoms of illness, such as Tylenol or Advil, prior dropping my child off at the home child care program
- ☐ I agree to exclude **all** of my children from child care **immediately** upon observing **any** of the above signs or symptoms of illness in any household member until medically deemed able to return to care OR if any of my children do not pass screening (except for children who have no symptoms and are fully vaccinated or have tested positive for COVID-19 in the last 90 days and have since been cleared);
- ☐ I consent to providing copies of any of my child(ren)'s COVID-19 test results to the child care centre;
- ☐ I agree to remain accessible to pick up my child immediately if notified by SCC to do so.
- ☐ All documents are current and up to date
- ☐ All health documents and immunization are current and up to date
- ☐ I understand that all children in grades 1 and above are required to wear a non-medical or cloth mask and children in NS3 and up will be required to wear a non-medical or cloth mask while inside the child care setting. Parents/guardians are responsible for providing their children with masks; and
- ☐ I understand that failure to accurately respond to any screening requirement and/or misrepresentation of any health and safety requirement may result in the termination of my child care placement.

Admission Policy

Children attending Streetsville Children's Centre and Streetsville Academy are required to undergo an orientation

and a one-hour classroom visit to determine an appropriate placement within the school. All Registration forms are to be completed before child can begin program.

Students entering Streetsville Children's Centre and Streetsville Academy are required to undergo an assessment to determine an appropriate placement within the school. A speech language and/or occupation therapy screening may also be required if indicated at time of initial enrollment. A personal interview will be subsequently arranged with the parents in order to review options and for a suitable placement at Streetsville Children's Centre and Streetsville Academy. We also provide Parent Teacher Interviews to review Nipissing and Ages and Stages for each student.

School Fees and Payment Terms

Cash or cheque are accepted for fees. First and last month's fees and registration fee are due upon registration. Post-dated cheques for the balance of the school year dated for the first of the month are required prior to start of the school year. Failure to provide postdated cheques for the 1st of the month will be subject to an additional fee.

Should your bank not honor any cheque you have written, the full amount plus a \$35.00 administration charge must be paid immediately by either cash or certified cheque. You are required to provide Post Dated Cheques in advance. **Please see attached fee schedule.**

Student Withdrawal Notices

Parents or caregivers of ***Streetsville Children's Centre*** are required to give thirty (30) days written notice to exit Streetsville Children's Centre. ~~Last month's fees will not be refunded under any circumstances.~~ No refunds will be given for illness or vacation periods. Should you give notice and not return for July or August you will be required to deposit \$500.00 to hold your spot for the upcoming September. This amount will be applied to fees on your September return. If you do not return you will forfeit the \$500.00

All students are considered permanently enrolled until such time that a withdraw notice has been handed in.

Parents or caregivers of ***Streetsville Children's Centre and Streetsville Academy*** students are required to sign our Registration Agreement upon enrollment. No refunds will be given for withdrawal from the program. Last month's fees will not be refunded under any circumstances. No credit is extended for short term absence e.g., for vacation at any time other than when ***Streetsville Children's Centre and Streetsville Academy*** is closed for Christmas and the last week in August/Sept. We may also need an early closing for our show and the occasional e.g., Streetsville Academy runs from September to August. Should you give notice and not return for July or August you will be required to deposit \$ 500.00 to hold your spot for the upcoming September. This amount will be applied to fees upon your September return. If you do not return you will forfeit the \$500.

Other Fees and Charges

(c) Special Events and Field Trips - When the school has a special event off the premises, the school will remain open. No makeup days or refund of fees apply in these circumstances. Parents who have filed approved police check ***Streetsville Children's Centre*** may be invited to accompany their children on some of our trips during the year. Specific arrangements must be made in advance if a parent plans to meet the school bus at a destination or if an arrangement is made for alternate transportation home after the event. Additional fees may be required to offset entrance and transportation costs. All efforts are made to keep the costs to a minimum. **Trip fees are non-refundable.**

We will also schedule special days like dress days, party days and lunches. All of these events will be explained as they arise.

