

All Saints' Montessori School

Parent Handbook

(Updated May 2025)



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Introduction (Welcome)

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

History

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

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

Philosophy

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

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

EMBRACE

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

ENLIGHTEN

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

ENRICH

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

ENCOURAGE

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

EDUCATE

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

EXCEL

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

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

Program Statement

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

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

with a positive learning experience which is inclusive of all children, including children with individualized plans.

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

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

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

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

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

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

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

Our Goals

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

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

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

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

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

All Saints' will support staff with continuous professional development.

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

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

More information can be found at

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

Program Descriptions

We Offer:

- Child Care / Pre-Casa and Casa Programs for 18 months – 6 years
- Professional & Qualified Staff
- Open 7:30 a.m. to 6 p.m.
- Full-day and Half-day Program
- Nutritious snacks and lunches
- Indoor Gym and outdoor playground
- Godly Play Program
- Before 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. This program is 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 Play Based learning. Students use Montessori material and play-based material to engage in learning through exploration and inquiry. This program follows Ministry requirements on *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 **Before and 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 indoor and outdoor and age appropriate STEAM activities.

Daily schedules, monthly calendars and program plans are posted on the bulletin boards outside and around the school to inform parents of the different upcoming 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 and on **statutory holidays**.

Please refer to the school calendar for these dates.

Hours of Operation

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

Hours of operation is subject to change after consents from parents are obtained.

Registration & Admission

Registration

As a condition of enrollment, parents/guardians must ensure that all required documents are fully completed, signed, and submitted to the school. This includes:

- Registration form
- Immunization and health documentation
- Anaphylactic or medical plan (if applicable), which must be completed, signed, and dated by a medical professional prior to the child's start date.

Registration will not be considered complete until all necessary paperwork has been received by the school.

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

Re-registration is required from existing families who wish to continue with All Saints' Montessori School for the next school year.

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.

All registration forms containing legal documentation, information sheets, medical forms and immunization forms from the Health Department must be completed and returned to the school before the child begins. All school information (forms, policies, etc.) given to the family must be read and understood. Please ask for clarification on any unclear information. It is very important that all school policies are followed.

The school reserves the right to reject applicants for the benefit of the child or based on the limited resources of the school.

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.

Providing the school with your child's most updated information will ensure that your child's needs can be met safely and promptly. Please allow 2 to 4 business days to process and update your child's profile.

Fees, Absences and Refunds

Fees

Fee deposit in the form of post-dated cheque, EMT or cash for the first month must be submitted prior to commencement of child care at the school. We do not invoice parents on a monthly basis as fees are consistent from September to August of the following year.

Any cheques returned by the bank will incur a Non-Sufficient Fund service charge which parents will be responsible for. If you will have difficulty making a payment or will be late with a payment, please discuss the matter with the office.

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

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

Please refer to our fee schedule for the most updated school fee for the year.

Absences

Please notify the school of any planned absences in advance.

For sick days, please report the absence by email or phone before 12:00 PM on the day of absence.

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

Refund

A refund or credit is available if there is over-payment in the child's monthly fee.

A partial refund or credit might be available upon request if a child is absent for a prolonged period of days due to illness or hospitalization. A written request and a doctor's certificate is required as documentation of absence.

No refund will be given for absenteeism, including vacations, random sick days or days missed due to personal reasons.

No refunds will be available for missed days due to inclement weather or unplanned school closures.

No refunds will be made on prepaid deposits listed as non-refundable at the time of enrollment or registration.

Waiting List, Withdrawals, and Re-registration

Waiting List

A completed registration form is required to join the waiting list which is valid for two (2) years from the day of submission. Families must inform the school to stay on the waiting list after this time. The position on the waiting list is based on the order in which completed registration forms are received.

When a space becomes available, the first family on the list will be contacted and offered a placement. The family has 72 hours (3 days) to accept or decline the spot. If they choose not to accept the space at the time, they could request their name to remain on the list. However, the spot will become available to the next family 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.

The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list. Only the child's position on the waiting list will be provided to parents.

Withdrawal

To withdraw a child anytime during the year, parents/guardians must provide two months' written notice to the Office. Failure to do so will incur a payment of one month's tuition in lieu of late notice.

Upon withdrawal, any outstanding post-dated cheques will be returned to the families.

Re-registration

To secure a spot for the next school year (re-registration), families must submit a completed re-registration form by our specified deadline along with a September deposit. After the re-registration deadline, spaces may be offered to families on the waiting list. Late re-registrations from current families will be accommodated only if spaces are available.

