

PLASP Parent Handbook

**EARLY LEARNING, KINDERGARTEN
AND SCHOOL AGE PROGRAMS**

2023-2024

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Welcome

PLASP Child Care Services opted-in and has been accepted into the Canada-Wide Early Learning and Child Care (CWELCC) system, which will support Ontario families to achieve an average fee of \$10 per day for children under the age of six by 2025 through phased reductions.

We are excited to welcome you and your family to PLASP! This parent handbook will give you important insight into PLASP's early learning, kindergarten and school age programs. By taking the time to read and understand the information here, we can partner together to make your child's experience at PLASP a memorable one.

If you have questions or concerns, there are many ways to connect with us:

- speak with the PLASP staff at your child's program;
- call the PLASP Support Services Centre at 647-484-4372 (toll free: 1-888-739-4102); or
- send us an email at childcare@plasp.com.

More detailed contact information can be found in the "Contacting PLASP" section. We look forward to serving you and your family!

Children are at the centre of everything we do

PLASP's Board of Directors and staff recognize that children are competent, capable, curious, and rich in potential, and that every child deserves a trusting and warm environment where they thrive and want to be. Children are at the centre of everything we do. We are committed to fostering a sense of belonging and well-being through positive interactions and environments that engage children in exploration, creativity, and expression.

Children are given opportunities and support to develop personal responsibility and social skills, to problem solve, and to learn about others. Each child is recognized as an individual who brings their own abilities and strengths to our programs. We believe each child deserves to be given the encouragement and opportunity to try new things, to explore new ideas, and to develop their own identity.

Respecting the diversity of the community, we encourage children in our programs to learn about and be accepting of others. To learn more about our core values, read our [strategic plan](#) on the PLASP website.

Families Are Our Partners

When our staff are able to build strong, respectful, and reciprocal relationships with our families, we are able to help every child reach their full potential. Relationships are built through regular discussions and connections with our program and head office staff, whether in person or by other means (e.g., notes, posting information on bulletin boards, PLASP emails, or social media updates).

Sharing knowledge of your child's learning strengths, preferences, and day-to-day experiences is vitally important to your child's success. This helps support us so we can provide the best possible learning experience for your child at PLASP. Staff will share information about your child's experiences with you regularly.

We welcome you to visit your child in the program at any time. If you are looking for more information on PLASP, please visit our website, or speak with PLASP staff in your child's program.

Our Staff

Our more than 1,100 staff members are trained to the highest standards in understanding the needs of children. PLASP's non-discriminatory hiring practices create teams of staff from diverse backgrounds that support families from communities where our programs and centres are located.

We take time and care when hiring our staff. Candidates we employ are warm, nurturing, and caring people who connect well with children, families, and community partners.

PLASP recruits Registered Early Childhood Educators (RECEs) for our early learning and child care centres. All centre staff meet employment requirements of the [Child Care and Early Years Act](#). All centre staff hold a valid Standard First Aid Certificate with level C CPR (for infants and children) and a clear vulnerable sector criminal reference check. Staff also participate in additional training courses provided by PLASP.

All PLASP school age and kindergarten program staff hold a valid Standard First Aid Certificate with level C CPR and a clear vulnerable sector criminal reference check. We recruit Registered Early Childhood Educators, as well as candidates with Ontario College of Teachers (OCT), Child and Youth Worker (CYW) and Child and Youth Care Practitioner (CYC) designations. All staff hired to work in our kindergarten and school age programs meet the Ministry of Education requirements under the [Child Care and Early Years Act](#). Staff also participate in additional training courses provided by PLASP.

Volunteers and Students on Placement

PLASP actively recruits volunteers and students on placement, who work alongside staff in providing high-quality early learning and child care in programs.

The majority of PLASP volunteers are youth (14 to 18 years of age) who participate in programs after school. Most of our students on placement come from colleges, universities and community agencies, and are studying to become Early Childhood Educators, Teachers with Ontario College of Teachers (OCT) designations, Child and Youth Workers (CYW), and Child and Youth Care Practitioners (CYC).

Volunteers and students on placement directly enhance the quality of care provided in our programs. The children enjoy the additional experiences that volunteers and students bring to the program. Volunteers and students are always directly supervised by PLASP staff, are not counted in the staff-to-child ratio, and are never left alone with the children. A vulnerable sector criminal sector reference check is required for students on placement and volunteers who are 18 years and older. For more details, please see [**PLASP's Supervision of Volunteers and Students on Placement Policy**](#).

Our Program Statement

To learn more about the approach to learning behind PLASP's programs, please see our current [Program Statement](#). PLASP's Program Statement is consistent with the Ontario Ministry of Education's policies, pedagogy, and curriculum.

Our Approach

All PLASP programs are licensed under the [Child Care and Early Years Act](#) through the Ministry of Education, and are subject to Ontario government regulations. We operate programs year-round to meet our families' early learning and child care needs.

Our programs offer engaging and interactive, play-based environments that value children's learning. We focus on creating and supporting caring relationships that are reciprocal between children, adults, families and the members of the community. Our programs provide learning opportunities through physical activity, exploration, creativity, and inquiry. Communication and expression are encouraged, supporting a sense of inclusion and belonging in our programs.

PLASP values and follows the latest research and resources from the Ministry of Education. We build our programs on the [four foundations of learning](#) – belonging, well-being, engagement and expression - as outlined in [“How Does Learning Happen?”](#) – the ministry's framework for the early years.

In addition, PLASP programs and centres participate in [Raising the Bar in Peel](#), (an initiative that enhances the quality of child care).

Program quality is important to us. Every PLASP program is evaluated using validated quality assessment tools to ensure that they meet our high internal standards. PLASP staff participate in evaluating their program at least twice a year. Several program areas are assessed, including: the learning environment, quality programming, interactions and relationships, and positive atmosphere.

