

# All Saints' Montessori School

Parent Handbook 2020 - 2021



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## Introduction (Welcome)

The All Saints' Montessori School Board Members, Supervisor, Principal, Teachers, Staff and Administrator extend a warm welcome to all of our students. This Handbook provides you with an overview of our school including programs, goals, policies and procedures. It is a useful resource that identifies much of the information you require to make your child's student experience the best it can be. We ask you to please read this information carefully and retain it for future reference. We look forward to sharing an enriched and stimulating year with all of our students and families.

## History

All Saints' Montessori School was founded in 1992. We began as a one room school with 35 students and few staff. In 1996 we changed location, which enabled us to thrive in a new, modern facility. The new building allowed for more Casa classrooms, the start of our Pre-Casa rooms and our Elementary program as well as a large gym, computer room and well-equipped playground.

All Saints' is organized as a non-profit corporation, which is governed by a Board of Directors. The Supervisor and Administrator are responsible for the day to day operation of the school.

## Philosophy

At our school we aim to provide a safe, happy and fun place for the children to learn and grow. We offer a program where care and education are combined. Following the Montessori philosophy, we focus on each child's individual abilities and interests allowing them to proceed at their own pace, helping them to become confident and independent. We emphasize social and emotional as well as intellectual and physical development.

Based on the Montessori philosophy and our emphasis on the "**Six E's**" - **Embrace, Enlighten, Enrich, Encourage, Educate and Excel**, we focus on each child's individual abilities and interests allowing them to proceed at their own pace, helping them become confident and independent individuals. We emphasize social, emotional, creative and physical development as well as intellectual development.

### **EMBRACE**

At All Saints', we are like a family. We **embrace** everyone in our school community and we **support** each other in all that we do.

## **ENLIGHTEN**

We strive to **empower** our students with an **awareness** of positive values which will enable success within society.

## **ENRICH**

We **enrich** our students' lives with an **enhanced** curriculum. We provide our students with many hands-on learning opportunities.

## **ENCOURAGE**

We **inspire** students to take on challenges. Mistakes are a part of learning. It's okay to make mistakes. We encourage our students to learn from their mistakes.

## **EDUCATE**

We believe in a multi -faceted approach to **education**. As well as academics, we teach our students essential life skills. We prepare our students for the challenges they may face during their lives.

## **EXCEL**

We use many teaching strategies to ensure that students with different learning styles can **excel** in their journey of learning.

ASMS welcomes all children and employees regardless of race, religion, colour and national or ethnic origin. We are non-discriminatory in all of our policies and school administered programs.

## **Program Statement**

At All Saints' Montessori School we follow the Montessori Method. We aim to provide a productive, enjoyable and safe place where children may learn and grow and reach their full potential. In order to foster a life-long love of learning, a child's school experience must be positive and fulfilling. We emphasize social, emotional, creative and physical growth as well as intellectual development.

We see children as competent individuals, capable thinkers and curious learners who are rich in potential. Each child is unique and brings his or her own abilities to the program. We focus on each child's individual needs and interests and allow them to proceed at their own pace, helping them gain confidence and independence. The Montessori Method helps children realize their maximum capabilities. We strive to provide each child with a positive learning experience which is inclusive of all children, including children with individualized plans.

All Saints' Montessori school is in agreement with the Minister of Education's Policy Statement as set out in "How Does Learning Happen (HDLH)? This resource is used to help guide and enhance our Montessori program development. Our goals for our children, which are consistent with the four foundations of HDLH, include:

Every child has a sense of **belonging** when he/she is connected to the group, feels a sense of value and contributes to their world.

Every child is developing a sense of self, health and **well-being**.

Every child is an active and **engaged** learner, who explores the world with body, mind and senses.

Every child is a capable communicator who **expresses** him/herself in many ways.

A focus on these foundations throughout all aspects of our program ensures optimal learning and healthy development.

We believe that parents are the most important people in a child's life. An open relationship based on trust and respect must be maintained between school and parents. Your child will gain the greatest benefits from their school experience when the school and family work together. All children will receive detailed, honest assessments to inform parents of development. Any decisions, recommendations or reports regarding your child are made with only his/her well-being in mind. When necessary we will involve local community partners to lend support to students, parents and staff.

### **Our Goals**

- To provide an enriched experience and foster a love of learning.
- To develop a child's potential to the fullest.
- To guide children in their development and stimulate growth and socialization.
- To give children opportunities to succeed and be challenged.
- To encourage children to explore their natural interests, creativity and skills.

We promote the health, safety, nutrition and well-being of the children by providing healthy meals and snacks in positive eating environments; provide opportunities for children to practice self-help and self-care skills based on their capabilities. We provide regular daily opportunities for the children to be physically active and explore the world

around them and provide a safe and stimulating outdoor space for active play. Our teachers recognize and support children's developing self-regulation abilities and design environments that are attuned to children's varied sensitivities. A balanced combination of academic time, indoor and outdoor active play time, rest and time, nutritious meals and group discussion time will allow our students to obtain a profitable learning experience.

Our school environment and specifically classroom settings are designed to stimulate the children's interest, invite investigation, provide challenges and promote co-operative play. Our teachers will continuously seek new ideas to facilitate the student's exploration and understanding of the world around them. Teachers and students work as co-investigators and co-learners. Students will have opportunities to go on outings as well as participate in discussions to further enhance learning experiences.

Teachers foster communication by being attuned and responding to student's cues as well as engaging in authentic reciprocal communication with students. Teachers facilitate communication between students by helping them listen to and express themselves to one another in a variety of situations and activities. Teachers provide the time and materials to encourage expression through activities such as visual and creative arts.

All Saints' will support staff with continuous professional development.

All Saints' Montessori will regularly review and document the impact of all of our strategies through regular discussions with teachers, supervisors and parents.

Staff, students and volunteers shall review the program statement prior to interacting with children and at any time when changes have been made. Each person must sign and date the sheet. The Supervisor and Principal will ensure that staff, students and volunteers observe approaches outlined in the program statement and that no individual shall use approaches which contravene the program statement.

