



PARENT HANDBOOK

Central Community Church

240 Scott Street

St. Catharines, Ontario

L2N 1H1

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preschool@centralcc.ca

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Preschool Central is licensed through the Ministry of Education and operates under Central Community Church, Scott St. Campus.

Philosophy

At Preschool Central, we see each child as a unique, curious, capable, competent individual created by God. We are a Christian based JK Readiness program that provides a variety of child initiated and adult-supported experiences for each child to thrive mentally, emotionally, physically, and socially. We offer a warm, caring environment for your child to grow and are committed to develop strategies to meet the needs of every child. We will partner with families to achieve the best results for their child.

Program Development

Our program is re-evaluated on a regular basis and is modified as the Child Care Early Years Act (CCEYA) is amended, new information regarding early childhood education is released and/or the staff learns what works best with the children. The program staff is committed to making the activities in the program relevant and suited to the individual learning styles of each child. Preschool Central is a part of Quality Child Care Niagara which provides support to programs in our region to enhance the quality of early childcare programs.

Program Goals

In order to benefit your child's growth, we aim to:

- Create a positive learning environment where every child will feel comfortable and supported.
- Encourage the children to interact and communicate with their peers and teachers in a positive way.
- Build children's self-confidence and ability to self-regulate.
- Foster love of God, others and the world He created.
- Develop early literacy and numeracy skills.
- Build on gross and fine-motor physical skills.

Program Statement

In order to benefit your child's growth, we aim to implement the following program goals and approaches:

- A. Promote health, safety, nutrition and well-being by:
 1. Encouraging and modeling proper hand-washing.

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2. Providing a snack consisting of a fruit or vegetable and 1 other item from another food group from Canada's Food Guide.
 3. Encouraging safe play.
 4. Allow time for a variety of activities to promote a balanced learning environment.
 5. Incorporate large motor activities into the daily schedule.
- B. Encourage character growth to build the children's self-confidence and ability to self-regulate by:
1. Planning activities and stories on topics such as friendship, love, sharing, thankfulness, patience and "I am special" etc.
 2. Listening to and treating each child with love and respect.
 3. Assisting children when they are sad, frustrated or angry to talk about their feelings and learn to respond in an effective manner.
- C. Foster children's exploration, play & inquiry through child-directed and teacher supported experiences by:
1. Providing hands-on materials to engage with such as sensory bottles, light cube, magnifying glasses, etc.
 2. Providing varied play areas to explore such as dramatic play, sensory, building, creative, etc.
 3. Encouraging the children to express their interests and the staff expounding on those interests.
 4. Prompting children by using higher order thinking prompts.
- D. Support positive interactions among children, child care providers, staff and parents including on-going communication with parents regarding the program & their children by:
1. Children are greeted by staff members who are excited to see them and spend time with them.
 2. A staff member is available at drop-off or pick-up time if a staff member needs to talk to a parent or vice versa.
 3. The Supervisor is available to meet with parents, as needed, at other times by appointments.
 4. A monthly newsletter will be sent home informing families about monthly activities and items of interest.
 5. We do an informal Christmas and year end program for families to enjoy.
 6. A monthly menu is posted close to the entrance of each room.
 7. If parental consent is given, an RECE staff member will complete a DPS for each child and will schedule an appointment with the parents to discuss the child's growth and development. DPS is conducted yearly, with parental consent given each year.
 8. With parental consent, a Speech Assessment is completed within a month of a child starting. A new speech assessment is completed yearly, with parent consent.
 9. Encouraging children to talk to each other when they are sad, upset, angry or frustrated and to get a teacher if they need help.
 10. Using a calm tone of voice and getting down to the child's eye level when communicating.
 11. Supervisor will hold a monthly staff meeting and are available to meet with staff upon request.

