

# All Saints' Montessori School

Policy and Procedure Handbook 2022 - 2023



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## Introduction (Welcome)

The All Saints' Montessori School Board Members, Supervisor, Principal, Teachers 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.

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.

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 development 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, encourage them to explore and proceed at their own pace in order to gain confidence and independence and thereby 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 programme development. Our goals for our children, which are consistent with the four foundations of HDLH? include:

1. 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.
2. Every child is developing a sense of self, health and **well-being**.
3. Every child is an active and **engaged** learner, who explores the world with body, mind and senses.
4. 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. As well as academic time our day includes indoor and outdoor play time, active play, rest time, quiet time and group discussion time.

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 Statement Implementation Policy

This Program Statement Implementation Policy must be adhered to by all staff in our school community. These have been put into place to maintain order, allow us to effectively manage the school, comply with government regulations, and to establish a standard of behavior. These policies are non-negotiable. They are in place for the benefit of everyone at All Saints' Montessori and they assist us in providing the best educational experience for our students.

## 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.

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 behavior. A kind and caring atmosphere will help the children develop self-control and self-direction skills.

The following measures are in place to help ensure that only preferred standard of behavior practices are used:

- A comprehensive discussion with each staff, student and volunteer's positive standard of behavior philosophy to be done during the initial screening of each person to ensure compatibility with the School's philosophy and CCEYA requirements.
- Staff, students and volunteers are to be made aware of the School's policies and procedures through the policy and procedures handbook as well as through training sessions, impromptu daily meetings and scheduled monthly staff meetings.
- The staff is **only** to follow the policies of the permitted standard of behavior that have been agreed upon at the commencement of employment.
- The Supervisor will ensure by means of observation and documentation, the standard of behavior practices of staff, volunteers and students in the school.
- All concerns and complaints regarding standard of behavior practices made by anyone including staff, students, volunteers, parents/guardians, and others will be addressed and acted upon by the Supervisor and Principal.

The Program Statement Implementation policy and procedures will be reviewed prior to working with children for the first time and at least annually thereafter with each staff, student and volunteer. A record shall be kept of each review by the person who led the review with the employee, volunteer or student. After reviewing the policies and procedures each person must sign and date the review and sign off sheet.

The Supervisors review the Program Statement Implementation policy annually to ensure that it is appropriate and up to date. A signed and dated record of this review will be kept to document that it has occurred.

Should any substantive changes be made to policies and procedures, staff, volunteers and students shall read and note the new information and sign and date the form.

All records involving the review of Program Statement Implementation policy and procedures as well as the monitoring of standard of behavior practices will be kept on file.

### Contravention of School Policies and Procedures

Anyone who disregards any policy or procedure of the School (including staff, students, volunteers, and parents) or who demonstrates misconduct of any kind may be subject to discipline at the discretion of the School's Management. Documentation of all disciplinary measures will be signed by the Supervisor and the employee and kept in the employees file

Without limiting management's discretion, discipline will be progressive and as follows. Failure to comply could result in the following measures:

- A verbal warning will be issued to employee by the Supervisor,
- A written warning will be issued to the employee by the Supervisor,
- Dismissal of an employee

For students and volunteers:

- A verbal warning
- Termination of placement

When determining which disciplinary measure will be taken, the following criteria will be considered by the Management Board Director and or the Supervisor:

- The seriousness of the offence
- The action, or potential risk or harm to the child
- The past and recent performance of the employee
- The frequency of occurrence
- Previous disciplinary action taken

**ANY FORM OF PHYSICAL PUNISHMENT WITH A CHILD WILL RESULT IN IMMEDIATE DISMISSAL OF THE EMPLOYEE**



## 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, and sports*.

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 **Winter Break** 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.

The school is closed 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.

### **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. 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 these 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. It is important that we have an up-to-date name and telephone number where parents or guardians can be reached in case of an emergency.

## 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 1st 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 being admitted to All Saints' Montessori School.

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.

### **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 year.

### **Waiting List**

A completed registration form is required prior to a child's name being added to the wait list. No registration fees is necessary until admission is offered. A parent can have a child added to the waiting list once and will remain on the list for one year, after which time the family must re-apply to the wait list. A child's position on the waiting list will be maintained until space is available and the Program Supervisor will contact the parent to offer them the available spot. 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 remain on the list.

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

## Immunization Records

Each child must provide a copy of their most up-to-date immunization information upon registration to reflect they have received all age-appropriate immunization in accordance with the Ontario Routine Immunization Schedule.

Immunization records will be stored in a safe, locked location and will be available for York Region Public Health when necessary.

A written exemption must be provided if a medical reason or conscientious or religious reason forbids them from receiving immunization.

Parents must provide new immunization information as it becomes available.

## 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. In the case of absence due to sickness, please notify the office with the nature of the illness by phone or email. If 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.

### **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.

## 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.

## 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 and transitions throughout the day. Another important factor is that your child will need to adjust to many new friends and adults in his/her program. **Parents, please discuss the process of this transition period with the supervisor and class teachers.**

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

## 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 first progress report. Please watch for sign-up sheets to discuss the progress with your child's teachers.

The staff will endeavour 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, observations by teachers 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 Individual Support Plan will have their ISP included in the student record after completion with teachers and parents.

## 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 be responsible for what they say and do.
2. To be polite and respectful of the other people.
3. To listen to other people when they speak.
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 care about other people's feelings.
7. To tell the truth even if there is a consequence to their behaviour.
8. To try to problem solve for themselves.
9. To ask the staff for help if they are unable to solve the problem themselves.
10. To take good care of the school's property and supplies.
11. To take good care of someone else's toys, games and supplies.

## 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.

## Things to bring to school

1. Back pack and a water bottle
2. One lunch container with lid, utensils and milk cup/ bottle
3. Extra clothes, underwear, socks and indoor shoes
4. Outdoor clothing suitable for the season (snow pants, mittens and winter hats)
5. Sunscreen and a sun hat for the summer months
6. Bed sheet, pillow and / or stuffed toy or items your child sleeps with (for nap time)
7. Diapers/ Pull-Ups; wipes and diapering products
  - Administration of some skin care products requires a written authorization (OTC medication form)

## 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 one hour during morning recess and one hour during 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, 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.**

## 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.

## 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, free from nuts and shellfish and pork and follow Canada's Food Guide recommendations. They provide allergy and dietary replacement for 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.**

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



## 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 regularly

## Scent-free and Nut-free Zone

All parents 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 neighborhood 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.

## 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 optional.

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

Photo taking and video recording by parents and staff within our school must be strictly for personal use. Photos should be focused on their own child unless consent has been obtained from parents or guardians of other students present on these photos. Misuse of any photos on social media is an offence.

