



ALPHA'S
Discovery Kids

Preschool & Daycare

Parent Handbook

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Update: July 2026

Welcome

Welcome to Alpha's Discovery Kids Preschool and Daycare! We are pleased that you chose our program for your child and we hope to meet your expectations and create many happy memories in this critical period of development in your child's life. We hope to partner with you to support your child's learning to the fullest potential. This handbook contains information about our mission, philosophy, program, policies, routines, days/hours of operation and fees.

You will find answers to the most frequently asked questions regarding the centre and program. If you have any questions about the program or any specific questions about your child's progress, please feel free to speak to your child's teacher or the Supervisor at any time.

Alpha's Discovery Kids Preschool and Daycare is a division of Alpha's Discovery Club Inc. We provide child care services to young children in the community with locations in Mississauga and Oakville, Ontario.

Mission Statement

Alpha's Discovery Kids Preschool and Daycare is dedicated to providing children 12 months to 5 years with a developmentally appropriate, quality program that helps the child to learn and grow to the fullest potential. We aim to provide warm consistent care to teach and nurture children in a loving, respectful manner. We provide child-initiated and teacher-supported experiences to foster children's natural curiosity, exploration, play and inquiry using our *Four Pillars of Learning* Curriculum.

Program Statement

Alpha's Discovery Kids Preschool and Daycare follows the guidelines set out in the Ministry of Education's "How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)" in order to create a quality early years program for children 12 months to 5 years old. We have developed a curriculum called *The Four Pillars of Learning* which encompasses the Ministry guidelines.

At Alpha's Discovery Kids, we believe that all children are competent, capable, curious and rich in potential. We strive to help each child reach their potential in a warm, inclusive environment where every child is valued for their individual strengths. We are truly committed to each and every child. We have created an exceptional program to develop the whole child through an emergent, inquiry-based curriculum. We provide child-initiated and teacher-supported learning experiences to foster children's natural curiosity, exploration, play and inquiry. We observe and follow the children's individual interests and plan experiences to maximize learning and children's well-being.

Our programming is organized around our *Four Pillars of Learning* Curriculum which contains the four foundations that children naturally seek for themselves to learn and grow: **Belonging, Well-Being, Engagement and Expression.**

Well-Being

Before a child can be engaged or express themselves, they need to feel safe and develop a sense of self, health and well-being. Our goal at Alpha's Discovery Kids is to nurture children's healthy development and support their growing sense of self by providing a clean, safe environment, nutritious meals, physical activity and an opportunity for quiet/rest time. Physical Activity and Nutrition is the third pillar in our *Four Pillars of Learning* Curriculum.

Health and Safety

We create positive learning environments that promote the health, safety and well-being of children. As a licensed centre, we meet and strive to exceed all Ministry of Education and local Health and Safety Regulations and Guidelines to provide a clean and safe environment for the children. We do this by conducting health and safety checks of all indoor and outdoor play spaces on a daily basis. We clean and sanitize toys and equipment on a daily basis and ensure proper hand-washing routines are followed. We perform health checks when children arrive and have policies in place to ensure that sick children stay home. Our teachers are all trained in First Aid to ensure children receive proper care. We arrange our classrooms to maximize safety and inspect classrooms regularly to ensure that all toys and equipment are in good working condition.

Nutrition

We offer nutritious meals and snacks that follow Canada's Food Guide to healthy eating. Our meals incorporate all the food groups and our menus are reviewed by a registered dietician. We post our menus on our Lillio app for parents to view. We can accommodate any special dietary requirements for all the children in our program. We offer flexibility and provide substitutions for picky eaters to ensure that they have had enough to eat. Meal times are a great opportunity to develop self-help skills and we encourage children to be independent, based on their capabilities. We create a positive family-style eating environment and encourage conversation.

Physical Activity

We provide opportunities for outdoor play twice per day. We have created a safe and stimulating outdoor play space which offers various challenges to develop physical skills such as throwing/kicking a ball, climbing, jumping, running and pedaling a tricycle. We provide opportunities for children to explore the outdoors with their minds, bodies and their senses. In the event that we cannot use the outdoor space, the teachers develop a variety of physical activities indoors to encourage physical well-being. Inside the classroom, we encourage children to be physically active daily through various activities such as music and movement.

Rest and Quiet Time

We believe it is important for young children to have an opportunity to rest and have some quiet time to maintain their well-being. Throughout the day, we incorporate mindfulness activities to help children feel calm and focused. Children are given an opportunity for rest or quiet time in the afternoon each day. Children who do not want to sleep are given quiet table activities such as reading books, writing and puzzles.

Engagement

Alpha's Discovery Kids offers an emergent curriculum that achieves academic success by observing children and following children's interests to build critical skills. We focus on communication skills such as language and literacy as well as skills required for the digital age such as science, technology, engineering, art and math (STEAM). We build all of these skills through inquiry-based activities, exploration and discovery in a positive learning environment. We offer monthly special engagement activities (either onsite or offsite) to support learning.

Exploration and Inquiry

We believe that children learn through meaningful inquiry-based play experiences. Play experiences are a child's work. While participating in an activity, a child is constructing knowledge and learning about the world around them. At Alpha's Discovery Kids, we have created a learning environment that encourages children to freely explore and choose which materials they would like to use independently in each planned interest area such as blocks, reading, writing, dramatic, science, sensory and art areas. While exploring in the interest areas, children will develop physical, cognitive, language and social skills. This is the ideal learning environment as children are encouraged to explore, inquire and make choices and decisions whenever possible. Teachers work with each child individually to build on their strengths and support their development.

