



Links2Care

**Parent Handbook
and
Registration Package
2026-2027 School Year**

School-Age Program Parent Handbook 2025-2026

Welcome

On behalf of our organization, we want to welcome you to Links2Care. We are very pleased that you have chosen us to care for your child before and/or after school. We take pride in our programs and we hope that you are completely satisfied with our service.

Links2Care is a community-based, non-profit organization that offers services for children, adults and seniors throughout Halton and Mississauga. For more information about the programs and services Links2Care offers please visit our website at www.links2care.ca.

Links2Care School-Age Program offers before and after school care at Park Public School and Joseph Gibbons Public School for those children aged 3 years (JK) to 12 years (grade 5).

The educators at Links2Care School-Age Program are dedicated to offering quality school-age childcare that will facilitate the growth and development of your child for the future. Links2Care actively participates in Halton's Early Years and Child Care Quality System Framework. This system framework outlines the principles and practices to elevate the quality of childcare programs for children, families and the early years workforce. It focuses on three key practices: Operational, Pedagogical and Foundational Principles.

It is our sincere hope that you feel welcomed and supported as parents and partners of our organization and that your children feel safe and secure as they are inspired to play, learn and develop. We value your input and encourage your questions, ideas and feedback.

Sincerely,

Christine Coleman
Supervisor School Age Program
ccoleman@links2care.ca



Mirela Vukosa-Giannidis
Manager, Community Services
mvukosagiannidis@links2care.ca

Program Statement

Our School-Age Program strives to deliver stimulating learning experiences in a safe, positive learning environment that enhances children's social, intellectual, physical and emotional development. Play is the cornerstone of our curriculum – our curriculum is built around children's questions, interests and ideas. Links2Care School-Age curriculum takes a child-initiated, adult-supported approach that focuses on play-based learning fostering children's exploration, play and inquiry. We allow the child to take the lead and then focus on his or her interests through intentional observations, interactions and engaged communications. Educators ask the children what types of materials/items, games and challenges they would like to have in the program. Educators support this process with following through on requests bringing in a variety of different materials; bring in loose parts into the program and participating in the children's activities. Educators validate the children's ideas and their interests so children can have a sense of belonging and take pride in the program they are a part of.

We know that children flourish in all areas of development when they are in supportive, caring, responsive relationships with adults whose focus is on health, safety, nutrition and the well-being of children in an environment that includes indoor and outdoor play as well as active and quiet time. We reflect on children's interests, ask questions about the world around them and encourage them to explore their environment. We ask questions to allow the children to tell us how we can help and support them. It is important that children can feel confident in themselves when making choices from their health and safety to their well-being. Educators promote and role model the expected behavior when socializing with peers to wash hands before snack. Our educators encourage each child's developing sense of self, and their ability to see themselves as being competent, capable, curious, and rich in potential. Links2Care provides inclusive programming for all children. Our staff work closely with parents and school personnel, and link to other community partners who support children, to ensure the appropriate supports and resources are in place to ensure optimal success for all children. We realize that some children may need individual care and space at times throughout the program. Educators will do their best to support children during these times and reflect on the child's interests, how they are feeling and if they would like to have some alone time. Materials are provided to children to make a safe and comfortable area that they can call their own space to support them during this time.

We encourage children to interact and communicate in a positive way and support their ability to self-regulate. Educators support children when they need to communicate and how they can say it in a way their peers will understand and support them during problem solving situations or compromise during activities. Educators have the children reflect on what is the goal and the outcome of the discussion they are having with their peers and work together to a solution. If some children need more time to help self-regulate during difficult times educators will support by allowing children to take part in a breathing exercise, counting to 10 or just going for a walk in a different part of the room.

Links2Care educators are carefully chosen and specially trained to ensure quality childcare. We recognize the importance of continuous learning opportunities for our staff. To support the value, we place on the importance of continual learning, Links2Care provides internal and external learning opportunities throughout the year. During monthly staff meetings with the educators and supervisor we review the *How Does Learning Happen Document* and reflect on our program to ensure we are continuing to grow and reflect on the children and their interests while in our program. The educators are aware of supports in the community and events that are taking place and communicate and encourage families to attend and participate. When possible, the teachers will have community helpers come into the program and help educate the children in the community around them.

We strongly believe that childcare is a shared responsibility between parents and educators. Links2Care staff work together with parents to support positive and responsive interactions among the children, parents and staff. Links2Care places a high value on parent engagement. We provide the following opportunities to ensure that communication and information sharing takes place between parents and educators: emails, communication board, daily open communication, satisfaction surveys and newsletters.

Links2Care School-Age Program aspires every day to provide a safe, nurturing and responsive environment that supports the growth and development of the whole child. Links2Care supports and follows the *How Does Learning Happen? Ontario's Pedagogy for the Early Years* as a professional learning resource guide for educators to support pedagogy and curriculum development in our School-Age Program. For more information on *How Does Learning Happen?* Please visit the Ministry of Education website at <https://files.ontario.ca/edu-how-does-learning-happen-en-2021-03-23.pdf>

Curriculum

Links2Care School-Age Program offers a play-based curriculum that facilitates fun and stimulating play experiences based around the children's interests. Our School-Age Program offers safe, supervised environments filled with a variety of age-appropriate activities that promote development and self-esteem in school-age children.