Effective September, 2002 all parent volunteers must have a police record check completed by the Peel Regional Police. This record check must be presented to the school, and a copy will be kept on file. There is no charge for this search and it takes approximately one month for the results to be mailed to you.

(d) Special Events (For Parents Too!) - There are numerous exciting events planned throughout the school year by ***SCC and SA***, such as other events, Open House, etc. Events will be well advertised and posted as they occur. Parents are welcome to help out.

(e) Lateness - Children must be picked up after school has ended unless prior arrangements have been made with the Supervisor for after school care. All lates will have a minimum of a \$5.00 fee. After 5 minutes an additional \$1.00 a minute charge will occur. All lates will be billed.

School Emergency Closure Policy

Snow Days - When ***Streetsville Children's Centre and Streetsville Academy*** is closed due to extreme weather conditions or power difficulties we ask that you keep your child at home. No make-up days or refunds will be offered under these circumstances. On questionable days it is the parent's responsibility to check for school closures. After 7am Streetsville Children's Centre answering machine (905-813-7318) will be updated with a school closure message, as well as our Facebook Page, School Website and an Email Notification will be sent out to all families by 6am.

If the school does close early, parents will be asking to pick up between 2:30-3:00pm. This is after our sleep time routine and to give a safe travel time to our families and teachers.

Communication

All school and classroom communication will be conducted via SEESAW or email or found outside your child's classroom; it is the parent's responsibility to check this pocket daily for new information. A bulletin board will also be posted outside of the class with all relevant information.

If you have any concerns with your child's program, the classroom or any general questions or concerns, we ask that you please make an appointment with Jacky Sheppard or Emma Campbell through the main office.

Parent Issues and Concerns Policy

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

Definitions:

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care center it operated.

Staff: Individual employed by the licensee.

General

Parents and guardians are encouraged to take an active role in our child care centre and regularly discuss what their children are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents, child care providers and staff and foster the engagement of and ongoing communication with parents about the program and their children. Our staff are available to engage parents in conversations and support a positive experience during every interaction.

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

Issues and concerns may be 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 will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents within 3 business days. The person who raised the issue or concern will be kept informed throughout the resolution process.

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

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents, children, staff, volunteers and students when information must be disclosed for legal reasons.

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, 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 expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Childrens Aid Society directly.

Persons who become area of such concerns are also responsible for reporting this information to CAS as per the Duty to Report requirement under the Child and Family Act.

Nature of Concern	Steps for Parents to Reports Concern	Steps for Staff in responding to issue or concern
Program Room Related	Raise the issue or concern to the classroom staff or supervisor	<ul style="list-style-type: none"> Address the issue or concerns at the time it is raised Arrange for a meeting with

		<p>the parent within 3 business days</p> <ul style="list-style-type: none"> • Document the issue in details • Documentation should include <ol style="list-style-type: none"> 1. The date and time the issue was received 2. The name of the person who received the issue 3. The name of the person reporting the issue 4. The details of the issue 5. Any steps taken to resolve the issue • Provide contact information for the appropriate person if the person being notified is unable to address the matter • Ensure the investigation of the issue is initiated by the appropriate party within 3 business days or as soon as possible. Document reasons for delays in writing • Provide a resolution or outcome to the parents who raised the issue.
General Center or Operations Related	Raise the issue or concern to the supervisor	
Staff, Duty parent, Supervisor and Licensee Related	<p>Raise the issue or concern to the individual directly</p> <p>All issues or concerns about the conduct of staff, duty parents that puts a child's health, safety and well being at risk should be reported to the supervisor as soon as possible</p>	
Student-Volunteer	<p>Raise the issue or concern to the staff who are responsible for supervising the student or volunteer</p> <p>All issues or concerns about the conduct of staff, duty parents that puts a child's health, safety and well being at risk should be reported to the supervisor as soon as possible</p>	

Escalation of Issues or Concerns: Where parents are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally in writing to Jacky Sheppard or to other relevant regulatory bodies where appropriate.