Communication Skills -Language and Literacy

We build the communication skills that children will need to be successful. We focus on building literacy skills through programs such as the highly acclaimed Jolly Phonics literacy program. Learning to speak, read and write are vital skills for children. The Jolly Phonics program has been proven to encourage early reading and writing skills in a fun, playful and creative way. The Jolly Phonics program focuses on learning letter sounds and formation through songs, then blending those sounds to read words. We incorporate language and literacy in all aspects of the program to enhance learning.

STEAM - Science, Technology, Engineering, Art and Math

STEAM is the second pillar in our *Four Pillars of Learning* Curriculum. We are proactive and progressive when it comes to learning. We focus on skills in the early years that we know will be critical to their academic success in the digital age. At Alpha's Discovery Kids, we encourage children to develop a sense of curiosity about the world around them and how things work. We use the scientific process to solve problems. We use technology wisely to enhance learning. We engage in engineering projects where children build and construct things of interest to them. Art is an essential component that allows children to use their creativity to express themselves and solve problems. We build fundamental math skills such as problem solving, predicting, matching, sorting, counting and spatial awareness.

Creative Expression

Our learning environment is designed to encourage children to explore using their natural curiosity about the world around them as well as express themselves creatively through music, dance and visual art. They independently use various mediums to express themselves in creative ways. Children participate in daily music and movement activities.

Languages

Our students come from various backgrounds and speak many different languages. Many parents recognize the importance of introducing children to Canada's second official language, French. Our preschool offers French language opportunities throughout the year. Children love to sing French songs to learn the alphabet, numbers, colours and basic words to communicate in French.

Positive Learning Environment

In order for children to thrive, they need to be in a stimulating environment that meets their daily needs. Our bright and cheerful classrooms offer a wealth of opportunities to explore and spark the child's curiosity and inquiry. Equipment, toys and books are selected to help develop skills including problem solving, literacy, independence and social skills. Our indoor and outdoor spaces are designed to promote active exploration and learning opportunities. Our stimulating learning environment is focused on supporting the child's learning and development.

Teachers at Alpha's Discovery Kids create positive learning environments that meet the unique needs of the children in the classroom. Teachers regularly make adjustments to the classrooms to respond to children's needs and create an inviting space for everyone. Schedules are flexible to allow more time for activities that children enjoy and minimize transition times as much as possible. Alpha's Discovery Kids strives to create an inclusive environment for children of various abilities and cultures. Our classrooms reflect our diverse community.

Expression

It is only when a child feels loved and secure that they will develop the confidence to express themselves, explore and learn. Children are encouraged to interact and communicate in a positive way. We encourage the development of self-regulation in each child.

Positive Relationships among Children and Teachers

Our teachers are hand-picked for their loving, gentle nature and wealth of experience working with children. Our teachers are co-learners and play partners for the children, which helps to extend and expand on their learning experience. We use positive language, consistency, give choices and become "tuned-in" to children's needs and emotions. Our teachers respond to both verbal and non-verbal communication. When it comes to the preschool and daycare environment, we know that qualified ECE teachers play an important role in supporting children's learning and providing the child with a nurturing, caring and positive role-model. Our teachers build trust with children by consistently meeting their needs on a daily basis. We model appropriate ways to resolve conflicts, encourage problem solving strategies and develop responsibility while developing social skills.

Partnerships with Parents

We know that parents know best when it comes to their children. We develop partnerships with parents to ensure that we meet the individual needs of each child. Communication with parents is very important to us and we communicate with parents daily. We offer daily digital and verbal reports, including photo sharing, learning experiences, classroom updates and monthly newsletters through our Lillio App. We also utilize social media and encourage parents to follow us on Facebook and Instagram as well as our blog posts on our website. Parents are welcome to visit the facility at any time of the day and we encourage participation and suggestions to improve our program. Our teachers work with families as a team. We foster relationships based on trust - between parents, teachers and children - working together as a team.

Positive Self-Regulation

At Alpha's Discovery Kids, we encourage children to develop self-regulation skills through our fourth pillar of learning – Mindful Awareness. Through mindful activities, they learn how to remain calm and return to a state of calm in stressful situations. This allows them to control their emotions, pay attention and ignore distractions. Our teachers coach children on how to handle stress and support them in expressing their emotions.

Belonging

Children demonstrate a sense of belonging when they feel included and safe in the program. We aim to develop partnerships between children, parents, teachers and the community to support children.

Community Partners

We believe that it takes a community to raise a child and we form partnerships with various community-based organizations to support our families and children. We partner with organizations in our local community like the local library as well as Erin Oak, Community Living and Peel Inclusion Resource Services (PIRS). We are members of the Raising the Bar Program in Peel and work with the Region of Peel, Child Development Resource Connection Peel (CDRCP) and many other community-based programs. We connect parents to resources in the community to meet the needs of each child. We partner with colleges and universities to give students and volunteers the opportunity to experience working with children under our supervision.

