



MOUNT PLEASANT
MONTESSORI SCHOOL

PARENT HANDBOOK

2026-2027

Updated on June 22 2026



Welcome to Mount Pleasant Montessori!

We have offered childcare services within Brampton since 1999 within home-based settings and are proud to open our first official center within your neighborhood. We provide quality care for ages 6 months to 6 years. We are committed to providing quality childcare in a safe, supportive, and educational environment. We believe that our success is dependent upon exceeding the guidelines set by the Ontario Ministry of Education and Childcare and Early Years Act, 2014. We adhere to the policies outlined within this parent handbook daily.

Childcare subsidy reduces the amount of money that you pay for licensed childcare for your children 12 years or younger. You can apply for a Child Care Fee Subsidy if meet Eligibility requirements. For full eligibility details or to use our childcare fee subsidy estimator, please visit at peelregion.ca/hsapply or call 905-793-9200.

The Canada-Wide Early Learning and Child Care (CWELCC) system supports quality, accessibility, affordability and inclusivity in licensed childcare.

Our goal is to provide your child a clean, comfortable, and safe environment to play and learn at her/his own pace. You can be assured that your child will be supported in establishing acceptable social behavior, good manners, and healthy eating habits, be engaged in educational activities and best of all, have FUN!

- We have an open-door policy, and we encourage parents to view our schools Facebook and Instagram page often to view special events, visitors and photos
- We strive to implement programs designed by Early Childhood Educators, Montessori and Ontario Certified Teachers who ensure our child-centered curriculum is aligned with the expectations of the Ministry of Education to better prepare children for educational and workplace challenges they will encounter as they grow to be productive members within our communities.
- Provide opportunities for staff to receive on-going training to work with children at the various stages of development; this includes training in CPR and First Aid.
- We incorporate Music and Art in our daily routines.
- We carefully select natural, non-toxic furniture and products that support creative and imaginative play.
- Encourage staff to maintain a high level of professionalism based on our Code of Ethics and Standards of Practice. Within this package you will receive additional information on the procedures and expectations that need to be outlined and implemented for us to maintain a positive working relationship with each other.



Program Statement (revised Nov 2018)

The Montessori Philosophy is based on the idea that children are self-motivated to learn from their surroundings. Mount Pleasant Montessori invites the child to participate in an environment prepared carefully by the MACTE Teacher, which is both self-motivating and self-correcting. This prepared environment encourages concentration, reasoning, and independent choice. It is nurturing and respectful. It is designed to meet the needs of each child for self-construction and to reveal their personality and growth patterns. The MACTE Teacher acts as a guide, facilitating the child's learning, while removing the obstacles and serving the needs of the child patiently. We believe children as being competent, capable, curious, and rich in potential. Our goals for children, consistent with the Ministry of Education pedagogy are as follows:

- Every child has a sense of belonging when he or she is connected to others 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 themselves in many ways. Health, safety, nutrition and well-being of the children.
- All staff is up to date on personal information regarding the children and especially on children that have severe health concerns.
- Children only leave the school with parents/adults who have been authorized to pick them up.
- An unknown adult will need to have written consent to pick a child up and will need to show identification; or the parent/guardian needs to notify the school in advance.
- Monthly fire drills are part of our program, and all staff is aware of their roles.
- We have an "Illness" Policy in place which can be found in the Parent Handbook and under our Policies.
- Mount Pleasant Montessori provides nutritious snacks and lunch daily, both menus follow Canada's Food Guide.
- Support positive and responsive interactions among the children, parents, childcare providers and staff; Our programs offer a nurturing home-like environment that is prepared for the child's needs and growth patterns. The students will explore and learn through hands experience, investigation and research.



- We are always pleased to see the parents/guardians of the children. If a parent requests a meeting to:
 - Discuss something specific with the administrators or teachers.
 - Visit or observe a classroom, we ask that appointments be arranged ahead of time, for a mutually convenient time for both.
 - Parents are encouraged to join the school on our field trips.
 - Encouraging the children to interact and communicate in a positive way and support their ability to self-regulate.
 - Our students learn through hands on experiences, investigating and research. They develop self-discipline and an internal sense of purpose and motivation. We consistently encourage and challenge our students to be the best they can be.
 - The Montessori Materials are self-correcting, so the children learn to work through it themselves.
 - Positive learning environments and experiences, focused on active play-based learning, encourage children's communication, self-expression and self-regulation. Foster the children's exploration, play and inquiry.
 - Our focus is on the individual and developmental needs.
 - Experimenting with the different materials can enable a child to investigate, ask questions, solve problems, and engage in critical thinking, innate curiosity and creativity, thereby opening the door to new learning.
 - When children are calmly focused and alert, they are best able to modulate their emotions, pay attention, ignore distractions, inhibit their impulses and understand the consequence of their actions.
 - It is important to explain why behaviour is not acceptable and discuss calmly how the situation could be changed to become positive.
 - For the staff members, it is important to try step back, observe and try not to interrupt a situation unless they feel it is necessary. Let the children work it out for themselves when possible. Provide child-initiated and adult-supported experiences.