Canada-Wide Early Learning and Child Care (CWELCC) System

A Canada-Wide Early Learning Child Care (CWELCC) System aims to reduce parent fees, while maintaining quality in the child care programs for eligible children and families. Funding under the CWELCC System will be used to build and leverage the success of child care system by increasing access, affordability, flexibility and inclusivity in early learning centers, one such as All Saints' Montessori School - ASMS.

The funding will:

- Reduce base fees for eligible families with children under 6 years old.
- Eligible child means: any child under 6 years old; and up until June 30 any child who turns 6 years old between Jan 1 and June 30 and is enrolled in a licensed preschool age program.
- Strengthening the early childhood workforce through enhanced compensation, training and professional learning opportunities.
- Base fee means: Everything considered to be mandatory charge to a parent for providing child care service at ASMS, including everything ASMS is required to provide under the CCEYA.
- Fee chart since 2022 is as follows,

	January – *August 2022	*September – October 2022	November – December 2022	As of January 2023	As of January 2025
Pre- Casa	\$ 1380	\$ 1380	\$ 1035	\$ 652.05	\$ 432.50
Casa	\$ 1280	\$ 1280	\$ 960	\$ 604.80	\$ 432.50

- Non-base fee means: fees charged for optional services (eg. Field trips, transportation, photos, book order) or any fees where a parent fails to meet agreement terms (eg. Fees for late pick up, NSF cheques)
- Refer to fee schedule for the year attached to our registration form for the most updated monthly fee.

Late Fees

Monthly School Fees

Pay the monthly school fee by the first week of each month as per the fee schedule. A late fee may be applied to payments received after the due date.

Daily Pick Up

The school closes at 6:00 p.m. sharp. If you're running late, please notify us as soon as possible. Repeated late pickups may incur a late fee, payable to the staff on duty. To avoid charges, please arrive by 6:00 p.m.

Without prior notice, if a child is not picked up by 6:15 p.m. York Region Children's Aid Society will be contacted for assistance.

Safe Arrival and Dismissal

Arrival

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

Late/ Absent

Should your child be late, absent or leaving early, please inform the school at your earliest opportunity via email or voice call no later than noon (12pm) the day of your absence. In the case of absence due to sickness, please notify the office with the nature of the illness if possible. When you call the school and are unable to reach anyone, please leave a voice mail message. Messages are checked regularly and the information is relayed to your child's teacher.

In cases of unreported absences after 12pm, a staff will reach out to the parents by phone, email or text to confirm a child's absence.

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

Departure

Children will be released only to authorized persons (18+) 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 their relation to child. Staff will ask for proof of identification before releasing the child. Parents must arrive for pick up by 5:00pm to avoid late pick-up charges.

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 from students will result in immediate intervention

Prohibited Practice

No employee or volunteer shall engage in any of the prohibited practices listed:

1. corporal punishment of the child;
2. physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
3. locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
4. use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
5. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. inflicting any bodily harm on children including making children eat or drink against their will.

Code of Behaviour

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

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

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.

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, staff and transitions throughout the day. **Parent, please discuss the process of this transition period with the supervisor and class teachers.**

Report Cards and Parent-Teacher Interviews

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

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

Student Records and Individual Plans

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

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

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

Clothing

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

Indoor

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

Outdoor

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

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

Things to bring to school

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

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.

Nutrition (Hot Lunch Program & Snacks)

A Hot Lunch Program is available to all of our students. The food is made by a reputable children's catering company (**Wholesome Kids Catering**) and arrives fresh daily. The menus are based on a regular rotation and changed seasonally. The meals are nutritious and follow Canada's Food Guide recommendations. This program ensures that food is prepared in a nut-free facility and accommodates dietary restriction needs. The menus are posted on the information board outside the Office.

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

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

Safe Drinking Water

Under the drinking water safety regulation set out by the Ministry of the Environment (2007), plumbing and drinking water in ASMS is monitored regularly. Filtered water for drinking (in the kitchen) is made readily available to all students through the assistance of 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.

All students must bring a labeled water bottle to school daily. Teachers will refill empty water bottles throughout the day as needed. During outdoor activities, safe drinking water is accessible to children.

Scent-free and Nut-free Zone

All parents / staff are asked not to wear or 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/ cake or other nut-free food items may be brought in for a celebration. Parents must provide ingredient information and food items should be in original packaging with proper food labels. Alternatively, nut-free, soy free and dairy free birthday cakes can be pre-ordered through our catering company. Parents can place an order two weeks in advance from the office.