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- E. Plan for and create positive learning environments and experiences to meet the individual needs of every child and provide variety throughout the morning by incorporating active play and quiet activities as needed to support each child by:
 - 1. Having weekly plans to ensure that a variety of play and exploration opportunities are presented.
 - 2. Having flexibility to adjust room set-up and/or daily schedule to accommodate every child's needs.
 - 3. Providing at least 1 large motor activity where the children can choose that as a play option.
 - 4. Having a designated spot where children can relax and find a quiet activity as needed.
 - F. Involve local community partners and allow those partners to support the children, their families and staff by:
 - 1. Asking community helpers to come visit the room and children to discuss their job.
 - 2. Organizing a "year-end trip" to a local point of interest for parents and children to participate together.
 - 3. Notifying families of information as we receive it from local schools, community events and/or public health. This can include sending home flyers, letters, sharing items of Facebook or posting of flyers in the preschool areas.
 - 4. Sharing local events via Facebook for points of interest (activities, events, etc)
 - G. Support and provide for professional development for staff members by:
 - 1. Allotting \$100 for each staff member to use for professional development courses that would enhance their own portfolio and our program.
 - 2. Covering expenses for required courses such as Food Handler's Course and Standard First Aid and CPR.
 - 3. Requiring staff to take part in any courses required by QCCN to enhance their professional learning.
 - 4. Any professional development above the \$100 allotted can be brought to the Supervisor for approval.
 - 5. We provide a membership at the ECCDC for any employees who want it.
 - H. Document and review the result(s) of the before mentioned goals and approaches on the children and their families by:
 - 1. At the monthly staff meeting a documentation sheet will be completed evaluating the monthly activities and a review of the room set-up and program schedule will be discussed as needed to ensure the children's needs are being met.
 - 2. A documentation sheet will be kept of all QCCN training and other professional development courses completed.
 - 3. Menus documenting nutrition will be kept for 2 months.
 - 4. Monthly activity plans will be kept for the school year to document topics planned and discussed as well as child-directed interests communicated through the month and community helpers involved.
 - 5. All goals and approaches will be reviewed on an annual basis or as amendments are made to the CCEYA.
 - 6. A parent survey is completed annually.

Ages of Children

Preschool Central has 2 age groups in our program. The Toddler Program is for children 18-30 months in age. The Preschool Program is for children 30 months - 5 years old.

Schedule

Preschool Central operates from Monday to Friday from 9:00am - noon.

We start the 2nd Monday in September and finish on a Friday at the end of June-specific date will be provided at the beginning of the school year.

Class options are as follows:

Toddler Group	Preschool Group
2-day option: <ul style="list-style-type: none">Monday, WednesdayTuesday, Thursday	2-day options: <ul style="list-style-type: none">Monday, WednesdayTuesday, Thursday
4-day option: <ul style="list-style-type: none">Monday-Thursday	3-day options: <ul style="list-style-type: none">Monday, Wednesday, FridayTuesday, Thursday, Friday
	4-day option: <ul style="list-style-type: none">Monday-Thursday (2x2 day option)
	5-day option: <ul style="list-style-type: none">Monday to Friday

Holidays

Preschool Central observes the following holidays and is closed on:

- New Year's Day
- Good Friday
- Victoria Day
- Thanksgiving Day
- Boxing Day
- Family Day
- Easter Monday
- Labour Day
- Christmas Day

In addition to these days, Preschool Central is closed for Christmas holidays and Spring Break as per the DSNB calendar-specific dates will be provided at the beginning of the school year in a

newsletter and will be on the parent bulletin board. We are **not closed** for DSBN Professional Development (PD) days.

Inclement Weather

Due to inclement weather conditions, Preschool Central will follow the local school boards (District School Board of Niagara & Niagara Catholic District School Board) school closure policy. If these school boards fully close schools due to inclement weather, our centre will be fully closed as well. If schools remain open and buses are cancelled, the center will still be open. However, if the Supervisor & Executive Director deem road conditions to be unsafe in our area, Preschool Central may choose to close.

Information about school closures will be available through the local radio station Storm Desk (iheartradio.ca/610cktb/news/stormdesk), and our Facebook page. Parents should check these locations for details regarding closures.

It is always at the parent/guardian discretion as to whether they deem the roads safe to drive. Parents should notify the preschool via email or phone call if they will not be attending on any day.

Fees

Monthly fees are required on the first day of each month that class is held. Fees may be paid by cheque, credit/debit or by online payment option. If paying by cheque, **please make the cheque out to Central Community Church**. Tax receipts will be issued by February 28 for the previous year via email. If requested, tax receipts can be printed during the year. Full fees will be charged for each month, regardless of the child's absence, school closure or the occurrence of a statutory holiday.

Toddler Program	
Two Day Program	\$194/month
Four Day Program	\$338/month
Preschool Program	
Two Day Program	\$172/month
Three Day Program	\$258/month
Four Day Program	\$344/month
Five Day Program	\$430/month

Occasional additional mornings may be requested and may be available. Each additional morning is \$22 for preschool and \$25 for toddlers. For these occasions only, cash is payable as the child is dropped off in the morning.

Subsidized Child Care

Subsidy is available by applying to the Niagara Region Childcare Services. Registration fee will not be charged to families receiving subsidized care

Admission and Withdrawal Policy

Registration forms need to be completed and returned at least 1 week before your child can start the program. Please allow 2 weeks if child has any medical issues or an anaphylactic allergy.