The Montessori Environment is set up with the child's needs in mind.

- We find if the children have a schedule to follow, they are more content throughout the day; when a child is new to the program, we notice a set schedule (which can be adjusted at times) usually helps the child become comfortable in the program in a shorter period.



- We do try to follow the child as much as possible; some days, the children are having a hard time staying focused on their chosen task; during these times we readjust the schedule to follow the child's needs.
- The children at the school feel very content and comfortable to come to a staff member for assistance during the day when they need it. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported.
- Our classrooms are set up for the child and safety is our priority.
- Our classrooms are very inviting, and the children are invited to explore with the teachers observing, keeping them safe.
- The materials are changed regularly in all classrooms, so the children stay engaged in their chosen task.
- Large motor group games are encouraged to be played in the playground.
- The playgrounds are checked daily for any items that are unsafe or toys that need to be discarded because they are broken.
- Both check-off lists are kept in a folder by the front door. Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and consider the individual needs of the children receiving childcare.
- Large motor and outdoor exploration activities are very important for a child's mental wellbeing. The children go outside twice daily (weather permitting), for large motor activities.
- During the warmer weather, we often have snack time outside, either at the picnic tables or on a blanket in the grass. When the weather permits us, the preschool children walk to a neighbouring park and have a great time exploring in the sand and using the play structure.
- The Toddler Class uses a walking rope that gives us the opportunity to explore a bit of the neighbourhood in a safe matter.
- The infant class uses two 3-seater strollers or the infant playground.
- Foster the engagement of and ongoing communication with parents about the program and their children.



Document and Review of the impact of strategies set out in the above clauses on the children and their families;

Quarterly reviews will be done on the children in the classrooms, to see if the program is meeting each child's needs who are enrolled in the school. The reviews will be documented after each review by the supervisor. Parents will have the time during their child interview to go over any questions or concerns they may have with the program or their child's progress. If a parent needs to speak with a teacher or supervisor other than the scheduled Parent/Teacher Interviews, a convenient time for both parties will be scheduled.

Parent/Teacher Interviews:

- There will be two Parent/Teacher Interviews during the year.
- They are held in January and June.
- If a teacher or parent feels they need to set up a meeting before or after the set interviews, with concerns about a child, a date will be schedule that is convenient for both. They are listed on the school Calendar (given to parents when they enroll their child). Involve local community partners and allow those partners to support the children, their families and staff.
- Monthly Fire Drills are scheduled, and safety discussions are had with the children regularly. We have also had the Fire Fighters come for a visit with their trucks.
- A dentist visits the school twice per year

Support staff, or others who interact with the children at a childcare centre in relation to continuous learning.

If it is recommended that a child who is already registered at our school needs to see a Speech Pathologist during school hours, we will accommodate a time that works for the child and their schedule.

Staff Training and Workshops

We will encourage the staff at Mount Pleasant Montessori to stay up to date on resources that are available to them with respect to staff training and development. We will refer them to the CDRCP website for updated information and offer professional development workshops. We will also forward information sent to the school through emails that pertain to the development and the wellbeing of the children. All staff at the Mount Pleasant Montessori will have access to all the information from How Does Learning Happen either by hard copy or the internet.

We offer services from PIRS (Peel Inclusion Resource Service) with trained Resource Consultants who come to offer services for children with special needs or children who require additional



assistance. This program enhances our classroom by having support to enhance all our Montessori classrooms to achieve the best opportunities for each individual child.

SPECIALIZED PROGRAMS AND CURRICULUM

Our program promotes the love of learning through exploration for children who are 0-6 years old. Teachers are responsible for posting weekly activities and outlining curriculum objectives. All program plans align with the following categories: Language and Numeracy Skills, Imaginary Play, Science, Art and Sensory, Fine and Gross Motor

MONTESSORI

Our Montessori programming is a series of activities that require sequential, manipulative and sensorial development and practice.