Supporting Staff Learning

Alpha's Discovery Kids is committed to hiring and training teachers to reach their full potential by providing continuous learning opportunities. Our teachers regularly attend training sessions to expand on their knowledge of child development and learn new strategies to teach children. Our ECE teachers are registered members of the College of Early Childhood Educators as well as other child care professional associations.

Documentation

Alpha's Discovery Kids uses pedagogical documentation as a way for our teachers to learn about the children. Teachers make observations of children and use this information to plan the program for each child individually as well as for the group. Teachers use the documentation to reflect on what the children are learning as well as how to extend that learning further. This documentation is used to communicate children's learning to the parents. Each child's documentation includes photos, videos and notes made by the teachers.

Alpha's Discovery Kids Preschool and Daycare Program Statement is reviewed by all new staff, students and volunteers at the start of their placement/employment . The Program Statement is communicated to all parents when they start at the centre and when any changes have been made. The Program Statement is reviewed annually by all staff or when any changes have been made.

Program

Alpha's Discovery Kids Preschool and Daycare is licensed for 93 children. Our ratios are in accordance with the Child Care Early Years Act which is as follows: Toddler 1:5, Preschool 1:8, Kindergarten 1:13 and School Age 1:15.

Toddler Program

In the toddler program, which is comprised of children between 12 months and 30 months, children will develop language, literacy, math, science, technology, art and engineering skills by incorporating these concepts into the child's play, exploration and inquiry. Teachers will plan activities daily based on the interests of the child. Children will explore the following interest areas based on our **Four Pillars of Learning: Language and Literacy, STEAM, Physical Activity and Mindful Awareness**. Children will go outside twice a day to engage in activities that promote active movement. The teachers will work with parents to encourage potty training when the children are interested and ready for it. The children in the toddler rooms are separated into small groups according to their age and stage of development to allow teachers to program activities according to their developmental needs.

Preschool Program

In the Preschool program, through child-initiated and teacher supported experiences, children learn many concepts including language, literacy, science, technology, engineering, art and math skills. Throughout the day, children make choices and explore the following interest areas based on our **Four Pillars of Learning: Language and Literacy, STEAM, Physical Activity and Mindful Awareness**. Children engage in activities outdoors that promote active movement and exercise twice a day. The teachers will work with parents to encourage potty training when the children are interested and ready.

Our Preschool program is separated into two classroom based on age and stage of development to allow teachers to plan and support children in a more meaningful way. Our Jr. Preschool Room is generally comprised of children between 2.5-3.5 years old. Our Sr. Preschool Room is comprised of children between 3.5-5 years old. Within each classroom, children are separated into small groups to allow teachers to program activities according to their developmental needs.

Kindergarten Program

In our Kindergarten program, we offer advanced academic opportunities which promote learning readiness for primary school preparation. Within this program we further extend upon our existing curriculum with our **Four Pillars of Learning: Language and Literacy, STEAM, Physical Activity and Mindful Awareness**. As our students become more independent, we can focus on a higher level of academics. We approach this as an opportunity to build upon each child's abilities and strengths to reach full potential in all subject areas. Our holistic approach is consistently based on providing a sense of belonging, engagement, security, and nurturing. We continue to provide an environment that is stimulating, fosters curiosity and encourages inquiry-based learning. This program is designed to build skills, confidence and empower the "Alpha" in each one of our students before moving into the primary grades.

School Age Program

In our School Age program, we offer academic and extracurricular opportunities with our **Four Pillars of Learning Curriculum: Language and Literacy, STEAM, Physical Activity and Mindful Awareness**. We offer homework help, physical activity and an opportunity to engage with peers through cooperative and collaborative STEAM projects and activities. During summer months or short breaks from school, our program offers a STEAM camp program which focuses on both academics and extracurricular activities to ensure a fun day filled with exceptional learning experiences.

Routines

Routines are an important part of a child's day and it is important to their development. Children will participate in various routines such as washroom, snack, lunch and tidying up. These help children to develop their self-help skills and body awareness. During routines, children learn to be independent, take turns, follow directions, use utensils and take care of their own needs. Routines are a great learning opportunity for young children.

Hours of Operation

Alpha's Discovery Kids Preschool and Daycare operates in a calendar year from January 1 to December 31. During this period, we provide licensed child care services Monday to Friday 7:00 AM to 6:00 PM.

Closure

Our program will be closed on the following days and FEES ARE CHARGED to families:

- New Years Day – January 1, 2026
- Professional Learning Day – February 13, 2026
- Family Day – February 16, 2026
- Good Friday – April 3, 2026
- Professional Learning Day – April 6, 2026 (Easter Monday)
- Victoria Day – May 18, 2026
- Professional Learning Day – June 29, 2026
- Professional Learning Day – June 30, 2026
- Canada Day – July 1, 2026
- Civic Holiday – August 3, 2026
- Professional Learning Day – September 4, 2026
- Labour Day – September 7, 2026
- Professional Learning Day – October 9, 2026
- Thanksgiving Day – October 12, 2026
- Christmas Eve – December 24, 2026
- Christmas Day – December 25, 2026
- New Year's Eve - December 31, 2026 (in lieu of Boxing Day)

Unplanned closures

To keep you, your children, and our staff safe, we will close when the Peel District School Board schools close due to severe weather conditions. Parents are advised to check messages on the communication app. We will notify parents through our digital Communication app by 6:30 am. Fees will be charged on these unplanned closure days.