**More information can be found at**

**<http://www.edu.gov.on.ca/childcare/pedagogy.html>**

## Program Descriptions

We Offer:

- Child Care / Pre-Casa and Casa Programs for 18 months – 6 years
- Professional & Qualified Staff
- Open 7 a.m. to 6 p.m.
- Full-day and Half-day Program
- Nutritious snacks and lunches
- Indoor Gym and outdoor playground
- Christian Education
- Before school and After-school Program
- Summer Camp Programs
- Ample parking

The **Pre-Casa Program** is specifically designed for your child to develop a sense of self, language and communication skills, early socialization skills, basic cognitive concepts, sensory motor skills, and creative self-expression. Schedules are designed to balance structure and free choice, as well as active and quiet times. These programs are licensed by the Ministry and adhere to Child Care and Early Years Act guidelines and regulations.

The **Casa Program** is a combination of Montessori and Traditional learning. Students learn through the use of Montessori materials and traditional learning materials such as workbooks, textbooks, readers, projects, experiments and homework as well as following Ministry requirements of *How Does Learning Happen*.

Our **Christian Education** (Godly's Play) is an imaginative approach to religious formation. It is Montessori-based and has a foundation of over 20 years of research and practice by author and educator The Rev. Dr. Jerome Berryman. The classroom setting is organized around Biblical stories told with teaching materials that make the images of Christian religious language come alive. Children and teacher sit together hearing, seeing, touching 'Story Telling' told through multi-sensory materials that nurtures a child's growth to a larger dimension of belief and faith through wondering and play. This method values process, openness, discovery, community and relationships that promote the child to listen, share and to make their own authentic and creative responses.

The aim of **After-school Program** is to further stimulate our students' social, emotional and intellectual development through lessons and games. It consists of a variety of activities including outdoor play, *music, sports, French, Bible Study, Character Education and Yoga*.

Daily schedules, monthly calendars and program plans are posted on the bulletin boards outside of each classroom to inform parents of the different activities.

**Summer Camp** program offers the children yet another opportunity to learn and further develop various skills through a variety of fun and interesting activities. It includes a range of entertaining and stimulating games, outdoor activities, field trips, arts and crafts, music, drama, special visitors and much more.

Dates and fees for summer camp are available from the office in Spring.

### **School Year & Hours of Operation**

ASMS has a school year which runs September through June. Our summer camp runs July through August.

Dates and fees for summer camp are available from the office in Spring.

Dates and fees for re-registration are available from the office in Spring.

During the December **WinterBreak** and the March **Spring Break**, the school will be closed.

Each year a few **Professional Development Days** will be scheduled. The school is closed to the students on these days and on **statutory holidays**.

Please refer to the school calendar for these dates.

### **Hours of Operation**

From September through June, the school operates from 7 am to 6 pm. For summer camp during July and August, the school opens from 7:30 am until 6:00pm.



## **Registration and Fees**

### **Registration**

A condition of enrolment is that all required documents and applicable documents must be signed, completed and submitted to the school. All new students must provide a completed registration form and immunization/health documentation. In cases where an anaphylactic or medical plan is required, this form must be completed, signed by a medical professional and dated prior to commencement of child care at the school. Registration is not considered complete until all paperwork is submitted. There is a registration fee for each placement accepted.

Registration is accepted throughout the year. A child is welcome to join anytime during the year.

Re-registration is required from families to continue with All Saints' Montessori School prior to the start of every new school year in September.

### **Fees**

All fees and post-dated cheques for the year must be submitted at time of registration. We cannot receive cheques on a monthly basis/or invoice parents on a monthly basis. Any cheques returned by the bank will incur a Non-Sufficient Fund service charge which parents will be responsible for. If you will have difficulty making a payment or will be late with a payment, please discuss the matter with the office.

We honour the daily parent contribution rate for families on fees assistance. Invoices advising school fee payments will be distributed in the beginning of each month. Please settle the payments promptly.

Child Care Expenses Receipts for income tax purposes are available to all families the first quarter of each calendar year

### **Absences**

There are no refunds given for time off due to vacation or absence due to illness. Families are required to pay for temporary absences caused by vacation or illness.

Families on fee assistance are allowed up to 36 days of absences per calendar year. In the event the family exceeds the maximum number, full school fee rate will be invoiced on subsequent absences.

### **Changes to contact information**

It is the responsibility of the parents or guardians to inform the school of changes to your child's immunization record, allergy and health condition as well as contact information.

## **Admissions / Withdrawals / Wait List**

### **Admissions**

Children are admitted to our programs on a first-come-first-serve basis. Priority is given to: current students, siblings of our students and finally the community at large.

Upon enrolment of a child, a non-refundable registration fee is required, as well as the first monthly payment with the completed registration form. The tuition fee is calculated for an academic year from September through June. This amount is divided into ten equal monthly payments. Post-dated cheques must be submitted at the beginning of the school year. No refund will be given for absenteeism, including vacations, sick days or days missed for any other reason.

All registration forms containing legal documentation, information sheets, medical forms and immunization forms from the Health Department must be completed and returned to the school before the child begins.

All school information (forms, policies, etc.) given to the family must be read and understood. Please ask for clarification on any unclear information. It is very important that all school policies are followed.

The school reserves the right to reject applicants for the benefit of the child or for the benefit of the school.

### **Withdrawal**

To withdraw a child, two months' written notice must be given to the Office, otherwise, one month's tuition will be forfeited. All outstanding post-dated cheques will be returned when the student leaves the school.

For all programs, families must return registration forms along with payment by June, in order to secure a spot for the upcoming school year.

### **Waiting List**

A completed registration form is required to join the waiting list which is effective until August of each year. Families must inform the school to stay on the waiting list after August. No registration fees is necessary until admission is offered. When a space becomes available, the first family on the list will be contacted and offered a placement. The parent has 72 hours (3 days) to accept or decline the spot. If they choose not to accept the space at the time, they could request their name to remain on the list. However, the spot will become available to the next family.

Every reasonable effort will be made to contact the parent to offer the spot. No response will indicate that the spot has been declined.