“Loot Bags” and other decorations 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. Time of day of the celebration will be chosen at the discretion of the program staff. Photos taken from the birthday celebration can be viewed on our social media page.

Field Trips

Throughout the school year, there may be planned field trips away from the school to offer fun and educational experiences for the children. Parents will be notified of each trip in advance. Where necessary, individual permission slips must be signed and returned with fees, if any, 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, the school may lead walking excursions in the local community including parks. These excursions will not include motor transportation. An authorization form, attached on the registration package, acknowledges parental permission for a child to leave the premises for neighbourhood walks and visits to local parks.

In-House Events

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

Use of Technology in the Classroom

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

Photo Consent and Media Release

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

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

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

Inclement Weather

In the morning

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

In the afternoon

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

During outdoor time

It is a licensing 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°C with *wind chill factor*, children will participate in physical activity indoor.
- In the event of hot weather, above 30°C with *humidity index*, children will participate in physical activity indoor.

Please note inclement weather closures do not result in fee refunds.

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 (call) the school upon your arrival.

Security System and Door Bell

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

Security cameras installed in the common areas inside the building and on the parking lot are for the overall safety of our students and staff. We are conscious of keeping individual's privacy in mind.

Tabacco and Marijuana Smoke Free Policy

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

Fire Safety/Evacuation Plan

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

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

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

Emergency Management

The school has an Emergency Management Policies and Procedures in place in case of unexpected emergencies which will provide clear direction for staff to follow in order to support the safety and well-being of everyone involved. Parents will be informed by email or text messages if an emergency occurs.

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

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed. For children with special medical needs, their required medication will be made accessible.

Emergency responders will be contacted where necessary and parents will be contacted by email regarding location of evacuation shelter and place of pickup, if any.

All emergency situations will be documented in the daily written record. All directions given by emergency services personnel will be followed under all circumstances.

Sanitary Practices

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

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

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

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

Equipment/Toy Cleaning

regular cleaning and disinfection will be done on a weekly basis. During an outbreak these items will be cleaned and disinfected daily or put away for isolation for 7 days. Any mouthed toy are disinfected immediately and air dried.

- *Our Infectious Disease Handbook - COVID Health and Sanitary Policy and Procedure Handbook retired in September 2023.*

Health and Hygiene

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

Hand Washing

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

Using disposable gloves

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

Diaper changing

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

Toilet Training

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

Washroom

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

Sleep Period

Rest Period

The school implements a Sleep Supervision Policy and Procedures for children who regularly take naps during rest period. We encourage parents communicate with our staff and advise sleep patterns of your child. Families are welcome to bring their child's favourite blanket or sleep toy to assure complete security for the child while he/she rests.

Each child over 18 months of age up to and including 30 months will have the opportunity for a rest period not exceeding two hours in length following lunchtime.

Children who attend the Casa program may have a short rest period or a quiet time after lunch. It is recognized the need for rest and sleep varies greatly at different ages and even among children of the same age. For those children who remain awake or no longer require naps, there will be provisions made for quiet activities, under supervision at all times once those who need to rest have settled. Please let the staff know if you would like to discontinue your child's nap time.

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

To ensure proper sleep procedure:

1. The staff on duty in the sleep room will periodically perform a direct visual check of each sleeping child and look for indicators of distress or unusual behaviours. Observations will be recorded in the daily sleep log and any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated verbally to parents and result in adjustments to the manner which the child is supervised during sleep.
2. Staff will ensure that there is sufficient light in the sleep area or sleep room to conduct direct visual checks.
3. A cot will be assigned to each child and labelled with that child's name tag. In situations where a separate sleeping area is used, a room map would indicate each child's position in the room.
4. Upon enrolment parents will be consulted with respect to preferences for their child's sleeping arrangements or patterns. Parent can request, at any other time deemed appropriate, such as at transitions between programs, for modification to the child's sleeping arrangement and to review the child's sleep log at any time.

Physical Activity & Playground

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

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

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

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

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

Accident/ Incident Reports

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

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

Incident/Injury Procedures

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

In the case of minor injuries:

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

In the case of emergency illness or injury:

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

Health Care Policy (Illness)

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

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

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

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

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

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

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

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

Drug and Medication Administration

The Drug and Medication Administration Policy and Procedure ensures safety and avoid the risk of errors when administering drugs and medication to children.