## Use of Technology in the Classroom

Each classroom is equipped with a classroom i-pad and speaker. 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.

Staff will use the i-pad to enhance classroom learning experience, record observation of children and in preparation of classroom activities. All Saint' Montessori School will monitor and maintain the use of technology in the classrooms, and the choice of information delivered at an appropriate level.

## Cellphone Policy/ Use of i-Pads

Personal cell phones should be on silent and put away/ non visible during staff shifts. **Personal calls** while on duty and during the working hour is prohibited except during breaks. This includes **NO Texting** on the cell phone while in the classroom or while children are under your care.

In emergency situations, staff may step out of the classroom, keeping the required ratio, to make/ receive a phone call, after notifying the supervisor.

## 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 be made through our main doors only. The school's main door has a security system which allows us to monitor and control people entering the school. Press the button designated for the school one time. Please be patient as we need time to check the monitor each time the bell rings to ensure the safety of our students.

## 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 or suspect of substance abuse on the premise, please inform the office.

## Fire Safety/ Evacuation Plan

The Principal / Supervisor is responsible for Fire Safety and Evacuation Plan for the school.

### **Fire Safety/Evacuation Plan**

1. Each principal or supervisor shall have a program in actual practice and a formal document on record outlining the detailed Fire Safety/Evacuation Plan for the building.
2. Copies of the Fire Safety/Evacuation Plan will be kept in the main office, and in the school's Emergency Response Bag.
3. Every teacher/staff member and children must know all exits, corridors, routes of traffic. With these precautions no one need ever be lost in an emergency.
4. All rooms in the school, exits, and routes must be clearly marked with the appropriate signs and approved by the local fire departments.
5. Every teacher/staff member and every student must be familiar with all alarm signs.

### **Fire Drills**

1. Regulations under the Fire Code require the principal/supervisor to hold fire drills at least three times during the fall term and at least three times during the spring term for elementary section; and at least once a month for the childcare section.
2. The principal/supervisor shall make the situation simulate genuine emergencies by the blocking of a corridor, a staircase or an exit.
3. The principal/supervisor and staff shall correct confusions or faults at the time and do a re-run immediately.
4. Staff Members will be appointed in turns to supervise the drills, to check all washrooms, classrooms, and other ancillary spaces.

### Emergency Procedures

#### **Upon Discovery of Smoke or Fire:**

1. Leave the fire area, taking any persons in the immediate vicinity with you.
2. Close all doors behind you, leave it unlocked.
3. Sound the fire alarm by activation the nearest manual pull station.
4. Telephone Toronto Fire Services from a safe location, dial 9-911.

Never assume that this has been done. Give the correct address of the building, location of the fire.

**All Saints' Montessori School  
1100 Denison Street, Markham**

5. Proceed to the designated meeting place (Parking Lot).
6. Conduct a headcount and report to the Principal/Supervisor.
7. In case of an evacuation, students will be directed to the school shelter at

**Monte Carlo Inn & Suites  
7255 Warden Avenue, Markham**

8. Parents will be contacted after all children are safely sheltered.
9. DO NOT re-enter the building until authorized to do so by the chief fire official.

## Health Care (Illness) Policy

In order to ensure the overall health and safety of all of the children, we ask parents and staff to monitor children for early signs and symptoms of illness each morning and use their discretion if a child has a cough, cold, runny nose, etc., as to whether the child is well enough to attend school.

If there should be any change in the health or well being of a child during the day that differs from the child's usual health baseline, staff may use their judgement and inform parents of their child's health and/or to ask that the child be picked up. Staff will ensure that the child is separated from other children when illness is suspected. Staff will follow advice and guidelines as outlined by Public Health. Ill children will be excluded until they have been symptom-free for a minimum of 48 hours.

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

1. Fever of 101 F (38 C) or higher
2. Diarrhea/Vomiting twice 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.

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.

Parents are encouraged to arrive as soon as possible after they have received a call indicating that their child is ill and is to be picked up. Parents are encouraged to have reliable back up plans of 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.

*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 as staffing does not allow for this.*

Similarly, staff should monitor themselves for signs and symptoms of communicable diseases.

When an outbreak is suspected, York Region Public Health will be notified within 48 hours.

### **905-830-4444 x 73588 - Infectious Diseases and Outbreak Management**

Parents of affected classes or children will be informed and notified of action required by public health via electronic communication (ie. email).

# 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 be accompanied by a **Medication Authorization Form** and indicates the recommended dosage and administering instructions.
5. Medication is stored as directed and kept either locked in the school's medicine cupboard or school's refrigerator in a locked medicine container.
6. Where possible, a child will be removed from the classroom to administer medication, in a quiet, well-lit area.
7. 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.
8. 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, if needed.
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.

Families providing sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer and diaper cream or other over-the-counter products that do not constitute a drug or medication, to be administered regularly on a daily or as-needed basis must provide a written authorization. All items must be labelled with the child's name and in their original container or package. The school will ensure proper storage and administered in accordance with the instructions on the label and as per parents' direction. The school can administer these products to children with a one-time authorization without documentation of administration.

The **Authorization Form Re: OTC Products** is available from the school.

## **Preparing and Giving the Medication/ Over-the-Counter Products**

1. Always check parental consent and medication record to make sure that medication was not already given.
2. Prior to giving medication, wash hands and prepare all supplies (e.g., container, drink, tissues)
3. When measuring liquids, use a proper measuring spoon, syringe, dropper or cup. Do not use household teaspoons because they can vary in size and are inaccurate for precise measuring.
4. Read the instructions on the bottle or label. For example, a label might specify that you shake well, or not mix the medication with certain foods, or fluids; or not give within a certain time before or after a meal.
5. Always read the label carefully Three (3) times before you give any medication; containers often look the same. Be sure to check all the information on the label including the name of the child; the name of the medication; the amount required; the time it is to be given; and the way it should be given. Check the medication label when removed from storage area, before it is poured and after it is poured.
6. After administering medication, wash hands and/or use hand sanitizer as a substitution

## 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.

### **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 (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.*

## Anaphylaxis Policy

The purpose of this policy is to reduce the risk of exposure to anaphylaxis causative agents. The allergy may be related to food, insect stings, medicine, latex, etc. ASMS will make every attempt to reduce the risk of exposure to anaphylactic agents.

### Strategy

- 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.
- Where children are bringing meals or snack from home, all food must be nut-free. Where parents are providing food that are purchased, a nut-free label should be visible on the original packaging.
- 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.

### 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.
- Where a child has an anaphylactic allergy, a parent 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 of a child having 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 by the supervisor or a parent. 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 that they have received training.
- The school will keep a log on file of all training dates for trainers and their signatures.