The Directors are responsible for the management of employee and client concerns, problems, and complaints. Directors shall ensure that employee and client complaints are resolved in a timely manner. These are the steps that will be taken to resolve any issues:

1. To resolve informally, the Supervisor shall meet with the employee/client to discuss their concerns.
 - Sit down in a quiet office and listen to Employee/Client
 - Document all information

- Let the individual know that it will be investigated and they will sit back down with them within 72 hours of this meeting.
- 2. The Directors should investigate the concerns by speaking to parties involved.
- 3. Upon reaching a decision, the Directors shall meet with the employee/clients to discuss the results and ask them how they would like to proceed.
- 4. Documentation will be put in both Employee and or Client files and Director will touch base with Employee/Client in 6 weeks to see if they feel it has been resolved.

If a resolution cannot be resolved after following the steps within this Policy, notice will be given to parent to leave the school with no penalty.

The following reasons could be applied to the removal of a family from Streetsville Children's Centre:

1. *Failure to follow school policies*
2. *Failure to be transparent when filling out forms and questionnaires*
3. *Incompatible with school philosophies*
4. *Communicable disease*
5. *Lack of trust, respect and confidence in both parties.*
6. *Cannot meet the needs of the child.*

Uniform

Students at **Streetsville Academy** are required to wear their school uniform at all times including field trips. This encourages a sense of school community and develops a student's pride in their school and enhances their self-esteem. It reinforces self-respect, self-discipline, respect and consideration for other people and their property. Uniforms can be purchased at Old Navy and Uniform requirements are posted on our school website and in the main office.

Family Services/Special Needs

Streetsville Children's Centre has a Next Steps program within the school which helps the classroom team, Resource Team, Director and Family come up with a plan to help assess whether your child needs assistance.

These Next Steps would include:

- Parent Teacher Meeting with Team and Director
- Review Nipissing
- Review Ages and Stages
- Review testing from within classroom
- Any concerns or issues from both parents/teachers
- Set into place some goals and objectives
- Meet back in 6 weeks to review plan with Teacher/Director

We do offer speech pathologist / Occupational therapy and physio therapy on site. This must be arranged ahead of time with the Director and all appropriate paper work needs to be filled in before services can start as these are a Fee for Service and can be paid through benefits or privately. Should you choose to use our multi-disciplinary team we will help to arrange this according to your child's needs, however if you choose to source other services outside of Streetsville Children's Centre we will support and work with your family to help you with this process. We have several free community programs that we can assess for help. A Resource for Family document is available for you to take which has contact numbers and website information.

If your child has a one on one during the hours, they attend school and their one-on-one teacher is away, Streetsville Children's Centre and Academy will make every effort to assist during this time, but if a qualified Special Needs teacher is unavailable to assist your child you will be asked to keep your child at home. This is for the safety of your child and the other children attending. We also offer the only in school based IBI program with Shining Through Centers.

Streetsville Children's Centre is associated with several specialized children's agencies, and referrals can be made upon request.

If your child has special needs and requires assistance from any of our family services, we will set up a 6-week checkup will be booked with your family and with the classroom teachers and directors. We strive to be transparent with our families by providing help to integrate your child into our classroom. When meeting for our 6-week checkup we may discuss different options and services that may benefit your child such as Educational Assessment, Speech Assessment, OT or PT. Alongside these services we also have Shining Through Center to

provide IBI services one on one or within the classroom. This is to help not only the family but the classroom and the teachers and will help provide support for your child.

If your child has a one on one during the hours, they attend school and their one-on-one teacher is away, Streetsville

Children's Centre will make every effort to assist during this time, but if a qualified Special Needs teacher is unavailable to assist your child you will be asked to keep your child at home.

Modified or Accommodated Programming Policy

As of August 1st 2012, Streetsville Children's Centre has implemented a new policy for any child who needs our program to be modified, accommodated or needs the help of a classroom assistant. This policy is to provide support to not only the student, but to the classroom teachers and any outside agencies who might be working with the family.