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. Over-the-counter medications for acute, symptomatic treatment will be administered to a child where a parent of the child has given written authorization to do so by completing the centre's **Authorization for Non-prescription Over-the-Counter Medication form**;
5. Prescription will only be administered to a child where a parent of the child has given written authorization to do so by completing the centre's **Medication Administration Record**. The authorization must include a schedule that sets out the times the drug or medication is to be given and the amounts to be administered;
6. Medication is stored as directed and kept either in a locked medicine cupboard in the school kitchen or in a locked medicine container in the school's refrigerator;
7. Where possible, a child will be removed from the classroom to administer medication, in a quiet, well lit area;
8. Staff giving the medication should list the dose administered each time and the time given. If a dose is omitted, reasons should be listed in the comment column. Staff signature is required;
9. Completed records will be kept in the child's file;
10. Information about a child's medical needs will be treated confidentially
11. 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 pasts/he could still have a reaction, so the medication should be given for the first 24 hours at home by the parents.

Anaphylaxis Policy

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

Strategy

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

- Peanut and Nuts Free warning sign is posted up at school.
- No outside food will be allowed in the school * except on special occasions.
- 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 medial 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.

Anaphylactic Plan

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

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

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

Epi-pen

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

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

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

Administration

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

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

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

Individual Medical Plan

Individual plan and emergency procedure

- An individual plan and emergency procedure form for children who are anaphylactic is developed by the school.
- Information will be provided by the parent or guardian and physician of an enrolled child with an anaphylactic allergy including: a description of the child's allergy, monitoring and avoidance strategies, signs and symptoms of an anaphylactic allergy, an emergency procedure that includes action to be taken by the teacher in the event of an anaphylactic reaction.
- In the event of a child having an anaphylactic reaction, parent or guardian consent for teacher and staff to assist and to administer the allergy medication on their child; and permission to follow emergency procedures in using emergency contact information (parent / guardian / emergency services).
- The individual plan and the emergency procedures will be reviewed by all teachers and staff, volunteers and placement students prior to commencing care and guidance of the children, and also under review annually thereafter.
- Parent of a child with an anaphylactic allergy, or physician may provide additional training for all teachers and staff, students and volunteers.

- Training will include the procedures to be followed in the event a child experiences an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer medication.
- Any new teacher, staff and volunteers, who commence employment or placement after the initial training, will be given the training. The parent will give authorization for supervisor or a designate to train new staff, students or volunteers.
- Volunteers and Students are not permitted to administer medication unless under extreme circumstances (i.e. staff member is unconscious).
- Teacher or staff will conduct a check to confirm child(ren) have their required medication with them before each transition (i.e. moving from the class to the gym, leaving the School etc.,)
- All teachers, staff and volunteers will be required to sign and date after they have received training. The school will keep a log on file of all training dates for trainers and their signatures.

Vulnerable Sector Screening

In accordance with the CCEYA requirements, all staff (full-time, part-time, replacement positions, student or volunteer) who have direct, unsupervised contact with the children under the school's care, will be required to provide a successful Criminal Reference Check - Vulnerable Sector Screening (VSC) from the Toronto Police Service or York Region Police prior to commencement of employment. All staff must provide a new VSC before the 5th anniversary of VSC and an offence declaration (OD) every calendar year where the staff does not provide a VSC. This practice will assist in protecting the safety and well-being of all of the students.

Standard First Aid and CPR

All staff must have a valid certification in standard first aid including infant and child CPR issued by a training agency recognized by the Workplace Safety and Insurance Board prior to interaction with the children.

Staff has up to three months to obtain or renew their first aid certificate as long as there is always at least one first aid certified staff present and within close proximity to the children so to respond in an emergency. All staff who is not yet certified has to obtain their valid first aid certification as soon as reasonably possible.

Placement Students and Volunteers

Volunteers and students play an important role in supporting staff in the daily operation of licensed our programs. When a placement student or volunteer is present in the school, they are not permitted to be alone with a child and cannot be counted in staff-child ratios at any time.

For roles and responsibilities of students and volunteers, please refer to our Supervision of Students and Volunteers Policy.

Privacy Policy

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

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

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

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

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

Child Abuse Policy

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

A condition of:

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

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

Serious Occurrence Policy

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

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

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

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

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

Parent Issues and Concerns Policy and Procedures

Parents or guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. All Saints' Montessori School believes that having a shared understanding between child, parent and educator will guide us in working towards a greater relationship. With that, support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of an ongoing communication with parents/guardians about the program and their children. Our staffs are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by all staff members and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Parent Issues and Conflict Management Procedures and Plan

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

Escalation of Issues or Concerns:

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