Arrival and Departure

Children should arrive at the Centre between 7:00 – 9:00 a.m. and depart between 4:00 - 6:00 p.m. in order to participate in all aspects of the program. Please ensure that your child has been acknowledged by a teacher upon their arrival to the program and at time of departure.

It is a good idea to develop a routine when you arrive and depart the facility. This helps children to anticipate what will happen next and facilitates the transition from your care to ours and vice versa. Children who are anxious when you leave will have a better day if the routine is followed consistently. You can say goodbye to your child in your own special way and leave promptly. This will help your child feel safe and secure.

Please refer to the **Safe Arrivals and Dismissal Policy** located at the end of this document for more details about how to ensure a safe arrival and departure.

Transition Period

We encourage parents to plan for a transition period when they first begin. We will create a transition plan with you prior to the start date. Please speak with the Supervisor for more information about creating a successful transition.

Releasing Children

Children can only be released to the parent or individuals listed as Emergency Contacts on the registration form. When anyone, other than the parents or Emergency Contacts, is asked to pick up a child from the Centre, the following procedure must be followed:

The Centre must receive an email or Message on the Communication App from parent/guardian stating the full name and phone number of the person (aged 18+) who will be picking up the child.

The parent/guardian should inform the person picking up the child to have valid photo I.D. with him/her as it is a requirement to show it to the teacher. The identification produced will be compared with the name given by the parent/guardian in writing and only if he/she is the same person will the student be released. In case of any doubt, it is our policy NOT to release the child. Please refer to the **Safe Arrivals and Dismissal Policy** located at the end of this document for more details about how to ensure a safe arrival and departure.

Late Pickups

The Centre closes promptly at 6:00 p.m. Parents are required to notify the Centre as soon as possible, if they are unable to arrive by closing time. If a child remains in the Centre past 6:05 p.m., a late fee of \$25 for the first 15 min and then \$1 per minute thereafter will be charged. Time will be calculated using clocks at the Centre. Violation of the late fee policy may, at the absolute discretion of the Director, result in termination of child care services. If a child is left past 6:05 p.m. without notification from parents, all attempts will be made to contact the parents and emergency contacts for immediate pick-up. If no contact can be made by 6:30 p.m., Children's Services will be notified as per the **Safe Arrivals and Dismissal Policy**.

Nutrition

Good nutrition is essential for the healthy growth and development of children. This is an important part of our Program. All menus are prepared according to the Canada Food Guide, with 2 snacks and a hot lunch provided. Our food is provided by a catering company each day and all meals are certified Halal.

Children are encouraged to try everything that is served at each meal and may have several servings if they wish. If the children do not want to try lunch, the staff will respect their wishes. Mealtime is made as pleasant an experience as possible for the children. The pace is leisurely and the children can take their time to enjoy their food. Special food arrangements for religious or medical reasons can be discussed with the Supervisor. Parents should inform the Supervisor of any food allergies or restrictions.

Parents are asked NOT to send in any food or drink unless approved by the Supervisor in advance. Birthdays and special occasions can be celebrated in the classroom with a fruit platter or cupcakes with ingredients labelled on them. Please be aware that items with nuts or “may contain nut products” are prohibited. Please notify the teacher well in advance for any such celebration. Please see the attached **Allergy Notice to Parents** for more details.

Rest Times

Children under 4 years old enrolled into a full day or half day program will be provided with an opportunity for rest in the afternoon for up to 2 hours. This is a developmental need for many young children. The centre will provide cots and sheets while parents will provide blankets, and pillows/sleep toys (except children under 18 months). Children may sleep for a maximum time of 2 hours. However a child can get up earlier and can engage in quiet activities depending on individual needs. Children will be monitored by staff during this time to ensure safe sleeping practices are followed. Parents will be consulted about sleeping arrangements at the time the child is enrolled and at the transition between classrooms or upon a parent's request.

Screening and Absences

Parents are required to monitor their children's health to look for signs and symptoms of illness. Children attending should be ready to participate in all aspect of the program.

If your child is going to be absent, please notify the Centre Supervisor by email, phone or the communication app as soon as possible daily. Fees remain the same regardless of absent days. Please note that fees are not linked to attendance.

Child care centre service providers are required to report to Public Health and notify families/staff of incidents of absenteeism greater than 30% baseline.

Alpha's Discovery Kids management will monitor absenteeism rates in the child care centre. If absenteeism rises to a defined level in a child care centre (approximately 30% above baseline), the Supervisor will notify both Public Health and families/staff in the affected child care centre with information on the public health measures families and staff should follow.

Health/Immunization

Parents are requested to ensure that all the information given on the Registration Package - Medical Information Form is up to date. Parents must notify the centre of any allergies or dietary restrictions in writing on the Medical Information Form which is part of the Registration package. Parents must provide a copy of the child's immunization record before starting at the centre and each time it is updated. Any objection to providing immunization records must be submitted on a form approved by the Ministry of Education.

In case of an emergency, requiring a child's immediate transfer to Hospital, the Parents would be urgently informed and the child taken to the Hospital where the Parents can meet the child and the supervising staff at the Hospital.