## Sanitary Practices

The cleanliness of the school is of vital importance. It is up to all staff members to do their part in maintaining clean and sanitary conditions. 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. At this time the employee shall be made aware that he/she shall abide by the 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. All washrooms and sinks are sanitized and disinfected daily. Please follow the manufacturer's instructions when using cleaning products. ASMS is responsible for maintaining an adequate supply of paper towels, soap, toilet paper, etc.

### **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 more frequently. If a child has mouthed a toy it must be disinfected immediately.

## 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, after each diapering and toileting procedure 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**

Little and big hands pick up germs from anything they touch, and they spread those germs to objects, surfaces, food and people. Hand washing with soap and water is still 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 should wash their hands more often when there's illness at the school and/or hand sanitizer will be used as a substitution.

*\*In the event of no water supply, Hand sanitizer will be used to replace hand washing.*

We follow guidelines to proper hand washing routines recommended by York Region Public Health.

### **Using disposable gloves**

Disposable gloves do not replace hand washing. Staff must wash their hands and/or use hand sanitizer as a substitution before gloves are put on and immediately after gloves are removed. Staff should wear disposable gloves when they have cuts on their hands and when diaper changing, and/or to clean up any bodily secretions and fluids.

### **Diapers**

Soiled diapers must be put inside a plastic bag before disposing in the green bin.  
Diaper change table should be properly cleaned and disinfected after each routine.

### **Toilet Training**

Children begin to use the toilet at different ages and stages. We will work in conjunction with parents during toilet training. Should you begin or discontinue toilet training at home, please let us know. This process takes time. The washroom routine should be a non-stressful, non-threatening time. 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. Any toileting equipment provided from home should be properly labeled and will be cleaned and stored away after each use.

In order to maintain health and sanitary guidelines as recommended by the Health Department, children who attend Casa Programs are preferred to be toilet trained.

### **Diapering and Toileting Supplies**

Diapering and toileting supplies of individual students will be stored in separate bins to prevent contamination. Skin care products of individual students should be labeled and follow proper application to prevent cross-contamination.

We follow guidelines to proper diapering routines recommended by York Region Public Health.

## 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 90 minutes 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 during nap time will periodically perform a direct visual check of each sleeping child in the toddler age group, by being physically present beside the child while the child is sleeping and look for indicators of distress or unusual behaviours (eg. Labored breathing; changes in skin temperature and/or lip and skin colour; whimpering or crying)
2. Direct visual checks will occur every half hour and noted in the daily sleep log.
3. In case any unusual behaviours or potential indicators of distress are noted, the staff on duty will separate child if the child appears to be ill, inform the supervisor, contact the parents, or contact emergency services, whichever action is appropriate at the time.
4. All direct visual checks and observations will be recorded in the daily sleep log and the supervisor and parents can request for information noted on the sleep log.
5. Staff must also ensure that each child's head is not covered or at risks of suffocation. Staff will adjust blankets as needed.
6. Staff will ensure that there is sufficient light in the sleep area or sleep room to conduct direct visual checks.
7. 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. Any changes regarding positioning of cots will be noted on the layout diagram posted in the sleep room.
8. Consultation with parents: Upon enrolment parents will be consulted with respect to preferences for their child's sleeping arrangements. These preferences will be recorded, kept in the child's file and noted on the child's daily sleep log. Staff will refer to the sleep log to ensure that individual sleep preferences are implemented properly. During transitions, upon parent request or at any other time deemed appropriate, parents will be consulted and any changes will be added to the child's file as well as noted in the child's sleep log.

## 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.

Individuals 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. You also have the right to know if your personal information has been disclosed to any third parties.

## Staff Training and Development Policy

### **Purpose**

Educators are lifelong learners. They take responsibility of their own learning and make decisions about ways to integrate knowledge from theory, research, own experience and their understanding of the individual children and families they work with.

### **Orientation**

New employees are orientated to the school policies, daily routines and individual plans prior to commencing initial interaction with children in the school. New employees are welcome to be an observer in the classroom prior to becoming a part of it.

### **Ongoing Learning, Training and Development**

At ASMS, we encourage professional development through a variety of training opportunities. Staff will attend workshops, participate in group professional development sessions and contribute to open ended discussions in staff meeting so to allow expansion of learning, reflection of daily practice and enhanced knowledge and skills to support personal growth and to plan and implement appropriate programs and activities.

## Incident/ Injury Procedures

The following outlines procedures of ASMS in the event of illness, injury or incident affecting the health, safety or well-being of a child at school or while attending school events off the premises.

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

1. A qualified teacher will administer first aid and make the child as comfortable as possible.
2. An accident/injury report will be written to inform parents, and depending on the nature of the minor injury, a parent or contact person will be notified.
3. A copy of the accident report will be provided to the parents, the original copy acknowledged by the parent will be filed in the child's profile.
4. A note about the injury will be written in the daily record.

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

1. The teacher will be in charge of administering first aid and to make the child as comfortable as possible.
2. If necessary, an ambulance will be called. A teacher will accompany the child in the ambulance and stay with the child until the parent(s) arrive.
3. The parents of the child will be notified, to pick up the child from school or to meet the teacher at the hospital.
4. Follow the serious occurrence policy and procedures, where appropriate.
5. A copy of the incident report will be provided to the parents, and a note will be written in the daily record.

### **In the case of an incident affecting the health, safety or well-being of a child and/ or between two or more children:**

1. Parents will be notified verbally or,
2. A teacher will make an incident report for each of the children involved and provide a copy of the report to the child's parent.
3. Wording on the report will be factual and no names will be disclosed.

## Playground Safety Policy

It is our policy to provide a safe and secure environment for the children in initiate learning opportunities yet expose them to a reasonable degree of risk-taking. All equipment in our playground meet CSA Standard and we comply with the new playground safety policy as required by the Ministry.

Any changes and renovations of the playground must have prior approval from the Ministry of Education. Any new equipment or renovations, repairs or replacements will be installed to meet the CSA standard and certified in writing by a Playground Safety Inspector.

The staff to child ratio cannot be reduced on the playground. Active supervision of all children using playground equipment must be maintained at all times. Teachers and staff are to be positioned in locations of the playground where the most optimum panoramic view of the playground can be obtained.

Follow playground rotation schedules that are posted and available for teachers and parents outside each classroom door.

A **Playground Injury log** will be kept to document all incidents and injuries occurred. All injuries must be attended to immediately, followed by appropriate first aid practices. The teacher that is in charge of the group is responsible to report all injuries on the playground to the supervisor and complete the playground injury log. Serious injuries to the neck and above will be reported to parents as soon as possible. Parents will be informed about the incident, provided with a copy of the report and sign off.

**Playground Safety Log** will be maintained, for the purpose of recording and assessing playground injuries in order to determine what action should be taken to eliminate such injuries. It also provides explanations regarding playground daily inspections, monthly inspections, seasonal and annual inspections and action plans related to the findings of the inspections.