Our School-Age Program include:

- ♦ Creative and Craft Activities
- ♦ Board Games and Puzzles
- ♦ Outside Play
- ♦ Blocks and Dramatic Play
- ♦ Healthy Snacks
- ♦ Science and Math Activities
- ♦ Homework Area
- ♦ Quiet Reading Area
- ♦ Group Activities and Games
- ♦ Gross Motor Activities

Policy Agreements

Links2Care School-Age Program has a number of policies that help us to provide a safe, nurturing and stimulating environment. Many of these documents are required by the Ministry of Education for licensing requirements.

Parents registering a child/children are required to read, sign and date the policy statements included in this package, thereby acknowledging that they understand the policies and agree to abide by them. Please ensure that you read each one thoroughly and that you fully understand it before signing.

Days and Hours of Operation

Our School-Age sites are open Monday to Friday, from September to June on every day the schools are open. These same hours/days of attendance are available to all children. If the school is closed, then our program is also closed.

Hours of Operation: Park Public 7:00 a.m. to 9:15 a.m. and 3:35 p.m. to 6:00 p.m.
Hours of Operation: Joseph Gibbons 7:00 a.m. to 9:00 a.m. and 3:25 p.m. to 6:00 p.m.

Parents will be billed for ALL statutory holidays. The Statutory Holidays observed by the Centre are:

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

Inclement Weather

In the case of inclement weather, Links2Care School-Age Program will close if the Halton District School Board closes the schools. If the school buses are not operating, the program will remain open. Please listen to the local news station to see if the Halton District School Board is closed due to inclement weather. Even if the schools are open, Links2Care reserves the right to close the School-Age Program in the event of severe weather or other safety concerns.

Wait List

Parents who wish to enroll their child in the Links2Care School-Age Program must complete the full registration package and submit it to the Links2Care School Age Supervisor annually. Once the package has been received by the Supervisor, he/she will confirm with you (by email or telephone) if there is availability in the program for your child/children.

If there is no space available in the program for the requested time slots, the child is automatically placed on the waitlist for that program for the school year. Waitlists are not carried over from year to year and families must reregister each year.

Links2Care School-Age Program does not charge any fees for registration on a waitlist.

Space in a Links2Care program is offered to waitlisted parents. Children are placed numerically on the waitlist based on the date and time that the registration is received by Links2Care. Children currently enrolled in a Links2Care program will have priority, and will move to the top of the waitlist, over a child who is not currently registered in a Links2Care program. When a space in a program becomes available, parents will be notified via telephone or email.

Parents may inquire with respect to their waitlist status at any time by contacting the Links2Care School-Age Program Supervisor. Links2Care will disclose the child's position on the waitlist to parents who have requested information about their status.

Please refer Appendix A – Wait List Policy attached.

Admission

Prior to your child/children starting at Links2Care School-Age Program, parents may request a meeting time to answer questions and complete registration forms. **Registration occurs annually** After the Registration Package is completed and processed, the parent will be notified of their child(rens) start date.

Discharge

Written notice of withdrawal must be given TWO (2) WEEKS IN ADVANCE. If you choose to withdraw your child prior to the two-week notice period, you will be billed for the full two weeks. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child.

In the event that the School-Age Program is unable to meet the needs of the child or family, TWO (2) WEEKS NOTICE will be provided for the family to make alternate arrangements. If the Policies and Procedures are not followed or fees are not paid, Links2Care School-Age Program may terminate service WITHOUT NOTICE.

Canada-Wide Early Learning Child Care System

Links2Care has chosen to **opt-in** to the child care affordability program, widely referred to as the Canada-Wide Early Learning Child Care System (CWELCC) which will impact families with JK/SK aged children only (under 6 years).

For those families needing financial assistance with fees, the fee subsidy model will continue to be available through the Region of Halton. O. Reg 138/15 from the Child Care Early Years Act (CCEYA) sets out an income test formula that municipalities must use to calculate the amount of subsidy that can be provided for a family, as well as the amount of money that a family must contribute to the cost of child care (the parent contribution).

Base Fee Schedule*

Base Fee Schedule for Children under 6

as per Canada Wide Early Learning and Child Care System (CWELCC)

Eligibility Criteria:

Funding under the CWELCC System is intended to support children under the age of 6 (0–5-year-olds), with some exceptions for children with birthdays early in the year who are 6 years of age but are still enrolled in kindergarten. Eligible children for whom fees must be reduced are defined under O. Reg. 137/15:

- ***Any child until the last day of the month in which the child turns 6 years old (irrespective of the type of licensed child care program in which they are enrolled); and***
- ***Up until June 30 in a calendar year, any child who***
 - ***Turns six years old between January 1 and June 30 in that calendar year; and***
 - ***Is enrolled in a licensed infant, toddler, preschool, or kindergarten group, a licensed family age group, or home child care (all eligible children receiving home child care at a premises overseen by an agency are eligible for the fee reduction – both agency placed and privately placed).***

Program	Fee
Full-Day Kindergarten – Before School Care	\$12.00
Full-Day Kindergarten – After School Care	\$12.00
Full-Day Kindergarten – Before and After School Care	\$12.04
PD Days (Full-Day Kindergarten)	\$18.22

