



PLASP Parent Handbook
Early Learning and Child Care Centres
2017-2018

A man in a blue and white plaid shirt and a blue lanyard with a PLASP badge is smiling and holding the hand of a young child. The child is wearing a red and white patterned dress and pink shoes. They are in a classroom setting with a whiteboard in the background that says "Welcome New Friends To Day 15 Tuesday September 6th 2016".

WELCOME TO PLASP!

We are excited to welcome you and your family to PLASP!

This parent handbook will give you important insight into PLASP's infant, toddler and preschool centres. 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, please speak with the PLASP staff at the centre, call the head office at 905.890.1711, or call Parent Services at 647.484.4372 (toll free: 1.888.739.4102). More detailed contact information can be found in the "Contacting PLASP" section on page 26.

We look forward to serving you and your family!

Lynn Hiebert
Chief Executive Officer

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About PLASP

Our story

PLASP Child Care Services is a charitable organization working on a not-for-profit basis, which provides high-quality, licensed early learning and child care for children from six weeks to 12 years of age. Located in schools throughout Peel Region and Toronto, PLASP operates on a fee-for-service basis. Parent fees are approved annually by the PLASP volunteer Board of Directors.

Since 1975, we have built a solid reputation as an excellent provider of early learning and child care. We believe that families are entitled to affordable, accessible, safe, reliable, well-managed, high-quality early learning and child care for their children. PLASP programs provide peace of mind to families. We are extremely proud of our 95% parent satisfaction rate and our award-winning reputation. PLASP has also been voted the number one provider of child care by readers of the Mississauga News newspaper and City Parent Magazine every year since 1998.



Our Beliefs

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.

In our centres, 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 a unique individual who brings his or her own abilities and strengths to the centre. 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 unique identity.

Respecting the diversity of the community, we encourage children in our centres to learn about the uniqueness of others. To learn more about our core values, read our [strategic plan](#).



Families Are Our Partners



You are an important part of what makes our centres so successful

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 centre 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 your knowledge of your child's learning strengths, preferences and day-to-day experiences is vitally important to your child's success in the PLASP centre. This helps support us so we can provide the best possible learning experience for your child. Centre staff will share information about your child's experiences with you regularly. Throughout this handbook, you will see photos of staff and parents with the children that portray a strong sense of family at PLASP.

We welcome you to visit your child in the centre at any time. Special events are planned throughout the year, to which you are invited. If you are looking for more information on PLASP, please visit our [website](#), or speak with staff at your child's centre.

Our People

PLASP Staff



Our 1,500+ members of staff 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 centres are located. We take time and care when choosing our Early Learning and Child Care Centre staff. Candidates we choose here are warm, nurturing and caring people who connect well with children, families and community partners.

PLASP recruits Registered Early Childhood Educators 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 through PLASP.

PLASP Volunteers



PLASP actively recruits more than 1,700 volunteers and students on placement, who work alongside staff in providing high-quality early learning and child care in programs. Our students on placement are mainly from college and university early childhood education programs.

Students on placement directly enhance the quality of programs provided. The children enjoy the additional experiences that they bring to the program. Volunteers and students are always directly supervised by PLASP staff, and are not counted in the staff-to-child ratio. A vulnerable sector criminal reference check is required for students on placement. Volunteers under 18 must obtain a Police Information Check, and volunteers over 18 must obtain a vulnerable sector criminal reference check. For more details, please see [PLASP's Supervision of Volunteers and Students on Placement Policy](#).

Program Options

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. Centre staff are Registered Early Childhood Educators, who are members of the College of Early Childhood Educators. Children will be moved to their respective age-appropriate program as space becomes available. **Not all programs are available at all locations. Please use the “search for care” function on our website to see what programs are available at each location.**

INFANT (6 weeks to 18 months)

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.

Children are provided with a nutritious breakfast, lunch and afternoon snack 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 his or her 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.

Ratio: 1 staff to 3 infants

TODDLERS (18 to 30 months)

Recognizing the growing mobility of toddlers, our toddler programs focus on supporting children in exploring and 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.

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.

Ratio: 1 staff to 5 toddlers

PRESCHOOL (2.5 to 5 years)

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. 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.

Ratio: 1 staff to 8 children.

PART-TIME CARE (Toddlers and Preschool only)

These programs are only available at select locations where space permits. 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.**



Keeping In Touch With You



Our head office communicates primarily with families through email. Information on our centres, changes to our policies, and updates throughout the school year are sent via email. PLASP also sends emails about camps and new programs, but only with your consent. You can update your email subscriptions at any time by clicking [here](#). 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.**



You can access centre information at any time by visiting the PLASP website and parent web portal. Program registrations, changes and cancellations are handled online by logging into your family profile on the parent web portal at www.plasp.com. Up to date information on programs, closures and other news can be found throughout our website.



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](#) and [Facebook](#) accounts. We also run a [blog](#), which updates parents on topics of interest. In emergency situations, updates are regularly posted on social media, and will be emailed to parents as well.