Sharing of information is also a crucial part of providing a successful school experience and one which he/she can learn and benefit from. All information will be shared with all agencies and professionals for whom the child comes in contact with at our 6-week checkup.

Children who require this service will be put onto an **Individualized Program Plan**.

The IPP will be developed and created by the input of classroom teachers, outside agencies and parents. This will be posted in the classroom and all staff will be trained on the IPP provided.

A 6-week checkup meeting will be scheduled with the School Directors, Classroom Teachers, Parents and any outside agencies involved in your child's schooling to review, update and make changes to the existing IPP.

If a child is being supported by an outside agency, they are required under our school policy to write an IPP within 6 weeks of their initial visit.

This policy is effective immediately.

The Provision of Goods and Services to Persons with Disabilities

Streetsville Children's Centre and Streetsville Academy will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- * ensuring that all customers receive the same value and quality;
- * allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- * using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- * taking into account individual needs when providing goods and services; and
- * communicating in a manner that takes into account the customer's disability.

Persons with disabilities may use their own **assistive devices** as required when accessing goods or services provided Streetsville Children's Centre. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. A customer with a disability that is accompanied by a **guide dog, service animal or service dog** will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs. The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time. If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Streetsville Children's Centre will make all reasonable efforts to meet the needs of all individuals. If a customer with a disability is accompanied by a **support person**, Streetsville Children's Centre will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person. There

may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, Streetsville Children's Centre will make every reasonable attempt to resolve the issue. In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Student Health and Well Being

1. All children must have current immunizations and a complete health statement or a Doctor's exemption note before entering the school.
2. Communicable diseases and prolonged illnesses must be reported to the Supervisor or Director.
3. Parents are asked to keep any child showing signs of ill health, at home.
4. A child who becomes ill during school will be given a place to rest until the parent/emergency person can collect the child.
5. Contagious diseases present in the school will be posted for your information.

Emergency Care and Procedures

1. Before the beginning of school, a Parent must sign an emergency medical release form and transportation consent.
2. Should the need arise for us to take emergency measures, your child will be transported to Credit Valley Hospital, either by car or by ambulance.
3. All staff are trained in the administration of First Aid and CPR and will take appropriate action as necessary.
4. In the event of prolonged power failure or evacuation, parents will be contacted by telephone to collect their children.
5. If the school has to evacuate, we go to Buddhist Temple in the same complex. Fire drills are done on a monthly basis.
6. Fire drills are conducted on a monthly basis and a log sheet completed. Our school does have an Emergency Management Policy. If for some reason we do have to evacuate the school parents will be notified by Email, SeeSaw or Phone Call.
 7. Staff are required by law to report suspected child abuse or neglect to the Children's Aid Society.
 8. Streetsville Children's Centre and Academy has Emergency Management policies and procedures that are followed by all staff and if an emergency should occur parents will be notified by Email, Phone Call, Webpage, SeeSaw Communication Tool and School Answering Machine

Safety and Accidents

1. SCC and Academy management will inspect the school facility regularly and any deficiencies will be corrected as soon as possible.
2. Rooms, Hallways and exits will be kept free from obstacles and debris.
3. Hallways and rooms will be adequately illuminated and Exit signs will remain lit at all times.
4. We request that you bring your child to the supervised recess area back or front door where a teacher will meet you. Children must NOT enter the parking lot without an adult.
5. Staff will record accidents in the log provided. Parents will be asked to sign an accident report if an accident occurs during school hours.

Emergency Telephone Numbers

We have an emergency telephone number that will be answered during school hours. It should be used for the following only:

- * In the case of an emergency
- * If you have been held up and will be late
- * If a different person will pick up your child
- * If a serious situation has occurred

SCC Millcreek Main Number: 905 813-7318
Emergency Line: 905 813-7323

Guidelines to follow for parents:

1. Snacks/Meals

If there is a food that your child has an allergy to, or if there is a food you would prefer your child not have, please inform your teacher or Supervisor and the office. A before school and after school snack will be served as well as an AM and PM snack. Snack menus are posted at the front office. Our Hot Lunch Program is catered and is brought into the school every day. The purpose is to provide children with a nutritious meal and to help ensure that the children will be well nourished and ready to learn.