The Supervisor or the designated staff will carry out the **playground daily inspection** on every school day before the use of the playground by any group of children, and record any finding in the daily inspection checklist. Any defects, hazardous debris or emerging problems noticed during the inspection will require a plan of action in writing. This Action plan will list out the repairs or action to be taken to rectify the defects and problems. If the repairs will take time, all reasonable steps will be taken to bar the defective equipment and this will be done in safe manner.

The Supervisor or the designated staff will also carry out the **playground monthly inspection** in the first week of every month and record any finding of damage and wear in the monthly inspection checklist. Follow up action is required if any plan of action and repairs is in progress.

When seasons change and as necessary, the Supervisor will carry out the playground seasonal inspection, with special attention to the seasonal issues to be resolved. A plan of action should be made ready and followed in order to maintain the safety requirements for the playground.

The Supervisor will make an annual inspection of the playground in respect of the safety and facilities therein. Any new equipment, renovations, repairs or replacements deemed necessary should be scheduled ahead and allow time for Ministry approval, certification and installation.

Any defects or problems noticed during these inspections will require a plan of action in writing. If the repairs will take time, all reasonable steps will be taken to bar the defective equipment and this will be done in safe manner. All repairs and action taken will be recorded in the **Playground Maintenance Log**.

The supervisor will ensure that information on daily inspections, monthly inspections, seasonal and annual inspections, maintenance and repairs, the injury log are kept up to date.

All teacher and staff is required to review this policy prior to commencement of employment and have a review annually thereafter. The teacher and staff must also sign a form stating that they understand and follow the requirements of the Playground Safety Policy. The signed record is to be kept on file for two years from the time of entry.

#### **Playground Safety Procedures :**

1. Before taking the children to the playground, the Supervisor or designated staff has to do the daily inspection and record the findings in the daily inspection checklist.
2. Dress the children appropriately for the weather. Put all strings from hats/scarves inside of clothing or jackets.

3. Take the emergency evacuation bag with you. The emergency evacuation bag must contain the class attendance, the children's' emergency information, first aid kit, EPI pen(s) and tissues.
4. It is a good practice for at least one staff member to carry a cell phone to use in emergency situations.
5. Complete head counts of children prior to commencing movement through the school.
6. Walk the children to the playground. One staff member should be in front to supervise and one staff member should be at the back of the line. Additional staff members can be placed in the middle of the line.
7. The staff ratio cannot be reduced in the playground. Staff must be placed in location to provide optimum supervision of the children.
8. Playground supervision is very important. Make sure the children are playing safely. Keep your eye on all children and move through the play area. Do not sit down, or engage in conversations with other staff members. Always head count.
9. Guide children to use the play materials and equipment safely. Set clear limits, let the children know the reason for each rule and be firm about enforcing them.
10. Conduct head counts again prior to returning indoors from the outdoor play space.
11. All injuries must be attended to immediately, followed by the appropriate first aid practices. All injuries on the playground must be documented on the playground injury log by the teacher that is in charge of the group. Parents will be informed about the incident, provided with a copy of the report and sign off.
12. The school will maintain an injury log for the purpose of recording and accessing playground injuries in order to determine what action should be taken to eliminate such injuries.
13. When defects are observed, they will be immediately reported to the Supervisor and repaired as soon as possible.
14. Any defects or problems observed will require a plan of action in writing. If the repairs will take time, all reasonable steps will be taken to bar the defective equipment and this will be done in safe manner.
15. Monthly, seasonal and annual inspections (comprehensive) will be completed including an action plan to correct items found not to meet CSA standards.
16. Each staff member is required to review this policy prior to commencement of employment and have a review annually thereafter. The staff must also sign a form stating that they understand and follow the requirements of the Playground Safety Policy.

This policy is reviewed with all staff, volunteers and students upon employment and at least annually thereafter.

## 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 centre that poses a risk to the health, safety or well-being of children (e.g. fire, flood, power outage).

### **Reporting a Serious Occurrence**

- Staff will notify the licensee, supervisor or designate of a serious occurrence as soon as they become aware of the incident.
- All serious occurrences will be reported to the Ministry of Education in the Child Care Licensing System (CCLS) within 24 hours of the licensee, supervisor or designate becoming aware of the occurrence.
- Identifying information such as children or staff names will not be included in the serious occurrence reports.
- If CCLS cannot be access (eg. Where CCLS or the internet connection is unavailable), the licensee, supervisor or designate will notify the program advisor (PA) assigned to the licensee by email or by telephone within 24 hours of becoming aware of the occurrence. A serious occurrence report will be submitted in CCLS as soon as the system can be accessed.
- Where a Ministry of Education PA cannot be reached by telephone, a voicemail message will be left to notify the PA of the incident.
- All updates to serious occurrences will be reported in CCLS through update reports until the serious occurrence has been closed by the Ministry of Education.
- Where the Ministry of Education requests updates to a serious occurrence in CCLS, these will be provided as soon as possible through update reports.
- Serious occurrences reported to the Ministry of Education will be documented in the daily written record.

### **Posting a Serious Occurrence Summary (Notification Form)**

- Within 24 hours of becoming aware of a serious occurrence, the licensee, supervisor or designate will complete a Serious Occurrence Notification Form in CCLS.
- The summary will not include identifying information (eg. Names and ages of children, staff, or program rooms) and will contain gender-neutral language.



- The summary will be posted at the child care center in a place that is visible and accessible to parents for a minimum of 10 business days, regardless of the serious occurrence type and the status of any related investigation.
- All updates to the serious occurrence will be add to the posted summary, and will remain posted for an additional 10 business days each time any updates are added.
- All serious occurrence summaries will be retained for 3 years from the date they are created or last updated (whichever date is most recent).
- Parents in the community will be informed and updated via email.

## Outbreak Management Policy

All Saints' Montessori School is responsible for reporting outbreaks to the York Region Public Health Unit. An outbreak is defined as two or more related children in the same age group, or staff with similar signs and symptoms of infection occurring within 48 hours. Once the outbreak has been reported, the school is required to:

- Work closely with the health staff and follow all recommendations and requirements
- Provide York Region Public Health with the necessary information relating to children and staff
- Facilitate the collection of stool specimens from ill children after obtaining consent from parents/ legal guardians
- Immediately report changes associated with the outbreak and provide updated information daily
- Communicate the necessary information to families attending the centre (via electronic communication or paper form) ; including control measures to manage the outbreak

### **York Region Public Health, Infectious Diseases Control Division**

M – F: 1-877-464-9765 ext. 73588 or 905-953-6478

The outbreak will be declared over by the outbreak investigator when the school is clear of new cases for a specified period of time.