PLASP centres follow the [HighScope](#)® approach and its program quality standards, which helps children develop language, pre-math, and pre-reading skills, giving them a solid foundation for starting school. Through this active learning process, children learn to make decisions, solve problems, and build meaningful relationships as competent and capable individuals.

Our Programs

For more than 45 years, PLASP has offered child care programs for children from infancy to grade six at over 230 locations in Toronto, Mississauga, Brampton, and Caledon. Find out more about our programs in the following sections.

Infant, Toddler, and Preschool

Our early learning and child care centres offer full day care from 7 a.m. to 6 p.m. each weekday. Limited part-time care is available for toddler and preschool programs.

Children will be moved to their respective age-appropriate program as space becomes available.

INFANT, TODDLER, AND PRESCHOOL PROGRAMS

Program availability is based on the location. Please use the “search for care” function on the PLASP website to check availability at each location.

| | |
|---------------------------------------|---|
| INFANT 6 weeks to 18 months | <p>Our infant programs feature a variety of motor, creative, music, sensory, and language experiences, which help children learn through play and exploration. Infants spend time exploring both independently, with staff, and through group activities. Infants spend two hours each day engaged in outdoor activities, weather permitting. Diapers, diapering creams, and baby wipes are provided by PLASP. We also provide cribs and bedding for naps. During nap times, our staff make routine visual checks of the children, and follow our Sleep Policy for safe sleep.</p> <p>Children are provided with a nutritious breakfast, lunch, and afternoon snacks each day. PLASP provides baby food (if required) and whole milk, but you may also supply the centre with formula or breast milk in labelled bottles for your infant. Each infant follows their own feeding schedule. Communication with our parents is very important for the care of infants, and parents are required to provide information on the daily infant chart about their child’s night, and any additional instructions for the day. Your child’s naps, meals, diaper changes, interests, activities and other observations are also documented every day on the chart. Staff/infant ratio: 1:3</p> |
| TODDLERS 18 to 30 months | Recognizing the growing mobility of toddlers, our toddler programs focus on supporting children in exploring and |

INFANT, TODDLER, AND PRESCHOOL PROGRAMS

Program availability is based on the location. Please use the “search for care” function on the PLASP website to check availability at each location.

| | |
|--|---|
| | <p>understanding more of the world around them. Activities are planned to provide children with experiences in physical activity, music, movement, art, sensory experiences, science, nature, and language. There are opportunities for dress up, role play and climbing. Toddlers choose the activities that interest them, and spend time playing independently and in groups. Toddlers spend two hours each day engaged in outdoor activities, weather permitting.</p> <p>Diapers, diapering creams, and baby wipes are provided by PLASP. We also provide cots and bedding for afternoon naps, as well as a nutritious breakfast, lunch and afternoon snack. Your child’s naps, meals, diaper changes, interests, activities, and other observations are documented every day on a toddler daily chart. Staff/toddler ratio: 1:5</p> |
| <p>PRESCHOOL 2.5 years to 5 years</p> | <p>Our preschool programs provide opportunities for children to plan and carry out activities, and then to reflect on what they have done. These activities offer preschool children time to explore art, science, nature, and computer activities. Large group time focuses on music and movement, while small group times are dedicated to developing language, literacy, numeracy and science concepts. Preschool children spend two hours each day engaged in outdoor activities, weather permitting. We provide cots and bedding for afternoon naps. Children are provided with a nutritious breakfast, lunch and afternoon snack each day. Staff/child ratio: 1:8</p> |
| <p>PART-TIME CARE Toddlers and preschool only</p> | <p>These programs are only available at select locations where space permits. If there is a waitlist for full time care for a program, part-time care will not be available. This option is ideal for families who do not require child care every weekday. Standard part-time care is either three days a week (Monday, Wednesday and Friday) or two days a week (Tuesdays and Thursdays). Each part-time space is for one child only. Multiple children cannot share the same part-time space.</p> |

Please see the early learning and child care centre [weekly program planner](#) and [sample menu](#) for more information.

Kindergarten Programs (JK-SK)

Your child must be registered in a PLASP before or after school program to register for a P.A. Day program. If you require care during P.A. Days, and/or during the winter, spring, or summer breaks, you will need to add additional programs or P.A. Day programs to your registration. **City of Toronto families receiving a subsidy will be automatically confirmed for P.A. Day programs.** PLASP does not operate any programs on statutory holidays.

| PLASP KINDERGARTEN PROGRAMS | |
|---|---|
| Program availability is based on the location. Please use the “search for care” function on the PLASP website to check availability at each location. | |
| BEFORE SCHOOL PROGRAM | Operates from 7:30 a.m. and continues until school begins. Children in our before school programs participate in a variety of activities and enjoy a nutritious breakfast, served daily. Staff/child ratio 1:13 |
| AFTER SCHOOL PROGRAM | Begins at school dismissal and continues until 6 p.m. Children are greeted by PLASP staff each day, which allows a sense of stability and familiarity to develop a sense of belonging. Staff plan play-based activities based on children's interests, following the Ministry of Education's “How Does Learning Happen?” Ontario’s Pedagogy for the Early Years . In addition to active play, children have the opportunity to develop friendships. A nutritious afternoon snack is served every day. A typical snack includes whole wheat crackers, salad bar (romaine lettuce, chick peas, pickles, parmesan cheese, salad dressing) and water. Staff/child ratio 1:13 |
| P.A. DAY PROGRAM | Our P.A. Day program operates from 7:30 a.m. to 6 p.m. Your child must be registered in a PLASP before or after school program to register for a P.A. Day program. Children are supervised at all times. Children receive a nutritious breakfast, lunch, and afternoon snack. Parents are provided with notification of the P.A. Day location. Schools are based on geography and enrollment. If the P.A. Day program does not operate at your child's home school, you can register at the next closest school, where space permits, within the same school board. Staff/child ratio 1:13, 1:8 when off site |
| WINTER, SPRING BREAK & | Programs operate from 7:30 a.m. to 6 p.m., and are offered at select locations during the winter, spring and summer breaks. |

PLASP KINDERGARTEN PROGRAMS

Program availability is based on the location. Please use the “search for care” function on the PLASP website to check availability at each location.