In case a child becomes ill at the Centre, parents will be notified according to our illness policies. Please pick up your child as soon as possible or make arrangements for early pick up. This is beneficial for the child as well as for the health of all other children.

In order to prevent the spread of infection, please do not bring a sick child to the Centre. For everyone's well-being, ill children cannot be admitted to the Centre. We have the right to refuse to take a sick child into care and to determine when a child is too ill to remain in care. Prompt treatment of any illness will facilitate the child's early return to health and to the Centre, and will minimize the possibility of cross infection for the other children.

In order to ensure the overall health and safety of all the children, we ask that parents keep children at home and provide alternate care if he/she has:

- Fever or a combination of other symptoms (e.g. nausea, vomiting, rash)
- Vomited two or more times within 24-hour period.
- Diarrhea (3 or more liquid stools) within 24 hours (e.g. runny, watery, bloody).
- Eyes/ears that have any kind of discharge.
- Visible rashes that have not been diagnosed by a physician.
- A severe cough, Bronchitis or pneumonia
- Yellowish skin or eyes, or jaundice
- Irritability, continuous crying or requires more attention than can be provided
- Inability to participate in all aspects of the program, including outside time.
- The following communicable diseases including: Influenza, Conjunctivitis(pink eye), Impetigo, German Measles, Head Lice, Hepatitis A, Meningitis, Measles, Mumps, Pertussis (Whooping cough), Rubella, Scabies, Tuberculosis, Rotavirus, COVID-19

Child should remain at home until they are **free of fever for 24 hours** and not taking any anti-pyretic medication such as Tylenol, Advil®. For gastrointestinal illness (vomiting, diarrhea), the child must be **symptom free for at least 48 hours** or until any special tests are negative, before returning to the centre. For any other illness or communicable diseases, please consult with a physician to determine when to return to child care.

If your child is not immunized, they will need to be kept home if there is an outbreak of a childhood infectious disease for which there is a vaccine.

Medication

The staff at the Centre will administer medication to a child while following these procedures:

- Parents are required to fill out the Medication Form completely and sign it.
- Only prescription medication from a doctor will be administered with the exception of antihistamines such as Benadryl or medication to treat a fever only such as Children's Tylenol.
- The medication should be handed over to the staff member that handles medications or the designate.
- The medication must be in the original bottle labeled with the child's name, the name of the medication, the dosage of the medication, the date of purchase and expiry and instructions for storage and administration.
- The time and dosage of the prescription medication is to be indicated on the Form. For a fever, the temperature for administration should be indicated for the first dose and a time for each subsequent dose. For allergies or asthma, the individual health action plan will be followed.
- All medication must be stored in the Centre locked container in the kitchen.
- Staff will carry emergency allergy medication, such as Epipen, if necessary.
- The staff will not administer any Medication to a child if the above procedure is not followed.

Allergies

To ensure the health and safety of all children in our care, please do not bring any items into the Centre with **NUTS** or **NUT PRODUCTS**. This list may be revised at any time depending on the individual allergies of the children enrolled at any given time. All children with severe allergies must complete an individual emergency action plan.

Self-Regulation

Our teachers support children to learn self-regulation strategies by: using positive language and reinforcement, consistency, setting of appropriate limits, giving choices and logical consequences based on the child's developmental level. The development of problem solving skills in children is a part of our program as well as developing a sense of respect for self, peers, teachers and the environment. We model appropriate ways to resolve conflicts, encourage problem solving strategies and develop responsibility while developing social skills.

When a child persistently is unable to follow the guidelines and there is a risk of hurting himself/herself or hurting others, the Parents will be called to a meeting to discuss the situation and develop a documented strategy as a team to assist the child. In the event that the strategy does not provide adequate results and the Director arrives at the conclusion that the program is not suitable for that child or the child is unable to benefit from it, the Centre can terminate care.

All the staff, volunteers or students on placement, who work with our children, must follow our policies and procedures as outlined, and are continually monitored to ensure that they are followed.

Here is a list of prohibited practices, as per the Child Care Early Years Act, (CCEYA) that we do not permit:

a) corporal punishment of the child

b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(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 and prescribed sexual acts (as defined under the *Early Childhood Educators Act, 2007*).

Teachers

Our lead teachers are qualified Early Childhood Educators registered with the College of ECEs. They have experience working with children and have an understanding of child development. Our teachers provide the children with loving care, a stimulating learning environment and consistent guidance to supplement and enhance learning. All the staff members, students and volunteers are trained in First Aid/CPR and have a Police Vulnerable Sector Check on file.

Parent Involvement and Communication

We want you to be involved in your child's learning. Parents are welcome to visit the Centre at any time and in any location where their child will be receiving care. We ask parents to respect nap times so that children are not disturbed.

Parents who would like to take an active part in their child's care are more than welcome to do so. Whether it is volunteering on field trips or offering suggestions for activities, or sharing a cultural tradition, your input is invaluable. It also shows your child that you want to be a part of their world. Any parent that would like to volunteer in the classroom or go on a field trip must have a Police Vulnerable Sector Check on file.

To let parents know what is happening at the Centre, we post and email our monthly menus, newsletters, and calendars through email and our digital app. We do not make paper copies since they are available by email for you to print, if you choose to. We also use social media to post information that is useful to parents so feel free to follow us on Facebook and Instagram or take a look at our blogs on our website.