## Arrivals and Departures

### **Arrival**

When bringing your child to school you are expected to accompany him/her **into** the building. Please be sure that your child has been acknowledged by and is under the supervision of the staff before leaving the premises. Regular attendance at school is extremely important to your child's development. School begins promptly at 9:00 a.m. All students should be at school before this time so as to settle in and prepare for the morning routine. Punctuality is an essential courtesy. Please help your child learn the importance of maintaining a schedule and being on time.

### **Late/ Absent**

Should your child be late, absent or leaving early, please inform the school at your earliest opportunity via email or voice call. In the case of absence due to sickness, please notify the office with the nature of the illness if possible. When you call the school and are unable to reach anyone, please leave a voice mail message. Messages are checked regularly and the information is relayed to your child's teacher.

*Please note there are no refunds / credits given for time off due to vacation or absences due to illness.*

### **Departure**

Children will be released only to authorized persons who are designated for pick up or on the child's emergency information form. Please notify the school in writing if there is a change in persons picking up your child. We **will not** release your child to anyone who is not on the contact list. In the event of an emergency, call the school and inform them of who will be picking up your child, giving name(s), approximate age, and a brief description. Staff will ask for proof of identification before releasing the child.

### **Late Fee Policy**

The school closes promptly at 6:00 p.m. Parents must arrive for pick up by 6:00 pm to avoid late pick-up charges. Late fees can be paid directly to the staff on duty.

Parents are asked to notify us as soon as possible if they are unable to arrive by closing time.

In the event that a family is consistently late for pick up, a late fee will be applied. We understand that lateness may be due to inclement weather; late charges will not apply under these circumstances.

## **School Partnership**

Parents are encouraged to contact the school office at any time with messages relating to their child's school day or if they have questions relating to school registration, tuition and special programs. We welcome parent inputs and strive to work together with parents to provide the most appropriate service for each child.

Please be sure to contact the office promptly to make changes or to up-date your child's information which we have on file. Proper numbers and information are critical in communication and reference when necessary.

## **General Code of Conduct**

ASMS has set clear standards of behaviour that apply to all individuals involved in our programs: students, teachers, parents, volunteers and Board members. All members of our community are to be treated with respect, fairness and dignity. All adults involved in our programs have the responsibility to act as models of good behaviour. Inappropriate behaviour of any kind will result in immediate intervention

### **Code of Behaviour for Students**

To promote positive and appropriate behaviour, we expect the children in our programs:

1. To make good choices and be responsible for their action.
2. To be polite, listen and respect others.
3. To be responsible for what they say and care about other people's feelings.
4. To not say or do any action that is hurtful or harmful to others.
5. To treat people the way they would like to be treated.
6. To tell the truth even if there is a consequence to their behavior.
7. To try to logically analyze and problem solve for themselves.
8. To ask the staff for help if they are unable to solve the problem themselves.
9. To take good care of personal belongs, belongs of others and the school's property and supplies.

## **Integration Period**

**It is very important that your child is integrated into our program gradually.** If possible, for the first week, an earlier pick up for your child is recommended. The purpose of this is to ease your child into a new arrangement that involves many routines, staff and transitions throughout the day. **Parent, please discuss the process of this transition period with the supervisor and class teachers.**

## **Termination**

All Saints' Montessori School reserves the right to suspend or terminate services should it be deemed necessary for the overall safety and well being of the school and students. Services may be withdrawn for the following (but not limited to):

1. any outstanding fees
2. failure to complete required forms
3. lack of parental co-operation
4. lack of compliance with handbook policies and procedures
5. failure of child to adjust after a reasonable amount of time
6. physical or verbal abuse of any person or property
7. our inability to meet the child's needs
8. child's behaviour is consistently causing excessive disruption, harm to other children or harm to property.

The extreme measure of termination will only be made after the situation is assessed and reviewed. All families will be treated with respect and dignity and recommendations will be made with the best interests of all children in mind.

## **Class Placements**

ASMS staff determines the placement of each child based on the following:

1. the emotional, academic and developmental well-being of the child;
2. maintaining Montessori principles
3. developing balanced classroom composition related to age, gender, developmental
4. maturity, toilet training need, special needs, personality, etc.
5. observations by the Principal and teachers
6. Recommendations referred by health professionals and education specialists.

Parent's requests will be carefully considered but not promised. Once an appropriate placement is determined, a change will be made only if the staff feels that the student's development merits the change.

## **Report Cards and Parent-Teacher Interviews**

All students are issued report cards two times during the school year: January and June. Parent-Teacher interviews are held following the January progress report. Please watch for sign-up sheets in January to discuss the progress with your child's teachers.

The staff will endeavor to communicate with parents regarding their children on a regular basis. We encourage parents to contact staff with any questions. We are happy to discuss any concerns that you may have throughout the school year. Parent-teacher meetings can be scheduled on an as needed basis.

## **Student Records and Individual Plans**

Each student has a student profile containing their registration form, emergency contact, health information, report cards, teachers observations and sometimes other confidential information from outside agencies. All Parents/ Guardians have the right to access their child's file upon request for a file review following the below procedure:

- Parents/ Guardian must give the office 24 hours' notice to request for a review
- All documents are to be viewed onsite only
- A staff must be present when files are viewed
- A record of access will be noted on the student's file

Students requiring an ISP will have this form included in their student record after completion with teachers and parents.

## **Clothing**

Please help your child dress appropriately for our school day activities, both indoors and outdoors. On a typical day the children sit on the carpet, do arts and crafts, participate in physical education activities as well as eat snack and lunch.

### **Indoor**

For the comfort of all of the children, all students must have spare clothes which remain at school. This should include clothing which is appropriate for the weather and season and should be monitored for size and replenish when necessary. A complete set should include: a top, an extra sweater/hoodie, pants and a few underwear and socks. Clothing that becomes soiled during the day will be placed in a plastic bag on your child's cubby. Parents are to ensure that it is taken home for washing.

## **Outdoor**

It is important to note that to meet the regulation set out in the CCEYA, the children will play outside for a morning recess and an afternoon recess. Snow pants, hats, boots and mittens should be brought to school every day during the cool and cold seasons and sun hats brought each day in summer. Should weather conditions prove to be unsuitable for outdoor play, the students will have their recess indoors.