***PLEASE NOTE: Every attempt is made to maintain a peanut/nut free site!**

2. Parking

Please park in our designated parking area. Please drop off and pick up your child as quickly as possible.

DO NOT USE THE HANDICAPPED PARKING SPACE UNLESS YOU HOLD A VALID HANDICAPPED PARKING PASS. DO NOT PARK IN THE DESIGNATED FIRE ROUTES.

3. Teacher Communication

If you need to discuss issues with your child's teacher, please set up an interview or request a phone call for a time convenient for both parties after regular school hours.

4. Changes

Please let us know of any changes in the home i.e., Dad out of town, budgie dies, etc. We will be sensitive to your child's extra sensitive feelings. Some of these described above can seriously affect your child's time spent with us and could adversely affect their day. We have many resources and are able to guide you through the appropriate channels at your request. See Emma, Jacky or any of our Supervisors, information will be held in confidence.

5. E- Transfer

For monthly payments, parents will receive an email from our School Administration and parents will be required to send payment by email. Late fee charges will be applied once 5 days after the 1st of the month.

6. Toileting

Please send a change of clothes in your child's bag. The classroom teachers will work alongside you to help with toileting training for students when they are displaying signs that they are ready. All Academy students are required to be toilet trained or in the process of with no diaper changing routine.

7. Sickness

If your child isn't well please keep him/her at home. Infections spread very easily amongst the children and can also be very difficult on our staff. If your child becomes ill at school, we will call you to come and pick him/her up.

If the family doctor feels that the preceding periods of exclusion is not necessary, then it will be required that the doctor writes a certificate to this effect.

Bill 142 - Immunization of School Pupils Act (1983) is now being implemented by the Region of Peel Public Health Department. The Act legislates that all pupils in school be fully immunized against Measles, Mumps, Rubella (German measles), Diphtheria, Tetanus and Polio. Any student without up-to-date immunization cannot be admitted to the school.

TYPE OF ILLNESS

Chicken Pox

Fifth Disease

PERIOD OF EXCLUSION

*Contagious from 1 to 2 days before onset of rash and up to 5 days after
- should return when child feels well enough to participate normally in all activities*

Contagious before onset of rash and probably not contagious after

onset of rash - hand washing is important

Hand, Foot, Mouth Disease
and soles of feet.

Blisters may occur for 7 to 10 days on palms, fingers

*Hand washing is important - once diagnosed by physician,
the child can
return if well enough to participate in all
activities*

Head Lice
removed from hair

Children are excluded until treated and nits are

Influenza
symptoms, up to 7 days in young children

Contagious for 3 to 5 days from onset of

German Measles
days after onset of

Contagious for about 1 week before and at least 4

Measles
the appearance of rash,

*rash - exclude child and re-admit on 8th day from
onset of rash*

Exclude child and re-admit on the 5th day after

Mumps
once swollen glands

if child is well enough to participate

Re-admit 9 days after onset of swollen glands or

*have returned to normal size, whichever is the
shorter time frame*

Pink Eye
eye(s) until at least 24

Exclude child if there is pus-like discharge from

hours after the first dose of antibiotic treatment

Strep Throat / Scarlet Fever
if well enough to

May return after 24 hours of antibiotic therapy and

participate

Whooping Cough
or after 3 weeks

Re-admit 5 days after starting antibiotic treatment

*have passed since onset of cough (no antibiotic
treatment)*

Vomiting and Diarrhea

*If your child is sent home from school with
Vomiting and Diarrhea, they
must be home for a 24-hour period*

8. Makeup Days

There are NO makeup days for sick days, vacation days, snow days or school closures.

