

SILVER CREEK PRE-SCHOOL

...serving children with special needs, their families, and the community

⚙️ Where Children discover their abilities ⚙️

www.silvercreekpreschool.ca

**Parent Handbook
2018 - 2019**

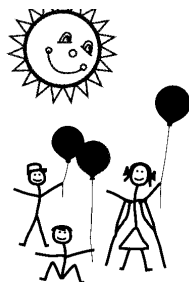
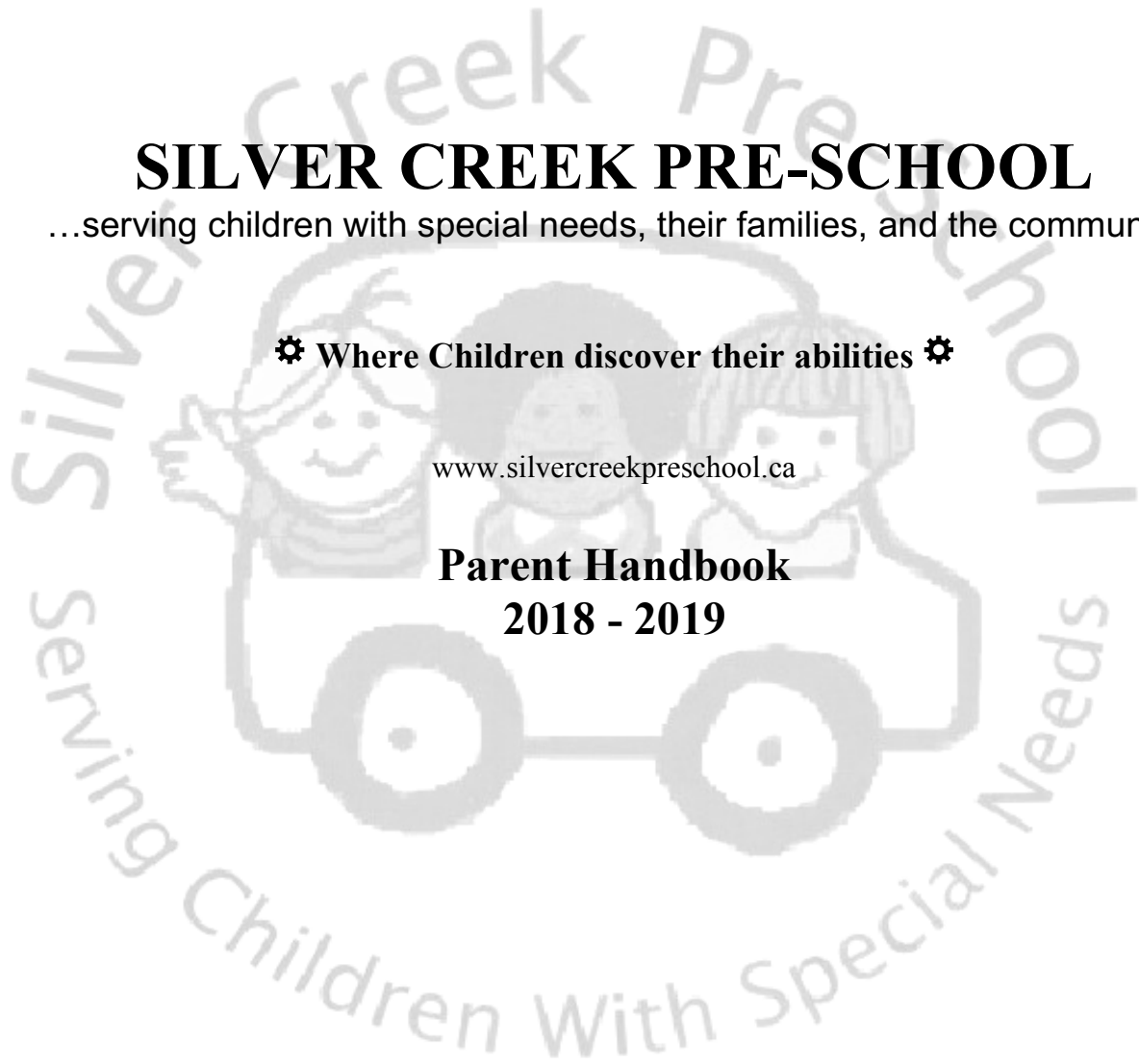
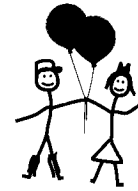


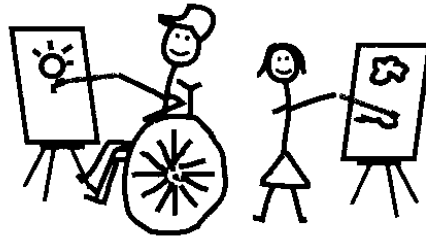


TABLE OF CONTENTS



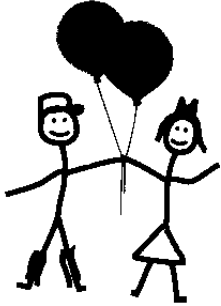
Our Vision, Mission, Values	4
A Message from the Director	5
Our Staff	6-7
School Schedule/Calendar	8-9
Our School	
Our Goals	10
Who Attends	10
The Program	10-11
Behaviour Management/Prohibited Practices	11
Aggressive Behaviour	12
Safety	
Medical	13
Immunization	13
Fire Drill	13
Parking Lot	14
Arrival Time/Absences	14
Illness	14
Indoor Shoes	15
School Transportation	16-17
Outdoor Playground	18
Indoor Playgrounds	18
Snozelen Room	18
Snack Time	18
Toileting	19
Family Centered Opportunities	19
Parent Support & Advocacy Project	20
Information Organization: KIT	20
Second Cup on Us!	21
Tuition Fees	21
Closed Days	22
Parent Financial Agreement	22-23
Other General Information	24
Volunteers and Supporters	25-26
Parent's Role	27
Parent's Code of Conduct	27
Client Complaint Procedure	28-32
Duty to Report	32
Anti-Racism Policy	32

Silver Creek Centre for Early Learning & Development Administration and Financing	34
Inclusion, Silver Creek's Philosophy	35
Appendices of Policies	36 +
• Infection Prevention, Control Measures, and Sanitary Practices	
• Emergency Management	
• Client Complaint Policy and Procedure	
• Waitlist Policy	



Vision

Empower children to inspire themselves and others.



Mission

Silver Creek provides a positive pre-school setting with therapeutic (physio, occupational, speech & language, and music therapy) services within a caring and creative early education classroom.

We help children with and without physical and developmental challenges to achieve success as defined by each child and family

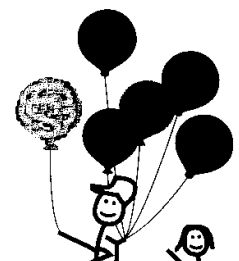
We are dedicated to working with our families, the community and other professionals to ensure that the unique promise of each child is realized.