A non-refundable registration fee of \$30 is required to complete registration.

Any situation regarding children requiring specialized services would need to be discussed with the Supervisor prior to enrollment to ensure that Preschool Central can meet the child's needs.

Written notice of permanent withdrawal must be given two weeks in advance. If notice is not received, full program fees will be charged.

A permanent space cannot be guaranteed if you temporarily withdraw your child. If spaces fill up, your child would be placed on a waiting list.

Preschool Central may terminate services if policies are not followed, fees are not paid or if the program is not suitable for your child.

Wait List

If there are no spots available, you may place your child on the waiting list for the current school year.

You will not be charged a fee to have your child on the wait list.

You will be able to see your place on the list while all the children's names on the list will be kept private and confidential.

You will be contacted in the order you were placed on the list if a spot becomes available and must respond within 48 hours or the next family in line will be offered the spot.

The wait list does not transfer to the following school year.

You can indicate to the Supervisor that you would like to be contacted when registration opens for the following year.

Families will be removed from the list when they ask to be removed or at the end of the school year in June.

The age requirement for a child to be placed on the list is Toddlers must turn 18 months and Preschoolers must turn 30 months during the current school year.

Individualized Support Plans

Preschool Central is committed to helping every child grow and learn. For children with exceptionalities who we are able to accommodate within our program, we will work with parents and any other professional person who works with the child to develop an individualized support plan. Individualized plans need to be returned and discussed with Supervisor at least 1 week prior to child's start date.

Parent Communication

We have a Facebook page. You can find us at: [facebook.com/Preschool Central](https://www.facebook.com/PreschoolCentral). We use this as one way of communicating between the program and student's families. In order to get the updates, information, activities, pictures (we do not post pictures of the children) and closures, you must FRIEND the group.

A monthly newsletter will be emailed home to celebrate with you the highlights of the program and to inform you of any important information. Please schedule a meeting with the Supervisor or classroom teacher if you have anything you would like to discuss. Drop-off and pick-up are not productive times for a detailed meeting.

If you signed the permission form for the DPS and Speech Assessment to be completed with your child, a follow-up meeting will be scheduled with a classroom teacher after they have been completed.

We also have a daily log that we write any information regarding your child you give us during drop off or pick up time. Some examples are, "Auntie will be picking Sophie up today" or "Emily will be late on Thursday due to a doctor's appointment."

Photo Sharing

Children love to have their photo taken. It is also a great way for staff to record what has happened in our classrooms and for children to be able to look back and remember what they have learned, explored and created at school. It is important to know that Preschool Central will not use pictures of any child on the internet or use for advertising/promotion purposes without further consent.

With your permission and agreement, staff would share these photos with you about what is happening in our classrooms on a monthly basis. We will email you a link to a folder that will contain photos from that month. You can then download the photos that you would like to keep of your child. **These photos are for your personal use only.** There will many occasions when there will be photos containing only 1 child but also photos containing more than 1 child. If a photo is of multiple children, please refrain from sharing photos containing other children.

***Please note, the email associated with this folder is different from the regular email. For all communications, please use preschool@centralcc.ca*

Arrival and Pick-up

Please be prompt when dropping off or picking up your child for the program. Make sure you notify a staff member upon the arrival and departure of your child. Ensure that a teacher is aware of any details that may affect your child's day.

Children will be assigned a cubbie locker in the hallway for their coats and backpack.

The following are measures to ensure your child's safety:

- Your child will not be released to anyone other than those who are specified on the admission form. In the event that a person picking up your child is unknown to the staff, a piece of photo ID will be required.
- In situations where an unauthorized person will be picking up your child, we must receive written or verbal notification from you.
- A copy of custody agreements must be on file to be enforced and access denied. If any changes occur to the custody agreement, notify us immediately. If a prohibited parent attempts to pick up a child, the custodial parent will be notified immediately and the police will be notified if required.

If a parent, guardian, family member or visitor to the center engages in disruptive or potentially dangerous behavior, the person will be asked to leave immediately. In the unlikely event that a parent/caregiver arrives at the preschool to pick up their child while under the influence of drugs or alcohol or is physically or emotionally impaired in any way, the following guidelines will be followed:

- Alert the Supervisor and other staff members
- Remain polite and calm
- Persuade the parent/caregiver to ask if someone else can be called to pick up the child. If caregiver is the pick-up person whose behavior is questionable, the parents will be called.
- If unsuccessful, staff will offer to call a taxi and will pay for the taxi
- If person becomes agitated and/or confrontational, call 9-1-1 and the church office to inform of the situation.
- Staff will not put themselves or children at risk physically by trying to stop an irate or intoxicated parent from picking up.
- If parent/caregiver decides to drive home, staff will inform them that you will be calling the police and Children's Aid Society with their home address and license plate number

Late Pick-Up Policy:

A 15-minute grace period will be allowed for emergency situations after which time the teacher will call a parent/guardian then the number for the emergency contact. After the 15-minute grace period, a rate of \$1/additional minute will be charged to the family at the discretion of the Program Director. Payment will be due upon pick-up.