SUMMER PROGRAMS

These licensed programs feature a variety of indoor and outdoor activities. Each day, a nutritious breakfast and afternoon snack is served. Children will be required to bring their own bagged lunch. Please see our [bagged lunch policy](#) for more information. Selected schools are based on geography and enrolment. Locations are subject to change based on the approval of requested permits and sufficient enrolment. Schools with air conditioning are requested, however air conditioning is not available at every school.

Please see the kindergarten program [weekly program planner](#) and [sample menu](#) for more information.

School Age Programs (Grades 1-6)

Your child must be registered in a PLASP before or after school program to register for a P.A. Day program. If you require care during P.A. Days, and/or during the winter, spring, or summer breaks, you will need to add additional programs or P.A. Day programs to your registration. **City of Toronto families receiving a subsidy will be automatically confirmed for P.A. Day programs.** PLASP does not operate any programs on statutory holidays.

| PLASP SCHOOL AGE PROGRAMS | |
|---|--|
| Program availability is based on the location. Please use the “search for care” function on the PLASP website to check availability at each location. | |
| BEFORE SCHOOL PROGRAM | Operates from 7:30 a.m. and continues until school begins. Children in our before school programs participate in a variety of activities and enjoy a nutritious breakfast, served daily. Staff/child ratio 1:15 |
| AFTER SCHOOL PROGRAM | Begins at school dismissal and continues until 6 p.m. Children are greeted by PLASP staff each day, and welcomed into the program space. The program features stimulating and inquiry-based activities, which children help plan and lead. In addition to active play, children have the opportunity to socialize with their friends and have time to do homework. A nutritious afternoon snack is served every day. A typical snack includes whole wheat crackers, salad bar (romaine lettuce, chick peas, pickles, parmesan cheese, salad dressing and water). Staff/child ratio 1:15 |
| PART-TIME PROGRAM | These programs are only available at limited locations. If there is a waitlist for full time care for a program, part-time care will not be available. Packages consists of 14 visits which can be used at any time. Each package expires after 100 calendar days if all visits are not used. There are no refunds for unused visits and packages cannot be shared between children. |
| P.A. DAY PROGRAM | Our P.A. Day program operates from 7:30 a.m. to 6 p.m. Your child must be registered in a PLASP before or after school program to register for a P.A. Day program. Children receive a nutritious breakfast, lunch, and afternoon snack. If the P.A. Day program does not operate at your child's home school, you can register at the next closest school, where space permits, within the same school board. Staff/child ratio 1:15, 1:12 when offsite |

PLASP SCHOOL AGE PROGRAMS

Program availability is based on the location. Please use the “search for care” function on the PLASP website to check availability at each location.

WINTER, SPRING BREAK & SUMMER PROGRAMS

Programs operate from 7:30 a.m. to 6 p.m., and are offered at select locations during the winter, spring and summer breaks. These licensed programs feature a variety of indoor and outdoor activities. Each day, a nutritious breakfast and afternoon snack is served. Children will be required to bring their own bagged lunch. Please see our [bagged lunch policy](#) for more information. Selected schools are based on geography and enrolment. Locations are subject to change based on the approval of requested permits and sufficient enrolment. Schools with air conditioning are requested, however, air conditioning is not available at every school.

Please see the school age program [weekly program planner](#) and [sample menu](#) for more information.

Money Matters

Parent fees cover expenses for children in PLASP programs including breakfast, lunch (in our child care centres), afternoon snacks, and all supplies. PLASP supports families to develop suitable payment arrangements. If assistance is required, please call the Accounting Department at the PLASP Head Office at 905-890-1711. All registration and payment information must be completed online. For assistance with online registration, please call the PLASP Support Services Centre at 647-484-4372 (toll free: 1-888-739-4102).

Fees*

PLASP's fees are updated periodically. [Please see our Fees page](#) for more information on current rates.

A non-refundable and non-transferrable administrative fee of \$54.10 per family is required when you register, but is only charged when your child's space in the program is confirmed. **If a family cancels from all PLASP programs and re-registers, the administrative fee will be charged again. A fee will be charged for any payments that are returned with insufficient funds**. Registering Parents (P1 priority 1 parent) are responsible for all unpaid fees, regardless of who is listed as a payer on a family's account.**

Payments are made bi-weekly, directly from your bank account. For withdrawal dates and amounts, please see PLASP's [Payment Calendar](#). Fees are similar each bi-weekly period and fund employee entitlements on statutory holidays.

Parents with children enrolled in our school age programs will not be charged for the summer months unless they have registered children in one of the holiday programs. P.A. Day fees are charged per P.A. Day and will be withdrawn on the scheduled pre-authorized payment date during which the P.A. Day occurs.

When purchasing a part-time school age program, parents will be charged a one-time fee, per package. Part-time packages can be purchased at any time throughout the year and expire in 100 calendar days or after 14 visits. Part-time packages that are purchased with less than 100 days left in the school year, must be used by the end of June and cannot be carried over into the next school year.

**Fees are pro-rated and statutory holidays are taken into account when biweekly rates are set.*

***Denotes that the fee is a non-based fee. as defined by CWELCC.*

Fee Subsidy

PLASP Child Care Services accepts funding from children's services for the [Region of Peel](#) and the [City of Toronto](#). Families who need financial assistance can apply to the Region of Peel or the City of Toronto. Please contact them at your earliest opportunity to begin the process to receive fee subsidy as there may be a waiting list.

Important Phone Numbers

- Region of Peel Subsidies: 905-793-9200. You may also [apply online here](#).
- City of Toronto Subsidies: 416-392-5437. You may also [apply online here](#).