## 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 (CAS).

If a parent, staff, or other accuses a staff member of abuse, it is the duty of the school to report the accusation to the Children's Aid Society and follow the direction given by the worker spoken to. Children's Aid will investigate the allegation. ASMS will send the staff member home immediately. The employee will be compensated for the days of work missed until Children's Aid completes their investigation. The school may not, under the Labor Law, dismiss an employee on an accusation. If at the end of the investigation it has been proven by Children's Aid Society that abuse occurred, the employee will be immediately dismissed.

## Harassment Policy

Our workplace Harassment Policy follows the guidelines as outlined in the Canada Labour Code.

## Compliance and Contravention of the School Policies

All Saints' Montessori School has established the policies, rules and standards that must be adhered to by all in our school community. These have been put into place to maintain order, allow us to effectively manage the school, comply with Ministry regulations, and to establish a standard of behaviour. These policies are non-negotiable. They are in place for the benefit of everyone at All Saints' Montessori and they assist us in providing the best educational experience for our students.

All staff and volunteer are expected read, understand, review and comply with all the policies and procedures in their daily performance of duties.

### 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.

The following measures are in place to help ensure that only preferred standard of behavior practices are used:

- A comprehensive discussion with each staff, student and volunteer's positive standard of behavior philosophy to be done during the initial screening of each person to ensure compatibility with the School's philosophy and CCEYA requirements.
- Staff, students and volunteers are to be made aware of the School's policies and procedures through the policy and procedures handbook as well as through training sessions, impromptu daily meetings and scheduled monthly staff meetings.
- The staff is only to follow the policies of the permitted standard of behaviour that have been agreed upon at the commencement of employment.
- The Supervisor will ensure by means of observation and documentation, the standard of behavior practices of staff, volunteers and students in the school.
- All concerns and complaints regarding standard of behavior practices made by anyone including staff, students, volunteers, parents/guardians, and others will be addressed and acted upon by the Program Supervisor.

## **Contravention of Prohibited Practices**

The follow process will be taken place when Staff or volunteers do not comply with these policies, procedures, and practices:

1. The Program Supervisor or Broad Member will have a meeting and the written documents will be kept on file (verbal warning)
2. After verbal warning, a time frame is set to improve and follow the school's policies and procedures while the Program Supervisor observes
3. After the time frame and if the staff or volunteer/student shows no improvements, termination is will be needed

Policies and procedures will be reviewed prior to working with children for the first time and at least annually thereafter with each staff, volunteer, and student. A record shall be kept of each review by the person who led the review with the employee, volunteer or student. After reviewing the policies and procedures each person must sign and date the review and sign off the sheet.

The Supervisor reviews the policies annually to ensure that it is appropriate and up to date. A signed and date record of this review will be kept on file.

Should any substantive changes be made to policies and procedures, staff, volunteers and students shall read and note the new information and sign and date the form.

All records involving the review of policies and procedures as well as the monitoring of standard of behavior practices will be kept on file.

## **Contravention of School Policies and Procedures**

Anyone who disregards any policies or procedures of the School or who demonstrates misconduct of any kind may be subject to discipline at the discretion of the School's Management. Documentation of all disciplinary measures will be signed by the Supervisor and the employee and kept in the employee's file.

Without limiting management's discretion, discipline will be progressive and as follows.

Failure to comply could result in the following measures:

For employees:

- A verbal warning will be issued to employee by the Supervisor,
- A written warning will be issued to the employee by the Supervisor,
- Dismissal of an employee

For students and volunteers:

- A verbal warning
- Termination of placement

When determining which disciplinary measure will be taken, the following criteria will be considered by the Management Board Director and/or the Supervisor:

- The seriousness of the offence
- The action, or potential risk or harm to the child
- The past and recent performance of the employee
- The frequency of occurrence
- Previous disciplinary action taken

All employees, staff, volunteers and students are required to review, understand and follow through the requirements stated in the school policies and procedures during their work time at All Saints' Montessori School. Anyone who fails to comply with the school's policies and procedures or who demonstrates misconduct of any kind, may be subject to the following:

1. Verbal warning by the Supervisor or Board Member
2. Written warning by the Supervisor or Board Member
3. Failure to comply after a written warning will result in the dismissal of staff

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 role models of good behavior. Inappropriate behavior of any kind will result in immediate intervention

### **Process for Monitoring Compliance and Contraventions**

The following measures are in place to help ensure that only preferred practices are used:

1. A comprehensive discussion with each staff, student and volunteer's performance and behaviour management philosophy to be done during the initial screening of each person to ensure compatibility with the School's philosophy and CCYEA requirements.
2. Staff, students and volunteers are to be made aware of the School's policies and procedures through training session, impromptu daily meetings and scheduled monthly staff meetings.
3. The Supervisor will observe and monitor the performance of all staff regularly throughout the year and complete staff performance appraisals once per year. These observations and the follow-up discussion, as well as the annual staff performance appraisals will include information regarding compliance and contraventions of practices.
4. All concerns and complaints regarding practices made by anyone including staff, students, volunteers, parents/guardians, and others will be addressed and acted upon by the Board Member or the Supervisor. Serious occurrence procedures will be followed when required.

The Principal or the Supervisor will take immediate action in the case of the staff, students, volunteers, parents and guardians who disregards any policy or procedure of the School or who demonstrate misconduct of any kind may be subject to discipline. Documentation of all disciplinary measures will be signed by the Principal and the Supervisor and the and kept in the staff's file.

**When determining which disciplinary measure will be taken, the following criteria will be considered by the Management Board Director and or the Supervisor:**

1. The seriousness of the offence
2. The action, or potential risk or harm to the child
3. The past and recent performance of the employee
4. The frequency of occurrence
5. Previous disciplinary action taken

**ANY FORM OF PHYSICAL PUNISHMENT WITH A CHILD WILL RESULT IN IMMEDIATE DISMISSAL OF THE EMPLOYEE**

A record of the monitoring of compliance and contraventions of practices will be kept. This record will contain information including dates of reviews, staff involved, observation dates, summaries or complaint investigations, summaries of discussion concerning unusual behaviour problems etc. The record will be kept in a secure location for reasons of confidentiality and will be kept for three years after the last entry.

All the school policies and procedures will be reviewed prior to working with children for the first time and at least annually thereafter with each staff, students and volunteer. After reviewing the policies and procedures each person must sign and date the review on the sign off sheet.

All records involving the review of policies and procedures as well as the monitoring of compliance and contraventions of practices will be kept on file at the School for three years.

## Ontario Child Care Licensing Policies, Procedures, and Regulations

All staff at ASMS are expected to be knowledgeable of the Ontario Child Care Licensing Manual. Failure to adhere to these policies may result in disciplinary action, up to and including termination. Staff in our school must provide the following prior to employment and contact with children.