Nutrition

A nutritious, nut-free snack is provided for your child. We typically serve a fruit or a vegetable with a grain product to go with it.

Any special dietary needs or allergies are posted in any playroom used by the child and the food prep area. We accommodate for any allergies and make every effort to accommodate for sensitivities.

In the instance that a child requires a special diet, where food is provided from home, all food and drink containers must be labelled with the child's name. In the same manner, if a child has food or drink in their backpack for after the program, their containers must be labelled with their name.

A snack menu for a 4 week period is posted on the parent bulletin board.

We understand that some parents may want to send a special item for their child's birthday. We recommend a non-food item for this such as stickers, pencils, etc. If you choose to bring a food item for the children to take home, it must be individually wrapped, store bought and be nut-free and free from any other allergens to children in our program. The food must be clearly labeled with a list of ingredients. Teachers will ensure that the item you provide is acceptable. We are not allowed to serve home baked goods at any time. **We are sorry for the restrictions within this policy, but it is for the safety of every child.**

Health and Administration of Drugs

The CCEYA stipulates that each child must be immunized according to the local Medical Officer of Health before admission to the program or an exemption based on parental or MD written objection to the immunizations filed with the program.

Children who are experiencing the following symptoms must not attend school:

- Elevated temperature (a fever of 100°F within past 24 hours)
- Acute nasal discharge, sore throat or persistent coughing
- Vomiting and / or diarrhea (within past 24 hours)
- Discharge coming from eyes or ears, red, puffy eyes or crustiness
- Undiagnosed skin rash
- Lack of energy /appetite / unable to participate in program
- Head Lice, children must be treated and nit-free before returning to school

If your child becomes ill during the program, you will be called to pick your child up and your child will be isolated in a comfortable supervised area.

Parents/Guardians must provide a summary of their child's health, medications, allergies, doctor's name, address and phone number, and a first aid management plan approved by the doctor, if applicable, prior to child starting in preschool program.

With the exception of emergency medication, no medication or creams will be administered by the staff of Preschool Central.

Anaphylaxis and Epi-Pens

Anaphylaxis Emergency Plans are posted in the designated classrooms, food prep area and washroom (if applicable) for any child who has severe anaphylaxis allergy. Staff, supply teachers and volunteers are required to read and review all anaphylaxis emergency plans and individual action plans annually of any child who has an anaphylaxis. Parents/Guardian of a child will meet with the Supervisor at least 1 week prior to start date to review the plan. Should your child develop a life threatening allergy after starting, they will not be permitted to remain until all forms and plans have been completed and staff have had time to review these. All staff, supply, volunteers and students will be trained annually on how to use an Epi-Pen if an Epi-Pen is required. All Epi-Pens must be current and prescribed by a physician, in its original packaging, have the child's name and the name and dosage of the medication. An Epi-Pen must be at school for each child identified with anaphylaxis. Epi-Pens will not be locked but kept accessible to staff and inaccessible to children. If the Epi-Pen has been forgotten or expired, the child will not be allowed to participate in the program.

Child Abuse Policy

While we hope and pray that all children are growing up in a safe, secure and loving environment, the statistics show that no community is immune to problems with child abuse. Central Community Church has adopted the "Plan to Protect Policy" in order to keep youth and children safe while attending any program at Central Community Church. Should a situation arrive in which a staff member has reasonable grounds to suspect that a child attending our pre-school may be suffering any type of abuse, they are morally and legally obligated to report the situation. The appropriate authorities will be contacted.

Parking

Please park on the large parking lot side of the church and use the entrance labelled "two". We ask that parents use the parking lot with caution at all times.

Clothing and Possessions

Your child should be dressed appropriate for physical activity, all kinds of play and the weather. Dressing in layers is always a good idea. Take into consideration that there can be painting, other messy crafts and sometimes we have water play that your child may get wet. Please leave a complete second set of clothing in a labelled Ziploc bag in your child's cubby in the case of an accident. Please leave a pair of indoor shoes in your child's cubby or backpack. Please ensure that all clothing and footwear is labelled.

We discourage children from bringing toys from home as they can be lost or broken in the classroom. Toys should be kept in their child's backpack, or better yet, with their parents.

