



Parent Handbook 2021-2022

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Trenton, Ontario
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Please note that due to the evolving response to COVID-19, policies and procedures may differ from those indicated in this handbook. Please ask the Program Supervisor for details regarding Little Sparks Preschool's Infection Control Policies.

Welcome to Little Sparks Preschool!

As a Christian preschool, we recognize God created each child to be a unique individual. Our program will encourage your child to explore, experience and begin the foundation of reaching his/her God-given potential. We see children as competent, capable, curious and rich in potential and our staff strive to know each child as individuals that we value and can build on their own personal strengths and abilities.

Our staff work to get to know our children's families. We see families as experts who know their children best and have important information to share. We value your input and want to start an ongoing relationship with you so we can be more knowledgeable, reflective and resourceful when planning for your children.

Please take a moment to read through the Parent Handbook as it will help to ensure a smooth transition for both you and your child. Keep in mind that these policies and procedures are set in place according to the requirements of the Ministry of Education's Child Care Early Years Act, 2014. We regularly review and reflect on these policies and procedures in order to ensure that they are up to date with the Minister's standards and that they are being properly implemented. Full cooperation is expected and appreciated.

On behalf of the staff of Little Sparks Preschool, we would like to thank you for giving us the opportunity to partner with you in the development of your child. We look forward to sharing many meaningful experiences. If, at any time, you have any questions or concerns, please feel free to speak with a staff in person, or contact Program Supervisor, Jennifer de Wal at 613-392-3600 during regular school office hours or by email at lsparks@trentonchristianschool.com.

Sincerely,

Mrs. Jennifer de Wal
Little Sparks Preschool

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Program Statement

At Little Sparks Preschool, each **child** is recognized as a unique creation with individual gifts, needs, and purpose. We believe that children are competent, capable of complex thinking, curious, and rich in potential. We value each child and strive to create opportunities and programming that build on their strengths, interests, abilities and personal development.

We believe that **parents** are experts on their children and have much to share about who their children are and the culture and backgrounds that have helped to shape their identity. We believe that it is important to work closely with parents to collaboratively achieve the best care for their child. We want to spend time getting to know you. We will make time for conversations, reach out to you through emails, newsletters and monthly letters, and provide opportunities for you to come in and participate with us.

Our **staff** is compassionate, knowledgeable, reflective, and resourceful. We value the experiences and diverse backgrounds that they also bring to our program. They delight in spending time getting to know children and families. They work hard to create a safe, caring, and creative environment for children to explore, gain confidence, develop positive self-esteem, and mature emotionally. As a staff, we are committed to providing a stimulating, educational, play-based curriculum to guide the children's learning, enhance their knowledge and meet their individual developmental needs.

Our **curriculum** is designed to allow for child-initiated, spontaneous learning activities, as well as those that are planned and facilitated by our Educators based on the children's interests. We provide a supportive environment that encourages positive social interactions and an understanding of each child's uniqueness. We encourage children to develop problem solving skills and an understanding of the world around them. We believe that the childcare environment should be inclusive of all children, and we are committed to providing programming that plans for and creates positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans.

Little Sparks Preschool uses the Ontario Early Learning Framework and the Minister's "How Does Learning Happen?" as a professional learning resource and guide for our preschool and after-school care programs. These documents support pedagogy and program development in early years settings that is shaped by views about children, the role of educators and families, and the relationships among them. It builds on foundational knowledge about children and is grounded in new research and leading-edge practice from around the world. Together with the ELECT document it stands on four Foundations:

Belonging, Well-Being, Engagement and Expression.

If you are interested in learning more about these resources, we have some documentation you can borrow from the preschool to read or you can visit: www.edu.gov.on.ca/childcare/HowLearningHappens.pdf

Goals for Children

We aim to develop:

- A strong and positive sense of self and self-esteem as a child created and loved by God
- A sense of **belonging** built on connection with others and contribution to their world
- A developing view of self, health and **well-being**
- An active and **engaged** learner who explores the world with body, mind, and senses
- Capable communicators who **express** themselves in many ways
- Autonomy, independence and life skills
- Respect for others and their environment

How we plan to achieve these goals:

- Build positive, responsive relationships between children, their families and our staff
- Give children opportunities to succeed and be challenged
- Create programs that meet individual needs and that focus on the children's social, emotional, physical, creative, and cognitive development in a holistic way
- Provide environments which support children's acquisition of self-regulation skills
- Provide opportunity for children to learn through active, creative, and meaningful exploration, play, and inquiry
- Incorporate both indoor and outdoor play in our schedule as well as opportunities for active play, rest and quiet time activities.
- Foster communication and expression in all forms
- Engage with families, value their strengths, contributions, and perspectives and provide opportunities for families to join us in the preschool
- Encourage and model socially appropriate behaviour rooted in a Christian perspective

- Model and give opportunities to practice healthy, safe, nutritious choices through our menu planning, life skills development and inquiry play
- Use the “How Does Learning Happens?” to guide our teaching and learning practices
- Plan for regular team meetings, where self–reflection, discussion, and ongoing collaboration and learning among the staff is encouraged
- Make visible how our learning is happening to help inform of your children's learning and development
- Reflect on observation and documentation of children’s learning to inform future programming decisions
- Celebrate all people created by God with their unique differences and similarities
- Seek out opportunities for professional learning with community partners
- Find opportunities for children to make connections with our community where contributions can be made and children feel included; eg. Children's artwork displayed at the local library or a visit from the local fire department

Admissions & Operation

Ages of Children and Staff Ratio

Little Sparks Preschool is licensed for 24 children ages 30 months (2.5 years) to 5 years old. Our preschool program accepts 16 children per day while 8 spaces are reserved for children in after school care. We have a few preschool spaces available for children who are between 24–20 months of age, please inquire to see if your child can be accommodated.

While our staff:child ratio is 1:8 (as set by the Child Care and Early Years Act), we strive to increase the quality of our programming by adding additional staff beyond the CCEYA requirement.

Days/Hours of Operation

Little Sparks Preschool operates Monday – Friday during the school calendar year, from September 2020 to June 2021.

We offer the following programs* Monday through Friday:

- Morning Program (8:30am–11:30am)
- Morning Program with Lunch (8:30–12:30)
- School Day (8:30–3:30)
- Extended Day Program (8:00am–4:30pm)
- After School Care Program (3:00pm–4:30pm)

Parents may choose the schedule that works best for their family (number of days, morning, school day or extended day program) according to the availability of spaces.

**please note that minimum enrollment numbers must be met to run these programs.*

Preschool Closure for Holidays and Non-Instructional Days

Little Sparks Preschool will follow the Trenton Christian School Board calendar for the year. We close for both Holidays and Non-Instructional days.

Parents will be provided with a Trenton Christian School Calendar identifying the dates of PA Days and Holidays.

Enrollment Requirements:

Prior to enrollment, please note:

- Your child must be a minimum of 30 months old (space may be available for children aged 24–30 months).
- Your child does not need to be toilet trained. Our staff will work to support both the family and child when the decision to begin toilet training is made.
- We strongly encourage you to arrange a pre-enrollment visit to our program with the Program Supervisor. You will have the opportunity to ask questions and have a short tour of our center. This is a great way for parents, children and staff members to establish a positive relationship.

When the following has been received, the Program Supervisor will be able to officially enroll your child:

- Completed Application for Enrollment
- Immunization Record

- Emergency Contact Forms
- Pre-Authorized Debit Form
- \$50 Registration Fee (payable by cash, cheque or debit)

Wait List

Spaces at Little Sparks Preschool are available on a first-come, first-served basis. Once our program reaches full capacity, a waiting list will be maintained for families wishing to enroll their children at Little Sparks Preschool. There are no fees charged to be placed on the wait list and we will work to ensure that the confidentiality of the children listed will be kept.

Arrival Time

Our preschool opens promptly at 8:00 am. If you arrive earlier than 8:00, we ask that you remain in the foyer of the school until the program opens.

Dismissal Time

Please pick up your child promptly at your scheduled pick up time.

If an unforeseen event will cause you to be late, please notify the office at 613-392-3600 so we can be prepared and reassure your child.

If late pick-ups become a regular occurrence, a late fee of \$10 per session will apply.

Inclement Weather Policy

In the case of severe weather resulting in bus cancellations (as determined by the Trenton Christian School bus company), Little Sparks Preschool and Trenton Christian School will be closed.

Parents will be notified of school closure through both e-mail and SeeSaw message. Alternatively, parents may find notice of closure on the Trenton Christian School Facebook page or listen for Trenton Christian School closure notifications on local radio stations.