Tax Receipts

PLASP issues tax receipts digitally. They can be downloaded from your family profile in the parent web portal. You will receive an email notification when your latest tax receipt is ready for download. Tax receipts are issued in the name of the payor that has been provided on the registration. If you have questions or concerns about your tax receipt, please call the PLASP Accounting Department at 905-890-1711 ext 302 or via email at ARteam@plasp.com.

Cancellations or Withdrawing Your Child from PLASP*

We don't want to see you go, but if you decide to cancel, you must do so by logging in to your profile in the parent web portal. Click the "Cancel Request" button on the welcome page, or select "Cancel Programs" under "My Programs." Select a cancellation date (identified by a circle or square from the online calendar, at least two weeks 10 business days) prior to the next pre-authorized payment date. To ensure cost-effective operations and reasonable fees, it is important for parents to give PLASP the required notification to allow enough time to fill vacancies.

If a program is cancelled, or if a child is withdrawn as outlined in our [Withdrawal of Care Policy](#), PLASP will send an email to confirm the cancellation. Please see the [PLASP payment calendar](#) for cancellation and payment dates throughout the year. **Cancellations require 10 business days notice prior to the next pre-authorized payment date.** Refunds are not granted for cancellations from programs made with less than 10 business days notice before the bi-weekly payment date.

Furthermore, cancellation requests for the summer program, received after the Friday before the Victoria Day holiday, are subject to a fee of 50% of the weekly fee per week/per child. This fee is non refundable. For more information, please see our [cancellation policy](#).

**If a cancellation request is not submitted in the parent web portal, all fees will apply.*

Discounts

PLASP offers a discount to families who have **three or more** children registered with PLASP. A 50% discount will be applied to the child care fees of the third and subsequent child who is **six years of age and older**, actively participating in a **school age program**.

Refunds

A refund of 50% of your full-time fees for each day absent* will be issued if your child is absent for 10 consecutive days due to hospitalization or illness. A written request for the refund and a doctor's certificate will be required by PLASP prior to the provision of the refund.

** With the exception of families receiving subsidy who are required to use the absence days allotted by the subsidizing agency.*

All refunds will be processed as an adjustment to the next scheduled payment. For more information, please see our [school age refund policy](#) and [early learning and child care centre refund policy](#).

Refunds will not be issued for the following:

- Occasional absences by your child due to illness;
- Registration fees;
- Vacation Requests;
- Cancellations from the program made with less than 10 business days notice prior to your next pre-authorized payment date;
- Verbal cancellation request made to a PLASP staff member;
- Not attending

PLASP Policies

PLASP has developed a number of policies to ensure the safety and well-being of children registered in our programs. As a PLASP parent, it is your obligation to remain informed of, and abide by, PLASP's policies and procedures. PLASP reserves the right to amend or remove its policies, and to create new policies, and will keep you informed of changes. [You can find a list of current policies here.](#)

Admissions

Registration for all PLASP programs are done through your family profile on the parent web portal*. All program registrations, changes, and cancellations are also handled online by logging into your family profile.

**Any other relevant information about online registration can also be added.*

Waitlists

As a result of our award-winning reputation and volume of programs offered, there is sometimes a wait list for programs. You will not be charged any fees until your child's space in our programs is confirmed*. For more information, please review our [Wait List Policy](#).

Please note a **Non-Refundable and Non-Transferable administrative fee of \$54.10 will be charged upon an automatic confirmation into a program from a waitlisted program.*

Quality Assurance

We are dedicated to making your family's experience at PLASP a great one, and we always strive to go the extra mile. PLASP has an established history of building enriching, developmentally-appropriate programs. We do this by gathering feedback from families annually and by working closely with our municipal government partners to meet and exceed their program quality expectations. We have a 94% parent satisfaction rate and a reputation for high-quality programming that has made us a household name in the many communities we've served over the past 40+ years. PLASP recruits Registered Early Childhood Educators, as well as candidates with Ontario College of Teachers (OCT), Child and Youth Worker (CYW) and Child and Youth Care Practitioner (CYC) designations. All staff hired to work in our programs meet employment requirements of the [Child Care and Early Years Act](#).

Licensing and Compliance

All PLASP programs are licensed by the province under the [Child Care and Early Years Act](#). We are required to follow the Ministry of Education's rules and regulations. Unannounced inspections are carried out by the ministry at all our programs to ensure

we are complying with the province's requirements. The City of Toronto and Region of Peel's children's services departments also visit our programs to ensure they meet municipal expectations for high program quality.

Important Information

PLASP takes every effort to ensure your child's day at PLASP is a safe and secure one. Please take a few minutes to familiarize yourself with the important information in this section.

Inclement Weather

During severe weather conditions, school boards could close schools. **PLASP does not operate programs at schools when they are closed.** Please listen to local radio and television stations, check the [PLASP website](#), or follow PLASP on [Twitter](#), [Facebook](#), and [Instagram](#) for updates on school closures. PLASP will make every effort to notify families of closures due to inclement weather. **Do not bring children to the programs when the school is closed.**

If buses are cancelled but schools remain open to students, PLASP programs will operate. If schools will be closed to students and switch to online learning. PLASP's Before and After School programs will not operate. Early learning and child care centres will remain open.

On PA Days or holiday breaks when there is inclement weather, PLASP will operate the P.A. Day program or holiday programs on site unless the school board decides to close schools.

Children are kept indoors when the Chief Medical Officer issues cold weather alerts, or when outdoor temperatures are -25C or colder, with or without wind chill. Please see our [Adverse Weather Conditions Policy](#) for more information.

During warmer months, staff monitor Environment Canada for UV index, heat, and air quality alerts, and limit time outdoors for children accordingly. You are encouraged to provide your children with protective clothing and sunscreen. Drinking water is always available. With parent permission in our centres, staff will apply sunscreen provided by parents or SPF 50 sunscreen provided by PLASP.

