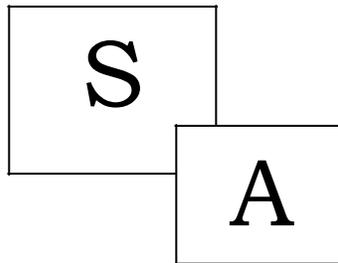


**Streetsville Children's Centre  
Streetsville Academy  
PARENT HANDBOOK**



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

Website: [www.sccacademy.ca](http://www.sccacademy.ca)

Email: [office52@sccacademy.com](mailto:office52@sccacademy.com) / [emm1285@yahoo.ca](mailto:emm1285@yahoo.ca)

SCC Parent Handbook September 2018-2019

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**PLEASE DETACH AND BRING IN WITH YOUR REGISTRATION PACKAGE**

I have read and fully understand the Parent Handbook.

Parent Name: \_\_\_\_\_ Date: \_\_\_\_\_

Parent Signature: \_\_\_\_\_

SCC Staff Signature: \_\_\_\_\_

**STREETSVILLE CHILDREN'S CENTRE and ACADEMY**  
**PARENT HANDBOOK - Effective September 2018/2019**

WELCOME TO STREETSVILLE CHILDREN'S CENTRE and  
STREETSVILLE ACADEMY

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**STREETSVILLE CHILDREN'S CENTRE and ACADEMY**  
**PARENT HANDBOOK - Effective September 2018/2019**

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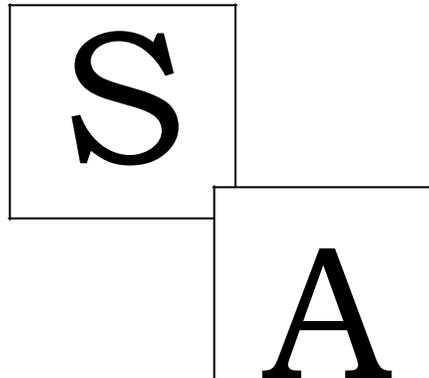
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**STREETSVILLE CHILDREN'S CENTRE and ACADEMY**  
**PARENT HANDBOOK - Effective September 2018/2019**

**Introduction**

School Crest



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

6535 Millcreek Drive, Unit 52, Mississauga Ontario L5N 2M2

# Streetsville Children's Centre Program Statement and Implementation Policy

Program Statement

To provide a caring and challenging learning environment for young students. Our program believes in providing an inclusive environments 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.

Our goals and approaches to our program are as follows:

<p><b>Children are competent, capable, curious and rich in potential</b></p>	<ul style="list-style-type: none"> <li>• SCC recognizes each child as an individual who brings their own abilities to the program</li> <li>• Students will be encourage to try new things and explore new ideas</li> <li>• Foster curiosity and allow children to explore</li> <li>• Each child deserves a safe and caring environment</li> <li>• We take all children's stages of</li> </ul>
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	<p>development into consideration</p> <ul style="list-style-type: none"> <li>• Every child has a sense of Belonging when he or she is connected to others and contributes to their world</li> <li>• Every child is developing a sense of self, health and well being</li> <li>• Every child is an active and engaged learner who explore the world with the body mind and senses.</li> <li>• Every child is a capable communicator who expresses himself or herself in many ways</li> <li>• Our program is designed to encourage children to interact</li> <li>• Foster the children exploration and play</li> <li>• Provide adult supported experiences</li> </ul>
<p><b>Health and Safety, nutrition and well being of children</b></p>	<ul style="list-style-type: none"> <li>• Early brain development is stimulated through experiences and interactions with responsive adults</li> <li>• As a licensed child care operator SCC meets and exceeds all health and safety requirements on the Ministry of Education and local government bylaws.</li> <li>• SCC collaborates with a registered dietician to develop standard menus for all of our programs that both notorious and appealing for children.</li> <li>• Our menu's follow Canada's Food Guide and are culturally sensitive.</li> </ul>
<p><b>Relationships among children, families, staff and community partners</b></p>	<ul style="list-style-type: none"> <li>• It is one of our core values at SCC to foster collaborative and co-operative relationships among all of our partners</li> <li>• SCC strives to promote a sense of belonging for children and their families.</li> <li>• The skills of conflict resolution are important to lifelong learning</li> <li>• SCC is committed to working collaboratively with all of our community partners.</li> </ul>
<p><b>Positive self expression, communication and self regulation</b></p>	<ul style="list-style-type: none"> <li>• At SCC our inclusive programming leads to children's sense of belonging. Positive learning environment and experiences</li> <li>• We seek to honor and reflect children's home language and culture</li> <li>• In our inclusive learning environment, we welcome children of all abilities</li> <li>• Recognize each child as having equal rights to participate in program</li> </ul>