****Regular program fees will apply for these days.****

Tuition and Fees: 2021-2022

Morning Program (8:30–11:30) – \$26 per day

Morning Program with Lunch (8:30–12:30) – \$34 per day

School Day Program (8:30–3:30) – \$46 per day

Extended Day Program (8:00–4:30) – \$48 per day

After School Care Program (3:00–4:30) – \$12 per day (Discount available for TCS students)

Registration Fee – \$50 – to be paid at registration, non-refundable

Calculation of Fees – Each family will choose the program schedule (full time or part time) in which they wish to register their child(ren). Parents will be provided a schedule of payments which will be withdrawn through Pre-Authorized Debit based on the number of service days each month. If a child's schedule changes, the parent will be provided with an updated schedule of payments.

*Fees are **not** charged for Statutory Holidays.*

Tuition Discounts: A tuition discount of 10% is available to families who:

- Require full time (5 day per week) care (School Day or Extended Day programs)
- Are registering a second child in the program
- Or those who also have children attending Trenton Christian School

Tuition Payment – Once the monthly rate has been determined, payments will be made using **Pre-Authorized Debit**. Forms to set up this payment option are attached to the registration forms and can be handed in with the registration packet.

Should the need for an alternate method of payment be required, the parent should discuss the possibility for other arrangements with the program supervisor prior to the child's first day of school.

Change of Schedule –If you wish to make a change in your child's schedule, please meet with the Supervisor at least 2 weeks in advance to discuss availability and make a plan for any fee adjustment.

Refunds – Please be advised that there are no refunds for sick days, family holidays or inclement weather day closures.

Withdrawal/Discharge

- Parents are required to provide two weeks written notice for withdrawing their preschool age children.
- Parents who wish to temporarily withdraw their child from the program (e.g. for an extended holiday) may request to have their child's name placed on the waiting list for readmission. Regretfully, no guarantee can be given that a space will be available when needed. Please note this does not eliminate the notice period requirements as described above.
- Should a child that demonstrates developmental or behavioral challenges be enrolled in the program, the program will seek to access additional supports and resources in a timely manner. However, if it is concluded that the staff and program can no longer meet a child's needs and that there is a safety risk to the child, other children and staff, then the decision to discharge a child may be warranted.

The program also reserves the right to give notice of withdrawal of service if the parent does not abide by all policies and procedures

Program information

Nutrition

Little Sparks Preschool provides snacks and meals for all students. All food is **nut free, nutritious and promotes good dental health**. No food should be sent in from home. A shared snack for a special occasion may be prearranged with the Supervisor but must be purchased from a licensed facility such as Walmart, Sobeys, No Frills, etc.

Morning Program: All students are provided with a morning snack served with water.

Morning Program with Lunch: Students are provided with a morning snack and hot lunch served with choice of milk or water.

School Day/Extended Day Programs: Students are provided with a morning snack, a hot lunch served with choice of milk or water, and an additional afternoon snack.

After School Care Program: Students are provided with an afternoon snack served with water.

Parents of children with allergies and/or intolerances need to make these known on the registration form before the children start so we can make the appropriate adjustments to our menu.

Our menus are posted on the Parent Board located just outside our classroom door.

Drinking water is available at all times. Children are competent and capable of determining when they are thirsty and acting on that need.

Clothing and Possessions

Please dress your child in comfortable clothing that is appropriate for physical activity and the season. A second complete change of clothes (pants, top, socks and underwear) is needed in case clothing gets wet or soiled. These extra items can be taken home daily or remain at school in a labeled bag in your child's cubby. **Label all clothing with your child's name.** It is each parent's responsibility to check for wet clothes and to be sure there is appropriate clothing at the preschool.

If your child is toilet training please provide plenty of extra pants, underwear, and socks. See the Toileting Policy for more details.

Outdoor Play – Morning Program students will end their mornings with 45 minutes of outdoor play and learning, while School day and Extended day students will spend at least two hours outdoors each day, weather permitting, unless a physician or parent of the child advises otherwise in writing. We will spend 1 hour outside in the morning before lunch and 1 hour in the afternoon before pick up. Children in the After-School care program will engage in 30 minutes of outdoor play each afternoon. Please make sure children come dressed with proper outdoor clothing to go outside every day.