Base Fee Schedule for Children 6 and older

(Effective September 1st 2026)

Program	Fee
School-Age – Before School Care	\$16.00
School-Age – After School Care	\$18.00
School-Age – Before and After School Care	\$25.00
PD Days (Full-Day School-Age)	\$44.00

*2026 Fee Schedule as approved by Halton Region Children's Services

Payment of Fees

Fees are payable upon receipt of invoice prior to month end. At registration, parents will indicate the days that they are requiring care. Fees can be paid either through direct deposit or by on line banking. Links2Care will automatically prepare an invoice based on the registered days and email to parents. **The invoice must be paid by the 3rd business day of the month or service will be suspended.**

Part-time children pay for predetermined days and those days cannot be changed within the same week. In circumstances where children attending the program on a part-time basis may require additional days of care, the parent must speak to the Supervisor to confirm space availability.

Due to the high demand of our programs, flex days are no longer being offered.

If there are any questions around billing, they can be directed to **Christine Coleman at 905-873-6502 ext. 181 or ccoleman@links2care.ca.**

Parents are not able to substitute days that they have registered for. Parents will be billed for ALL statutory holidays, sick and vacation days.

We **do not** currently accept e-transfers or credit card payments. We no longer accept cash or cheque payments. Program staff are not permitted to accept payment.

Income tax receipts will be issued every February for the previous year. Please ensure that we have your current address on file.

Non-Base Fees - Late & NSF

After 6:00 p.m. a late fee will be applied, which is payable to the teacher(s) on duty on the day of the lateness. The late fee is calculated at \$1.00 per minute after 6:00 p.m. and should be paid in cash on the day of the lateness. If an emergency prevents you from picking up your child by 6:00 p.m. please call the School-Age site with an alternate plan.

There is a \$20 charge for any cheque returned NSF (non-sufficient funds).

Subsidy Guidelines

Halton Region offers childcare subsidy to qualifying parents/guardian of children attending childcare in Halton. For more information, visit www.halton.ca.

Parents/guardians that have applied, or plan to apply for childcare subsidy through Halton Region must indicate this on the initial Links2Care application form. Once the childcare subsidy has been approved, and/or any changes to existing subsidy occurs, it is the parents'/guardians' responsibility to inform Links2Care within **in writing** of the changes **within 2 days** including proof of such changes, so that Links2Care can make the appropriate adjustments.

Contact Phone Numbers

Links2Care Office: 905-873-6502 **Office Hours 8:30 – 4:00**

Supervisor's cell 647-207-5760

Park Gym Cell: 905-703-4191

Park JK/SK Cell: 289-218-6203

Joseph Gibbons Gym Cell: 905-703-4190

Joseph Gibbons JK/SK Cell: 289-218-7910

Arrival and Departure Procedures

The School Board and Links2Care have measures in place to prevent unauthorized individuals from accessing the child care centre during its hours of operation.

Before and After School Program Sites had locked door systems that address this requirement. Parents will receive a four-digit keypad code prior to school year commencement. Parents are asked to avoid allowing tailgating unknown individuals from entering the building after them. All parties entering the building should gain access using the four-digit pin provided.

Your child/children must be personally escorted to and from the building entrance or program space (gym/classroom) by the parent/legal guardian. Upon pick up, parents and legal guardians are required to sign out their child. Please briefly connect with the educators before departure, however keeping conversations to a minimum is appreciated for the health and safety of all children. Should parents/educators require more time to discuss a child's participation in program, an alternative time will be found outside of regular program hours.

Links2Care educators are not able to release any child into the custody of any person who has not been pre-authorized by the child's parent or legal guardian. For safety reasons, we ask that the person to whom we are releasing the child be at least 16 years of age.

The authority to release a child to someone other than the parent or legal guardian is normally provided to us at the time the child is registered in the program. Approval to have someone else pick up a child is accepted only if it is provided to us in advance and is authorized verbally or in writing by the parent or the legal guardian.

Please note that the person picking up the child will also be asked to produce a Photo ID when he or she comes to pick up the child.

We reserve the right to not release a child to any person who, in the sole opinion of our staff, is impaired or otherwise unable to suitably and safely care for the child.

For safety reasons, if your child will not be attending program on their scheduled day, we ask that you call the program to let them know. (See numbers above).

Please refer Appendix B – Safe Arrival and Dismissal Policy attached.

Emergency Management

Links2Care School-Age Program has emergency management policies and procedures that all staff, students and volunteers review prior to starting in the program. In the event of an emergency requiring evacuation of the premises, children will be escorted to a nearby emergency evacuation location. This place of shelter will provide a safe place for the children while awaiting pick up. In the event of an evacuation, parents will be contacted by phone and arrangements must be made to have the child picked up immediately. Please ensure that Links2Care has your updated contact information at all times. In the event of an emergency that does not require an evacuation (e.g. lockdown, hold and secure, etc.) parents will be notified of the situation by phone and/or email as soon as it is safe to do so. If you have any questions regarding Links2Care emergency management policies and procedures, please speak to the Supervisor of your program.