9. Sharing

If you have a skill, expertise, or own your own business and are willing to offer a donation for special events please let us know. e.g., scrap paper, trip ideas or musician.

10. Medication

If your child needs to be given medication during school hours, a permission form must be signed and left with the office. Parents must give written instruction and verify times and dosage to the teacher. All medication must be prescribed by a medical doctor and must be given to the office to be kept available for use. Sunscreen and Diaper Cream must be accompanied by a FORM. Just a reminder that we do not accept Spray Sunscreen or Neutrogena, Banana Boat or Aveeno.

11. Trips

When the school has a special event off the premises, the school will be open. Parents may be invited to accompany their children on some of our trips during the year. Specific arrangements must be made in advance if a parent plans to meet the school bus at a destination or if an arrangement is made for alternate transportation home after the event.

Additional fees may be required to offset entrance and transportation costs. All efforts are made to keep costs to a minimum. Trip fees are non-refundable.

Effective September, 2002 all parent volunteers must have a police record check completed by the Peel Regional Police. This record check must be presented to the School, and a copy will be kept on file. There is no charge for this search and it takes approximately 6-8 weeks for the results to be mailed to you.

12. Pick up and Drop Off

Please advise the office with any change of arrangement for picking up your child after school. *Please note that identification will be required for others picking up your child for the first time. Parents are to drop off at the classroom door. We ask that parents do not enter the classroom. We do this for the safety and confidentiality of the other students within the classroom. This policy is inclusive for all areas of the school and we appreciate your assistance in this.

13. Lateness

Children must be picked up after school has ended unless prior arrangements have been made with the Supervisor for after school care. Anyone picking up after 6:00pm will be charged \$10.00 a minute and is at the discretion of Management. 4pm late pickups will be charged at \$1.00 minute.

14. Before and After School Program:

The before and after school program provides supervised care for the children before/after regular program times. Arrangements for these programs must be made in advance with the supervisor of the Academy to accommodate teacher/child ratios.

15. Testing:

Periodically throughout the year we book a speech pathologist, occupational therapist and hearing and vision screening for the children. The teachers will let you know in advance of these visits. If you have any concerns, an early checkup could put your mind at ease and early detection could be extremely beneficial to your child's healthy development and learning skills.

16. **Shoes:** We ask that students do not wear any open toe shoes to school or crocs. These are dangerous for the students.

17. **Winter Gear:** Students are asked to leave winter gear at the school for the week. Please bring Snow pants, and extra hat, gloves, neck warmer on Monday's. Items will be sent home with the child on Friday to be laundered.

18. Outside Food Policy and Contingency Plan:

It is the policy of this center if you are providing food from home due to Allergy Restrictions or the recommendations of a Registered Dietician it must be supported by a letter on company letter head. Along with this, ALL ingredients and Child's Name must be written on top of the sealed original container along with written instructions provided by the parents everyday food is brought into school. Also as stated in our school Anaphylactic policy: To discourage outside allergens, a letter to all families attending Streetsville Children's Centre will be given/sent out. To the parents who are bringing in food in our Nursery School One classroom Only as a supplement, these parents have been informed that all food items must come in original container and contain NO NUT PRODUCTS.

This regulation follows the Ministry Regulation under Nutrition.

19. **School Travel Bags.** Each student will be given a Blue School Travel Bag labeled with their name on it. All school items will be placed in this bag and will go back and forth from home to school during the week.
20. **Services:** We offer programs for children 12 months of age to Grade 5. Our programs in our infant to JK program are to assist with academic studies and skills. In out JK and higher programs it is to prepare students for Kindergarten and Grade entry. Fees are included on separate page.
21. **Times:** Our school opens at 7:30am and closes at 6:00pm, Monday to Friday. Times have been modified during Covid-19. Part Time Programs runs 2.5 hrs with an option to extend. This must be arranged with the office.