Extreme Weather – In the event of extreme heat or cold, our outdoor time will be reduced as follows:

- Below -15C (including wind chill factor), our outdoor time will be shortened.
- Below -20C (including Wind Chill Factor) children will remain indoors
- Above +30C (with Humidex), our outdoor time will be shortened
- Above +39C (with Humidex) children will remain indoors

Rest Time – Full day children will have a rest period after lunch of no more than two hours. Children are allowed to sleep, rest, or engage in quiet activities based on a child's needs. A cot and bed sheet will be provided for each child. We ask parents to send in a blanket for their child to sleep with. Children may also bring a love item to sleep with to make them feel more comfortable.

Busing – Busing is not available for preschool students.

Parent Communication – At the beginning of each month, you will receive a newsletter to inform you of the highlights of the program including our areas of learning, special guests or activities, celebrations, opportunities to volunteer and possible fund-raising activities.

The SeeSaw App will be used to communicate with you and share exciting moments in your child's learning journey. You will be provided with a personalized invitation with instructions for installing and using the app.

Our Parent bulletin board located just outside our classroom door contains additional information about what is happening in Little Sparks. It also shows pictures and information about some of the things we have been doing in the classroom.

At any point, the Supervisor may send an email to parents with important information that needs immediate reflection or response.

Little Sparks has an open-door policy, parents are always welcome to drop in and see what we are doing.

Separation

We understand that separation can be difficult for both parent and child on those first few days of preschool. In an effort to create a positive and pleasant experience for each child and their family, we encourage:

- a discussion with your child as to where they are going and what to expect when they arrive
- a consistent routine that includes a quick good bye to your child and reassurance that you will return.

Our educators will work with you to create a consistent drop off routine that will support both you and your child.

Parental Obligations

Observing these obligations will help both you and Little Sparks Preschool:

- ***Staff must be informed of any planned absences or changes from regular routine.*** If an alternate person is coming to pick up your child, call to let us know. We also need to be informed if your child has a doctor's appointment, had a restless night, or there have been recent family changes (separation, move, special visitors, a new pet, etc.) If your child is sick or you are away, please call the school to let us know, at 613-392-3600.
- ***Parents must keep the child's registration information up to date.*** It is imperative that any changes in address, phone numbers, persons allowed to pick up your child, etc. be kept current AT ALL TIMES in case we need to reach you during the day.
- ***All fees must be paid on time.*** Payment is due on the first of each month. Payment will be made by Preauthorized Debit (PAD) **** *There will be no refund for any unused days.* ***
- ***Parents should check the parent bulletin board regularly*** to keep informed about program changes, special events or requests, Ministry news, etc.

Specialized Services

Little Sparks is an inclusive environment. If your child has special needs, we will set up a meeting (or meetings) with the parents prior to starting where we can work together to create an individual support plan. Regulated health professionals and/or other persons who work with the child in a capacity that would allow them to help inform the plan will be invited to participate.

Field Trips

Throughout the year, field trips may be booked to enhance a concept being discussed with the children. We require parents to participate on field trips. A letter will be sent home in advance to provide you with the date, destination, and any applicable costs. You may choose to attend the trip with your child, find a suitable substitute like a grandparent, or keep your child home. Class trips are an exciting opportunity for children to see firsthand what they are learning in the class and is an enjoyable experience for everyone.

Privacy Policy

Little Sparks Preschool is committed to protecting personal information by following responsible information handling practices in keeping with current privacy laws. We collect and use personal data in order to ensure the safety of the children in our care, to comply with government obligations and for statistical purposes. If you wish to make any inquiries or express concerns around areas of privacy and personal information, please contact the Supervisor.

Health and Sanitation

Immunizations

The CCEYA stipulates that, prior to admission, each child must be immunized as recommended by the **REGIONAL HEALTH UNIT**, unless exempted based upon the parent's or physician's written objection. Please provide a copy of your child's immunization record or written and signed objection before your child begins his/her time in Little Sparks Preschool.

Allergies

If your child has an allergy of any type, it must be noted on the registration form and brought to the attention of the supervisor. **Anaphylactic allergies** will require a special form and an epi-pen will be required to remain at the preschool at all times. All allergies will be posted in the classroom. Individual plans will be created with the parents and doctors for each child with an anaphylactic allergy. This plan is reviewed and signed off by all staff, volunteers and students. Please be aware that allergies can develop and change over time. It is very important to update information as necessary.

Sick Children

Please note that due to COVID-19, additional screening/exclusion measures may be in place. Please contact the Program Supervisor for current guidelines.