Serious Occurrences

The safety and well-being of your child in our licensed facility is our highest priority at Links2Care. We work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best practices, serious occurrences can sometimes take place.

The Ontario government has a policy that requires licensed childcare centres to post information about serious occurrences that happen at the centre. To support increased transparency and access to information, a “Serious Occurrence Notification Form” must be posted at the centre in a visible place for 10 days.

A serious occurrence could include life-threatening injury/illness, fire or other disaster on site. This will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved.

Emergency Medical Care

If your child is seriously injured or becomes ill suddenly, a Links2Care educator will, in this order:

1. Provide any first aid if required.
2. Attempt to contact the parents or legal guardians using telephone numbers you have provided, and which are on file on site.
3. Attempt to contact the designated emergency contact using the telephone numbers you have provided, and which are on file in the Centre.
4. Seek emergency medical treatment from a physician or a hospital.
5. If the accident is of serious nature, we reserve the right to call an ambulance to transport your child to the hospital at your expense. (Note: this expense may be covered by your insurance plan.)

Please make sure to sign and date the section of the attached form giving us permission to provide emergency medical care to your child(ren).

Illness

Control of the spread of illnesses is of great importance to Links2Care School-Age Program. Please contact Links2Care when your child is ill or when they, or any other member of the family contracts another type of communicable disease.

Please keep your child at home for a minimum of 24 hours if your child is displaying any of these symptoms:

- temperature of 101 degrees or higher
- diarrhea
- pink eye
- communicable diseases
- vomiting
- head lice

Please note: We will not accept any children with any of the above noted symptoms.

In the event your child becomes ill at the Centre, a Links2Care educator will contact the parent or emergency contact and request that your child be taken home. All parents are asked to make arrangements ahead of time to have alternate caregivers available in case your child gets sick.

Administration of Medications

Links2Care School-Age Program will administer both prescription and non-prescription medications to children in accordance with Provincial legislation. The law requires that parents provide the following:

1. Written authorization, including the dosage and times any medication is to be given.
2. The medication must be in the original container, clearly labeled, with the child's name, the name of the medication, the dosage, the date of purchase and expiration date, instruction for storage and administration of the medication.
3. Prescriptions must have a current date and have the child's name, dosage, and the expiry date on it or they **will not** be administered.

A Medication Administration Authorization Form must be completed including a schedule that sets out the times the medication is to be administered and the dosage to be given at each time. This form, together with the medication, should be given to your RECE Staff. **If this form is not complete, the medication cannot be administered.** All medication must be given to the RECE teacher and it will be kept in a locked box in the cupboard or the refrigerator. Only the RECE (or designate) is permitted to administer any medication.

Behaviour Guidance

Specific guidelines are set out for the children and are consistently followed by educators. We believe that children learn respect by being given respect and as such, our behavior guidance policies reflect these beliefs. Strategies that educators utilize include setting appropriate limits and expectations, promoting positive behaviour, natural and logical consequences, redirection, and physical environment considerations.

To assist the children and parents/guardians in dealing with inappropriate behaviour, the following steps may be taken by Links2Care educators.

1. A meeting with the parents/guardian to discuss the behaviour and strategies to change the current behaviour.
2. Refer parents to Reach Out Centre for Kids (ROCK) or another community agency that can provide support to the child, parent/guardian and teacher.
3. Parents/guardians may be contacted to pick up the child during times that their child is going to harm themselves or others.

If all attempts to correct the behaviour are unsuccessful, Links2Care School-Age Program may ask the parent/guardian to withdraw the child.

Prohibited Practices:

- A. Corporal punishment of a child (which may include but not limited to, hitting, spanking, slapping, pinching).
- B. Physical restraint of children, including but not limited to confining to a car seat etc.
- C. Locking the exits of the childcare center for the purpose of confining the child or confining the area or room without any adult supervision unless such confinement occurs during an emergency.
- D. Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presences of a child that would humiliate, scare, or frighten the child or undermine their self-respect, dignity or self-worth.
- E. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- F. Inflicting any bodily harm on children including making children eat or drink against their will.
- G. Sexual abuse, sexual misconduct *or engaging in a prescribed sexual act*. The list of prohibited practices has been expanded to include sexual abuse, sexual misconduct and prescribed sexual acts as follows:
 - Section 152 invitation to sexual touching
 - Section 153 sexual exploitation
 - Section 153.1 sexual exploitation of person with a disability
 - Section 160(1)(2)(3) bestiality
 - Section 162 voyeurism
 - Section 162.1 publication of intimate image without consent
 - Section 170 parent or guardian procuring sexual activity
 - Section 171.1 making sexually explicit materials available to a child
 - Section 172.1 luring a child
 - Section 172.2 agreement or arrangement sexual offence against a child
 - Section 271 sexual assault Section 272 sexual assault with weapon, threats to a third party or bodily harm
 - Section 273 aggravated sexual assault
 - Section 281 abduction of person under 14
 - Section 286.1(1) obtaining sexual services for consideration
 - Section 286.1(2) obtaining sexual services for consideration from an individual under the age of 18