Prompt Arrival and Pick Up

Children must be hand-delivered and picked up from the PLASP program by you or another authorized person over 13 years of age who is indicated on the registration form. Authorized adults must be prepared to show photo ID.

A child's arrival and departure must be recorded by staff before you leave the centre.

Programs close at 6 p.m. It is important to arrive earlier than 6 p.m. so that your child has time to gather their belongings and leave the program on time.

Parents may sign a waiver permitting children in Grade 4 or above to arrive and/or leave (at a set time) unescorted. Children in Grade 4 or above are not permitted to escort younger siblings to and from the program.

If a child is participating in extracurricular activities, or is receiving help from/assisting a teacher after school, please provide written permission to PLASP program staff for the child to do so. For safety reasons, children are not permitted to leave the program during program time if unescorted by PLASP staff.

Cleanliness of our Facilities

Staff in PLASP's programs and centres follow rigorous cleaning routines to minimize the spread of germs, in accordance with requirements by the public health departments in Toronto and Peel Region. PLASP staff receive training in sanitizing and keeping their centres or programs clean, and follow strict policies for maintaining hygiene.

- Tables and eating areas in programs and centres are cleaned before every snack and meal
- All food preparation areas – including sinks – are sanitized before meals or snacks are prepared
- Floors and carpets are mopped daily and as needed
- Refrigerators, freezers, and pantries are cleaned monthly, or as needed
- Water play areas and sandboxes are checked and cleaned daily
- Toys are disinfected and cleaned each week, and any toy a child places in their mouth is either immediately disinfected or set aside for this purpose
- In centres, washrooms are cleaned, sanitized, and disinfected daily
- In centres, diaper change areas and portable training seats are disinfected after each use, while linens and bedding are washed weekly or when soiled

Staff also direct children in proper hand washing techniques before every meal or snack time, after visiting the washroom, and after outdoor play. Employee policies require staff to wash their hands before meal preparation.

How families can help

- Please keep sick children at home for at least **24 hours after symptoms disappear**, and pick them up if they become ill at the program or centre.
- For centre families – please ensure the centre has up to date **vaccinations** for each child, and that you submit supporting documentation.

If You Are Running Late

If you are running late, please arrange for another authorized adult to pick up your child. **You must provide consent for another adult or authorized person over 13 years of age who is indicated on the registration form to pick up your child from our programs. Authorized adults must be prepared to show photo ID.** If you are late, you will be asked to sign a late pick-up form. Parents who are consistently late may be asked to find alternative arrangements.

Nutrition

PLASP encourages and supports children in taking ownership of their well-being by making healthy eating choices, both within and outside our programs. Children take an active role in serving themselves, which inspires a growing sense of independence and well-being. Nutritious food is served in our programs that use the [Student Nutrition Program guidelines](#) and [child care centre nutrition guidelines](#).

Only nut-free food is served in our programs and outside food is not permitted due to public health restrictions. Fresh food is delivered in refrigerated trucks. Menus are planned based on recommendations from registered dietitians, and are posted in every program. We encourage you to take a few minutes to review these menus, and to have regular discussions with your children about the importance of proper nutrition and healthy eating.

Rules for Food from Home

Due to potential food allergies, families are not permitted to bring any food (including store bought items) into PLASP centres or programs. All food in our programs is prepared on site by PLASP staff, who are trained in safe food handling. PLASP staff will not serve food that contain nuts, and will not use nuts in any craft supplies or activities. PLASP staff do their best to ensure nut-free facilities, but cannot control all possible sources of nut contamination.

Parent and Guardian's Responsibilities:

- Lunch is provided in a labelled lunch bag with an ice pack;
- The lunch should be nutritious and well balanced;
- Parents are encouraged to follow [Canada's Food Guide](#). Parents are required to ensure the medical information on their child's registration is up to date, noting if the child has allergies or food intolerances;
- PLASP promotes a nut-free environment and we ask parents not to pack anything containing nuts (including foods that "may contain nuts") in your child's lunch.

Staff Responsibilities:

- Staff will support parents by directing them to resources such as the [Canada Food Guide](#) when preparing their child's lunch;
- Staff will refrigerate the lunches when the children arrive;
- All table surfaces will be cleaned with soap and water prior to and after the children have their lunch;
- Staff will ensure they wash their hands before assisting children with their lunches;
- Staff will ensure children wash their hands prior to and after eating lunch;

- Staff will monitor lunches to ensure food at the program does not contain nuts, have the warning sign "may contain nuts" and has not come in contact with peanuts or tree nuts;
- Staff will notify parents if concerns arise regarding the nutritional adequacy and/or presence of allergens in the lunch and snacks;
- If a child forgets to bring a lunch, or if allergens are present, PLASP staff will have on hand extra snacks to supplement (i.e. apples, crackers, or cheese);
- Staff will ensure that all children with food allergies and life-threatening allergies are recorded and posted in every room where the program operates;
- PLASP staff will NOT allow children to share lunches.

Please see our [bagged lunch policy](#).

Food and Nuts

All food is prepared on site by PLASP staff, who are trained in safe food handling. Families are not permitted to bring any food (including store bought items) into PLASP centres or programs. PLASP staff will not serve food that contain nuts, and will not use nuts in any craft supplies or activities. PLASP staff do their best to ensure nut-free facilities, but cannot control all possible sources of nut contamination.

You do not have to pack extra snacks for children as they will be provided by PLASP. Leftover lunches or school snacks cannot be eaten in PLASP programs, even if they are nut free.

In cases where a child aged 44 months and older has food allergies and the meals and snacks provided by PLASP cannot meet their needs, an exception can be made with the approval of the area manager to allow the child bring their own snacks/meals to the centre/program. Information about dietary accommodations will be added to an Individual Support Plan for the child. Please see our [Anaphylactic Policy](#) for further details. Food provided from home must also follow our [Bagged Lunch Policy](#) guidelines.