	<p>activities</p> <ul style="list-style-type: none"> <li>• Create strategies that value the culture and the first language.</li> <li>• Our program supports children's self regulation, their ability to deal with stress and remain calm, alert and ready to learn</li> </ul>
<b>Parent engagement and communication</b>	<ul style="list-style-type: none"> <li>• SCC aims to foster outreach, engagement and communication with families about our program and their children.</li> <li>• SCC aims to ensure that families have the support of available, affordable, safe, reliable, high quality licensed child care for their children</li> <li>• We know that our partnerships with our families help our program to best meet the needs of the children</li> </ul>
<b>Community Partners</b>	<ul style="list-style-type: none"> <li>• SCC is committed to involving local community partners and to engaging those partner in supporting SCC</li> <li>• We provide learning opportunities and practical work experience in the areas of programming and administration</li> <li>• We celebrate and recognize our partners at our end of the year celebration</li> </ul>
<b>Supporting staff in continuous professional learning</b>	<ul style="list-style-type: none"> <li>• SCC is committed to hiring, training and fairly compensating staff</li> <li>• We hire staff who have a positive and sensitive attitude towards children</li> <li>• Our non discriminatory hiring practices provide individuals of all backgrounds the opportunity for employment</li> <li>• SCC staff work closely with children to extend their learning by encouraging children to build upon their existing knowledge</li> </ul>
<b>Documenting and reviewing the impact SCC has on learning</b>	<ul style="list-style-type: none"> <li>• At SCC staff make daily observations of children in the program and use this information to inform their future planning</li> <li>• SCC intention is to move beyond reporting of children's behavior in order to find meaning in what children do and experience.</li> <li>• A way to value children's experiences and help them to reflect back on those experiences</li> <li>• A way to reflect on development</li> </ul>

	<p>growth over a period of time</p> <ul style="list-style-type: none"> <li>• A process for program staff to co-plan with children about learning</li> </ul>
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## 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 along side 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**

(a) corporal punishment of the child;

(b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) inflicting any bodily harm on children including making children eat or drink against their will

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 Years 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 behaviour 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 behaviour, 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 Behaviour

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 Behaviour of all school members including students, parents or guardians, volunteers, teachers and other staff members.

Any incidents of inappropriate behaviour 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 behavioural or attendance contracts;
- Using mentor and/or peer mediation to foster appropriate behaviour; and
- Making a referral to outside agencies, if and when appropriate.

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

- 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 behaviour.

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 behaviour 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 behaviour.

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 behaviour; 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 .

### **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 post dated cheques for the 1<sup>st</sup> 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 months 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 withdrawl from the program. Last months 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 P.D.Day.

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 an 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. SCC has an Emergency Management Policy in place.

1. Parents will be notified first by Email, Seesaw, Facebook and School website
2. If parents cannot be reached we will then go to your alternative pick up person

### **Communication**

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

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.

### **Role of the Parent Guardian and Involvement**

The strategies used to provide parent/guardian education and involvement in our program would be the following: Monthly workshops, parent training, parent teacher interviews, outside professionals, parent newsletters, parent council, website, parent networking. The relationship between school and home, teachers and parents is vital to SCC.

### **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.

### **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 there is 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 check up 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 check up 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 1<sup>st</sup> 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 check up 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.
- \*7. Staff are required by law to report suspected child abuse or neglect to the Children's Aid Society.

## **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

## **What should I bring/expect at Streetsville for my child?**

Welcome to our school, we are excited to have you as a part of our family. Some of the items that will make transition from school to home easier are listed below. Please bring in the following items:

1. A change of clothes including socks and underwear
2. Diapers and wipes if your child requires them. When we are running low your parent pocket will get a peg  
Indicating a fresh supply is needed.
3. Children are encouraged to bring a backpack with the child's name clearly visible inside. In your child's backpack you should have a change of clothes.
4. No food, medication or creams can be left in the child's backpack. The office must be made aware of these items.
5. Remember that Streetsville Children's Centre and Streetsville Academy is a NUT FREE SCHOOL
6. Although every effort to settle your child is made, tears are not unusual.
  7. Don't talk too much about school before it happens.
  8. Don't expect too much description of the days events
9. Read the newsletters so you know what is happening within your child's classroom
10. Make your good-byes short and sweet, "I'll be back" is great
11. Don't disappoint your child by being late for pick up
12. We ask that you leave promptly to allow the teachers the opportunity to bond and get to know your child
13. Don't place high expectations or pressure on the child. E.g. "the teachers won't like it if you cry".
14. Sunscreen for your child **EXCLUDING** Aveeno, Neutrogena, Banana Boat

### **ALL ITEMS ARE TO BE LABELED. SCC NOT RESPONSIBLE FOR LOST ITEMS**

## **EVERYDAY ITEMS**

Send a Backpack ( no grocery or recycled bags) every day, (with a large opening that can hang, with your child's name on it and a change of clothes inside including socks.).

Every item of clothing should be named including shoes, boots, blankets, bottles, bears...**In fact anything your child brings to school should have their name in it.**

### **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 a AM and PM snack. Snack menu's are posted at the front office. Our Hot Lunch Program is catered and is brought into the school everyday.

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

## **Food Policy on Restrictions and Sensitivity**

As of September 1<sup>st</sup> 2018 all students who have Food Restrictions or Sensitivity must provide a Doctor's note for each school year. If a doctor's note **is NOT** provided, your child will be given the posted snack and posted lunch menu.

Our Snack Menu and Lunch Menu are on a 4 week Rotation and are posted outside of each classroom and on our school website as is this policy.

We are following the recommendations from CCEYA and our Program Advisor.

## 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. Our school uses a SEESAW App for parents where pictures and communication will occur.

## 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. Returned Cheques

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.

## 6. Toileting

Please send a change of clothes in your child's bag. The classroom teachers will work along side you to help with toileting training. We have a Toilet Training Program at SCC where classroom teachers will take 5 days of data within the classroom. Once this data has been taken we will touch base with parents to discuss the next steps.

## 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 and **exclusion is 24 hours.**

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	PERIOD OF EXCLUSION
Chicken Pox	<i>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</i>
Fifth Disease	<i>Contagious before onset of rash and probably not contagious after onset of rash – hand washing is important</i>
Hand, Foot, Mouth Disease <i>of feet.</i>	<i>Blisters may occur for 7 to 10 days on palms, fingers and soles</i>
Head Lice <i>hair</i>	<i>Hand washing is important – once diagnosed by physician, the child can return if well enough to participate in all activities</i> <i>Children are excluded until treated and nits are removed from</i>
Influenza <i>7 days in</i>	<i>Contagious for 3 to 5 days from onset of symptoms, up to</i> <i>young children</i>
German Measles <i>onset of</i>	<i>Contagious for about 1 week before and at least 4 days after</i> <i>rash – exclude child and re-admit on 8th day from onset of rash</i>
Measles <i>appearance of rash,</i>	<i>Exclude child and re-admit on the 5th day after the</i> <i>if child is well enough to participate</i>
Mumps <i>swollen glands</i>	<i>Re-admit 9 days after onset of swollen glands or once</i> <i>have returned to normal size, whichever is the shorter time frame</i>

**Pink Eye**  
at least 24

*Exclude child if there is pus-like discharge from eye(s) until  
hours after the first dose of antibiotic treatment*

**Strep Throat / Scarlet Fever**  
enough to

*May return after 24 hours of antibiotic therapy and if well  
participate*

**Whooping Cough**  
weeks

*Re-admit 5 days after starting antibiotic treatment or after 3  
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.

## 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 and Early Dismissal**

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. If the school has an Early Dismissal Parents will be given a timeframe to have your child picked up. **If you are late, you will be charged.**

## 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 pick ups 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 or crocs to school. These are dangerous for the students.

17. **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 our JK and higher programs it is to prepare students for Kindergarten and Grade entry. Fees are included on separate page.
18. **Times:** Our school opens at 7:30am and closes at 6:00pm, Monday to Friday.
19. **No Smoking:** In accordance with the Ministry of Health and the Smoke-Free Ontario Act, Streetsville Childrens 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
20. **School Closings:** 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 labour day weekend.

**Effective March 13, 2014  
Policy Expansion 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 (to the large brown 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. SEESAW Announcement will be made
8. School answering machine will be changed to notify you of closing and what time pick up is required.
9. 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 continue 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,