Please refer Appendix C – Tiered Model of Service Policy attached

Food Restrictions & Anaphylaxis Awareness

Links2Care School-Age Program is a **“PEANUT FREE & NUT FREE zone**. Parents are not to bring any food that contains nuts or traces of nuts to the Program. This is to protect the children and adults who have an allergy to nuts as this can be a life-threatening allergy. The children or adults will be carrying an Epi-Pen for their life-threatening allergy. Signs and notices are posted

on the parent board and where snacks are prepared so all teachers/students and volunteers are aware of the allergies. If your child has an Anaphylaxis allergy, please inform the supervisor to ensure you complete a separate parent package for the anaphylaxis allergy. The paperwork will then be reviewed with parents, supervisor and all teachers. This information will be shared with everyone that works with the child, so everyone is aware of the anaphylaxis allergy. Childcare licensing does permit snacks to be brought from home as long as it is pre-packaged and **does not contain any peanuts or other tree nuts.**

Volunteers & Students in our Program

We welcome students and volunteers into our JK/SK/School-Age program here at Links2Care. We are thankful to all that support our children and teachers from within the community when taking the time to participate and join our program. Please be aware that students and volunteers that are in our program will be supervised at all times by a Links2Care staff member and will not be included in our teacher ratios or left with children at any time.

Parent Issues and Concerns in our Program

Our goal at Links2Care School-Age Program is to support, communicate and build positive relationships with parents/guardians, children and all educators. In the event that conflict may occur the concern will be address in a respectful, professional and timely manner. The procedures below are steps that will be taken to ensure a positive outcome that will benefit the child, educator and families that are involved. All issues and concerns raised by parents/guardians are taken seriously and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and 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. Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

Procedures:

1. If a parent/guardian communicates an issue/concern to a Links2Care employee in person, via email or telephone the Links2Care Program Supervisor will respond to that parent/guardian within one- two business days. If the Links2Care Program Supervisor is not available staff are instructed to provide the contact information to the Manager, Community Services.
2. Links2Care Program Supervisor or Manager, Community Services investigate the issue/concern and will try to resolve the issue/concern through an initial discussion with the parent/guardian.
3. If it appears a resolution cannot be resolved informally a meeting will be scheduled with the parent and Links2Care Program Supervisor and/or the Manager, Community Services to increase an understanding of the concern or issue that has taken place. The goal of this meeting is to learn and understand how a parent/guardian is feeling, what their expectations are from the meeting and what is best for the child. Following the meeting the Links2Care Program Supervisor and/or the Manager, Community Services will complete a Links2Care Complaint Form and forward it to the CEO.
4. During the meeting, a goal/focus will be agreed upon if appropriate by the parent/guardian and Links2Care Program Supervisor/Manager, Community Services. The goal/focus will

include specific and measurable outcomes. Strategies and tools will also be defined. i.e. emails, communication book etc.

5. The parent and Links2Care Program Supervisor and/or the Manager, Community Services will determine appropriate timelines and follow-up to ensure accountability for resolving issues/concerns.

Please refer Appendix D – Parents Issues Concerns Policy attached

Consent for Supervised Walks and Field Trips

As part of the Links2Care School-Age Program, the children may leave the school site to go on walks in the neighborhood or to local parks. During these outings, the children are continuously supervised by educators.

Consent to Videotape and/or Photograph

Links2Care educators may take photographs and/or videotapes of children while in attendance at the program to support the process of learning and to show their work.

Photos or videotapes may be used for educational and /or childcare-related purposes, for classroom bulletin boards, photo albums, and for newspaper ads and displays regarding our programs. To ensure confidentiality, if names are necessary, only the child's first name will be used. If you would prefer **not** to have your child photographed or videotaped, please inform a Links2Care educator.

Clothing and Possessions

Please send your child with appropriate clothing for the weather and season. Footwear is required and to be worn at all times for safety reasons at Links2Care.

Links2Care is requesting that all cell phones, tablets, electronic devices, and toys be left at home as Links2Care will not be responsible for lost, stolen or damaged possessions brought into the program.

Smoke Free Environment

We are pleased to offer you, your child(ren) and our staff a completely smoke and vape free environment. Smoking is not permitted at any time by any person on the school grounds. Your co-operation in helping us provide this smoke and vape-free environment is greatly appreciated.

P.I.P.E.D.A. (Personal Information Protection and Electronic Documents Act)

At Links2Care School-Age Program, we ensure that the personal information you provide is protected and kept confidential. We collect information about the children for the purpose of providing childcare services. This information includes family information, as well as medical and other necessary personal information of the children for whom we provide care. By signing our Policy Agreement, you consent to providing your personal information for the purposes outlined above. Privacy Officer: Director of People and Culture

Appendix A: Wait List Policy

Policy Statement: Links2Care School-Age Program is committed to maintaining a waiting list that is transparent, fair, consistent and available to families in accordance with the Child Care and Early Years Act, 2014 and Ontario Regulation 137/15.

Purpose

- To establish a clear and consistent process for accepting, maintaining and managing requests for placement on the program waiting list.
- To ensure families are informed about how the waiting list is managed and how they may request information about their child's position on the list.
- To ensure the waiting list is administered in a manner that is fair, transparent and free of prohibited fees or charges.

Scope

This policy applies to all families who request care or placement on the Links2Care School-Age Program waiting list, and to all staff responsible for enrolment, communication with families, and maintenance of waiting list information.