If your child is too ill to participate in the daily routine, he/she must remain at home. The following regulations will be **STRICTLY ENFORCED**:

- A child developing a fever (101° F/38.5° C) should go home immediately. We **cannot**

administer "Tempera/Tylenol". The child must be free of a fever (without aid of fever medication) for 24 hours before returning to Little Sparks.

- A child who has 2 liquid bowel movements must go home. He/she must be free of diarrhea for 24 hours before returning.
- A child with continuous vomiting (with or without other symptoms) must go home, and should not return until he/she is free of symptoms for a 24-hour period.
- Any potentially infectious condition or suspicious body rash must be checked by a doctor. The child shall not be re-admitted to care without assurance that a doctor has confirmed that the condition is not contagious.
- If the child is unusually irritable or tired, the parents will be contacted and may use their own discretion about coming for their child.

Prescription Drugs

The Little Sparks Preschool supervisor will only administer emergency medications ex. Epi Pen and puffers or medications (i.e. antibiotics) prescribed by a doctor.

- Parents must provide **written authorization** on our medication form
- **Medication must be in original container or package, labeled with the child's name, the name of the drug or medication, the dosage of the drug or medication, the date of purchase and expiration, if applicable, and instructions for storage and administration.**
- Medication will be kept in a secure box out of reach of the children

******Never leave medication of any kind in your child's backpack or cubby. Always hand-deliver medication to a Staff person.******

Non-prescription Drugs

Non-prescription drugs will not be administered at Little Sparks Preschool without written instructions from the child's health care provider.

Infection Control

To prevent cross contamination of children and the spread of infectious diseases parents will ensure that:

- **Lice** – A child with lice needs to be treated and be free of bugs and nits before returning to Little Sparks. If your child has lice, please report the occurrence to the Program Supervisor..
- **Open wounds** should be covered.
- **Internal** fluids escaping, for example from the ear, should be covered.
- If a child has a **communicable disease**, they should not attend the program until they are no longer infectious. A doctor's note confirming that the child is no longer infectious is required prior to re-admittance.
- All health concerns should be directed to the program supervisor.

Emergency Care

If a child is ill or has an accident that appears to be life threatening, the supervisor/designate will contact 911, and accompany the child to the hospital. Parents will be notified immediately. Any costs incurred as a result of medical attention will be the responsibility of the parents. In cases of a less serious situation, it may be necessary to take your child to the hospital by taxi. If necessary, serious occurrence reporting will take place.

Toileting and Diaper Changing Policy

Children do not have to be fully potty trained to be enrolled in the program. We ask that you are working on this at home and to share with us your routines so we can partner with you in the learning process. Parents must provide enough diapers and wipes to sustain their child's needs.

The change area will be sanitized after each use. Diaper changes should be limited to one staff member and only disposable diapers will be allowed. Soiled diapers will be discarded immediately in a secure container. Thorough hand washing of both the child and the staff member following diaper changing is mandatory.

Sanitation

Little Sparks Preschool is committed to ensuring that the spread of germs is minimized by strictly adhering to basic principles of cleanliness and following all guidelines given by the Hastings and Prince Edward District Health Unit. The supervisor will ensure that sound sanitation practices are followed with emphasis on the following four areas:

- Hand washing for adults.
- Hand washing for children.
- Sanitation practices during snack times
- Daily sanitization of “high-touch” items

General Sanitation Practices

- Cleaning and disinfecting floors (Minimum 2 X weekly and as required).
- Scrubbing play tables (Minimum 2 X weekly and as required– includes top and bottom).
- Carpets and rugs that harbor dust mites/ bacteria (Minimum 2 X weekly and as required). Carpets to be shampooed at least once per year.
- Sinks (after every use).
- All other items in the room deemed necessary by the supervisor (weekly).
- Heavy use toys will be cleaned daily with water and detergent and if necessary, thoroughly rinsed before handled by another child.
- Germ collectors, such as soft, non-washable toys are discouraged.
- The staff will make it a special effort to clean underneath the tables where children frequently put their hands as well as on top.
- A Chlorine disinfectant will be used for sanitizing. Disinfectants will be kept out of the reach of children.
- Opening a window to allow fresh air exchange will occur as required.