In the event that your child requires changing during the day and does not have the appropriate clothing, a parent may be called and asked to bring the clothing or pick up the child. Please be sure to wash and return any “school clothing” (emergency clothing lent to your child in the event that they do not have extra), promptly. The school does not have very much extra clothing to lend the students. **Please label your child’s belongings.**

## **Things to bring to school**

1. Water bottle
2. Lunch container with lid, utensils and milk cup/ bottle
3. Extra clothes, underwear, socks and indoor shoes
4. Outdoor clothing suitable for the season
5. Bed sheet, pillow and / or stuffed toy or items your child sleeps with (for nap time)
6. Diapers/ Pull-Ups and wipes

## **Nutrition (Hot Lunch Program & Snacks)**

A Hot Lunch Program is available to all of our students. The food is made by a reputable children’s catering company (**Wholesome Kids Catering**) and arrives fresh daily. The menus are based on a regular rotation and changed seasonally. The meals are nutritious and follow Canada’s Food Guide recommendations. This program includes a few “Special Lunch Days” such as pizza or traditional Chinese foods in celebration of the Chinese New Year. The menus are posted on the information board outside the Office.

One morning snack and an afterschool snack are included in the meal plan. We encourage children to experience nutritious snacks and a balanced lunch comprised of the four food groups (such as milk group, bread/cereal, meat, fruits/vegetables) to develop good eating habits.

In the event that your child does not like the snack of the day or is still hungry we recommend that you provide him/her with a breakfast at home in the morning and a snack upon pick up in the afternoon. **Please do NOT bring outside food into the school.**

## **Safe Drinking Water**

Under the drinking water safety regulation set out by the Ministry of the Environment (2007), plumbing and drinking water in ASMS is monitored regularly. Filtered water for drinking (in the kitchen) is made readily available to all students through staff. All children get filtered water at room temperature unless requested by a parent otherwise.

- Plumbing in ASMS is flushed for lead every week prior the school opens.
- ASMS conducts Drinking Water Test annually

All students must bring a water bottle to school daily. Teachers will refill empty water bottles throughout the day as needed.

## **Scent-free and Nut-free Zone**

All parents / staff are asked not to bring personal care products into the school unless they are identified as fragrance-free / scent-free

Parents can help ensure that our school stays nut-free by avoiding to bring outside food into the school.

## **Birthdays**

Should your child choose to celebrate his/ her birthday with their classmates; nut-free cupcakes or cake may be brought in for snack time. Parents must provide ingredient information. Alternatively, nut-free, soy free and dairy free birthday cakes can be ordered through our catering company. Parents can pre-order two weeks in advance from the office.

“Loot Bags” are permitted but not required. Only include nut-free treats and party favours in the loot bags. Alternatively, parents can donate a book or a game to the classroom in celebration of your child’s birthday.

Please let your child’s teacher know how you would like to celebrate and if you will be joining the celebration at school.



## **Field Trips**

Throughout the year staff may plan field trips away from the school to offer fun and educational experiences for the children. Parents will be notified of each trip in advance. Individual permission slips must be signed and returned with fees in order for the child to participate.

Teachers accompany their students on all school trips, therefore schooling is not available to the students opting not to participate. For some trips parent volunteers may be required. All activities, special events, and field trips are contingent on enrolment, availability, and weather, and are subject to change with little notice. ASMS reserves the right to change schedules and programs as it deems necessary.

As well as scheduled field trips some classes may take walking excursions in the local community including parks. These excursions will not include motor transportation. An authorization form, in the registration package, acknowledges parental permission for a child to leave the premises for neighbourhood walks and visits to local parks.

## **In-House Events**

Throughout the school year, we offer various in-house activities where visitors come into the school to provide fun and educational workshops and programs to the students. Some of these programs may contain risks as they can involve gym equipment, physical movements, animals as well as loud sounds. An authorization form, acknowledges parental permission for a child to participate in these activities will be distributed prior to these events. Some of these events may recur at regular intervals and parents will be informed of that.

## **Use of Technology in the Classroom**

From time to time, technology (online videos, music and games) will be integrated into the daily program for pleasure and for educational purposes. Use of technology improves student engagement in learning and knowledge retention. Use of technology also supplements traditional teaching style to target the needs of children with different learning styles and abilities. All Saint' Montessori School will monitor and maintain the use of technology in the classrooms and choice of information at an appropriate level.

## **Photo Consent and Media Release**

School photo day will be held early November of each year. Graduation photos for graduates who will be attending grade school the coming September will be done in Spring. Notices will be sent home prior to picture day(s). Purchases of photos from our agency are not mandatory.

From time to time, the school will post photos of students on our website and social media. Photo consent will be obtained from parents at the start of each school year. Students with no photo consent will not be presented on these public albums.

Photo taking and video recording by parents within our school must be strictly for personal use and should center around their own child unless consent has been obtained from parents or guardians of other students present on these photos.

## **Inclement Weather**

### **In the morning**

In the event that our program needs to remain closed due to extreme weather conditions or conditions that hinder a normal operation of the school (ie. power outage, flood) a message will be posted on our Facebook Page by 7:30am. Parents might be advised to keep their children at home for health and safety reasons. Fees will not be affected by any closures due to extreme weather or other emergency or extenuating circumstances.

### **In the afternoon**

If our program needs to close down during the day, parents will be notified by phone or email and asked to come as soon as possible. Parents are asked to ensure that they have a reliable plan in the event that an emergency prevents them from picking up their child on time. Fees will be not affected by any closures due to extreme weather or other emergency or extenuating circumstances.

### **During outdoor time**

It is a licensed requirement that all children play outside, weather permitting. All children at school should be well enough to participate in physical outdoor activities.

- In the event of cold weather, below  $-15^{\circ}\text{C}$  with *wind chill factor*, children will participate in physical activity indoors.
- In the event of hot weather, above  $28^{\circ}\text{C}$  with *humidity index*, children will participate in physical activity indoors.

## **Parking Lot**

### **Disabled Parking**

The parking spaces marked for persons with disabilities, are reserved for persons with disabilities in vehicles clearly marked as such.