- Clear Criminal Reference Check/ Police Check/ Vulnerable Sector Check
  - First Aid and CPR-C
  - Up-to-date Immunizations and Tuberculosis Screening
  - Degree or Diploma and/ or equivalent training in child care setting
  - Registered with the Ontario Early Childhood Educator College or an equivalent with a director's approval from Ministry.
  - Must be in good mental and physical health, able to lift up to 50lbs, and must be able to work on their feet.
- \* Police Clearance (Vulnerable Sector Check) must be within 5 years
- \*Immunization records for all staff will be stored in a safe, locked location.
- \*Staff must provide new immunization information as it becomes available.

## 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 Criminal Reference check vulnerable sector screening. Criminal reference check is a precautionary measure used to ascertain whether potential employees have a record of criminal convictions, which would make them unsuitable for certain positions of trust. Such checks with vulnerable sector screening will assist us in ensuring the safety and well-being of all of our students.

### **Policy**

ASMS requires that all potential applicants for positions who have direct contact with the children, including but not limited to employees (Early Childhood Educators, Teachers, Teachers Assistants and staff) participating parents, students and volunteers must undergo a criminal reference check including a vulnerable sector check.

All employees, volunteers or student files must contain a current vulnerable sector check (within 5 years) conducted by a police force.

All employees, volunteers or student must obtain a new vulnerable sector check every five years and provide offence declarations for every year that vulnerable sector check are not required.

An offence declaration is a written declaration signed by a person that lists all the person's convictions for offences under the Criminal Code of Canada, including listed as below but not limited to, up to the date of the declaration, that are not included in the most recent police vulnerable sector check obtained on file.

### **Process**

All employees must attend to their respective local police station to complete the application for Police Reference Check form, or obtain through the supervisor for those who reside in the Toronto area. Any payment required will be the responsibility of the applicant.

The police will conduct a record search through the Canadian Police Information Computer system based on the information provided on the consent form.

The applicant will receive the report from Police Services when the Reference Check is completed and will then submit a copy of the Police Records Check to the Supervisor. To be acceptable, a police reference check must be dated no earlier than six month prior to the date it is submitted by the applicant.

If there is a delay in the Police Reference Check report coming back from the police, and if for some reason the applicant must start work before it is received, this individual's hiring is conditional on the receipt of the report, and subject to current policies regarding acceptance and exclusion of staff.

### **Exclusion of Applicants**

ASMS understands its obligation to Section 5, paragraph (1) of the Ontario Human Rights Code, which prohibits discrimination against an individual for purposes of employment by reason of a pardoned Criminal Code conviction or a standing conviction for a provincial offence. This school will not discriminate against an individual in this situation, unless there is a bona fide reason related explicitly to the position being applied for, and with due consideration given to the need to accommodate applicants where possible.

Individuals with outstanding Criminal Code convictions, five years old or more recent, or charges pending, for certain offences will not be accepted by this school for a direct service position with vulnerable clients. These offenses include, but are not necessarily limited to, the following:

### **Physical or sexual assault**

- Current prohibitions or probation orders forbidding the individual to have contact with children under that age of fourteen
- Offenses under the Child and Family Services Act relating to abuse of children
- Outstanding convictions or charges pending for any offense deemed violent, whether or not it involved weapons.

Individuals may be excluded from positions within this school as a result of other information gained during the police reference check vulnerable sector screening process, or as a consequence of other factors identified through the screening process. The applicant has the right to know why he or she is being refused, and may appeal to the Board of Directors for a review of the matter.

### **Confidentiality Issues**

To guard the confidentiality of personal information, the following policies will apply:

A copy of the Criminal Reference Check will be kept in the individual's personnel file in a locked cabinet for the duration of the applicant's employment with ASMS and only accessible by the Administration. Information from this check will only be used in the process of determining if an applicant is suitable for a specific position and to meet requirements of the CCEYA. Confidential information is shared with Board members only if it is necessary to the performance of the individual's essential duties.

All copies of Police Record Checks of unsuccessful applicants will be immediately destroyed. All copies of Police Record Checks for staff no longer employed or students/volunteers whose placement has ceased will be destroyed upon termination.

Photocopied CRC's are permitted from students coming from a recognized institution. No person under the age of 18 is required to provide or obtain a vulnerable sector check or offence declaration.

### **Additional Measures**

Conditional job offers may be necessary during the time it takes to obtain the CRC. Additional measures are in place to support the safety of children. Individuals that produce a receipt for their criminal reference check may be allowed to start their position or volunteer immediately. An offence declaration is required to be made by this person. These persons will *at no time be permitted to be alone with the children* until the CRC has been submitted. The supervisor is responsible to confirm the additional measures are followed.

### **Formats Accepted**

ASMS will accept originals of the CRC or a photocopy. The Director or Supervisor may take a photocopy from the original and record on the front of the CRC "true copy of the original" including the current date along with the signature of the Supervisor or Director as a witness.

### **Returning Staff**

Returning staff from a leave of absence must submit a new Criminal Reference Check upon their return after a maternity/ parental leave.

### **Volunteers**

Volunteer Criminal Reference Checks vulnerable sector screening will be considered valid for 1 year from the date on the CRC as long as an original is produced. Volunteer CRC's will remain valid with the school as long as the volunteer continuously volunteers with the school. If more than 1 year passes since an individual has volunteered, that individual must apply for a new CRC to volunteer again.

### **Parent Volunteers**

Criminal Reference Checks vulnerable sector screening from parents who wish to volunteer will remain valid from the date on the Vulnerable Sector Screening check through the duration of their time with the school. If a parent leaves the school and then joins again later with a sibling, a new CRC will be required.

All staff will be reviewed prior to working with children and annually thereafter. A record shall be kept of each employee, volunteer or student and each person must sign and date the offence declaration as per ministry requirements.

## Supervision Policy for Volunteers and Students

The purpose of this policy is to help support the safety and well-being of children at ASMS. Volunteers and students will not be permitted to be alone with any child and shall be supervised by a program staff at all times. All volunteers and students must adhere to the Supervision Policy for Volunteer and Student. This policy is to be reviewed by all volunteers and students prior to the interacting with children at school and will be reviewed at least annually afterwards.

The regulations of the Child Care and Early Years Act, dictate standards of behaviour and responsibility, which must be followed by all volunteers and students who provide care and guidance at ASMS. It is the responsibility of the Supervisor or Designate to ensure that each volunteer and student who is involved with children, has read and understood the content in this Procedure and Policy Handbook prior to any involvement with the children.