The teachers will communicate with you regarding your child on a daily basis. We communicate both verbally and digitally using an App and provide you with access to view photos, videos and general comments about what children are learning each day. Please do not hesitate to contact any staff member if you have any questions.

Parents are welcome to bring their issues and concerns to the attention of staff at the centre. Please review our Parent Concerns policy attached.

Emergency Evacuation

Our Emergency Management Policy details the steps that will be taken in the event of an emergency. Parents will be notified by phone/digital app of an emergency situation requiring evacuation upon arrival at the emergency evacuation site. In case of an emergency requiring evacuation of the Centre, the staff will transport the children to PlayDays Childcare Centre located at 2255 Dundas St. W Mississauga ON L5K 1R6. You may pick up your child from this location. A message will also be available on the email, voicemail and digital app with instructions.

Clothing

Due to our changing seasons, please ensure proper clothing for indoor and outdoor play. Please label all articles of your child's clothing. In case of an incident, we request a full change of clothes be brought to the Centre. Please return all "day care clothing" (emergency clothing we sometimes use for the children in the event that they do not have extra clothing) as soon as possible. Donations of such clothing are most appreciated.

Please be aware that the children will be exploring with messy art and sensory materials which may soil clothing. Children are also encouraged to eat independently which may result in some messy clothing even while wearing a bib. Ensure that you send your child to the Centre in clothing which they are permitted to explore in.

For children in diapers, please supply a stack of diapers, wipes and creams at the beginning of the week or month (preferred). Staff will let you know when your supply is low and will expect to have these replenished immediately.

Personal Items

Please do not bring any personal or toy items to the Centre as we cannot be responsible for their loss or damage. Personal items are not permitted in the classroom. If any such items are brought to the Centre, they will be kept in the child's backpack.

Toilet Training

Toilet training is achieved when the child has control over urination and bowel movements. Successful toilet training can only be achieved with consistent routines and when a child is able to communicate the need to eliminate.

When the child shows some readiness, the teachers encourage the child to sit on the toilet at routine times. The teacher works closely with the parents on the training of the child. It is important that the child receive positive reinforcement when deserved and acceptance when an accident occurs. Toilet training takes time and requires a lot of patience. Each child will be ready at different times. We will work with you as a team to ensure consistency and success. Please ask us for our toilet training reference guide for more details about the process.

Progress Reports

Your child will receive two progress reports throughout the year. The first report will take place in January and the second will take place in June. These progress reports will measure your child's progress in relation to the skills established for their age and stage of development. Please feel free to meet with the teacher if you have any questions or concerns regarding the report.

Tax Receipts

Tax receipts will be issued to parents/guardians by the end of February for the previous year. They are available digitally on the Lillio App. Parents are able to print from the App if a hard copy is needed.

Field Trips

To enhance the children's learning experiences, we shall arrange for field trips to special places of interest throughout the year. A letter will be sent home well in advance containing information about date, time, cost, and place of the trip. It will also include a permission slip to be signed and returned. The safety of children will always be our top priority on all such occasions. Parent volunteers are always welcome to join any field trip. Any parent volunteer must have a valid Police Vulnerable Sector Check on file to attend the field trip. Please note that all children over 18 months that attend the centre on the day of the trip must attend the trip as there are no teachers staying behind on field trip dates.

Registration Policy

Upon enrolling a child at Alpha's Discovery Kids Preschool and Daycare, parents/guardians are required to complete and submit all registration documentation and a one-month security deposit within 48 hours of receiving an offer of placement. Registration will be completed through the Lillio app. The first month's tuition payment must be received by the 1st day of the month in which the child begins care.

Required documentation includes, but is not limited to:

- Completed Registration Package via Lillio
- Child's current Immunization Record (or approved exemption documentation)
- Banking Information and payment authorization through Lillio
- Photographs and Video Consent, Waiver, Indemnity and Release (optional)
- Any required medical, allergy, medication, or special care plans
- Sun Safe form (for playgrounds without cover)

Upon registration, families will receive access to the Parent Handbook, which outlines the Centre's policies, procedures, operational practices, and parent responsibilities.

A non-refundable security deposit equivalent to one month's childcare fees is required at the time of registration to secure a childcare space. This deposit will be held on account and applied to the child's final month of care, provided all withdrawal requirements outlined in the Centre's policies have been met.

Registration is considered complete only when:

1. All required registration forms and supporting documentation have been received and approved;
2. All required consents and acknowledgements have been signed;
3. The security deposit has been paid; and
4. A confirmed start date has been established by the Centre.

The Centre reserves the right to delay a child's start date until all required documentation and payments have been received.

All original registration documents will be maintained in the child's confidential file in accordance with privacy and record retention requirements. Relevant information, including emergency contact details, medical information, allergies, and special instructions, may be maintained in classroom records to support the health, safety, and well-being of the child while in care. Families are responsible for notifying the Centre promptly of any changes to personal information, emergency contacts, medical information, custody arrangements, or other information that may affect the child's care.

Students/Volunteers

We often have students and volunteers who assist in our program in order to provide them with learning opportunities. We ensure that all students and volunteers are always supervised by staff and are not permitted to be alone with any child. Our Supervision Policy for Volunteers and Students sets out the roles and responsibilities of all parties.