Inclusion at PLASP

We welcome and are inclusive of all children and families. PLASP programs are consistent with Ontario's pedagogical framework of [“How Does Learning Happen?”](#). We promote a sense of wellbeing, belonging, engagement, and expression with families, staff, and children. Every child is an individual, is unique, and brings value to our program. At PLASP, all children, their families, and staff should be treated with dignity and respect. Staff view the diversity of children and families as an asset and plan programs to reflect differences and enrich the environment. As per the [Ontario Human Rights Code](#), barriers should be removed to give children access to their environment and children should be given learning opportunities that promote their dignity.

If your child has a diagnosis that may need additional support while at PLASP, our Inclusion Manager or designate will contact you to discuss how we can best support your child. We work together with a variety of community partners to build strategies for children requiring accommodations in our programs. For more information, please review PLASP's [Inclusion Policy](#) and [Access and Equity Policy](#).

PLASP kindergarten and school age staff are trained in Embracing Inclusion (EI). Embracing Inclusion focuses on practical strategies for supporting children with differing abilities in their learning environment. This includes instruction on creating developmentally appropriate activities, modifying curriculum and materials to meet individual needs, and implementing Individual Support Plans. Throughout the course, educators have the opportunity to reflect on their own attitudes and beliefs about inclusion and to engage in hands-on or virtual activities and case studies that demonstrate the principles and practices of inclusive early childhood education. By the end of the course, educators have a deeper understanding of the importance of inclusion and the skills necessary to create inclusive learning environments for all children.

Some of the program strategies used to support positive behaviour and to reduce stress for children include:

- Continuity in program routines;
- Providing children with a choice of activities;
- Minimizing waiting times between activities;
- Helping children identify and express their feelings;
- Creating warm, caring environments.

Children who have been suspended by the school are unable to attend the PLASP program during the suspension.

HighScope® Approach to Resolving Conflicts

One of the ways our staff help resolve conflicts is the following six-step approach:

1. Approach calmly, stopping any hurtful actions

- Staff place themselves between the children, on their level
- They use a calm voice and gentle touch
- They remain neutral, rather than taking sides

2. Acknowledge children's feelings

- "You look really upset."

3. Gather information

- "What's happening? What's the problem?"

4. Restate the situation

- "So, what's happening is... So, the problem is..."

5. Ask for ideas and solutions and choose one together with the children

- Staff engage with the children to develop child-initiated solutions
- "What can we do to solve this problem?"

6. Be prepared to give follow-up support

- Staff stay near the children
- "You worked out the issue together!"

Children enrolled in PLASP programs are expected to have respectful and responsible attitudes towards others, and towards equipment and facilities. We guide behaviour in a positive and caring way, which fosters each child's self-esteem. Minor behavioural issues are dealt with daily by staff. PLASP will work to support each family as much as possible. Please see our [withdrawal of care policy](#) for more information.

Prohibited Practices

PLASP staff are not permitted to use any of the following actions in their interactions with children, as required by provincial regulations.

- Corporal punishment of a child
- Physical restraint of the child, such as confining the child for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing the child from hurting themselves or someone else, and is only used as a last resort until the risk of injury is no longer imminent
- Locking the exits of the program 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
- 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 their self-respect dignity or self-worth
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding
- Inflicting any bodily harm on children including making children eat or drink against their will

Appropriate Dress

Early Learning and Child Care Centres

For safety reasons, children are required to wear shoes with closed heels and toes during outdoor play. These are strongly recommended for indoor play as well. Please ensure your child has appropriate clothing at the centre for daily outdoor play (coats, snowsuits, hats, boots, shoes, gloves/mittens, sun hats, etc.). Please clearly label all items of clothing with your child's first and last name. Also, please provide the centre with a labelled change of clothing (pants, shirts, underwear, socks) for your child. PLASP is not responsible for any damaged or lost clothing.

Kindergarten and School Age Programs

Children participate in active indoor and outdoor activities daily. To ensure safe play, please make sure your child has appropriate clothing for playing in the gym (running shoes) and for playing outdoors (coats, hats, gloves, boots, etc.). PLASP is not responsible for any damaged or lost clothing.

Parental Access

PLASP welcomes parents in our programs and we recognize that parents are an essential partner in helping our staff understand how best to help each child reach their fullest potential. We encourage you to visit your children at any time and to attend special events. Non-custodial parents will have access to their children, unless a court or separation order forbids PLASP from doing so. It is the responsibility of the parent to provide PLASP with any court orders affecting their children.

Emergency Contacts

During registration you will be asked to provide two local emergency contacts that can be reached in case you cannot be contacted during an emergency. It is important that you keep your emergency contact information up to date and that your contacts are aware of their responsibility. Only authorized adults or people over 13 years of age whose names appear on the registration form are allowed to pick up your child from PLASP programs. Authorized adults will be required to show photo ID.

What to Do If Your Child Will Be Absent

Early Learning and Child Care Centres

If your child will be absent, you must notify the centre before 10 a.m. to avoid concern. Please call the centre's phone number directly to leave a voicemail message. You can find your centre's direct phone number by using the "search for care" feature on the PLASP website. You can also call the PLASP Support Services Centre at 647-484-4372 (toll free: 1-888-739-4102). **Please do not call the school.**

Kindergarten and School Age Programs

If your child will be absent, you must notify the PLASP staff as soon as possible to avoid concern. To reach the program voicemail, dial 905-890-1711, then enter your program location's phone extension number (found on the web portal or through program staff). You can also call the PLASP Support Services Centre at 647-484-4372 (toll free: 1-888-739-4102). You must notify the school separately if your child will be absent during the school day.