Values

We believe that every child is special

Silver Creek recognizes and supports the importance of ongoing working partnerships with families and the community to ensure the continued development of our children towards independence and optimum quality of life.

We believe that every child will rise to their highest level
When we all work together to provide the services the children need now.



A MESSAGE FROM THE DIRECTOR



Dear Parents,

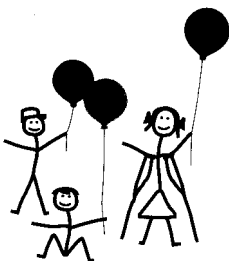
Welcome to Silver Creek! To our returning families, we look forward to working closely with you to continue to achieve the goals and outcomes that are important for your child. To our new families, we will delight in forming a relationship with you and your child and working together to help your child be all that she/he can be.

The work of children is play. As a team of dedicated Early Childhood Educators, PT, OT, Speech & Music therapists, support personnel, office staff and community volunteers we strive to make this a happy, safe, challenging and fun place for your child. Silver Creek staff are enthusiastic professionals who are committed to making a difference in the lives of our students.

I would like to take this opportunity to wish you and your family a healthy year as we work together on behalf of the children during these important early learning years.

My best,

*Irena Setnik
Executive Director*



OUR STAFF



Director	Irena Setnik	
Teacher Supervisor	Lois Blandford	
Teachers	Chloe Martin Mieke Nicholson Fania Thompson	Shober Moon Denise Squizzato Christina Hansen
Early Childhood Assistant	Silvia Pollinzi	
Physiotherapist	Karen Chiu	
Occupational Therapists	Jacquie Martin	Cindy Choy Leung
Speech Pathologist	Katherine Hofman	<i>(Surrey Place Centre- Speech/Language Services)</i>
Communicative Disorders Assistant	Isabel Lui	<i>(Toronto – Speech/Language Services/SPC)</i>
Therapy Support Personnel	Christine Harris	Beth Nathaniel
Music Therapist	Kathleen Power	
Office Bookkeeper & Office Assistant	Olga Liskovych Gillian Horbal	
Support & Maintenance	Tabitha Barnes	Sue Masciangelo
Parent Support	Mary Beaudoin	

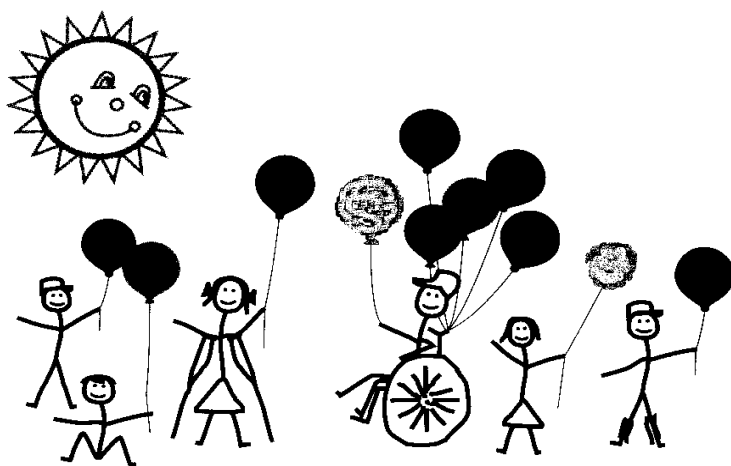
Our teaching staff are Registered Early Childhood Educators, (R.E.C.E.), with specific training in working with children with special needs. The therapists are all registered within their respective Ontario colleges and have many years of pediatric experience with children with special needs. A physiotherapist and/or occupational therapist are at the school daily, working within the classrooms. Every child is assessed and an individual educational and therapy program is designed and carried out by the therapy and teaching staff. All of the staff work closely together to ensure each child gets the guidance and support he/she needs.

We encourage an open door policy at Silver Creek. As well as formal parent/team interviews, parents are welcome to visit the school to observe their children and discuss program and progress. Goal setting reports from all pertinent disciplines are sent home in the fall, after a formal Parent-Team meeting. Learning outcome binders are sent home monthly with notes and photos from the teaching team, focusing on classroom experiences in all areas—cognitive, social, fine motor, gross motor, and self regulation. At the end of the school year parents receive written progress reports that may be shared with future school placements or other agencies. Upon reaching school age, the staff will help the parents in finding the most appropriate school placement.

Our Speech Pathologist from the Toronto Pre-School Speech and Language Services Early Abilities/Surrey Place Centre offers a consultation service, providing assessments, treatment plans, progress updates, and referrals as necessary. She works closely together with the teachers and therapists, who are experienced in the Hanen program of language facilitation, sign language and picture communication, and technology to enhance the children's communication. Our Communicative Disorders Assistant will work very closely with the SLP and will carry out the treatment plans in small group settings and within the classroom setting.

Our Music Therapy program is available 2 days/week. Kathleen works closely with all disciplines, as music therapy is a very powerful learning tool for our children's emotional growth and motivation. Rhythm skills, bilateral movement, speech production, self-control, turn taking and joyful expressions are just some of the exciting outcomes of music therapy.

Our strength as a therapeutic pre-school is through our Team Staff. These professionals will work with you to ensure best outcomes for your child. We look forward to our parents being part of this team, too.



SILVER CREEK PRE-SCHOOL SCHEDULE/CALENDAR

2018/2019



We hope you find this information helpful in planning appointments, vacations and child care.

- Tuesday, September 4 - Staff return to Silver Creek
- Thursday, September 6 - Open House Welcome for all families: 9:30am-11 am
- Friday, September 7 - 16th Annual Fall Classic Golf Tournament Fundraiser
Please support this event—golf, prizes or sponsorship.
- Monday, September 10 - Transportation services with First Student Bus company begin
- Sunday, September 23 - Toni Yo Yo Run For Fun – Please join us!
- Monday, October 8 - Thanksgiving Day – School closed
- Tuesday, October 9 - Evenings (6:30 – 8 pm) Sign Language Course for parents
Runs for 5 sessions, (**Oct 9, 16, 23, 30**)
Registration is required
- Sunday, October 14 - 13th Annual Walkathon: Please Participate!
- Thursday, October 25 - Parents/Team Information Sharing/Interviews
No classes for children—childcare provided during appt
(Appointment times will be sent home)
- Thursday, November 1 - Professional Development Day for Staff – No classes for children
- Thursday, November 8 - ISP Home
- Thursday, December 20 - Winter Holiday Family Circle (Last day of school for children)
- Dec. 24, 2018 – Jan. 4, 2019 - Winter Break – School closed
- Monday, January 7, 2019 - First day back to school
- *Tuesday, January 22* - School Transition Information Session, 7pm
(for those leaving Silver Creek for JK/SK)
- *Week of February 4 - 6* - Parent/Team meetings for those graduating
All classes running as usual. Appts will be sent home
- Thursday, February 7 - P.D. Day – No classes for children – Team Building Day, Staff