Procedure

Families may request to have their child placed on the waiting list when a space is not immediately available. The program will record the child's name, parent/guardian contact information, requested start date, program location, date of request, and any other information required to support enrolment planning.

No fee or deposit will be charged to place a child's name on the waiting list.

The waiting list will be maintained in chronological order based on the date the request was received, subject to program availability, age grouping, school location, staffing, licensing capacity and any applicable enrolment priorities.

Families may contact the program to request information about their child's status on the waiting list. Staff will provide information in a way that protects the privacy and confidentiality of other children and families.

Placement Offers

When a space becomes available, the program will contact the family according to the waiting list process and available program space. Families will be provided with a reasonable timeframe to respond to an offer of care.

Maintaining the Waiting List

Families are responsible for keeping their contact information and requested care details current. If the program is unable to reach a family after reasonable attempts, the child's name may be removed from the waiting list.

- The waiting list will be reviewed and updated regularly to support accurate enrolment planning.
- Families may request to remain on, update, or be removed from the waiting list at any time.
- Waiting list information will be kept confidential and used only for enrolment and program planning purposes.

The wait list does not carry over from one school year to the next. Once registration opens in the spring, the wait list collapses and a new wait list begins for the following school year.

Communication with Families

- Families will be informed that the program maintains a waiting list when spaces are not available.
- Families may request confirmation of their child's status on the waiting list.
- Supervisor may disclose their position on the waitlist
- Staff will not disclose personal information about other children or families when responding to waiting list inquiries.
- Families will be notified if their child is removed from the waiting list due to an accepted space, declined offer, family request, or inability to contact the family after reasonable attempts.

Responsibilities

The Program Supervisor or designate is responsible for ensuring the waiting list is maintained, updated and administered in accordance with this policy.

Program staff are responsible for communicating with families respectfully, accurately and in a manner that protects confidentiality.

Families are responsible for providing current contact information and advising the program of changes to requested care needs.

Appendix B: Child Care Centre Safe Arrival and Dismissal Policy and Procedures

Purpose

- To support the safe arrival and safe departure of children receiving care in the Links2Care School-Age Program.
- To provide employees, students and volunteers with a clear understanding of their roles and responsibilities when a child arrives, does not arrive as expected, is released from care, or is not picked up as expected.
- To ensure children are only released to a parent/guardian, an authorized individual identified by the parent/guardian, or in accordance with written parent/guardian permission for unsupervised release at a specified time where applicable.
- To fulfill current CCEYA and requirements for safe arrival and dismissal policies, parent handbook content and child records.

Policy

General

- **Links2Care School-Age Program is committed to supporting the safe arrival and safe departure of every child by maintaining clear written procedures for arrival, absence follow-up, authorized release, late pick-up, documentation, parent communication and supervision at all times.**

Procedure

Accepting a Child Into Care

1. When a child arrives, staff will greet the child and parent/guardian or authorized person, where applicable.
2. Staff will document any change to pick-up arrangements in the daily written record and, where applicable, the child's file or attendance notes.
3. Staff will sign the child in on the attendance record immediately upon arrival and ensure the child is included in head counts and supervision plans.

Before-School Program Arrival

1. For before-school care, the child is considered in Links2Care care once the child is received by Links2Care staff and signed in on the attendance record.
2. If a child is expected for before-school care and does not arrive as expected, staff will follow the unexplained absence procedure unless the parent/guardian has already notified Links2Care of the absence.
3. Staff will supervise children until they are released to the school day in accordance with site-specific school transition procedures.

After-School Program Arrival From School

1. For after-school care, staff will use the attendance record to confirm which children are expected to attend.
2. Staff will meet children at the designated location or follow the site-specific school transition process.
3. Staff will sign children in as they arrive and complete attendance as soon as possible after the school dismissal bell.
4. If an expected child does not arrive from school, staff will immediately begin the unexplained absence procedure.

When a Child Does Not Arrive as Expected

1. If a child does not arrive as expected and the parent/guardian has not communicated an absence or change in schedule, staff will check the attendance record, messages, emails, voicemail, parent communication app or other program communication systems.
2. For after-school care, staff will immediately check with school staff, the classroom teacher, office staff, bus information if applicable and any other relevant source to determine whether the child was present at school, dismissed early, picked up, absent, or redirected.
3. Staff will contact the parent/guardian using all available contact methods to confirm the child's whereabouts.
4. If the parent/guardian cannot be reached, staff will contact authorized emergency contacts listed in the child's file.
5. If the child's whereabouts cannot be confirmed promptly, or if the parent/guardian confirms the child should be in care and the child cannot be located, staff will notify the Program Supervisor or designate immediately.
6. The Program Supervisor or designate will contact the Manager, Community Services and determine whether police or emergency services must be contacted. If the child is believed to be missing or at risk, staff will call 911 immediately.
7. Once the child's absence or whereabouts are confirmed, staff will update the attendance record and document the actions taken, people contacted, time of contact, outcome and any follow-up in the daily written record.