### **Drop-off and Pick-up**

Our parking lot can be very busy at times. When navigating the parking lot, parents are requested to be watchful. We ask that you be mindful of your children as you walk to or from your car.

- Please do not leave your car idle or parked under the canopy.
- Children under 12 years of age should not be left in the parking lot unattended.
- Please do not leave your vehicle idling while picking up and dropping off your child(ren) at ASMS.

If you have a little one in the car and require assistance at drop off/ pick up, please inform the staff.

## **Security System and Door Bell**

All doors leading directly out of the building are locked from the outside at all times. Entrances and exits may only be made through our main doors adjacent to the parking lot. The school's main door has a security system which allows us to monitor and control people entering the school. Press the door bell designated for the school one time. Please be patient as we need time to check the monitor each time the bell rings in order to safely grant access to parents.

## **Fire Safety/Evacuation Plan**

To ensure the safety of our children, fire drills are held monthly. Under a simulated emergency, the fire alarm will sound and children will be escorted out to our designated meeting spot outside the building.

In case of an evacuation, students will be directed to the school shelter at **Monte Carlo Inn at 7255 Warden Ave.** Parents will be contacted after all children are safely sheltered and are encouraged to arrive as soon as possible after receiving such call.

*Please do not return to the school building until it is advised by the Fire Department.*

## **Tabacco and Marijuana Smoke Free Policy**

ASMS is a smoke free environment. Smoking or handling a (e-)cigarette and marijuana is strictly prohibited in and around the building at all times whether or not the children are present. This includes the parking lot, playground and areas surrounding the outside of the building. If you should notice anyone smoking on the premise, please inform the office.

## Sleep Policy

### **Rest Period**

There is a rest period in the afternoon for all children 4 years and under. We encourage parents to bring their child's favourite blanket or sleep toy to assure complete security for the child while he/she rests. Each child over 24 months of age up to and including five years of age will have the opportunity for a rest period not exceeding two hours in length following lunchtime. Children who attend the Casa program may have a short rest period or a quiet time after lunch. It is recognized the need for rest and sleep varies greatly at different ages and even among children of the same age. Please let the staff know if you would like to discontinue your child's nap time.

We acknowledge that some children who are tired take a relatively long time to relax and sleep. An hour long rest period for mature children is sufficient, for those children who remain awake there will be provisions made for quiet activities, under supervision at all times once those who need to rest have settled.

For students who do nap, parents are required to bring all napping supplies labelled with their child's name. Each Friday, nap items will be sent home for washing and must be returned on Monday, the following week.

### **To ensure proper sleep procedure:**

1. The staff on duty in the sleep room will periodically perform a direct visual check of each sleeping child and look for indicators of distress or unusual behaviours. Observations will be recorded in the daily sleep log and unusual behaviours might be reported to parents when necessary. Parents can request to review the child's sleep log at any time.
2. Staff will ensure that there is sufficient light in the sleep area or sleep room to conduct direct visual checks.
3. **Assignment of cribs and cots to children:** a cot will be assigned to each child and labelled with that child's name tag. As well a diagram is posted in the sleep room displaying the cot layout and identifying each child's position in the room.
4. **Consultation with parents:** Upon enrolment parents will be consulted with respect to preferences for their child's sleeping arrangements. Upon parent request or at any other time deemed appropriate, modification to the child's sleeping arrangement can be made.

## **Physical Activity & Playground**

Physical activity is essential for healthy growth and development. Growing bones and muscles require not only good nutrition, but also the stimulation of physical activity to increase the strength and endurance necessary for an active lifestyle. Active participation in games, fitness activities, dance, and outdoor play provide opportunities for students to develop their gross motor skills, discover their sense of self and gain the confidence necessary to play and work co-operatively with their peers. Students will have the opportunities to participate in different physical activities that are offered in the gym or playground throughout the school year.

***ELEMENTS OF RISK NOTICE*** The risk of injury exists in every activity. However, due to the very nature of some activities, the risk of injury may increase. Injuries may range from minor bumps and cuts to more serious injuries. These injuries result from the nature of the activity and can occur without fault on either the part of the student, or the school or its employees or agents or where the activity is taking place. The safety and well-being of students is a prime concern, and attempts are made to manage the foreseeable risks inherent in physical activity as effectively as possible.

We provide a safe and secure environment for the children in our care. All equipment in our playground meet CSA Standard and we comply with the new playground safety policy as required by the Ministry. Our playground is inspected annually by a Playground Safety Inspector for CSA standard.

We carry out a daily playground inspection on every school day before the use of the playground by any group of children, to ensure it is clear of hazard and safe to play in.

The staff to child ratio on the playground maintain the same as they are indoors. Teachers and staff are placed in location to provide optimum supervision of all children using playground equipment. Playground schedule and program plan are posted and available for teachers and parents.

## **Accident/ Incident Reports**

In the event of an accident during school hours, all accidents will be reported immediately to the Supervisor. An accident report will be filled out with a close objective description of the occurrence, along with first aid measure taken and preventive measures to avoid recurrence. Parents will be contacted and informed of the accident.

The school strives to provide the best in equipment, that is well maintained, and in overall good working condition, so all children will be safe in the classroom or playground areas. Every attempt of risk management will be in use to keep the environment safe and hazard free.

### **Incident/Injury Procedures**

The following outlines procedures of ASMS in the event of illness or injury at school or while attending school events off the premises.

#### **In the case of minor injuries:**

- A qualified teacher will administer first aid and make the child as comfortable as possible.
- A written accident/injury report will be available to inform parents of the occurrence and a copy of the report will be provided to parents for sign off at pick up time. Another signed copy will remain in the child's file at school. Depending on the nature of the injury, if it relates to the neck area and above, a parent or contact person will be notified.

#### **In the case of emergency illness or injury:**

- The teacher will be in charge of administering first aid and to make the child as comfortable as possible.
- An ambulance will be called (as necessary).
- The parents of the child will be notified, to pick up the child from school or to meet the teacher at the hospital.
- A teacher will accompany the child in the ambulance and stay with the child until the parent(s) arrive.

## Health Care Policy (Illness)

In order to ensure the overall health and safety of all of the children we ask parents to please use your discretion if your child has a cough, cold, runny nose, etc., as to whether he/she is well enough to attend school.