### Roles and Responsibilities of the Licensee or Supervisor / Designate

- Introduce students and/or volunteers to parents/guardians.
- Ensure that all applicable policies and procedures, school information, and individual plans are reviewed with students and or volunteers before their start in the classroom and when changes occur to the policies, procedures and individualized plans to support appropriate implementation.
- Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures.
- Ensure that immunization and health assessment, first aid certificates are on file.
- Ensure that expectations are reviewed with students and/or volunteers including, but not limited to
  - Program Statement and Program Statement Implementation Policy; Individual Anaphylactic Plan;
  - Duties and responsibilities during a fire drill and emergency evacuation;
  - how to report their absence;
  - how to fill out children incident / injury report;
  - how to report concerns about the program;
- Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.
- Appoint a qualified staff to the student and/or volunteer to supervise them, and inform the appointed persons of their supervisory responsibilities.
- Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child and Family Services Act.
- Provide an environment that facilitates and supports students' and/or volunteers' learning and professional development.
- Provide students and/or volunteers with feedback on their performance.
- Work collaboratively with the student's practicum supervising teacher.



## **Roles and Responsibilities of Volunteers and Students**

- Maintain professionalism and confidentiality at all times with parents and staff unless otherwise required to implement a policy, procedure or individualized plan.
- Maintain confidentiality of students and staff after school hours.
- Notify the supervisor or designate if they have been left alone with children or have any other concerns about the child care program.
- Submit all required information and documentation to the center prior to commencing placement or volunteering, such as a valid VSC, First Aid, Immunization and Health Assessment Record.
- Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.
- Review any allergy lists and dietary restrictions and ensure they are implemented, where applicable.
- Respond and act on the feedback and recommendations of the child care provider or appointed qualified staff.
- Report any allegations/concerns as per the “Duty to Report” under the *Child and Family Services Act*
- Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the agency’s criminal reference check policy.
- Provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.

# Emergency Management Policy and Procedures

Name of Child Care Centre: All Saints' Montessori School

Date Policy and Procedures Established: February 18, 2018

Date Policy and Procedures Updated: October 21, 2019

## **Purpose**

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

## **Definitions**

*All-Clear:* A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

*Authority:* A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

*Emergency:* An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

*Emergency Services Personnel:* persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

*Evacuation Site:* the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

*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).

*Meeting Place:* the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

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

*Unsafe to Return:* A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

## **Policy**

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at:

**North-West Corner of School Parking Lot** (on the patch of lawn)

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:

**Monte Carlo Inn & Suites 7255 Warden Ave., Markham, ON L3R 1B4**

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Program Supervisor will provide direction to staff for the immediate response and next steps.

Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by all staff of All Saints' Montessori School in the daily written record.

## Procedures

### Phase 1: Immediate Emergency Response

| Emergency Situation  | Roles and Responsibilities   |
|--|--|
| <p><b>Lockdown</b><br/>When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</p>                           | <ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.</li> <li>2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.</li> <li>3) Staff inside the child care centre must:               <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children and move them away from doors and windows;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• take shelter in closets and/or under furniture with the children, if appropriate;</li> <li>• keep children calm;</li> <li>• ensure children remain in the sheltered space;</li> <li>• turn off/mute all cellular phones; and</li> <li>• wait for further instructions.</li> </ul> </li> <li>4) If possible, staff inside the program room(s) should also:               <ul style="list-style-type: none"> <li>• close all window coverings and doors;</li> <li>• barricade the room door;</li> <li>• gather emergency medication; and</li> <li>• join the rest of the group for shelter.</li> </ul> </li> <li>5) Board Member, Supervisor, and Staff who hold school’s keys will immediately:               <ul style="list-style-type: none"> <li>• close and lock all child care centre entrance/exit doors, if possible;</li> </ul> <p style="margin-left: 40px;">And</p> <ul style="list-style-type: none"> <li>• take shelter.</li> </ul> </li> </ol> <p><b>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</b></p> |
| <p><b>Hold &amp; Secure</b><br/>When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p> | <ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible.</li> <li>2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.</li> <li>3) Staff in the program room must immediately:               <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• close all window coverings and windows in the program room;</li> <li>• continue normal operations of the program; and</li> <li>• wait for further instructions.</li> </ul> </li> <li>4) Board Member, Supervisor, and Staff who hold school’s keys must immediately:               <ul style="list-style-type: none"> <li>• close and lock all entrances/exits of the child care centre;</li> <li>• close all blinds and windows outside of the program rooms; and</li> <li>• place a note on the external doors with instructions that no one may enter or exit the child care centre.</li> </ul> </li> </ol> <p><b>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</b></p>  |

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| <p><b>Bomb Threat</b><br/>A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p> | <p>1) The staff member who becomes aware of the threat must:</p> <ul style="list-style-type: none"><li>• remain calm;</li><li>• call 911 if emergency services is not yet aware of the situation;</li><li>• follow the directions of emergency services personnel; and</li><li>• take children’s attendance to confirm all children are accounted for.</li></ul> <p>A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</p> <p>B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</p> |
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| <p><b>Disaster Requiring Evacuation</b></p> <p>A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p> | <p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children, the attendance record, children's emergency contact information any emergency medication;</li> <li>• exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions;</li> <li>• escort children to the meeting place; and</li> <li>• take children's attendance to confirm all children are accounted for;</li> <li>• keep children calm; and</li> <li>• wait for further instructions.</li> </ul> <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> <li>• take a first aid kit; and</li> <li>• gather all non-emergency medications.</li> </ul> <p>4) Designated staff will:</p> <ul style="list-style-type: none"> <li>• help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and</li> <li>• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.</li> <li>• If individuals cannot be safely assisted to exit the building, the designated staff will assist them and ensure their required medication is accessible, if applicable; and</li> <li>• wait for further instructions.</li> </ul> <p>5) If possible, the site designatemust conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed byemergency services personnel.</p> |
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| <p><b>Disaster – External Environmental Threat</b><br/>An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p> | <p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p><b>If remaining on site:</b></p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• close all program room windows and all doors that lead outside (where applicable);</li> <li>• seal off external air entryways located in the program rooms (where applicable);</li> <li>• continue with normal operations of the program; and</li> <li>• wait for further instructions.</li> </ul> <p>3) Board Member, Supervisor, and Staff who hold school’s keys must:</p> <ul style="list-style-type: none"> <li>• seal off external air entryways not located in program rooms (where applicable);</li> <li>• place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and</li> <li>• turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable).</li> </ul> <p><b>If emergency services personnel otherwise direct the child care centre to evacuate,</b> follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p> |
| <p><b>Natural Disaster: Tornado / Tornado Warning</b></p>   | <p>1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</p> <p>2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p>3) Staff must immediately:</p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children;</li> <li>• go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• remain and keep children away from windows, doors and exterior walls;</li> <li>• keep children calm;</li> <li>• conduct ongoing visual checks of the children; and</li> <li>• wait for further instructions.</li> </ul>   |