Parents have the option of signing up for a quarterly e-newsletter from PLASP. In addition to centre 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.



From time to time, PLASP will announce events, news and other information through posters in centres, or through flyers that are sent home with your child.



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.



PLASP has a dedicated Parent Services department for questions or concerns about our centres. Parent Services can be reached Monday to Friday, between 7 a.m. and 6 p.m. at 647.484.4372 (toll free: 1.888.739.4102).

Our Approach

Our program structure

All PLASP centres 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 centres offer engaging and interactive, play-based environments that value children's learning. We focus on creating and supporting caring and reciprocal relationships between children, adults, families and the members of the community. Our centres provide learning opportunities through physical activity, exploration, creativity and inquiry. Communication and expression are encouraged, supporting a sense of inclusion and belonging. We follow the [High-Scope](#) 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.

PLASP values and follows the latest research and resources from the Ministry of Education. We build our programs on the four foundations of learning, which includes belonging, well-being, engagement and expression, as outlined in [How Does Learning Happen?](#) - the ministry's resource guide for early childhood educators. In addition, PLASP participates in Raising the Bar in Peel, an initiative that enhances the quality of child care.

How we inspire positive behaviour

It is our goal to help each child learn constructive ways of managing stressful situations and the unexpected. Our programs help children learn **self regulation**, which is the ability to identify what stress is, and how to overcome it in a positive way. We partner with families to support each child's emotional development and social skills. Our programs create opportunities for each child to learn about responsibility and the importance of taking ownership of their well-being. We also partner with families to further strengthen and support positive behaviour and empathy in each child. 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

Our 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 for 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 centres and 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.



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 yearly feedback from families, and by working closely with our municipal government partners to meet and exceed their quality expectations. We have a 95% 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 for our centres. All centre staff meet employment requirements of the Child Care and Early Years Act.

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 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 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 child care centre 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 his or her 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.

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 at all our centres by the ministry to ensure we are complying with the province's requirements. PLASP participates in Raising the Bar in Peel, an initiative that enhances the quality of child care facilities. Municipal Children's Services departments also visit our centres to ensure they meet expectations for high program quality.

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 that follows [Canada's Food Guide](#) is served in our programs. Only nut-free food is served in our programs, and outside food is not permitted due to public health restrictions. Fresh food is delivered by Grocery Gateway in refrigerated trucks. Meals and snacks are prepared by an on-site cook.

Menus are planned based on recommendations from a registered dietitian, 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.



Important information

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](#) and [Facebook](#) 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 centre when the school is closed, unless otherwise notified.**

Children are kept indoors when Environment Canada 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. Children will be kept in shaded areas, and the centre staff will provide water and SPF 30+ sunscreen with the permission of parents. You are also encouraged to provide your children with protective clothing.

Prompt arrival and pick up

Children must be hand-delivered to the centre, and picked up by you or another authorized adult. A child's arrival and departure must be recorded by staff before you leave the centre.

Centres close at 6 p.m, but it is important to arrive earlier than 6 p.m. so that your child has time to gather their belongings and leave the centre on time.

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 to pick up your child from the centre, and the authorized adult 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.

Appropriate dress

For safety reasons children are required to wear shoes with closed heels and toes for outdoor play. Please ensure your child has appropriate clothing at the centre for daily outdoor play (coats, snow-suits, 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.

Safety and Security

PLASP's number one priority is the safety and security of all children in our centres. Doors to the 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 by the city for failing to follow these procedures.

Parental access

PLASP welcomes parents in our centres, 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 in our centres 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 custodial parent to provide PLASP with any court or separation 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 adults with consent are allowed to pick up your child from PLASP centres. They will be asked to show photo ID when picking up your child from the centre.

What to do if your child will be absent

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 also call Parent Services at 647.484.4372 (toll free: 1.888.739.4102). **Please do not call the school.**

Illness

PLASP centres 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. A daily health check is done by staff in order to minimize the spreading of illnesses in the centre. If your child becomes ill during centre hours, you will be notified and asked to pick them up. A doctor's note may be required for your child to return to the centre.

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. If, during centre 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 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 (EpiPen), you must train the Centre Director or their designate on how to use it. See PLASP's [Anaphylactic Policy](#) for more information. You must also complete an authorization form, and provide the centre with a photo of your child. The EpiPen must be brought to the centre before your child's first day, and must be replaced before it expires in order for your child to remain in the centre.

If your child no longer requires certain medication, or requires additional medication after they have started in a PLASP centre, 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 centre immediately. Your child will not be permitted to return to the centre until these steps are completed.

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 the 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.

Food and nuts

All food is prepared on site by PLASP staff at the centre, who are trained in safe food handling. Families cannot bring any food (including store bought items) into the centre. PLASP staff will not serve food that contain nuts, and will not use nuts in any craft supplies or activities. You do not have to pack extra snacks for children as they will be provided by PLASP. PLASP staff do their best to ensure nut-free facilities, but cannot control all possible sources of nut contamination.

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 his or her 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, visiting 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.

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.