Fees

Upon the submission of a registration package, the Parent will submit a **non-refundable security deposit** equivalent to one month's fees to be held by the Centre and applied toward the **last month prior to withdrawal**. Fees are billed on a monthly schedule. Please note that the security deposit is non-refundable, even if the child does not attend the centre. If the child withdraws before the start date, we will utilize the deposit to replace one month attendance that is required as a minimum. The security deposit is also not refunded if the parent does not give the required one month notice for termination. The security deposit is utilized for the remaining notice period.

Monthly fees are charged regardless of absence due to school closures, statutory holidays, professional learning days, vacation or illness. Note that monthly fees are based on the number of calendar days in a month and will be calculated accordingly at \$22 per day. Please see attached schedule for 2026 monthly fees. Refunds or credits are applied when a family is approved for subsidy or if they have been charged more than the withdrawal notice period of one month.

Alpha's Discovery Kids entered into an agreement with the government to implement the \$10 per day child care program in Ontario which is called the **Canada-Wide Early Learning and Child Care (CWELCC) agreement**. This historic agreement will significantly lower child care fees for parents and provide more accessible child care for all children. Base fees are reduced according to the schedule provided by the government. The fees are currently set at a maximum of \$22 per day for all ages.

NSF payments will be subject to a \$30 administration non-base fee and a e-transfer payment will be required immediately to replace the funds.

If a child remains in the Centre past 6:05 p.m., a non-base late fee of \$25 for the first 15 min and then \$1 per minute thereafter will be charged.

Non-payment of fees will, at the absolute discretion of the Centre, be deemed to be a breach of this agreement by the Parent, giving rise to the termination of services and withdrawal of the child from the Centre.

Please see the attached Schedule of Fees for the detailed fees for each program.



Schedule of Fees 2026		Mississauga- Liruma			
effective Jan 1, 2026					
All fees reduced as part of CWELCC Program					
	Full-Time	Part Time Full Day	Part Time Nursery School	Part Time Half Day	
	4-5 days per week All Day between 7:00 am-6:00 pm	2-3 days per week All Day (includes meals)	2-3 Days per week 9:00-11:30 a.m. (no meals)	2-3 Days per week less than 5 hours (includes meals)	
Toddler (age 12 months to 2.5 yrs)	\$22/day	\$22/day	\$18.90/day	\$22/day	
Preschool (age 2.5 – 5 yrs)	\$22/day	\$22/day	\$16.53/day	\$21.26/day	
Payment is taken by pre-authorized debit (PAD) through our Lillio App Billing Program.					
Additional Non- Base Fees:					
NSF: \$30 per occurrence					
Late Fee: The rate of \$25 for first 15 min and \$1 per minute thereafter will be charged for any late pickups after 6:05 p.m.					

*Please note that the non-base fees are the late fees after 6:05 pm and any administration fees for NSF charges.

**Payment Policy For Alpha's Discovery Kids Preschool and Daycare
Lillio Billing**

Dear Parents,

Please go through the entire Payment Policy, as it will be implemented at Alpha's Discovery Kids Preschool and Daycare starting January 1st, 2026.

PAYMENT POLICY

Alpha's Discovery Kids Preschool and Daycare processes child care tuition fee payments via direct withdrawal from a bank account. Payment is collected on the first business day of the month, in the Lillio app, which we also use for communication.

- Child care tuition fee invoices are due on the first of the month or the first business day of each month.
- You can view the invoice but there is no action required if the invoice amounts are accurate. If you have any questions or concerns about the amount, please notify the Supervisor by end of day on the first of the month so that any errors can be adjusted.
- The invoice will be processed automatically on the due date (first day or first business day of the month).
- **Tuition fees will automatically be charged to the bank account registered in Lillio within 1-2 business days of the payment being due. Please make sure you have sufficient funds before your payment comes due.**
- The payments will continue to be deducted from your bank account on a monthly schedule following the first payment.

Recurring online automatic payments - how they work:

Parents will maintain their own banking information and turn on the **autopay** feature to ensure timely payment of all invoices.

Withdrawing

Written notice of withdrawal (letter or email) must be given by the parent at least 1 month in advance of the last day. The security deposit received at the time of enrollment will be used to pay fees due for the notice period. Failure to provide written notice of withdrawal will result in the security deposit being applied to the notice period and will not be refunded.

Alpha's Discovery Kids Preschool and Daycare reserves the right to terminate child care if the Director determines that the program is having difficulty meeting the child's needs, while ensuring that reasonable care has been taken in assessing the child's needs and the program's ability to support those needs.

In extreme circumstances, termination of care may be immediate. The following are additional situations that result in the termination of care:

- Non-payment of program fees
- Chronic late pick-up
- Situations that require specialized services that the Centre is unable to provide
- Parents/children that exhibit abusive behaviour toward staff, volunteers, other children and families

Updated: July 1, 2026

Parent Issues and Concerns Policy and Procedures

Date Policy and Procedures Established: June 1, 2022

Policy

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

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians and staff to form meaningful partnerships. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the management of Alpha's Discovery Kids Preschool and Daycare 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 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to all 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 or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor.

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*.