Illness

PLASP programs are unable to provide care for ill children. Please keep your child at home if they show symptoms of illness. This includes, but is not limited to: fever, vomiting, diarrhea, discharge from the eyes, skin rashes or itching, and severe or croupy coughs. To minimize the risk of spreading illness in the centre, please keep your child at home for at least 24 hours after symptoms disappear. For gastrointestinal illnesses, such as nausea, vomiting, and diarrhea, please keep your child at home for at least 48 hours after symptoms disappear. For more information, please see information from [the Region of Peel Public Health department \(page 23\)](#) and [Toronto Public Health \(page 36\)](#).

A daily health check is done by staff in order to minimize the spreading of illnesses in our centres.

If your child becomes ill during program hours, you will be notified and asked to pick them up, or to have them picked up by an emergency contact. A doctor's note may be required for your child to return to the program.

Staff ensure regular hand washing practices in PLASP programs before snack times and after outdoor play. Tables and surfaces where children eat are washed by staff before every meal. Toys and objects in programs are sanitized at regular intervals throughout the year, and more often if needed.

First Aid and Medical Incidents

All PLASP staff hold a valid Standard First Aid Certificate with CPR Level C (for infants and children), and can treat minor cuts and/or bruises. Accidents or illnesses requiring medical attention will be reported to you immediately, and you will be notified to pick up your child and transport them to a hospital. If, during program time, there is an emergency requiring immediate medical attention, PLASP staff will arrange emergency transportation and accompany the child to the hospital. You will be asked to meet your child at the hospital.

Medication

PLASP school age and kindergarten staff do not administer medication to children, except in certain chronic care and emergency situations. PLASP centre staff will only administer prescription medication that is in the original container. This is a requirement under the [Child Care and Early Years Act](#). The medication must have the pharmacist's label, indicating the child's name, the medication prescribed, dosage, expiry date, and how the medication is to be stored. You must also complete an authorization form.

If your child has an Epinephrine auto-injector, you must train the program director, or their designate, on how to use it. See PLASP's [Anaphylactic Policy](#) for more information. You are required to complete an authorization form for each medication and provide the program with a photo of your child.

Your child's medication must be provided to the program before he or she starts the program. Any expiring medication must be replaced before the expiration date in order for your child to stay in the program.

If your child no longer requires certain medication, or requires additional medication after they have started in a PLASP program, you must update your child's medical records through the PLASP web portal. Any new medication, authorization forms, or photos must be provided to the program immediately. Your child will not be permitted to return to program until these steps are completed.

If an Emergency Occurs

PLASP staff follow specific protocols and procedures for different emergency situations. In the event that the children need to be evacuated from the school due to an emergency, an alternate site has been designated, with the location posted in the program. Please take time to speak with program staff and familiarize yourself with this alternate site. PLASP staff follow specific procedures for their locations if an emergency requires the program to go into a hold and secure, lockdown, or shelter in place mode. For more information, please see PLASP's [Emergency Management Policy](#) and Procedures.

Your Child's Safety

The [Child and Family Services Act](#) states that every person who has a reason to believe that a child is at risk has a legal obligation to report their suspicions immediately to the Children's Aid Society. PLASP staff have a legal obligation to report any suspicions to the Children's Aid Society, and inform them about concerns which might otherwise be confidential. PLASP staff are trained to identify signs of child abuse and neglect. If there are "reasonable grounds" to suspect abuse or neglect, staff are required to file a report. It will be the responsibility of the Children's Aid Society to investigate suspicions and evaluate the situation. Once a report has been made to the Children's Aid Society, PLASP staff cannot legally comment on the matter. PLASP Child Care Services is committed to meeting the legal requirements of the [Child and Family Services Act](#) and to ensuring the safety and protection of each child in our centres.

Off-Site Activities

Under the supervision of PLASP staff, children will occasionally go on walks, visit parks, and natural outdoor areas (such as woodlands) near the school during program time. These walks provide children with a safe and stimulating outdoor play and learning experience. At registration, you will be asked to give permission for these neighbourhood walks. Off-site activities are noted on the activity planner that is posted on the parent board. Staff will also post a sign indicating where the children are, when they left, and when they will return.

Serious Occurrences

The health, welfare and safety of all children in our care is our top priority. PLASP complies with the Ministry of Education requirements regarding serious occurrences. Our [Serious Occurrence Policy](#) includes a detailed definition of serious occurrences, examples, and an explanation of procedures PLASP staff follow for reporting.

Privacy Policy

PLASP respects your privacy. All information regarding our families is kept confidential. PLASP has a Privacy Policy and Privacy Officer to manage all privacy-related questions and concerns. Please see our [Privacy Policy](#) for more information.

PLASP Programs Are Smoke Free

All PLASP programs are smoke-free environments, as required by the [Smoke-Free Ontario Act](#). Smoking and vaping is not allowed anywhere on school property or surrounding areas, even if children are not present.

Additional Information for Infant, Toddler, and Preschool

In the following section, you will find additional information about our early learning and child care centres. Please take a moment to familiarize yourself with our policies and procedures for our infant, toddler, and preschool programs.

Safety and Security at Centres

PLASP's number one priority is the safety and security of all children in our centres. Doors to our early learning and child care centres are locked at all times and parents will receive a personalized access code for entry. **Please do not hold the door open for someone who does not have an access code.** People without the entry code must ring the door bell and use the intercom. If someone without a code enters the centre with you, please alert the centre staff immediately. Only parents and adults authorized by PLASP should have an access code. If you must use the doorbell, please be patient as staff are busy with the children, and may not be available to answer immediately. Please remember that the doorbell interrupts the program.

PLASP has a **hand-delivery policy** for dropping children off at the centre. Parents must ensure their child is greeted and delivered to staff for attendance. Children must be directly supervised by a parent or a staff member at all times while attendance is taken. Children should never be left unattended in vehicles, the main entrance, or cubby area at pick up or drop off time.