PLASP centres are smoke free

All PLASP centres are smoke-free environments, as required by the Smoke-Free Ontario Act. Smoking is not allowed anywhere on school property or surrounding areas, even if children are not present.

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. For more information on our Privacy Policy, please click [here](#).

Wait lists

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



PLASP Policies



Our policies

PLASP has developed a number of policies to ensure the safety and well-being of children registered in our centres. **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](#).

Our program statement

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

Inclusiveness at PLASP

We believe everyone should belong at PLASP

We believe every child should feel like they belong, and have the opportunity to actively participate in our centres. If your child has a diagnosis and may need additional support while at PLASP, our Inclusion Manager 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 centres. For more information, please review the [PLASP Inclusion Policy](#) and [PLASP Access and Equity Policy](#).



Money Matters



General overview

Parent fees cover expenses for children in PLASP programs including breakfast, lunch, 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 fees paid to PLASP (including the administrative fee) are tax deductible. All registration and payment information is completed online. For assistance with online registration, please call the Parent Services department at 647.484.4372 (toll free: 1.888.739.4102).

Administrative fee

A non-refundable administrative fee is required when you register, but is only charged when your child's space in the centre is confirmed. **If a family cancels from all PLASP programs and re-registers at a later date, the administrative fee will be charged again.**

Fees

PLASP's fees will be updated in May. Please see our [fee page](#) for more information on current fees. The new fees will take effect on July 1.

When payments are due

Payments are made bi-weekly, directly from your bank account. For withdrawal dates and amounts, please see the PLASP [fee calendar](#). Centre fees are pro-rated and statutory holidays are taken into account. **A fee will be charged for any payments that are returned with insufficient funds.**

Fee subsidy

PLASP Child Care Services accepts fee subsidy from Children's Services for the Region of Peel and the City of Toronto. Please contact them at your earliest opportunity to begin the process to receive subsidy. To apply for a Region of Peel subsidy, call 905.793.9200, or click [here](#) to apply online. To apply for City of Toronto subsidies, call 416.392.5437, or click [here](#) to apply online.

Discounts

PLASP offers a discount to families who have three or more children enrolled in any PLASP centres and programs. A 50% discount will be applied to the child(ren) with the lowest-priced fees.

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. If you have questions or concerns about your tax receipt, please call our Parent Services Department at 905.890.1711.

Vacation requests

Families can receive a discount in fees if they take a vacation during any of the following **eligible vacation times**. You must submit a vacation request through the parent web portal before the deadlines listed below. **Families receiving a City of Toronto subsidy are not eligible for a vacation request discount, and will have absences counted towards their absent days.**

March break and/or winter holidays (Christmas)

- Must be submitted with eight weeks' notice
- Discount is 50% (not available for families receiving subsidy)

Summer

- Must be submitted with 10 weeks' notice before the first week of July (you will be charged \$60 per week, per child if a vacation request is submitted after this deadline)
- Discount is 100%

One additional week during the school year

- Must be submitted 5 days before the next pre-authorized payment date
- Discount is 50% (not available for families receiving subsidy)

Refund requests

A credit of 50% of full-time fees for each day absent will be issued if a child is absent for 10 consecutive days due to hospitalization or illness. A written request for the refund and a doctor's note will be required by PLASP prior to the refund being issued. All refunds will be processed as a credit adjustment to the next scheduled payment. **Refunds will not be issued for:**

- Vacations taken outside of the eligible vacation times (listed under the vacation requests section on the previous page). Please see our [Vacation Policy](#) for more information.
- Cancellations made with less than five (5) business days before your next payment
- Occasional absences due to illness
- Administrative fees or deposits

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 red dot) from the online calendar, at least one week (five 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 [fee calendar](#) for cancellation and payment dates throughout the year.



Statutory holidays and closures



PLASP centres are closed on these days

- Canada Day
- Civic Holiday (Simcoe Day)
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day
- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Staff Development Day (August 27, 2018)

PLASP centres are also closed when schools announce closures due to inclement weather or other unexpected circumstances.

Contacting PLASP

If you have any questions or concerns about PLASP's centres 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 Centre Director with any questions or concerns. If further assistance is required, please contact the PLASP head office 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.

I NEED TO:	WHO TO CONTACT	CONTACT INFO
<ul style="list-style-type: none"> • Report an absence • Make alternate pickup arrangements • Provide information about my child 	Centre Director	Speak to your Centre Director for contact information
<ul style="list-style-type: none"> • Get assistance for online registration • Ask about billing or PLASP centres • Ask about available subsidies • Get help with email communications from PLASP 	Parent Services	647.484.4372 toll free: 1.888.739.4102 childcare@plasp.com
<ul style="list-style-type: none"> • Make payment and subsidy arrangements • Statements of accounts 	Accounting	905.890.1711
<ul style="list-style-type: none"> • Ask about PLASP policies and procedures • Ask about centre operations 	Centre Director Area Manager Regional Manager	905.890.1711
<ul style="list-style-type: none"> • Ask about volunteer opportunities at PLASP 	Volunteer Services	905.890.1711 volunteering@plasp.com