Emergency and Safety

Accident Policy

Minor accidents (ie. scraped knee, paper cut)

- First Aid will be administered as needed.
- Any minor accident that leaves a mark on the body will be recorded on an accident report that is filled out by the staff and signed by the Supervisor. Upon regular pick up time, the parent will be notified, asked to review and sign off on the form to indicate their knowledge of the accident.
- Any injury to the head/face area (ie. sand in the eyes) will be monitored closely and reported to parents immediately.

Serious Occurrences

Under the Child Care and Early Years Act, 2014, serious occurrences are defined as:

1. the death of a child who received child care at a child care centre,
2. abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
3. a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,
4. an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
5. an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre.

In the unlikely event that a Serious Occurrence were to happen, Little Sparks preschool will report the event to the Ministry of Education. “The Ministry requires licensed child care centers to post information about serious occurrences that happen at the center to support increased transparency and access to information. A Serious Occurrence Notification form will be posted on the parent board that will give parents information about the incident and outline the actions taken while respecting the privacy of the individuals involved.”

Child Abuse/Neglect

While we hope and pray that all children attending our preschool are growing up in a safe, secure and loving environment, should a situation arise in which a staff member has reasonable grounds to suspect that a child may be suffering any type of abuse, they are morally and legally obligated to report our concerns to the authorities.

Playground Safety

The Little Sparks Preschool Playground is inspected and certified annually by a third-party safety inspector, and daily inspections are conducted to ensure equipment is in good repair.

Staff ratio will never be reduced during outdoor play and all staff and volunteers are trained in safe playground practices.

Fire and Evacuation

Fire drill procedures are posted in the classroom and a fire drill will be practiced monthly. All staff / volunteers / students will be familiar with the fire drill process.

In the event children are unable to return to the school due to an emergency, the evacuation site will be at St. Paul's Catholic Secondary School located at 15 Tripp Boulevard, Trenton, Ontario (613 394 4843). In the event of an emergency, parents will be notified by telephone as soon as possible.

Authorization to Pick Up Child

On your admission forms, you will provide a list of people that you permit to pick up your child. Unless previously arranged, children **WILL NOT** be released to any person other than those specified on the admission form in your child's file.

If circumstances dictate that a person other than someone specified on the file must pick your child up, you must phone the school and speak to the Supervisor, and the person picking the child up must present photo identification before the child will be released.

WITHOUT A COURT ORDER ON FILE the staff are unable to legally prevent the release of a child to his/her non-custodial parent. **WE MUST HAVE A COPY ON FILE.**

Volunteers and Students

Little Sparks will have volunteers helping in the classroom and with the children throughout the year. Students and volunteers are always supervised by a staff and are never left alone with a child. Students and volunteers are not counted as part of the supervision ratio and all have a completed police vulnerable sector on file at the school.

Prohibited Practices

At Little Sparks Preschool, we believe in the protection of the physical and emotional well-being of the children in our care.

In keeping with this belief, the following practices are prohibited:

- Corporal punishment of a child (e.g. spanking, hitting, shaking, biting etc.)
- Deprivation of a child of basic needs including food, shelter, clothing or bedding
- Being confined in a locked room or area
- Locking the exits of the Child Care centre for the purpose of confining a child
- Physical restraint of the child 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 or someone else
- 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
- Inflicting any bodily harm on children including making children eat or drink against their will

All complaints regarding prohibited practices made by anyone including parents, children, staff, students and volunteers will be investigated and acted upon immediately by the Supervisor and, if necessary, the operator of the Child Care agency. Serious occurrence procedures will be followed when required.

Safe Arrival Practices:

We ask that you escort your child into the classroom where staff may greet you and your child individually and exchange any necessary information regarding your child.

If a child will not be attending on a particular day please let us know as soon as possible by calling the Trenton Christian School office at 613-392-3600, emailing isparks@trentonchristianschool.com, or reaching out through our parent communication app.

Parental Questions and Concerns

If at any time you have an issue or concern, you are encouraged to speak directly with the supervisor. The supervisor will respond to your concern within one business day, and work towards a resolution. A meeting may be arranged if appropriate to discuss your concerns. If the issue at hand requires documentation, you will be provided with the appropriate forms to do so. If you are not satisfied with the response or outcome of your concern, you may express it verbally or in writing to the supervisor. 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 regulatory bodies, such as local public health department, police department, Ministry of Environment, Ministry of Labor, Fire Department, College of Early Childhood Educators, etc.