



**PLASP Parent Handbook
Kindergarten Programs
2017-2018**



WELCOME TO PLASP!

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

This parent handbook will give you important insight into our kindergarten 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, please speak with the PLASP staff at the program, call Parent Services at 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 on page 25.

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 not-for-profit, community-based, charitable organization, 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 programs, 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 program. 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 programs 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 programs 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 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 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 program. This helps support us so we can provide the best possible learning experience for your child. Program 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 program at any time. Special events are planned throughout the year during program hours, to which you are invited. If you are looking for more information on PLASP, please visit our [website](#), or speak with program staff at your child's school.



Our People

PLASP staff



Our 1,300+ 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 and build positive relationships with the children, families and communities where our programs are located. We take time and care when choosing our kindergarten staff, making sure that the candidates we choose here are warm, nurturing and caring people who connect well with children, families and the community.

All PLASP program staff hold a valid Standard First Aid Certificate with level C CPR, and a clear vulnerable sector criminal reference check. Registered Early Childhood Educators are hired to work in our kindergarten programs. Staff also participate in additional training courses through PLASP.

PLASP volunteers



PLASP actively recruits more than 1,700 volunteers and students on placement to 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. Students on placement are from a variety of post-secondary programs, such as college and university early childhood education programs.

Volunteers and students directly enhance the quality of programs provided. The children enjoy the additional experiences that volunteers and students bring to the program. Volunteers are always directly supervised by PLASP staff. Volunteers and students are not staff and are therefore 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

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.

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 healthy breakfast, served daily.

Ratio: 1 staff to 13 children.

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. Staff plan play-based activities based on each child’s interests, following the Ministry of Education’s kindergarten program learning objectives. In addition to active play, children have the opportunity to socialize with their friends and have time to do homework. Special events are planned on a regular basis, including occasional special visitors. A snack is served every day. A typical snack includes whole grain crackers with cheese, fruit and water or juice.

Ratio: 1 staff to 13 children.

PA DAY PROGRAM

Our PA Day program* operates from 7:30 a.m. to 6 p.m. Children are supervised at all times and the day is filled with activities that encourage children’s development and enjoyment. There is one off-site trip each year. Children receive a nutritious breakfast, lunch and snack. Parents are provided with notification of the PA Day location, and can sign up for a location near them that suits their needs.

Ratio: 1 staff to 13 children, 1 staff to 8 children when off site

WINTER, MARCH BREAK AND SUMMER CAMPS

Camps* operate from 7:30 a.m. to 6 p.m., and are offered at select locations during the winter, March and summer breaks. These licensed camps 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.

FULL DAY PROGRAMS FOR PA DAYS, AND THE WINTER, MARCH AND SUMMER BREAKS

Our before and after school programs do not operate on PA Days, and during the winter, March or summer breaks. If you require care during these times, you will need to add the full day programs above to your registration*. PLASP does not run any programs on statutory holidays.

Keeping In Touch With You



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 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 program 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 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.



From time to time, PLASP will announce events, news and other information through posters in programs, 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. Folders for each child are kept in the program, documenting their learning experiences, which you can review at any time.



PLASP has a dedicated Parent Services department for questions or concerns about our programs. Parent Services can be reached Monday to Friday, between 7 a.m. and 6 p.m. at 1.888.739.4102.

Our Approach

Our program structure

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 and reciprocal relationships between children, adults, families and 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. Our programs provide time every day for outdoor play (30 minutes each day, weather permitting).

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 include belonging, well-being, engagement and expression, as outlined in [How Does Learning Happen?](#) - the ministry's resource guide for early childhood educators. Our programs are also guided by the [Ontario Early Learning for Every Child Today](#) document.

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.

PLASP program staff are trained in "Setting the Stage for Successful Behaviour" - a positive structured approach for supporting children presenting challenging behaviours. This approach is based on the concept that all behaviour occurs for a reason. Once we identify the reason, we can use this information to develop strategies for success. Additional support, if needed, is provided through our support staff. 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 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 program 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 hires Registered Early Childhood Educators for our programs.

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 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 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 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.

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.

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.

Please note, children will bring their own lunches to PLASP's winter holiday, March break and summer camps. Please see our [bagged lunch policy](#) for more information.



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 program when the school is closed.** On PA Days or holiday breaks where there is inclement weather, PLASP will operate the PA Day Program or holiday camps on site unless the school board decides to close schools.