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| <p><b>Natural Disaster:<br/>Major<br/>Earthquake</b></p> | <ol style="list-style-type: none"> <li>1) Staff in the program room must immediately: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• instruct children to find shelter under a sturdy desk or table and away from unstable structures;</li> <li>• ensure that everyone is away from windows and outer walls;</li> <li>• help children who require assistance to find shelter;</li> <li>• for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck;</li> <li>• find safe shelter for themselves;</li> <li>• visually assess the safety of all children.; and</li> <li>• wait for the shaking to stop.</li> </ul> </li> <br/> <li>2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.</li> <br/> <li>3) Once the shaking stops, staff must: <ul style="list-style-type: none"> <li>• gather the children, their emergency cards and emergency medication; and</li> <li>• exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.</li> </ul> </li> <br/> <li>4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> <li>• take a first aid kit; and</li> <li>• gather all non-emergency medications.</li> </ul> </li> <br/> <li>5) Individuals who have exited the building must gather at the meeting place and wait for further instructions.</li> <br/> <li>6) Designated staff will: <ul style="list-style-type: none"> <li>• help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and</li> <li>• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.</li> <li>• If individuals cannot be safely assisted to exit the building, the designated staff will assist them to <a href="#">Click here to enter text.</a> and ensure their required medication is accessible, if applicable; and</li> <li>• wait for further instructions.</li> </ul> </li> <br/> <li>7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.</li> </ol> |
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## **Phase 2: Next Steps During the Emergency**

- 1) Where emergency services personnel are not already aware of the situation, Program Supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

### **List of Emergency Contact Persons:**

Local Police Department: 1-866-876-5423 or 905-881-1221 or 911

Ambulance: 416-495-2400

Hospital: 905-472-7000

Fire & Emergency Services: 905-415-7521 or 905-477-2011 or 911

Site Supervisor: Diana 647-848-2153 or Rev. Kevin Wong 647-887-2000

Church Secretary: Christina 647-241-4139

Licensee Contact(s): Clemence Ho 416-299-6527 or 647-407-6527

- 4) Where any staff, students and/or volunteers are not on site, all staff Must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) Church Secretary must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
  - help keep children calm;
  - take attendance to ensure that all children are accounted for;
  - conduct ongoing visual checks and head counts of children;
  - maintain constant supervision of the children; and
  - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

| <b>8a) Procedures to Follow When “All-Clear” Notification is Given</b> |  |
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| <b>Procedures</b>  | <ol style="list-style-type: none"> <li>1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.</li> <li>2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.</li> <li>3) Staff must: <ul style="list-style-type: none"> <li>• take attendance to ensure all children are accounted for;</li> <li>• escort children back to their program room(s), where applicable;</li> <li>• take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and</li> <li>• re-open closed/sealed blinds, windows and doors.</li> </ul> </li> <li>4) Board Member and Supervisor will determine if operations will resume and communicate this decision to staff.</li> </ol> |
| <b>Communication with parents/ guardians</b>                           | <ol style="list-style-type: none"> <li>1) As soon as possible, program supervisor and all staff must notify parents/guardians of the emergency situation and that the all-clear has been given.</li> <li>2) Where disasters have occurred that did not require evacuation of the child care centre, program supervisor must provide a notice of the incident to parents/guardians by phone call or e-mail or letters</li> <li>3) If normal operations do not resume the same day that an emergency situation has taken place, program supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</li> </ol>  |

| <b>8b) Procedures to Follow When “Unsafe to Return” Notification is Given</b> |  |
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| <b>Procedures</b>   | <ol style="list-style-type: none"> <li>1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.</li> <li>2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.</li> <li>3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.</li> <li>4) Board Member or Supervisor or Church Secretary will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.</li> <li>5) Upon arrival at the evacuation site, staff must: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take attendance to ensure all children are accounted for;</li> <li>• help keep children calm;</li> <li>• engage children in activities, where possible;</li> <li>• conduct ongoing visual checks and head counts of children;</li> <li>• maintain constant supervision of the children;</li> <li>• keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and</li> <li>• remain at the evacuation site until all children have been picked up.</li> </ul> </li> </ol> |
| <b>Communication with parents/guardians</b>                                   | <ol style="list-style-type: none"> <li>1) Upon arrival at the emergency evacuation site, all staff will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.</li> <li>2) Where possible, program supervisor will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.</li> </ol>   |

**Phase 3: Recovery (After an Emergency Situation has Ended)**

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| <b>Procedures for Resuming Normal Operations</b>                                      | If the issue is not resolved by 7:00a.m. of the next school day, the program supervisor will contact parents/guardians via e-mail and Facebook. Parents/Guardians will need to make alternative arrangements for their students. The school will remain closed until the school building is safe and the issue is resolved. There is no alternative location. The board member or church secretary will contact the insurance company, landlord, property management and the caterer along with any other suppliers which may have been effected by the Emergency. |
| <b>Procedures for Providing Support to Children and Staff who Experience Distress</b> | If any students and/or adults experience distress during the emergency, they may contact York Region’s Children’s Aid (905) 895-2318 or 1-800-718-3850   |
| <b>Procedures for Debriefing Staff, Children and Parents/ Guardians</b>               | Communication to the children, staff, and Parents/Guardians will take place when school resumes in the classrooms.   |

## Communication

Upon enrolment in ASMS, you as the parent/guardian enter into a partnership with the teachers and admin staff of our school. One of the most important ways in which parents can be involved is to communicate with the teachers about their child. It helps the teacher if the parent takes a few minutes at the beginning or end of the day, to let them know of any special or unusual events, which may have an impact on the child. Conversely, the teachers will want to let parents know of any highlights or upsets that have occurred during their day at school.

We are a team... you, the teachers, teacher assistants, staff and your child(ren).  
Welcome to All Saints' Montessori School! We hope you and your child(ren) enjoy time with us!

## Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: ALL SAINTS' MONTESSORI SCHOOL

Date Policy and Procedures Established: SEPTEMBER 2017

Date Policy and Procedures Updated: SEPTEMBER 2017

### **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>

## Procedures

| 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:   |
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| <p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly and</li> <li>- the supervisor</li> </ul>   | <ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> <li>- Arrange for a meeting with the parent/guardian within two business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> |
| <p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>                  | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee</li> </ul>   | <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>   |
| <p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>  | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly or</li> <li>- the supervisor or licensee</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. 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.</p>   | <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter.</p> <p>Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>  |
| <p><b>Student- /Volunteer-Related</b></p>   | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> <li>- the supervisor and/or licensee.</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p> |   |

**Escalation of Issues or Concerns:**

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to 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:**

Fr, Kevin Wong / Diana Cheung  
All Saints' Montessori School  
1100 Denison St.  
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)