Your child should **not** be at school if he/she exhibits any of the following:

1. Fever of 100 F (37.5 C) or higher
2. Diarrhea/Vomiting within a 24 hour period
3. Ear/Eye discharge – pink eye
4. Visible rashes which have not been diagnosed by a physician
5. A severe cough, sore throat, runny nose and/or congestion
6. Bronchitis or pneumonia
7. Any communicable disease including: Impetigo, Coxsackie Virus, Fifth Disease,
8. Measles, Hepatitis A or B, Meningitis, Mumps, Pertussis, Scabies, Scarlet Fever, Strep Throat, Tuberculosis. A child who returns to school after contracting any of the above must bring a note from their physician indicating that they are in good health.

Should there be any changes in the health or well being of a child during the day, staff may use their judgement and decide to call a parent to inform them of their child's health and/ or to ask that the child be picked up. Child may be separated from other children when illness is suspected, following guidelines as outlined by Public Health.

Parents are encouraged to arrive as soon as possible after receiving a call indicating that their child is ill and requires a picked up.

Parents are encouraged to have reliable back up plans with family members/friends who are authorized and able to help in the event that they are unable to get to the school in a timely manner. If parents cannot be reached or do not arrive in reasonable time, Emergency contacts will be contacted.

If a child has discharge from the eyes, a rash or any ailment that cannot be identified, the Health department requires a physician to ensure the child is not contagious and safe to be in school. **A doctor's note stating the child is in a safe and healthy condition (not contagious) to be at school is required upon returning to school.**

*It is a licensed requirement that all children play outside, weather permitting. All children at school should be well enough to participate in outdoor activities. Children are not permitted to stay indoors during outdoor recess due to an illness as staffing does not allow for this.*



## **Medication Administration Policy and Procedure**

In order to ensure safety and avoid the risk of error, if you would like any medication dispensed to your child while at school, you must provide the following:

1. All medication must be prescribed by a physician
2. Medication will be administered to a child only from the original container
3. The container must be clearly labelled with the child's name, name of medication, dosage, date of prescription and instruction for storage and administration.
4. Non-prescription medication (ex. Tylenol, cough medicine, creams) must also be accompanied by a doctors note which includes the recommended dosage and administering instructions.
5. Parents must complete a Medication Authorization Form.
6. Medication is stored as directed and kept either in a locked medicine cupboard in the school kitchen or in a locked medicine container in the school's refrigerator.
7. Where possible, a child will be removed from the classroom to administer medication, in a quiet, well lit area.
8. Staff giving the medication should list the dose administered each time and the time given. If a dose is omitted, reasons should be listed in the comment column. Staff signature is required.
9. Staff are responsible for collecting the medication from parents and storing it as required.
10. It is the parents' responsibility to take medication home at the end of the day.
11. The RECE/Qualified Staff in each room or the Program Supervisor are the only staff members authorized to administer medications.

Generally, for the first 24 hours, a new prescription medication should be given to the child at home by the parents. The parents can then observe how the child reacts to the medication - that is, if there are any medication allergies - and tell their physician. Even if the child has taken this medication in the past/he could still have a reaction, so the medication should be given for the first 24 hours at home by the parents.

## **Anaphylaxis Policy**

Anaphylaxis is an acute allergic response to an antigen either in the environment or in the form of food to which the body becomes hypersensitive. Symptoms of an anaphylactic reaction may include itchy rash, hives, swollen throat, vomiting and shortness of breath which can be fatal if anaphylactic shock is not treated immediately. The following outlines the procedure for families with children who are anaphylaxis.

### **Strategy**

In order to reduce the risk of exposure to anaphylaxis causative agents related to food, insect stings, medicine, latex, etc. ASMS will implement the following strategies.

- Peanut and Nuts free warning sign is posted up at school.
- No outside food will be allowed in the Centre.
- The Supervisor will obtain information from the parent about their child's medical condition, including whether the child is at risk of anaphylaxis. This information will be obtained from the parent when they are asked to fill in the emergency form prior to the child being admitted to school.
- Information about the medical condition of the student will be shared with all teachers and staff, students and volunteers prior to commencing care of the child.
- The Anaphylactic Policy, the individual plan and the emergency procedures will be reviewed by all teachers and staff, students and volunteers prior to commencing care and guidance of these children, and also under review annually thereafter.
- The Anaphylactic Policy and Allergy list is posted in every room including kitchen.
- All students that require an EPI pen have an individual plan in a separate file.
- A communication plan that will provide information on the life threatening allergies, including anaphylactic allergies will be provided by the Supervisor to the teacher and staff, parents, students and volunteers.
- The caterer /kitchen staff will be informed of the food / causative agents not be used in food preparation for the school and appropriate food substitutes to be provided, whenever there is a child that has a particular allergy to certain foods.
- To reduce the risk of exposure to anaphylactic causative agents other than food, the school will not use any craft or sensory materials if a child has a particular allergy to these materials.
- The Supervisor will advise all parents, teachers and staff, students and volunteers that there are children attending the school who are at risk for

potentially life threatening allergies and the foods and /or causative agents to be avoided.

- When any food/item found in loot bags and during a party is in doubt, teachers will not open the container/package or offer for sharing with the class.

### **Anaphylactic Plan**

Children who are anaphylaxis and have an epi-pen are required to complete an Anaphylactic Plan in conjunction with the child's allergy specialist or pediatrician. This form must be approved by the child's doctor and parent before submitting to the school for review and implementation in case of an emergency. The form must be filled out thoroughly prior to the child receiving child care service and dated no more than **three** months prior to the initial enrollment date of the child.

Information on the form will be reviewed by all teachers and staff, volunteers and placement students prior to commencing care and guidance of the children, and also under review annually thereafter.

*It is the parents' responsibility to inform the school of any changes or new addition to their child's medical and allergy condition. Please update the school of changes.*

### **Epi-pen**

Each child is required to supply the school with **two** prescription epi-pens, one to be kept with the child at all times and one secured in the school's medicine cabinet. Only epi-pens with the child's name on the prescription labels and valid expiry dates of at least 6 months will be accepted.