Releasing a Child From Care

1. Staff will only release a child to the child's parent/guardian, an authorized individual identified in the child's file, or a person for whom the parent/guardian has provided written authorization.
2. If staff do not know the person picking up the child, staff must confirm the person's identity by checking photo identification and matching it to the authorized pick-up information in the child's file or written authorization.
3. Where possible, staff may also confirm the person's identity with another staff member who knows the parent/guardian or authorized individual.

4. Staff will ensure the child is signed out on the attendance, record with the time, and ensure authorized person signs the child out on Sign Out Sheet.
5. Staff will not release a child to any person who appears unable to safely care for the child. If this situation occurs, staff will contact the Program Supervisor or designate for direction and follow applicable child protection, safety and emergency procedures.

Release to An Authorized Individual/Sibling 16 Years of Age

1. Links2Care generally requires children to be released to a parent/guardian or authorized adult.
2. If a parent/guardian requests that a child be released to an authorized individual/sibling who is 16 years of age, the parent/guardian must provide written and signed authorization and complete the required Links2Care release form before the child is released.
3. The written authorization must identify the authorized individual, using photo ID or photo, confirm the parent/guardian's instructions, and acknowledge that Links2Care is no longer responsible for the child once the child is released to the authorized individual.
4. Staff must verify the identity of the authorized individual before releasing the child, where the individual is not known to staff.

Dismissal Without Supervision

1. Links2Care will not release children from care without supervision unless the parent/guardian has provided written and signed permission that clearly authorizes the child to be released from the program at a specified time without supervision.
2. Written permission must identify the child, the date or ongoing schedule, the specific time of release, the parent/guardian's instructions and parent/guardian signature.
3. Where written permission is provided, the parent/guardian acknowledges that Links2Care is no longer responsible for the child once the child is released from the program at the specified time.
4. Staff will document the release on the attendance record and retain the written permission in the child's file.
5. If written permission is unclear, incomplete, expired or not on file, staff will not release the child without supervision and will contact the parent/guardian for direction.

When a Child Is Not Picked Up By Program Closing

1. If a child has not been picked up by program closing time 6pm, two staff will remain with the child where staffing permits, and the child will be provided with a quiet activity and snack if available and appropriate.
2. Staff will contact the parent/guardian to advise that the child remains in care and to confirm the expected pick-up time.
3. If the parent/guardian cannot be reached, staff will contact the authorized pick-up person, followed by emergency contacts listed in the child's file.

4. If staff are unable to reach the parent/guardian, authorized pick-up person or emergency contacts by 7:00 p.m., staff will contact the local Children's Aid Society and follow their direction.
5. Staff will notify the Program Supervisor or designate and Manager, Community Services of the late pick-up and actions taken.
6. Staff will document the time, contact attempts, people spoken to, directions received and child's departure time in the daily written record.

Documentation and Records

1. Attendance records will show each child's arrival, departure, absence and any confirmed change to expected attendance.
2. The daily written record will document unexplained absences, late pick-up, release changes, identity verification concerns, attempts to contact parents/guardians or emergency contacts, and any follow-up actions.
3. Each child's record will include the names of persons to whom the child may be released and, if applicable, a copy of any written permission signed by the parent/guardian permitting the child to be released from the program at a specified time without supervision.
4. Records will be maintained securely and in accordance with Links2Care's privacy, confidentiality and record retention practices.

Appendix C: Tiered Model of Service Acknowledgement of Support Services

Our child care program is supported by Halton Inclusion Services.

Halton Inclusion Services is delivered by Halton Region, Community Living Burlington, Community Living North Halton and ErinoakKids. Together, we help all children feel included and supported in our program.

You may see Resource Consultants, Occupational Therapists, and Speech and Language Pathologists (SLPs) visiting our centre. They watch how things are going in the classroom and work with educators to share ideas, training, and helpful tools. Often this support is for the whole classroom and may not be focused on any one child.

Resource Consultants help our educators by checking in on children's development, making plans that focus on children's strengths and needs, supporting children who are getting ready for school and delivering workshops, sharing information and providing useful materials.

If more help is needed, the Resource Consultant may bring in a Speech and Language Pathologist or an Occupational Therapist. Speech and Language Pathologists and Occupational Therapists are regulated health professionals who support children's learning and development.

In our centre, the Speech and Language Pathologist offers helpful suggestions to support children in joining classroom activities and play that encourage different ways for children to communicate through pictures, gestures, sounds, or words.

The Occupational Therapist looks at how the classroom and materials are set up to help children take part in play, feeding and daily routines.

Sometimes, after observing the program, the team may notice that a child could use extra help to be successful. If your child could use extra support, our educators will reach out to you.

If you have any questions, please speak to our Supervisor or Manager.

Appendix D: Parents Issues and Concerns Policy

Policy Statement: Links2Care School Age Program is committed to receiving, reviewing and addressing parent/guardian issues and concerns in a respectful, professional, fair and timely manner, while maintaining confidentiality and focusing on the best interest of the child.

Purpose

To ensure that parent/guardian issues and concerns are received, reviewed and addressed in a respectful, professional, fair and timely manner.

Scope

This policy applies to all parent/guardian issues and concerns related to the Links2Care School Age Program, including concerns brought forward verbally, by telephone, by email or in writing.