- Monday, February 18 - Family Day – No school
- M-F March 11 - 15 - Mid Winter Break – School closed
- M-Th: April 8-11 - Volunteer Appreciation WEEK
- *Thursday, April 11* - Photo Day
- Monday, April 22 - Easter Monday – School closed
- *Thursday, May 9* - Professional Activity Day for Staff – No classes for children
- Monday, May 20 - Victoria Day – School closed
- Week of May 21-23 - Parent Team Interview Appointments
Classes as usual—appointment time to be sent home
- **Friday, May 24** - Toddler Classroom Interview Day (Denise, Fania, Karen, Katherine) Appt times to be sent home
- Tuesday, June 4 - 28th Silver Creek /Royalty Golf Tournament **Fundraiser** at Nobleton Lakes
- Tuesday, June 11 - Annual General Meeting – ALL WELCOME
- Thursday, June 20 - Family Picnic and Graduation – Last day of school for children
- M - Th, June 24 – 27 - New Family Registration for 2019-2020

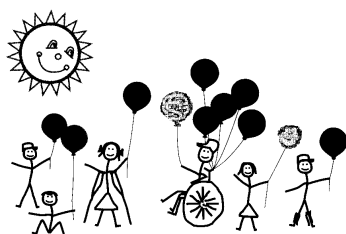
School Hours: Morning Program 9:20 am -11:30 am (MTWTh)
Afternoon Program 1:20 pm - 3:30 pm (MTWTh)

Workshops or Evening Parent Events – Email notification.

PLEASE NOTE: Dates with *asterisks* may change.

Notices will be sent home (email) regarding any changes to this calendar

Please refer to the notices that arrive home regarding Special Events, or check the website at www.silvercreekpreschool.ca for the most up-to-date information.



OUR SCHOOL



Our Goals

Quite simply, we want each child at Silver Creek to be the best he or she can be. The best way for us to help is to provide an enriched and nurturing environment. Reflecting the multicultural diversity of our community, the school offers an environment that stimulates the children and their desire to learn during their important early years. We take a holistic approach to our program which encompasses all aspects of growth - cognitive, social, emotional, physical and language. Please read our Program Statement for further information on how we support the children and parents.

Who Attends Silver Creek

Children between 18 months and five years of age living in the Greater Toronto Area. Although primarily a school for children with special needs, the school has been enrolling any child who wants our setting since 1985. Children are referred by community agencies, therapists, pediatricians, rehab centres, hospitals and individual parents. Referrals are welcomed from any source. Approximately 80% of the children who attend Silver Creek have a special need.

The Program

At Silver Creek we don't have just one program. Rather, we develop customized programs based on individual assessment to assist each child to achieve his or her maximum potential.

What makes our program at Silver Creek unique is that therapy, physio and/or occupational treatment, music, and speech and language services, where needed, is provided within the classroom setting. Our philosophy is that therapy is an integral part of the children's day - not an exercise program of a specific length, but rather a matter of proper handling, movement, seating and expectations throughout daily routines and play. We are working towards optimum independence in self-help skills and community living for our children. This integration of services allows your child to continue improving his/her gross motor, fine motor, communication and daily living skills under the guidance of these professionals while enjoying the play, pre-academic and social setting with peers. There is also opportunity for individual and small group therapy while at Silver Creek.

Again this year one of our afternoon classrooms is exclusively for 3.5 & 4+ year olds who are benefiting from a school readiness program that focuses on more routines, transitions, and expectations of a JK/SK environment. We strongly expect those returning to Silver Creek as 4+ year olds to attend in the afternoon, so that our very young children can have a morning spot.

Most of the children settle into the program very quickly. However, if there are a few tears and some separation anxiety on your part or your child's, the classroom teacher will help you both through this transition. It is usually best to give your child a quick hug and kiss good-bye, tell him/her you will see him/her soon, and leave. The same routine would also apply if your child is bused to school.

We are more than happy to celebrate your child's birthday with his/her new friends at school. You are welcome to send in a birthday cake, cupcakes, cookies, Rice Krispy Squares, etc. ***Please remember*** –

No nuts! This year we have children with intolerances that include: gluten, dairy, and soy. Ingredients must be listed on anything sent into the school.

Each child has a basket above their coat hook in the school hall. Parents who drive their children are encouraged to check these bags regularly and take their child's "work" home. The classroom teacher will send bags home periodically for the children who are bused.

Behaviour Management

At Silver Creek we believe that positive guidance teaches and encourages the healthy development of a child's self-esteem. Our staff act as role models in order to influence and reinforce a child's behaviour in a positive and consistent manner. In this environment the children will learn to "manage" themselves.

Prohibited Practices:

Silver Creek follows Ontario Regulation 137/15 and this is imbedded in our behaviour management, serious occurrence, and program statements/policies.

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care:

- (a) corporal punishment of a child
- (b) physical restraint of a child, such as confining to a chair, care 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 not longer imminent;
- (c) 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 licensess's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogator language directed at or used in the preence of a chld that would humiliate, shame or frighten the child or undermine his or her 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

We do however, have a policy around Aggressive Behaviour. In the event that we are unable to effect change in behavior that is dangerous to the students we have a procedure and plan of action to make certain that every child is safe a Silver Creek. Please read our philosophy and procedure so that you are aware and able to support us/your child as needed.



Aggressive Behaviour

Philosophy:

All children need to feel safe and be kept safe at Silver Creek via the environment, program offerings and adults in the classroom. Aggressive behaviour exhibited by young children requires their parents, Silver Creek, and any other pertinent agencies work together to monitor and develop appropriate programming, supports and consequences to help decrease/alleviate aggressive behaviour

Procedure:

- Silver Creek staff are to inform teacher supervisor/E.D. of aggressive/inappropriate behavior noted in classroom. Behaviour Monitoring form to be implemented immediately.
- Parents to be notified within 2 weeks or less; a meeting to be set up with parents to discuss situation in classroom, with documented behaviour monitoring form, and to get information about this situation in the home/other settings.
- On any given occasion, parent(s) may be asked to pick up their child early from school if the behaviour cannot be managed/modified by staff members that day.
- For child to remain at Silver Creek parents must be willing to allow Silver Creek to look for further support from the City of Toronto, Child Care Support Funds/Intensive Support to maintain safety for other children in the program and to develop skills to diminish inappropriate behavior.
- Parents must be open to the opportunity for other support from agencies that have expertise in behavior therapy/strategies (i.e. CLT, Surrey Place Centre, Geneva Centre, Adventure Place, etc.)
- Silver Creek will attempt to change the environment in the classroom to decrease inappropriate behavior, including changing the child into a different classroom—AM or PM.
- Ultimately Silver Creek will make the final determination around the outcome that will be in the best interest of all of our students.

If parents are not willing to work with Silver Creek as described above we will begin the process of de-mitting.