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff in Responding to the Issues/Concerns:
Program Room-Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom teacher directly or - the supervisor.	- Address the issue/concern at the time it is raised or - Arrange for a meeting with the parent/guardian and Supervisor within 1 business day to discuss the issue. Document the issues/concerns in detail. Documentation should include: - 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.
General, Centre- or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, facility, menus, etc.	Raise the issue or concern to the supervisor.	
Staff, Students, Volunteers, Supervisor or Management Related	Raise the issue or concern to the supervisor. All issues or concerns about the conduct of staff, students or volunteers. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

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 owner.

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, etc.) where appropriate.

Contacts:

Supervisor: Harleen Mann 905-823-8257

Director: Amanda DaCosta 905-337-7225 or amandadacosta@alphadiscoveryclub.com

Region of Peel: 905-791-7800

College of Early Childhood Educators: www.college-ece.ca

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

Waiting List Policy

Date Policy and Procedures Established: February 1, 2018

Date Policy and Procedures Updated: June 15, 2026

Alpha's Discovery Kids Preschool and Daycare is committed to a transparent and fair process for admission to our centre. The number of spaces is licensed by the Ontario Ministry of Education.

A waitlist will be formed when the centre reaches full capacity of enrolment in either the toddler or preschool categories.

Children will be accepted to the program on a first-come, first-served basis when spaces become available in the required age group. Priority is established by the date that the registration form is received. The only exception to this rule is for siblings of children currently enrolled, who are automatically moved to the top of the list and given priority.

In order to be added to our waiting list, parents must come for a tour of the centre to ensure that the centre is a "good fit" for the family. They must also complete the registration form and submit it to the center via Lillio. There is no fee to have your child placed on our waiting list. The family will receive a confirmation email when the registration form is received to inform the family that they are on the waiting list and the child's status on the waiting list.

When a space becomes available, the child at the top of the waitlist in the appropriate age category will be contacted by phone and email and invited to accept the childcare space. If the family accepts, they will be considered registered and have a secure spot. If the family declines the space they will be removed from the waitlist and an offer is made to the next family on the list. If a family does not respond within 48 hours by phone or email, the next person on the list will be contacted. If the family does not respond within 7 days after first contact, they will be removed from the list.

When a family accepts an offered space, they must complete the registration process which includes ensuring registration forms are complete and a security deposit of one month's fees is paid within 48 hours. If deposit is not received within 48 hrs., the family will be removed and an offer will be made to the next family.

Once the deposit is processed, the Supervisor will arrange the start date and the transition period.

Parents are welcome to call the office for an update of their child's status on the waiting list at any time. No identifying information will be given to protect the confidentiality of the children on the waiting list.

ALLERGY NOTICE TO PARENTS

Please be mindful of our allergy policy. Due to several allergies at the centre, we do not allow outside food to be brought in to the centre unless it has been approved by Management in advance.

We have strict control of all food in the centre. If you would like to bring in food of any kind for a celebration or for any reason, it needs to be approved by Management. You must put the request in writing (email is preferred) and the Supervisor will review your request and based on our policy, may approve or deny your request.

If approved, you must follow this procedure:

1. Bring the food to the teacher in your child's classroom.
2. Bring the approval email from the Supervisor.
3. Bring a list of all ingredients that clearly states the food is completely nut-free. Please note that food that "may contain nuts" will not be allowed. If there are no clear ingredients, it will not be permitted.

Please note:

- Food is not allowed in backpacks or hallways (we will discard any food found in a backpack or hallway)

Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Alpha's Discovery Kids Preschool and Daycare

Date Policy and Procedures Established: Dec 27, 2023

Date Policy and Procedures Updated: Dec 27, 2023

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- Alpha's Discovery Kids Preschool and Daycare will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual listed as an emergency contact on the child's file or that the parent/guardian has provided written authorization the child care centre may release the child to.
- Alpha's Discovery Kids Preschool and Daycare will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.
- Children can only be released to an adult over the age of 18 years old.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on child's file as an emergency contact or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., email to centre Supervisor or message on Communication App).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Children are expected to arrive at the centre between 7:00-10:00 am unless otherwise informed by the parent.
2. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, email or message on the Communication App), the staff in the classroom must:
 - inform the onsite Supervisor or designate and they must commence contacting the child's parent/guardian no later than 10:00 am. The Supervisor or designate shall call and send a message to both parents through the Communication app. The staff will make two attempts to contact the parent/guardian by Communication app or phone and leave a message each time.
 - If the Supervisor or designate is not able to reach the parent by 12 pm, the Supervisor will contact someone on the Emergency Contact list to notify them of the inability to contact the child's parent/guardian. A voice message will be left with the Emergency Contact in case they cannot be reached.
3. Once the child's absence has been confirmed, the Supervisor or designate shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian, emergency contact listed on the child's file or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization. A copy of the identification will be filed in the child's file.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 1 hour of the pickup time, the onsite Supervisor or designate shall contact the parent/guardian by phone and send a message on the Communication app to advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian by phone, staff must leave a voice message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall wait until the program closes and refer to the procedures under "where a child has not been picked up and the centre is closed".

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:05 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then contact the authorized individual responsible for pickup if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact other individuals on the emergency contact list to arrange for pickup.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30 pm the staff shall proceed with contacting the local Children's Aid Society (CAS) Peel 905-363-6131, Halton CAS 905-333-4441. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home child care premises, or

(ii) a child is not picked up as expected from the centre or home child care premises.