22. **Sleep Policy:** Teachers within the Nursery School One/Two and Three classroom will perform a director physical or visual check on each sleeping child and look for indicators of distress or unusual behavior. This will be logged on the Daily Log within the classroom. Our Sleep Consultant on staff will advise staff of any conversations with parents in regards to sleeping arrangements and will monitor this. All students under the age of 2 will have sleep times communicated and logged on Parent Log forms which are posted on Seesaw or in art file.
23. **No Smoking:** In accordance with the Ministry of Health and the Smoke-Free Ontario Act, Streetsville Children's Centre and its surrounding grounds are smoke free; this includes the parking lot and vehicles parked on the premises. Persons seen smoking on the school grounds and repeat offenders will be reported.
24. **Seesaw Parent App:** Our parent app is directly linked to the parent's email and the App can be downloaded. This app provides each child with a Portfolio. It is used for Parent Communication, Upcoming School Events, School and child pics as well as school closures.

25. **Volunteer and Student Policy:**

The operator will establish a policy about the supervision of volunteers and students which should contain the following.

- No child is supervised by a person under the age of 18 years of age.
- Child Care Centers: in child care centers, only employees will have direct unsupervised access to the children, except in co-operative nursery schools where, by policy, two participating parents may take the place of an unqualified staff when Ministry Director Approval has been given.
- Volunteers and students may not be counted in the staffing ratios in child care centers. This policy will be reviewed annually with staff. It shall ensure that the policy is reviewed with employees before they begin their employment and at least annually afterwards; and with volunteers or students who will be providing care or guidance at the day nursery before they begin providing care or guidance.
- Volunteers and students will be supervised by the Lead Teacher in the direction of Director/ Assistant Director
- Volunteers and Students are required to fill out an SCC Package while on site and sign all Policies and Procedures before entering the classroom.

Additional Points

- Volunteers and Students will be supervised within the setting by the classroom Lead teacher and Director
- Orientation will be done by the Lead teacher within the classroom setting
- Clear responsibilities and expectations are to be presented to the Volunteer/Student by the Lead Classroom Teacher/Director
- The Volunteer/Student will be made aware of the policies of the school and will be given the policy binder to read over and sign off before entering the classroom.

26. **School Closures:** Our school is closed for 2 weeks at Christmas Break and 1 week the last week in August. Our program is not operated on the days and during the times when school is typically operated by a school board. The first day of school is after the Labor Day weekend.

Effective March 13, 2014

Policy for Early School Closings:

When the school is closed due to extreme weather conditions or power difficulties, flood or other catastrophic reasons and our contingency plan is put into place, we ask that you keep your child home OR be available to pick up your child when notified.

Likewise, if we have to evacuate our building for any reasons (Large Temple) it will be reflected in the following ways:

The following steps will be taken to notify you:

1. Notification early in the morning as an alert
2. Signs will be posted on the front desk of the school
3. Parents will be spoken to at drop off

4. Once the decision is made, an email will be sent giving you at least 2 hours' notice
5. School Face book site will be posted with closure
6. School Website will be posted with closure
7. School answering machine will be changed to notify you of closing and what time pick up is required.
8. Parents will be given a grace period of 30 minutes before you will be considered a late pick up following the designated time of closure. Ample time should be allowed to get to us as the requested time especially if you can see we are in the midst of a storm.

The safety of our students, parents and staff continues to be of our utmost concern and we ask that you make every effort to arrive on time so that we can get home safely.

Jacky Sheppard
Emma Campbell

CECE, ECEC, NNEB, Advanced Child Studies
CECE, ECEC, RT,

27. **Covid-19 Policies and Procedures:** All parents are required to follow all school Covid-19 Policies. New policies will be posted on our school website and parents will be notified through SeeSaw. Policies and Procedures are updated and communication through the Region Of Peel, Peel Public Health and the Ministry of Education. Policies will included things such as:

- Masking for students
- Screening
- Medication
- Sanitizer Policy
- Food Contingency
- Sickness

Covid-19 Test Results

* Subject to change at any time