Guiding Principles

1. Issues will be addressed respectfully, professionally and in a timely manner.
2. Investigations will be fair, impartial and respectful to all involved.
3. Responses and outcomes will be provided verbally or in writing upon request.
4. The level of detail shared with parents/guardians will respect and maintain the confidentiality of all parties involved.
5. The best interest of the child will remain central to the resolution process.

Procedure

1. When a parent/guardian communicates an issue or concern to a Links2Care employee in person, by telephone, by email or in writing, the Links2Care Supervisor will respond to the parent/guardian between one to two business days.
2. If the Links2Care Supervisor is not available, staff will provide the parent/guardian with the contact information for the Manager, Community Services.
3. The Links2Care Program Supervisor or Manager, Community Services will investigate the issue or concern and attempt to resolve it through an initial discussion with the parent/guardian.
4. If the concern cannot be resolved informally, a meeting will be scheduled with the parent/guardian and the Links2Care Supervisor and/or Manager. The purpose of the meeting is to better understand the concern, the parent/guardian's perspective and expectations, and what is in the best interest of the child.
5. Following the meeting, the Links2Care Supervisor and/or Manager will complete a Links2Care Complaint Form and follow organizational complaints protocols.
6. During the meeting, where appropriate, the parent/guardian and Links2Care Supervisor and/or Manager will agree on a goal or a focus or resolution. The goal or focus will include specific and measurable outcomes.
7. Strategies and tools to support the resolution will be identified, such as email updates, a communication book, or other agreed upon methods.
8. Where appropriate refer to other community agencies that can provide support to the program, parent and/or child.
9. The parent/guardian and Links2Care Program Supervisor and/or Manager will determine appropriate timelines and follow up actions to support accountability and resolution of the concern.
10. The meeting will be documented and placed securely in the child file for any future reference.
11. If the matter cannot be resolved, the issue will be escalated, and staff will follow internal organizational complaints protocols.



School-Age Program Registration Form 2026/2027

Please Note: a \$100.00 non-refundable deposit is required at the time of registration. This will go towards your first month's invoice.

Please complete the form below

CHILD

First Name	Last Name	Grade
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Date of Birth (day/month/year)	Home Phone Number	Start Date
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Home Address	City	Postal Code
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Please check the school and timeframe that care is required:

- | | |
|---|---|
| ☐ Park Public School | ☐ Joseph Gibbons Public School |
| ☐ Before School | ☐ After School |
| ☐ Full Time | ☐ Part Time: 3 days Mon/Wed/Fri or 2 days Tues/Thurs |

Please check the days care is required:

- ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday

Have you been approved for Fee Assistance with the Region of Halton? Please refer to the **Subsidy Guidelines** for more information.

- ☐ No ☐ Yes

PARENTS OR LEGAL GUARDIAN

PARENT ONE First Name	Last Name
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Home Address	City	Postal Code
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Home Phone Number	Cell Phone Number
-------------------	-------------------

Email

Business Name	Business Phone Number
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Business Address	City	Postal Code
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PARENT TWO First Name	Last Name	
Home Address	City	Postal Code
Home Phone Number	Cell Phone Number	
Email		
Business Name	Business Phone Number	
Business Address	City	Postal Code

EMERGENCY CONTACTS

List below the persons who will be allowed to pick up your child (or that we may call in the case of an emergency), if both parents/guardians are not av or are unreachable.

CONTACT 1 First Name	Last Name	
Home Phone Number	Cell Phone Number	
Relationship to Child		
CONTACT 2 First Name	Last Name	
Home Phone Number	Cell Phone Number	
Relationship to Child		
CONTACT 3 First Name	Last Name	
Home Phone Number	Cell Phone Number	
Relationship to Child		

MEDICAL AND OTHER INFORMATION

Child's Doctor's Name	Phone Number	
Address	City	Postal Code

DPTP Immunization Date

MMR Immunization Date

Most recent exam Date

 Previous history of communicable disease

The daily program involves both vigorous and quiet indoor and outdoor play, including the use of climbing equipment. Does your child have any physical condition that we should be aware of?

☐ No ☐ Yes Please explain: _____

Does your child require special attention, medication or routines that may have to be taken into consideration in planning for his/her time at the School-Age Program?

☐ No ☐ Yes Please explain: _____

We serve snack in the morning and afternoon. Do you have any considerations regarding diet for your child?

☐ No ☐ Yes Please explain: _____

Are there any special considerations which you would like the staff to be aware of (i.e. allergies, customs or traditions etc.)?

☐ No ☐ Yes Please explain: _____

PERMISSION TO PROVIDE EMERGENCY MEDICAL CARE

I, _____ hereby consent that if during the one-year period from _____ to _____, due to circumstances such as an accident or sudden illness, emergency medical treatment including anesthetic, may be given to my child _____ by a physician or hospital.

 Parent/Legal Guardian Signature

 Date



905-873-6502 | info@links2care.ca

School-Age Program Program Policy Agreement

My signature below indicates that I have read, understood and agree with all of Links2Care School-Age Program policies as written in the Parent Handbook and Registration Package given to parents and guardians at the time of registration.

Child Name

Parent/Legal Guardian One Name

Signature

Date

Parent/Legal Guardian Two Name

Signature

Date

Supervisor Name

Signature

Date

Office Use Only:

Date of Admission

Date of Discharge