Parking

All schools have a specific procedure for drivers who are picking up or dropping off children. Please follow your school's parking procedures at pick up and drop off time. When walking your child to or from the centre, please park in approved parking areas, **and not in front of the main doors, in fire routes, or in designated bus lanes.** You may be ticketed for failing to follow these procedures.

Immunization

The Region of Peel and the City of Toronto requires all families to complete a form called the **Immunization Records Form for Children in a Child Care Centre**. A copy of your child's immunization records must be attached to this form, and hand-delivered to centre staff before your child's first day at PLASP. If your child receives additional immunizations after they have started, updated copies of both the form and new immunization records must be provided to centre staff. PLASP forwards these documents to the appropriate municipality on your behalf.

Additional Information for Kindergarten and School Age

In the following section, you will find additional information about our kindergarten and school age programs. Please take a moment to familiarize yourself with our policies and procedures for these programs.

Electronics

The use of electronics in PLASP programs is aligned with school board policies. PLASP is not responsible for lost or broken electronic devices. Children who wish to take photos during program events may do so for personal purposes, but cannot take photos of other children or post photos on social media.

Playground Safety

For safety reasons, children do not play on school or community playground structures. Children participate in many outdoor activities that do not require the use of playgrounds. PLASP provides outdoor equipment such as balls, skipping ropes, sidewalk chalk, and much more.

Keeping in Touch With You - How PLASP Communicates With Parents

Email

Our head office communicates primarily with families through email. Information on our programs, changes to our policies, and updates throughout the school year are sent via email. PLASP also sends emails about new programs and newsletters, but only with your consent. **Please ensure the email address you have on file with PLASP is up to date at all times.** You are encouraged to use a personal email address for receiving emails from PLASP, as PLASP emails may be blocked by corporate accounts.

Website

You can access program information at any time by visiting plasp.com and the parent web portal. Program registrations, changes, and cancellations are handled online by logging into your family profile on the parent web portal. Find up to date information on the website about programs, closures, and other news.

Social media

PLASP embraces the world of social media as a tool for communicating timely information with families. Centre and program information, news, events, and updates are regularly posted on our Twitter, Instagram, YouTube, and Facebook accounts. Our blog updates parents on topics of interest. In emergency situations, updates are regularly posted on social media, and will also be emailed to parents.

Newsletters

Parents have the option of signing up for a quarterly e-newsletter from PLASP. In addition to program information, the e-newsletter alerts families to broader trends or news in the world of early learning and child care and provides information on special events.

Flyers

From time to time, PLASP will announce events, news, and other information through posters in programs or through flyers that are distributed by your child's school.

Friendly chats

Take a few minutes each day to speak with our program staff about your child. We encourage all parents and staff to work together in building strong, reciprocal relationships that help provide the best possible learning opportunities for each child. Folders for each child are kept in the program, documenting their learning experiences, which you can review at any time.

Telephone

PLASP provides a dedicated Support Services Centre for questions or concerns about our programs that can be reached Monday to Friday, 7 a.m. to 6 p.m. at 647-484-4372 (toll free: 1-888-739-4102).

Statutory Holidays and Closures*

All PLASP programs, centres, and Head Office are closed on these days for the 2023/2024 school year:

- Canada Day
- Civic Holiday (Simcoe Day)
- Staff Development Day (Aug. 28, 2023)
- Labour Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- Boxing Day
- Winter break and New Year's Day (Dec. 25, 2023 – Jan. 1, 2024)
- Family Day
- Good Friday
- Easter Monday
- Victoria Day

All PLASP Early Learning and Child Care Centres are closed* during these weeks for the 2023/2024 school year:

- July 3 to July 7, 2023
- Aug. 21 to 25, 2023 (**Peel only**); Aug. 28 to Sept. 1, 2023 (**Toronto only**)

**Please note you will not be charged during these closures.*

PLASP programs are also closed when schools announce closures due to inclement weather, board-ordered closures (such as a school strike), or other unexpected circumstances.

P.A. Day programs are a speciality program and are only available to children enrolled in one or more full-time PLASP programs. If you require care during P.A. Days, and/or during the winter, spring, or summer breaks, you will need to add additional programs or P.A. Day programs to your registration. Due to the level of planning required to coordinate PA Days, we request that parents commit to having their child attend all the PA Days. This ensures that parents and children requiring care during P.A. Days receive the care they need.

Contacting PLASP

If you have any questions or concerns about PLASP's programs and services, there are staff across the organization who can help. Please consult the table below for information on contacting PLASP. You are encouraged to speak directly to your program director with any questions or concerns. If further assistance is required, please contact Support Services and your question will be directed to the appropriate staff to assist you. In situations that may require additional support, the area manager, regional manager and vice president, operations may be involved. Please also see our [Parent Issues and Concerns Policy](#) for more information.

Who to Contact

Program Director

- Report an absence
- Make alternate pickup arrangements
- Provide information about your child
- Leave a voicemail message for your Program Director (Kindergarten or School Age only)
- ELCCC – Speak to your Centre Director for contact information

ELCCC

Speak to your Program Director for contact information

School Age/Kindergarten

Dial 905-890-1711 and dial your program's unique extension, found on:

- Posters in your child's program
- Your family profile on the PLASP web portal

PLASP Support Services Centre

- Get assistance for online registration
- Ask about PLASP programs
- Ask about available subsidies
- Get help with email communications with PLASP

647-484-4372

(long distance: 1-888-739-4102)

childcare@plasp.com

Accounting

- Make payments and subsidy arrangements
- Ask about billing (905-890-1711 ext. 302, ARteam@plasp.com)

- Get statements of accounts

905-890-1711

Program Director / Area Manager / Regional Manager

- Ask about PLASP policies and procedures
- Ask about program operations

905-890-1711

Volunteer Services

- Ask about volunteer opportunities at PLASP

905-890-1711

volunteering@plasp.com