- Silver Creek will attempt to find a more appropriate setting for the child
- Parents will be given 2 week's notice if the child must be withdrawn from Silver Creek
- Silver Creek will initiate referrals to other agencies that have expertise in behavior analysis and programming, with the permission of parents
- Toronto Children's Services will also be notified

Silver Creek will endeavor to maintain a placement for every child enrolled at Silver Creek. Behaviour management will continue as stated in Silver Creek's behaviour management policy, respecting each child as an individual with distinct strengths and needs. Our goal is for every child to be happy, engaged and appropriately challenged at Silver Creek.

SAFETY



Medical

Always ensure that the school is kept up-to-date regarding all medication, allergies, diet and illnesses **in writing**.

If your child has an identified health condition that may require emergency attention, a Child Health Care Plan will be developed prior to your child's start date. This plan is developed in collaboration with parents and your child's Silver Creek team. Training by parent or medical professional will be requested by the Silver Creek director if needed.

Help keep our school ***nut free*** - please don't send any foods that may contain nuts to school.

If your child has an Anaphylactic allergy, we must be notified and appropriate forms completed, and and Epi-Pen provided by you must be on-site.

*Please be aware that some children and staff are allergic to strong scents, with these sensitivities triggering asthma attacks and migraines. We would appreciate limited use of hair oils and no perfumes on the child. We are working towards being a ***scent free*** facility. This is also a requirement of staff and volunteers.

The staff upgrade their First Aid/CPR Certificate as required.



Immunization

The Ministry of Education requires that records of your child's immunization be kept up to date. When your child receives additional immunization, please forward to the school a signed statement by the doctor containing the new information. A child is not permitted to attend school if immunization is not up to date.

It is possible to defer immunizations because of a **medical reason** or a **conscience or religious belief**. In those cases a *Statement of Medical Exemption for Individual* form or *Statement of Conscience or Religious Belief* Affidavit form, notarized, must be completed.

Please note that if an outbreak of a communicable disease occurs, any child who is not adequately immunized will not be able to attend Silver Creek unless the child receives the required vaccine or until the outbreak is over.

Fire Drill

For everyone's safety, we carry out a monthly fire drill. If you are in the building at the time of a drill you must follow Silver Creek's direction regarding vacating the building. Our designated place of Emergency Shelter is Richview Library 1806 Islington Ave., Etobicoke, 416 394-5120. Please read our Emergency Management policy and procedures for detailed information. (Appendices)

Parking Lot

If you drive your child to school, please use the parking lot off Hartsdale Drive for both drop off and pick up. In the event the drive has the gate across, please just park on the road and bring the children in using the East Entrance. Please do not use the driveway at the back of the school as the buses are coming and going, creating a potentially dangerous situation for walking children.

Arrival Time

Please note that the arrival time for those who are being driven to Silver Creek Pre-School by parents/caregivers is between 9:20-9:30am (1:20-1:30pm). The time before this is used by staff to prepare the classroom activities, equipment and snack. The staff are not available to receive the children and care for them any earlier than this time.

We thank you for your understanding and consideration of this issue. We want the hours your child is here to be completely devoted to their enjoyment, learning, therapy and play in a safe and stimulating environment.

Absence Procedure

When your child will be absent please call the school (416-249-9770) or email Gillian@silvercreekpreschool.com Give your child's name and the reason for the absence. We keep track of communicable diseases/infections in efforts to keep all children healthy, and to notify Public Health should there be an outbreak (diarrhea, vomiting). Please also inform us when your child is returning. If you are on the bus, your obligation is also to notify the bus company of absences and return date.

Illness

If a child arrives at school with, or develops symptoms of, a contagious disease, such as chicken pox, an intestinal upset such as vomiting, diarrhea, or a fever, their parents will be telephoned and are required to pick up their child.

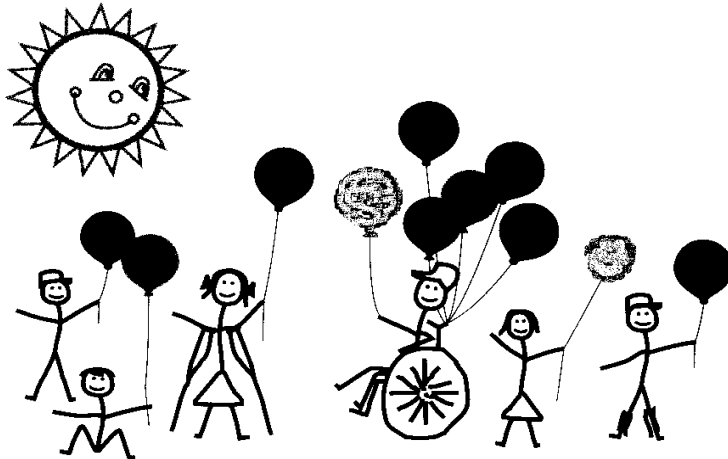
Children must be symptom free of vomiting, diarrhea or fever for 24 hours before returning to school.

A child with an upper respiratory condition such as a runny nose or slight cough, without fever, may attend school.

For more information regarding our Health policy please see the appendices.

Indoor Shoes Only

Silver Creek is now an Indoor Shoes Only facility. This means that all adults who work at or visit the school must wear shoes that have not been out of doors. Toxins from shoes that have been worn on pavement/streets/grass, etc., are deposited at children's 'face level' if they are playing on the floor. These toxins will be greatly reduced, providing a healthier environment, with strict adherence to the Indoor Shoe policy. If you can bring your own slippers—great. We will have a stock of cros at the door for general use. **Children do not need to follow this procedure—adults only.**





TO OUR FAMILIES WHO REQUIRE TRANSPORTATION SERVICES FROM SILVER CREEK:

You are possibly unaware that Silver Creek Centre raises funds each year (over \$120,000) to provide busing service for those families who could not access the school without this support. In 2009 we started to pass on approximately 25% of the full cost to families who use the transportation and are able to pay for this service. Silver Creek has recognized the need and supported transportation for our students, all of these years. We thank the parents who are able to make their own transportation arrangements for their children as this allows us to serve someone who has no other way.

We outsource our busing service to First Student Canada, Ltd. All of your communication around busing should be with First Student Canada.

The number is 416-444-7030.

Presently First Student is providing car seats for every child (or booster seat if indicated) this year and these will remain on the buses. The car seat will be adjusted by the safety certified staff of First Student. There can be no alternatives to a CSA car seat. In most instances there will be the opportunity for a parent to ride on the bus if you have an appointment at Silver Creek to see the teachers or therapists, or just to visit. This will need to be arranged with Silver Creek and First Student Canada, but will be a convenient and helpful situation for many of you.

I trust you will all do your best to make this transportation/situation work favourably. First Student is now your contact for all busing information, questions and service at (416) 444-7030.

If you are on this transportation system, you must sign a waiver of liability and responsibility with respect to this transportation and fill out a form in June indicating pick up and drop off location, emergency and medical information, and contacts. You will also receive a booklet from Silver Creek outlining the transportation program, in detail.

Following are some of your other obligations in accepting this transportation.