*It is the parents' responsibility to note the expiry dates on their epi-pens and provide the school with new replacements when needed.*

*All staff are trained on how to use epi-pens. However, when in doubts, parents are welcome to demonstrate and provide training for teachers and staff.*

### **Administration**

When a child is having an anaphylactic reaction, parent or guardian consent that the teacher and staff to assist in administration of allergy medication.

Emergency medical services will be contacted, followed by parents. In cases when symptoms do not cease after the first injection (approx. 10 minutes), a second dose of the allergy medication might be administered before medical services arrive.

*It is the parents' responsibility to notify the school of changes in the emergency contact.*

## Individual Medical Plan

### **Individual plan and emergency procedure**

- An individual plan and emergency procedure form for children who are anaphylactic is developed by the school.
- Information will be provided by the parent or guardian and physician of an enrolled child with an anaphylactic allergy including: a description of the child's allergy, monitoring and avoidance strategies, signs and symptoms of an anaphylactic allergy, an emergency procedure that includes action to be taken by the teacher in the event of an anaphylactic reaction.
- In the event of a child having an anaphylactic reaction, parent or guardian consent for teacher and staff to assist and to administer the allergy medication on their child; and permission to follow emergency procedures in using emergency contact information (parent / guardian / emergency services).
- The individual plan and the emergency procedures will be reviewed by all teachers and staff, volunteers and placement students prior to commencing care and guidance of the children, and also under review annually thereafter.
- Parent of a child with an anaphylactic allergy, or physician may provide additional training for all teachers and staff, students and volunteers.
- Training will include the procedures to be followed in the event a child experiences an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer medication.
- Any new teacher, staff and volunteers, who commence employment or placement after the initial training, will be given the training. The parent will give authorization for supervisor or a designate to train new staff, students or volunteers.
- Volunteers and Students are not permitted to administer medication unless under extreme circumstances (i.e. staff member is unconscious).
- Teacher or staff will conduct a check to confirm child(ren) have their required medication with them before each transition (i.e. moving from the class to the gym, leaving the School etc.,)
- All teachers, staff and volunteers will be required to sign and date after they have received training. The school will keep a log on file of all training dates for trainers and their signatures.

## **Health and Hygiene**

We will make every effort to ensure that your child is kept clean during the day. Hand (and face when necessary) washing is implemented before and after snack and lunch, and throughout the day as needed. All children will wash their hands with soap and water and dry them with a paper towel and/or use hand sanitizer as a substitution when needed.

### **Hand Washing**

Hand washing with soap and water is the single most effective way to reduce the spread of illness. We try to teach the children how to wash their hands properly in a relaxed and fun way. Everyone – staff and children are reminded to wash their hands more often when there's illness at the school and/or hand sanitizer will be used as a substitution.

### **Using disposable gloves**

Disposable gloves are used when staff have cuts on their hands, during snack and lunch when serving food, during a diaper change, and/or when cleaning up any bodily secretions and fluids. Hands are washed and/or hand sanitizer might be used as a substitution before gloves are put on and immediately after gloves are removed to maintain proper hygiene when assisting children.

### **Diaper changing**

Diapers of children in pre-casa class are monitored every few hours throughout the day. Their regular changing routine is after snack, lunch and nap time. Parents can refer to the daily log sheets for details.

### **Toilet Training**

Children begin to use the toilet at different ages and stages. We will work in conjunction with parents on toilet training. Should you begin or discontinue toilet training at home, please let us know. The washroom routine should be a non-stressful, non-threatening time and the length of the process varies from child to child. If a child shows no interest in potty training, we may choose to discontinue and try again at a later date. Please be sure to provide plenty of spare clothing when your child is going through toilet training.

### **Washroom**

Children who attend Casa Programs are preferred to be toilet trained. Children are reminded to use the washroom every few hours throughout the day. Their regular routine is before every transition, after lunch and after nap time.

## **Sanitary Practices**

The cleanliness of the school is of vital importance. All staff members contribute to do their part in maintaining a safe, clean and healthy learning environment for the benefit of everyone. Safe germicidal cleaning products are used in disinfecting all tables and equipment. Policy and procedures regarding sanitation shall be reviewed at the commencement of employment and should follow regulations set out by Public Health, the CCEYA and Municipal by-laws. Cleaning instructions are posted where necessary and communicated appropriately to all staff.

All classroom, kitchen and washroom floors and surfaces are cleaned and disinfected each day.

ASMS is responsible for maintaining an adequate supply of paper towels, soap, toilet paper, etc.

All cleaning and disinfection performed will be recorded and these cleaning logs will be maintained.

### **Equipment/Toy Cleaning**

In a Montessori classroom the equipment and toys are important to a child's growth and development. However, being readily and repeatedly handled, they can provide a route for spreading many common infections. To reduce illness, regular cleaning and disinfection will be done on a weekly basis. During an outbreak these items will be cleaned and disinfected daily. If a child has mouthed a toy it is disinfected immediately.

## **Criminal Reference Check Policy** (VULNERABLE SECTOR SCREENING)

In accordance with the CCEYA requirements, all staff (full-time, part-time or replacement positions) who have direct, unsupervised contact with the children under the school's care, will be required to provide a successful Criminal Reference Check Vulnerable Sector Screening (within 5 years) from the Toronto Police Service or York Region Police prior to commencement of employment. This practice will assist us in ensuring the safety and well-being of all of our students.

## **Privacy Policy**

The Government of Canada requires all organizations to have a privacy policy in place. This policy ensures our compliance with the federal personal Information Protection and electronic Documents Act. ASMS will ensure that all personal information gathered about our children and parents will be kept confidential. Should it be necessary to disclose such personal information, we will seek consent to do so.

We collect, generate, use and disclose personal information for serving you better. We will make every effort to keep your personal information accurate and up to date. We rely on you to keep us updated of any changes in a timely manner, so that the personal information we have is accurate at all times.

Once personal information is no longer required to fulfill the identified purposes or to comply with legal requirements regarding retention, it will be destroyed or rendered anonymous.