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 program provides 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 before school program, and picked up by you or another authorized adult from the after school program. A child's arrival and departure must be recorded by staff before you leave the program.

After school programs close at 6 p.m., with the exception of programs that close at 6:15 p.m., where available. 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. 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.

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 program, 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 after school arrangements.

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 in our programs 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.

Appropriate dress 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.

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 equipment such as balls, skipping ropes, sidewalk chalk and much more.

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.

Electronics If the school where your program is located does not allow electronics like tablets and phones, then those devices will not be allowed in the PLASP program. On PA Days, PLASP discourages the use of electronic devices. Children who wish to take photos on PA Days may do so for personal purposes, but cannot take photos of other children or post photos on social media. PLASP is not responsible for lost or broken electronic devices.

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 programs. They will be asked to show photo ID when picking up your child from the program.

What to do if your child will be absent

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 Parent Services at 1.888.739.4102. **Please do not call the school.**

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 program, please keep your child at home for at least 24 hours after symptoms disappear. If your child becomes ill during program 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 program.

Medication

PLASP staff do not administer medication to children, except in certain chronic care and emergency situations. 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 enters 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 the program until these steps are completed.

First Aid and medical incidents

All PLASP staff hold a valid Standard First Aid Certificate with CPR Level C, and can handle 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 him/her 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.

Food and nuts

All food is prepared by PLASP staff on site at the program, who are trained in safe food handling. Families cannot bring any food (including store bought items) into the program. Leftover lunches or school snacks, cannot be eaten in the PLASP program, even if they are nut free. 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 programs.

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 programs are smoke free

All PLASP programs 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 high demand, there is sometimes a wait list for programs. You will not be charged any fees until your child's space in the program 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 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](#).

Our program statement

To learn more about the approach to learning behind PLASP's programs, 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 programs. 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 programs. 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 (where applicable), 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 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 program 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 are updated every year in April. Please see our [fee page](#) for more information on current fees.

Deposit To reserve space for September, parents who are not receiving a child care subsidy are required to pay a non-refundable deposit (equivalent to one week's fee). Please see the PLASP [fee calendar](#) for the deposit dates. This applies to both full-time and part-time space. This deposit will be applied to your program fee in September. This requirement applies to all parents in all school boards unless municipal or school board requirements say otherwise.

When payments are due Payments are made bi-weekly, directly from your bank account for children registered in full time programs. For withdrawal dates and amounts, please see the PLASP [fee calendar](#). Program fees are prorated and statutory holidays are taken into account. Parents will not be charged for summer months and holiday breaks when schools are closed, unless they have registered children in one of the holiday programs. **A fee will be charged for any payments that are returned with insufficient funds.**

PA Day Fees PA Day fees are charged per PA day, and will be withdrawn on the scheduled pre-authorized payment date during which the PA day occurs.

Part-time Packages When purchasing a Part-Time package, parents will be charged a one-time fee. Part-time packages can be purchased at any time throughout the year and expire in 100 calendar days or after 14 visits.

Fee subsidy PLASP Child Care Services accepts fee subsidy 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 subsidy.

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](#).

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.

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. If schools are closed or PA Day programs/trips are cancelled for any reason beyond PLASP's control, PLASP will provide a 50% refund for up to two days per school year. All refunds will be processed as a credit adjustment to the next scheduled payment. **Refunds will not be issued for:**

- Any absences due to vacations taken during the school year.
- Cancellations from the program made with less than five (5) business days prior to your next payment
- Occasional absences due to illness
- Administrative fees or deposits
- Unused part-time visits

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.

Statutory holidays and closures



PLASP programs
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

PLASP programs are also closed when schools announce closures due to inclement weather or other unexpected circumstances. PLASP's before and after school programs do not operate on PA Days, and during the summer, winter and March breaks - only PLASP camps and PA day programs operate at select locations on those dates.

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 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 • Leave a voicemail message for the Program Director 	Program Director	Dial 905.890.1711, and <u>your program's unique extension</u> , found on: <ul style="list-style-type: none"> • Posters in your child's program • Business cards from your Program Director • Your family profile on the PLASP web portal
<ul style="list-style-type: none"> • Get assistance for online registration • Ask about billing or PLASP programs • Ask about available subsidies • Get help with email communications from PLASP 	Parent Services	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 program operations 	Program 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