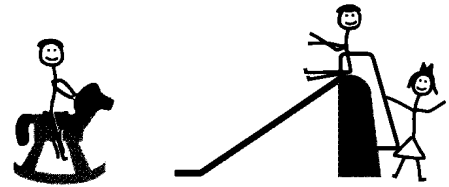


SCHOOL TRANSPORTATION FOR CHILDREN

1. Parents must place their child in the seat or child seat and do up the seatbelt/carseat harness.
2. Children must NOT be put on the bus with food or tiny toys in their hands or pockets. This is a choking hazard.
3. The drivers have a very tight schedule. They would love to stop and chat, but another child is waiting to be picked up. Please don't delay them. Also, please call First Student Dispatch (416) 444-7030 ahead of time if your child is to be absent and when your child will be returning to school.
4. At times the driver may be late. Please be patient as they have road and traffic conditions to contend with. Although the drivers always do their best to be on time, the safety of the children is their top priority.
5. To protect the children from road hazards, in very extreme weather the buses will not pick up the children. You will be informed very early in the day if the transportation service is unavailable due to road conditions. Also, in the case of sudden bad weather during the day, please be home as drivers will probably bring the children home early - you will be advised.
6. As changes are made to enrolment throughout the year, this may cause changes to your child's pick up or drop off time. Our goal is to have the children arrive safely at school, minimizing the time each child is in the bus, so do expect that changes may occur throughout the year.
7. Your financing obligation this year is \$200/month for this transportation service. The cost to Silver Creek is approximately \$460/month/per child.



Outdoor Playground



We play out of door when weather permits. Children choose activities and happily play under the constant supervision of school staff. It is a wonderful opportunity to practise gross motor skills and to be in a naturalized environment. Don't forget comfortable and casual clothing for your child is best for every day school activities. In the winter we will remind/request snowpants and boots.

We check the temperature and windchill and will be outside only in appropriate conditions. Similarly in hot weather, we are cognizant of temperature, smog, humidity, clothing and shade.

“Indoor Playgrounds”

Our large gross motor room is equipped with swings, slides, soft play equipment, mirrors, balls, bikes, steps, and more. This is a fun and therapeutic area where the children can express their energetic side.

In 2011 we were the recipients of the GestureTek System – a virtual play experience that encourages movement and language. We are very thankful to Frank Squizzato, Francis MacDougall and Vincent John Vincent for this gift of technology.

Snoezelen Room

This multi-sensory room allows children to explore, through touch, sound, sight and smell, a magical environment. It can help stimulate or calm and relax a child depending on which items are employed: music, lighting effects, gentle vibration, tactile stimulation or aromatherapy. The underlying philosophy is that children, especially those with special needs, need the opportunity to play in their own way, exploring through their senses, without demands or expectations. Please come for a visit.

This project was funded by the Rotary Club of Toronto-Forest Hill. We are honoured to be partners with them in this project and are very grateful for their vision and generosity.

Snack Time



Snacks are provided by the school and served with the guidance of the classroom teacher. Please remember to alert us to any food allergies or feeding difficulties. Snack time is also a fun way to help your child become more adept at handling cups and utensils.

For the children with feeding difficulties, our physio and occupational therapist will work one on one with the child on oral motor skills and instruct other staff in the method of feeding to ensure safety.

If your child has significant allergies or a very restricted diet, we will ask you to provide their snack food.

Snack time is also an excellent opportunity for language modelling and social interaction. Cheers!

Toileting

Toileting is carried out when necessary by a staff assistant. In order for your child to be changed, you must supply us with a bag of diapers. We do not provide these at the school. Also, the appropriate clothes for independence are important too—loose fitting with no buttons or zippers is helpful and allows your child more success in toileting and dressing skills. We also need one spare change of clothes, just in case!

Please label your child's clothing.



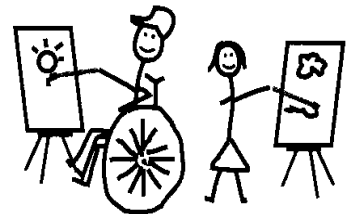
Family-Centred



Opportunities

We are planning a number of Parent Education Days throughout the year. Topics **may** include:

- * Introduction to Pre-Printing and Printing Skills Development
- * Sign Language (5 evenings starting in late September)
- * Visual Communications Strategies Workshop
- * School Transitions Planning (Evening)
- * K.I.T.™ – Keeping It Together:
(See Mary in the Parent Room)
- * First Aid and CPR course
- * Parent Social Evening with speakers/Taking Care of the Caregiver



Please watch for information to come home with details of any educational/social opportunities. And let us know what you would like as a topic.

Parent Support & Advocacy Project

Silver Creek has a designated place for parents to meet, access the internet, make a phone call, research information from our library and/or get help with support from our parent room coordinator, Mary Beaudoin. Please drop in and use this space, or email: mary@silvercreekpreschool.com to set up an appointment for help.

Silver Creek is pleased to offer an informal support group for parents during the course of this school year. It will be a place to:

- Share the unique joys and challenges of caring for your children in a safe, understanding, and supportive environment.
- Connect with other parents to share ideas, and learn from each other.
- Respect and learn from each other's diverse cultural backgrounds.
- Discuss relevant topics such as self-care, dealing with strong emotions, work/life/family balance, making time for siblings without special needs, negotiating the medical system, picturing the future, and keeping important family connections strong.
- We hope to provide 4 parent evenings, with dinner and child care for you at Silver Creek. Look for this information in emails and flyers throughout the year. These will be facilitated by Andrea Rawson, MSW, and also a few Silver Creek alumni parents.

“Parent in the Classroom” is a time where you are welcome to spend the day and participate in your child’s room. You will receive further notification of this once the children are settled into the program.

Assisting Parents to Give, Get and Organize Their Child’s Health and School Information

Families of children with special needs have a great deal of information that they need to give, get and organize in order to receive the best and most coordinated services for their child. They often have to repeat basic information about their child each time they see a new service provider and repeat the same information on different forms for each organization. Helping families to organize and provide their information can enhance the efficiency of services to the child and reduce the stress on families.

Silver Creek is committed to helping families give, get and organize their information in the best interests of their child. If a parent is willing to commit to working on this process, Silver Creek will provide **The KIT: Keeping It Together™**, at no cost, and help parents learn how to use it effectively. Teachers and therapists will work with parents to include the Silver Creek reports in their KIT.

The KIT was designed to help parents of children with special needs use information as a tool to communicate and interact with their child’s service providers. Using The KIT has been shown to increase families’ skills and satisfaction in working together with a wide variety of health care, education and social service providers involved in the lives of their children and increase families’ confidence in advocating for their child’s needs. It is an effective tool to be using when your child enters the school system.

If you are interested please talk to your child’s teacher and/or contact Mary Beaudoin, Parent Room Coordinator at mary@silvercreekpreschool.com.

Second Cup on Us!