The security of the information you provide is our number one priority. We limit access to your personal information only to those who require it to provide you with service. Information stored on our computer information system is protected by firewalls and is password protected. All hard files are kept under lock and key. ASMS employees are fully aware of their obligations to maintain confidentiality and security of your personal information. All ASMS employees are subject to the agency's policies and procedures with respect to confidentiality of client information.

Parents have the right to access their own personal information, or the personal information about their children, which is in the possession and control of ASMS. Parents also have the right to know if your personal information has been disclosed to any third parties.

## **Child Abuse Policy**

**Abuse has been defined in Section 47(a) of the *Child Abuse Act* as:**

A condition of:

1. Physical Harm
2. Malnutrition or mental ill health of a degree that, if not immediately remedied, could seriously impair growth and development, or result in permanent injury or death.
3. Sexual Molestation

If a staff member of All Saints' Montessori School has reasonable grounds to suspect that a child is suffering – or may have suffered abuse, the staff is obligated by law to report their suspicion to the local Children's Aid Society.

## **Serious Occurrence Policy**

All Saints' Montessori is responsible for delivering services which promote the health, safety and welfare of the children being served. This responsibility in turn requires the school supervisor to be accountable to the Ministry, specific to demonstrating that the service delivery is consistent with relevant legislation, regulations and/or Ministry policy.

Within the parameters of the following definitions, the school supervisor is responsible for determining whether an incident is deemed to be a serious occurrence as defined by these procedures and, therefore it must be reported to the Ministry.

The following Serious Occurrences must be reported to the Ministry online through Child Care Licensing System (CCLS):

1. Death of a child
2. Abuse, neglect or an allegation of abuse or neglect of a child
3. A life-threatening injury or a life-threatening illness of a child
4. Any situation where a child is missing or is temporarily un supervised;
5. An unplanned disruption of the normal operations of a child care center that poses a risk to the health, safety or well-being of children (e.g. fire, flood, power outage).

The summary of the report, "Serious Occurrence Notification Form" will be posted by the office for parent viewing for a period of 10 days.



## **General Code of Conduct**

At ASMS our goal is to ensure that all of our children, parents and staff have a positive experience. As such, ASMS has set clear standards of behavior that apply to all individuals involved in our programs: students, teachers, parents, volunteers and Board members. All members of our community are to be treated with respect, fairness and dignity. All adults involved in our programs have the responsibility to act as models of good behavior. Inappropriate behavior of any kind will result in immediate intervention.

### **Prohibited Practices**

1. Corporal punishment of a child is absolutely forbidden in the school.
2. Deliberate, harsh or degrading measures to be used on a child to humiliate or undermine the child's self-respect, is totally forbidden.
3. Deprivation of basic needs of a child such as food, shelter, clothing, or bedding is forbidden.
4. Locking the exits of the school for the purpose of confining a student is forbidden
5. Using a locked or lockable room or structure to confine a student if he/she has been separated from other students, is forbidden
6. Physical restraint of children
7. Confining a child in any way
8. Inflicting any bodily harm on children including forcible eating and/or drinking

It is our duty to ensure that all of our children are kept safe and healthy and to ensure that the rights and property of all of us at ASMS are protected. Fairness, flexibility, firmness and consistency are necessary in achieving positive standard of behaviour. A kind and caring environment will help the children develop self-control and self-direction skills.

## **Parent Issues and Concerns Policy and Procedures**

### **Purpose**

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

### **Definitions**

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

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

- Qualified program staff: Certified Montessori Teacher and Registered Early Childhood Educator
- Unqualified program staff: Early Childhood Assistant

### **Policy**

Parents or 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. All Saints' Montessori School believes that having a shared understanding between child, parent and educator will guide us in working towards a greater relationship. With that, support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of an ongoing communication with parents/guardians about the program and their children. Our staffs 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 all staff members 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 two 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 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 supervisor and/or licensee.

### **Concerns about the Suspected Abuse or Neglect of a child**

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

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

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

For more information, visit

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

## Parent Issues and Conflict Management Procedures and Plan

Nature of Issue or Concern	Steps for Parent and/ or Guardian to Report Issue/ Concern	Steps for Staff and/ or Licensee in Responding to Issue/ Concern
<p><b><u>Program/ Room Related</u></b></p> <p>E.g. daily schedule, sleep arrangements, toilet training, indoor/ outdoor programming, activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• The classroom staff</li> <li>• The supervisor</li> </ul>	<ol style="list-style-type: none"> <li>1. Address the issue/ concern at the time it is raised.</li> <li>2. Arrange for a meeting with the parent/ guardian within two business days.</li> <li>3. Document the issues/ concerns in detail.</li> </ol> <p><i>Documentation should include:</i></p>
<p><b><u>General, Centre / Operations-Related</u></b></p> <p>E.g. child care fees, hours of operation, staffing, waiting list, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• The supervisor or licensee</li> </ul>	<ul style="list-style-type: none"> <li>• Date and time the issue/ concern was received;</li> <li>• The name of person reporting the issue/ concern;</li> <li>• Details of the issue/ concern; and</li> </ul>
<p><b><u>Staff, Student on Placement/ Volunteer Supervisor / Licensee Related</u></b></p> <p>E.g. staff conduct</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• The individual directly</li> <li>• The staff responsible for supervising/ mentoring the volunteer or student</li> <li>• The supervisor or licensee</li> </ul> <p>All issues or concerns about behaviour and conduct of staff, students, supervisor, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor / licensee as soon as parents/ guardians become aware of the situation.</p>	<ul style="list-style-type: none"> <li>• Any steps taken to resolve the issue/ concern and/ or information given to the parent/ guardian regarding next steps or referral.</li> </ul> <ol style="list-style-type: none"> <li>4. Provide contact information for the appropriate person if the person being notified is unable to address the matter.</li> <li>5. Ensure investigation of the issue/ concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter.</li> <li>6. Document reasons for delays in writing, if any.</li> <li>7. Provide a resolution or outcome to the parent/ guardian who raised the issue/ concern.</li> </ol>

### **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 School Supervisor.

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

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

**Contacts:**

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Markham, ON L3R0Z4  
905-946-1586

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or  
[childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)