Volunteer and Student Involvement

Volunteers and Students must review Preschool Central's policies and procedures and parent handbook.

If the Volunteer or Student is over 18 years old, a Criminal Reference Check must be completed before the volunteer or student commence duties at the preschool.

Volunteers and students will be supervised by an employee at all times.

Volunteers and students will not be left alone with any child at Preschool Central.

Discipline

Children need boundaries and consequences appropriate to their behavior to feel safe in their environment. At Preschool Central, children are consistently disciplined in a positive manner to promote self-discipline, health and safety, the respect of others and of property.

The following are prohibited practices at Preschool Central:

-corporal punishment of the 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 a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

-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 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; or

-inflicting any bodily harm on the children including making the children eat or drink against their will.

If there are behavioral concerns with a child, the parents will be consulted to develop a plan to help the child grow in this area.

Field Trips

We have no off site activities.

Parent Responsibilities

Please notify us by calling **905-937-5610 x239** to leave a message or e-mailing **preschool@centralcc.ca** if your child will be absent and state the reason for the absence. The staff track sickness in order that parents can be kept well informed should an unusual illness occur and to prevent an outbreak. If a child has not arrived by 9:30 am, preschool staff will contact you to see why your child has not arrived.

It is the responsibility of each parent to make sure that they notify staff of any changes to their contact information. It is important that we have current, up-to-date phone numbers, addresses, work information and emergency contacts. The changes should be written and given to a staff member.

Fire Drills

Fire Drills are practiced each month by all classes. Posted in each classroom is the fire drill procedure for that area. The children are encouraged to walk quickly and listen to the teachers.

Emergency Management and Evacuation Location

Preschool Central has an emergency management plan in case of a variety of emergencies. Staff will conduct monthly fire drills with the children and other emergency procedures throughout the year.

If an emergency occurs, we will notify parents via phone, email or a written letter depending on the circumstances. If an evacuation is required, our children will be taken to Beacon Christian School which is located at 300 Scott Street in St. Catharines (905-937-7411).

Parent Concerns/Issues

Purpose

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

Definitions

Licensee: The body licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (Central Community Church).

Staff: Individual employed by the licensee (e.g. program room staff, supervisor).

Policy

General

Parents/guardians are encouraged to regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive

interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Preschool Central staff and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

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

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

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Preschool Central maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Procedures

Nature of the Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern	Steps for Staff and/or Licensee in responding to issue/concern
<p>Program Room-Related</p> <p>Eg: schedule, toilet training, indoor program activities, feeding arrangements</p>	<p>Raise the issue or concern to: the classroom staff directly</p> <p>Or</p> <p>The supervisor or licensee</p>	<p>All staff are encouraged to address and resolve the issue/concern at the time it is raised, however, if it is not possible to resolve the issue/concern at the given time, the staff will arrange a meeting with the parent/guardian within three business days.</p> <p>The staff involved in the raised issue will document the issue/concern using the Parent Issue/Concern Documentation form. Staff will ensure that the investigation of the</p>
<p>General, Centre-or Operations-Related</p> <p>Eg:child care fees, hours of operation, staffing, waitlist,availability, menus,etc</p>	<p>Raise the issue of concern to: Supervisor or Licensee</p>	
<p>Staff, Supervisor and/or Licensee-Related</p>	<p>Raise the issue or concern to: The individual directly</p> <p>OR</p> <p>The supervisor or licensee.</p> <p>**All issues or concerns about the conduct of staff that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parent/guardian becomes aware of the situation</p>	<p>issue/concern is initiated by the appropriate party within five business days or as soon as reasonably possible thereafter. Staff will document the reasons for delay in writing. Staff will provide a resolution or outcome to the parent/guardian who raised the issue/concern. If a parent/guardian requests a written response, this will be copied and given to the parent/guardian.</p>
<p>Student/Volunteer Related</p>	<p>Raise the issue or concern to: The staff responsible for supervising the student/volunteer</p> <p>OR</p> <p>The supervisor and/or licensee</p> <p>**All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Paul Robertson, Executive Director of Central Community Church at 905-937-5610.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Niagara Region Public Health: 905-688-3762

Early Childhood Community Development Centre: 905-646-7311 or eccdc@eccdc.org

College of Early Childhood Educators: 1-888-961-8558 or infor@college-ece.ca

St. Catharines Fire Department: 905-684-4311

Niagara Regional Police: 905-688-4111

Parent Handbook

This parent handbook will be available online at centralcc.ca (go the tab "Church Life" and scroll down to 'Kids' to find the Preschool area). A copy of the parent handbook will also be available at the Preschool.