The last Wednesday morning of each month parents are invited to walk up to Second Cup together, leaving from SC at 9:45 a.m. and 1:45 p.m. A free coffee or tea is provided and great companionship and conversation! Please join if you are available.



Tuition Fees

Tuition fees for the school year at Silver Creek Pre-School are payable in 10 monthly installments (September to June) by post-dated cheques dated for the first of each month or by VISA or MasterCard. (See Olga in the office to set up an account)

If fees are more than one week in arrears we will notify you by letter and if you receive transportation from us, the First Student bus will not pick up your child until fees are paid.

If fees are more than three weeks in arrears, you will again be notified by letter and your child's spot at Silver Creek will go to the next child on our waitlist.

We will need to enforce this policy strictly. If you have concerns / special considerations, please speak with the Director before this could become an issue. Otherwise all payment issues are to be directed to **Olga Liskovych, our Office Bookkeeper**.

Thank you for your attention to this administrative task.

The fees for the January 2018 – December 2018 school year are:

FEE SCHEDULE			
For our Toddlers and Pre-Schoolers			
Effective January 2018-December 2018			
<u>Toddlers</u>		<u>Pre-Schoolers</u>	
4 Days per Week (M – Th)	\$519.00/month	4 Days per Week (M – Th)	\$506.00/month
3 Days per Week	\$405.00/month	3 Days per Week	\$393.00/month
2 Days per Week	\$280.00/month	2 Days per Week	\$269.00/month
Per Day	\$29.83	Per Day	\$29.08
Please note that it is necessary that all children with special needs enroll in the four day per week option if you expect to receive any therapeutic services (physio, OT, speech and/or music)			
Summer Camp: 5 days per week (Monday-Friday)		\$350.00/week (2018)	

Following are scheduled closed days in 2018-2019 school year:

Mon. Oct. 8	Thanksgiving—stat holiday
Thur. Nov. 1	PD day
Dec. 24 – Jan. 3	Winter Break—including 3 stat holidays
Thurs. Feb. 7	PD day
Mon. Feb. 18	Family Day—stat holiday
March 11-15	March Break
Mon. April 22	Easter Monday
Thurs. May 9	PA Day
Mon. May 20	Victoria Day—stat holiday
Last day of school year 2018-2019: June 20, 2019	

If your tuition is subsidized by the City of Toronto it is your obligation to provide us with this information. Please note that the City does not support/subsidize the busing costs.

Also Note: Fees are determined by our yearly budget on the Fiscal Year (Jan–Dec) instead of the school year (Sept–June). This means that there may be a change in fees starting in January 2018. You will be advised of this in November if there is any change.



Parent Financial Agreement Including Admission and Withdrawal Policy and Procedures

When your child’s name comes to the top of the waitlist, you will be invited to Silver Creek with your child to see the program in action, ask questions, and receive an Intake Package. You will be given 2 weeks to complete the registration/intake information and return it to Silver Creek with a \$70 nonrefundable registration fee. At that time a placement at Silver Creek is secured for your child for the Sept-June school year. (NB: we also do placements throughout the year should an opening become available).

You will need to attend a follow up visit the last week of June to meet all of the staff –teachers and therapists—who will be involved with your child, to review Silver Creek policies and procedures, and to make sure that we have all the information necessary to provide the best possible therapeutic and educational experience for your child.

Upon acceptance to Silver Creek we require one month's tuition fee, dated for June 1 of current year. This fee will be applied to your child's **last** month of tuition for the current school year. Essentially you are securing your child's placement by paying for a month of fees now that will be applied to the final month's tuition. This payment is nonrefundable.

We request post-dated cheques for the first of each month, dated September thru June (May, if this is your child's final year at Silver Creek). Please provide these to us in June so that these financial issues are clear before the start of the school year in September. We also accept VISA or MasterCard (applicable fees apply).

If tuition is not paid on time, and no other arrangements have been made/requested by parents, your child may be discharged from Silver Creek after fourteen (14) days' written notice from Silver Creek.

Similarly, we request a minimum of two weeks' written notice, if you are withdrawing your child from Silver Creek. Failure to do so will result in two weeks' fees being charged to you, in lieu of notice. Also, leaving the program after March 31st will require full payment of the balance of the school year (April, May and June). Thank you for your consideration.

Please note that there will be no reimbursement or deduction of fees for sick days, vacation days, or statutory holidays.

Per Diem rates and tuition fees are revised yearly by the Board of Directors based on the budget projections for the year. Silver Creek is not-for-profit and is registered as a charitable organization (No. 10798 0856RR0001) The Board of Directors endeavors to raise funds of up to \$200,000.00 yearly to support the significantly enhanced services and staffing at Silver Creek. The fees that you paid do not reflect the true cost of the programs at Silver Creek. We encourage your participation in and support for the various fundraisers that are held for Silver Creek each year.

PLEASE KEEP THIS AGREEMENT FOR YOUR RECORDS. YOUR INITIALS ON THE AUTHORIZATION AND CONSENT FORM, POINT #7 (registration intake package) INDICATES YOUR UNDERSTANDING AND ACCEPTANCE OF THIS FINANCIAL, ADMISSION AND WITHDRAWAL POLICY.



Other General Information

Please write your child's name on jackets, scarves, sweaters, bags, etc., with up to 70 children enrolled you can appreciate the difficulty we have in sorting out who owns what.

In winter, snow pants and scarves are NOT necessary for children riding the bus and these extra layers may lead to the child overheating on the bus. However, if we will be using our outdoor space, it is necessary. So pack these in a knapsack.

If your child has a bad cold or a very runny nose, please arrange to have him/her kept at home or at the baby sitter's. Colds speed through the school rapidly. Vomiting and/or diarrhea, and fevers are a sign that your child is sick with something contagious. Your child will need to stay home until symptom-free for 24 hours.

As some of the children are attending on a part time basis, the question often asked is, "If a child's day of attendance is lost through one reason or another, can that day be made up on another day?"

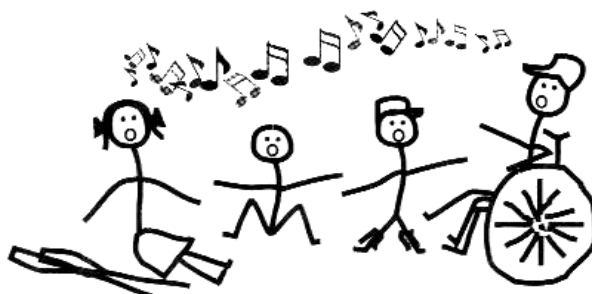
The answer to that is, unfortunately, no. Although we would like to be able to accommodate this, we are strictly governed by the government's guidelines regarding class size.

For the same reason noted above, we must say no to siblings attending Silver Creek on their P.D. Days.

We will expect your child to be attending regularly. Extended vacations or absences, or missed school days because of other therapies are discouraged as it is important for your child to participate fully in our routines and classroom activities to benefit most effectively from the program. If you are subsidized by the City of Toronto you have a maximum of 35 days per calendar year before the City will revoke your subsidy (you can appeal for additional days with the City of Toronto, Subsidy office). We have a significant waitlist for spots at Silver Creek so if your child's attendance is not regular and they miss 35 days and you do not secure more days from the City of Toronto, we are obliged to give your spot to another child.

Throughout the year we have all kinds of fun activity days and themes planned. Baking, special guests, pajama party, etc., as well as occasional outings. You will be advised of these occasions well in advance and must give permission for your child to attend anything off site.

Of particular note is our annual Winter Family Circle and end of year picnic. Parents are welcome on any trips/off-site activities.



Volunteers and Supporters



Just to mention a few organizations who assist us both physically and financially...

Without our many Volunteers, Silver Creek would not be the Pre-School it is today, and we sincerely thank them for the hours and days they spend in the classroom and on the Board of Directors. Volunteers come from many walks of life and their assistance greatly enhances our program. Thank you to Sue DiBlasio for her Volunteer Coordinator role at Silver Creek.

Royalty General Construction Ltd. is a company with a heart as big as our school. They have been supporters of Silver Creek for over 28 years and take every opportunity to let others know about our program and how to help. They organize and run our largest fundraiser -- the Royalty General Construction/Silver Creek Golf Tournament at Nobleton Lakes. We take strength from their dedication to our school. The fundraising of owner, Mark Fazio, and colleague Mike Sheridan has benefited the children and program at Silver Creek immensely.

The Board of Directors of the Silver Creek Centre for Early Learning & Development also volunteer their time and resources on a year round basis. Their commitment and hard work has resulted in a school with a 43 year history and still going strong.

The Hustlers Young Men's Bible Class are a wonderful addition to our repeat supporters. Their foundation has enabled us to purchase equipment and services for the children the past 18 years. We are honoured to have this significant support.

This year's Captain Xavier Fund has resulted in significant response, and we are grateful to Daniela, Lucanor, Marcus and the supporters and organizers of Lemondade for Love Campaign for making it a success. This support allows some of our families access to therapeutic programming at SC.

Toni-yo-yo Run for Fun, is our new fundraising campaign that was launched by Andrea. We are thankful for Andrea's leadership and dedication to this initiative and her vision to support families at SC. The contribution of the supporters succeeding in reaching this important goal is inspiring.

The following fundraiser will be happening this year again thanks to a generous anonymous donor and 3 young men—Danny Polito, Mike Sheridan, and Jeff Pascoe. They will be raffling off a chance to win Toronto Maple Leaf Season Tickets, 2018-19. We are grateful for this exciting opportunity and hope you are the winner. For certain, the children at Silver Creek will benefit from this special event.

We thank everyone who participates and contributes to the "Move Your Feet for Silver Creek" Walkathon and the Fall Classic Golf Tournament. These are events that are initiated by our Board of Directors and Staff—all in a Volunteer capacity. We need and appreciate your support at these events.

The Pividor Family designed, constructed and donated an amazing sculpture that is our "Wall of Thanks". Please take a look at "Grazie", which holds the names of our benefactors – a continuing show of support.



The LCBO has been a continuous supporter of Silver Creek for 13 years. From the collection boxes in stores during the month of July, to employee contributions and special donations, they are a loyal corporate friend and supporter.

Volunteers are indeed the foundation of Silver Creek Pre-School.

If you know someone who may be interested in participating in our Volunteer Program, please let us know.

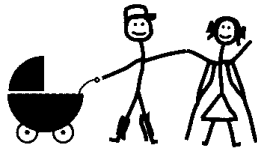
Our application can be found at www.silvercreekpreschool.ca/volunteers. The rewards are immeasurable!

Please know that our Policy for Volunteers and University/College Students on placement at Silver Creek states:

- Volunteers and placement students will not be left alone with a child at anytime
- Vulnerable sector police checks are a requirement to volunteer/work at Silver Creek
- Volunteers and placement students must follow all of the policies and procedures of Silver Creek



Parent's Role



We feel that it is fundamental to each child's growth and development at Silver Creek that parents stay involved. To best meet their needs it is important that staff and parents communicate with each other and work closely together on an ongoing basis. The parents also meet with the staff formally twice a year to discuss the child's progress and individual program plan. Parents are encouraged to accompany their children on special outings, join in the Parent in the Classroom program, and Parent Education Workshops. The welcome mat is always out!

It is also imperative that parents keep us advised of changes to:

- their address
- home, work or cell phone numbers
- emergency contact numbers
- babysitter addresses and phone numbers
- medication, or any other health concerns

Up-to-date Emergency information is essential to ensure the safety and well-being of your child.

Parent's Code of Conduct

Maintaining a warm, nurturing environment for children, parents and staff is a mutual effort. As information about children is shared, we expect both staff and parents to keep honest and respectful lines of communication open.

Just as there are expectations for appropriate staff conduct, there are also expectations for appropriate parent conduct:

The following behaviours are not acceptable. The school reserves the right to terminate any child whose parent violates this code of conduct.

1. Using derogatory, degrading or offensive language when speaking with staff, children or other parents
2. Using violence or acting in any way that causes staff, children or other parents to feel threatened
3. Quarreling with other parents or staff
4. Preventing or interfering with staff doing their job
5. Violating our confidentiality policy – talking to parents about other children or parents
6. Physical or verbal punishment of your children or other children while at school

This policy is in your registration package and must be signed prior to your child's enrolment at Silver Creek. It is point #12 on the Intake package sign off sheet.

This is a reciprocal agreement as Staff, Volunteers and students on placement also must follow Silver Creek's Code of Conduct and Behaviour Management policies.

Client Complaint Policy and Procedures

Silver Creek Centre for Early Learning & Development

Date Policy and Procedures Established: August 2017

Date Policy and Procedures Updated: xx

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, Silver Creek Pre-School and staff to use when parents/guardians bring forward issues/concerns.

Policy

General

Parents/guardians are encouraged to take an active role in our specialized, therapeutic pre-school and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, positive and responsive interactions among the children, parents/guardians, Silver Creek professionals and support staff are of paramount importance. Fostering the engagement of and ongoing communication with parents/guardians about the program and their children occur in numerous ways at Silver Creek. Our staff are available to engage parents/guardians in conversations on-site, by appointment, via email or phone. Additionally, goal setting occurs with families within the first 6 weeks of the school year, and a learning outcomes binder of children's activities is sent home monthly.

All issues and concerns raised by parents/guardians are taken seriously by Silver Creek Centre 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.

An initial response to an issue or concern will be provided to parents/guardians within five business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Our goal is to resolve most issues at the first point of contact.

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

Our centre 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 Executive Director.

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 Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Executive Director/Board of Directors in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, toilet training, indoor/outdoor program activities, feeding arrangements, misplaced boots, hat, etc</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom Teacher(s) directly <p>or</p> <ul style="list-style-type: none"> - Therapist if it is a feeding issue 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within five (5) business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the Executive Director <p>- If regarding payments, please speak to the office bookkeeper who has sent the invoice</p>	<ul style="list-style-type: none"> - Provide contact information for the appropriate person if the person being notified is unable to address the matter.
<p>Staff member, or management(Executive Director; BOD)</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - Executive Director/Board of Directors <p>All issues or concerns about the conduct of staff, or management that puts a child's health, safety and well-being at risk should be reported to the Executive Director as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within five business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom teachers responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the Teacher Supervisor or Executive Director <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 Executive Director as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</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 the Executive Director. If the concern is about the Executive Director, the issue may be escalated directly to the Silver Creek Board of Director's President. The contact information is available through the office of Silver Creek.

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, College of Physiotherapists, Occupational Therapists, Speech and Language of Ontario, etc) where appropriate.

Contacts:

Executive Director: Irena Setnik irena@silvercreekpreschool.com 416 249-9770

President, Silver Creek Board of Directors: Gail Pennington

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

Our expectation is that we will be able to resolve the issue(s) at the first point of contact. Please note that it is not always possible to ensure that a client/parent or guardian is satisfied with the outcome of a complaint. Silver Creek Centre is bound by policy and legislative requirements by the Ministry of Education, Early Learning Division, and Toronto Children Services. As well our professional staff must comply with regulatory bodies of their respective Colleges.

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

Duty to Report

Every person in Ontario is required under the Child and Family Services Act to report his/her belief that a child may be in need of protection. The legislation specifically requires individuals who perform professional or official duties with respect to children to report suspicions of child abuse. If in the course of their professional duties, any staff at Silver Creek have reasonable grounds to suspect that a child may have been abused, this must be reported immediately to a Children's Aid Society. It is the responsibility of the child protection agency to investigate and follow up on the situation, as necessary.

Anti-Racism Policy

Silver Creek Pre-School is committed to providing racially sensitive and culturally appropriate services within our mandate of serving children with special needs in a pre-school setting.

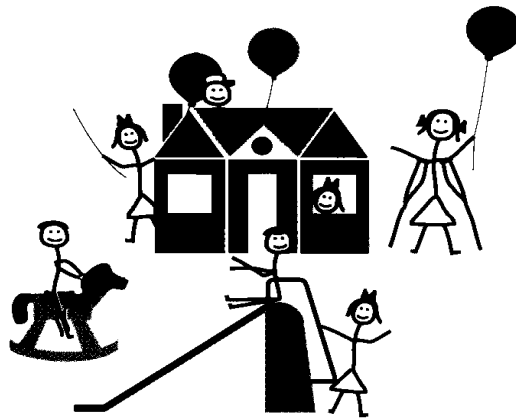
Silver Creek realizes that ethno-racial and linguistic diversity enriches and strengthens our community socially and culturally, and that racism creates barriers for children, families and communities.

Our programs are continually changing to promote and respect the beliefs, values, and practices of all children and families. Curriculum practices in our child care program will actively promote an anti-racist approach.

Staff are given the opportunity to be involved in on-going anti-racism training through courses and literature.

Where possible, Silver Creek will provide or seek out translation and interpreter services to enhance access to and understanding of our program and services for children and families.

Each employee's right to a racism-free work environment will be respected. Each child and parent who accesses Silver Creek has a right to a racism-free environment. Silver Creek has in place policies and procedures to ensure that discrimination and harassment are dealt with and resolved. All people must be treated equally, regardless of their race, national or ethnic origin, colour, religion, sex, sexual orientation, age, and mental or physical ability.



Please note that a binder is in the entrance hallway to Silver Creek where you will find a number of school policies that all staff members sign off on and follow. As well the policies that parents must adhere to are found in this binder. Recent school inspections from the City of Toronto, Public Health, and the Province can also be viewed here. Our license from the Province is displayed on the wall in the entrance way and our licensing summary results are also shown.

A new Parent Handbook is prepared each school year. The Parent Handbook is posted on the Silver Creek website www.silvercreekpreschool.ca If someone does not have access to the internet, a hard copy will be provided. If during the school year there are revisions made of the Parent Handbook, all parents will be notified by email or provided a hard copy.

Silver Creek Centre for Early Learning & Development
65 Hartsdale Drive
Etobicoke, Ontario M9R 2S8
Tel. (416) 249-9770
Fax (416) 249-2417

In the Beginning....

In 1975, the Silver Creek Association for Children with Handicaps was organized by a group of concerned parents who saw the need for a nursery school that met the needs children with special needs. With the assistance of interested community members and the District Nurse of the Easter Seal Society, the “Silver Creek Nursery School” (now called Silver Creek Pre-School) opened later that same year.

Administration

The Silver Creek Centre for Early Learning & Development (new incorporated name in 2013, replacing Silver Creek Association for Children with Handicaps) is responsible for the administration of the Pre-School. A Board of Directors, elected annually, consists of eleven members and a financial advisor. The Centre conforms to all regulations contained in the Child Care and Early Years Act 2014 (Bill 10) (provincial/Ministry of Education) and the City of Toronto Operating Criteria.

Financing

The Centre is a licensed non-profit charity. The Pre-School, under the Toronto Child Care Services, is partially funded by a provincial/municipal government subsidy. Other funding is generated through Pre-School fees, fundraising, and private donations. Our key fundraisers are the family friendly Annual 5K Move Your Feet for Silver Creek Walkathon, an annual Golf Tournament in June, and our Fall Classic Golf Tournament in September. All are welcome!

Licensed Charity - Business No. 10798 0856 RR0001



Inclusion

Silver Creek's Philosophy

Silver Creek is committed to the full inclusion of persons with disabilities.

Our 43 year history has been dedicated to providing integrated therapeutic services and early learning experiences so that children are able to acquire the skills that will help them to be successful in a more mainstream community environment. To that end, Silver Creek provides an early education setting where children with disabilities—all types---and typically developing children—all types--learn together. In the Silver Creek environment children with special needs are in the majority. The benefits of this diverse way of learning and engaging with other children are plentiful.

A smaller staff-to-children ratio allows for individualized programming for every child in the group setting. The developmental and educational needs of all children are best met in this way of service provision. There is opportunity in this reversely integrated setting for children with special needs to take the lead, promoting self-reliance and self-esteem. The emphasis on functional independence in our program facilitates increased participation in the home and community. By providing therapeutic interventions such as appropriate seating, mobility devices, and total communication systems, children are able to develop their skills and express their full potential. Silver Creek also employs strategies for behaviour that help children deal with frustrations and challenges.

Silver Creek supports the rights of families to choose the type of early education they feel will best suit their child and family situation.

All children have the right to be cared for in environments that can meet their needs and help them grow and develop to their fullest potential.

It is Silver Creek's philosophy that integrated therapy and education leads to successful inclusion.

APPENDICES of POLICIES

- A) Waitlist Policy
- B) Emergency Management Policy and Procedures
- C) Infection Prevention, Control Measures, and Sanitary Practices
- D) Client Complaint Policy and Procedure
- E) Program Statement