Ultimately, these exercises bridge the gap between concrete and abstract learning broken down into 5 main areas: Practical Life * Sensorial * Language * Math * Cultural

FRENCH CURRICULUM

We provide a learning environment that is comfortable and invites children to take advantage of their full potential to embrace a second language. Children enrolled in our programs are introduced to French daily through play, and teacher-initiated activities. The Founders and Directors in our centre have personal experiences with their own children learning multiple languages, and feel it is a gift that a parent can give to their child to better prepare them for success in education and future employment. Children of all language backgrounds are welcome!

The French program emphasizes vocabulary to ensure its comprehension from preschool and progresses on with the children according to their capability. The French program explores words, games, numbers, stories, songs and drama.

TECHNOLOGY

Computer technology plays a major role in our learning environment. Children are taught to navigate modern education tools such as projector screens, to learn and demonstrate their knowledge of new concepts.

PHYSICAL EDUCATION

The Child Care and Early Years Act (CCEYA) requires children to be outside for up to 2 one-hour periods each day, weather permitting. During that time teachers encourage children to engage in teacher-lead activities or free play that promote the development of motor and social skills as well



as body awareness. We also invite instructors to engage students in yoga and sports activities indoors, throughout the year.

NAPTIMES

In accordance with the expectations of the Childcare and Early Years Act every child will be encouraged to nap daily. Children who do not choose to nap will have the option of playing quietly. We ask that parents encourage this routine as children thrive on consistency.

POTTY TRAINING

We aid you and your child in making this transition an easier one. All classrooms include a washroom that is easily accessible and built with child-sized fixtures.

MEALS AND NUTRITION

Mount Pleasant Montessori prepares all their meals in our very own kitchen. We also place great effort in providing substitutions for children with allergies, who are vegetarian and who have other food restrictions. All food restrictions will not be cross-contaminated and allergy prevention is of crucial importance.

Nuts, of any kind, are not permitted and we ask that parents indicate on the registration form any other allergies or medical concerns to help us promote a safe environment. Due to life-threatening food allergies some children may have in our centre, we ask that parents do not bring treats from home for their child to share with staff or other children. Exceptions are welcome for birthdays and special occasions ONLY if it is preapproved by the supervisor and completely nut free. We encourage alternative options to make your child's birthday special (i.e. loot bags without food, banners etc.)

Meals are served at: 8:30am- 9:00 am morning snack / 11: 30am lunch /3:15pm afternoon snack.

* Listed above are approximate times in which meals are served

* If a special diet is required that we are not able to accommodate such as dairy/gluten free, then you are expected to provide the necessary amount of food needed to last throughout each day.

* Parent(s) must provide alternatives to dairy milk and formula allergies (i.e., soya/rice milk)



FOOD FROM HOME

Children are encouraged to eat the food provided by the childcare. There are situations where a child is refusing food from the childcare due to a child's special needs or because they are extremely picky, or the child may have medical exemptions. After several attempts to introduce the childcare food and the child continues to refuse, we permit outside food to come in. The condition to bringing food from home is as follows:

1. All food **MUST** be nut-free. The food must come with a list of ingredients provided by the parent. The ingredients must be reviewed and approved by the classroom teacher or supervisor.
2. Labels must be provided for prepackaged food.
3. Parents must provide written consent to be able to bring food from home before it enters the childcare centre.
4. The child will be added to the food restrictions list indicating that food from home will be provided with parental consent.
5. Staff are expected to log the food contents into their communication book once it arrives.

Children who are bringing food from home are encouraged to eat away from the other children as another level of added protection to prevent the chances of a potential allergic or anaphylactic reaction.

ALLERGIES

If your child develops any allergies of any kind, please notify the teachers/office immediately. All allergies must be listed in the children's enrolment forms and in the office in writing.

WE ARE A TREENUTS, PEANUTS & NUT-FREE ENVIRONMENT.



ATTENDANCE

If your child is unable to come to school or will be late for any reason, please advise the school accordingly.

ILLNESS/SICK DAYS

If your child is absent for more than 2 days without notification, one of our staff members will call home to inquire about the reason for absence. If your child is absent because of personal or family illness, or a death in the family, you are still required to pay for their weekly fees. Your fees are for your child's spot in the daycare, not actual attendance.

We adhere to the recommendations of the Region of Peel Public Health on identifying and excluding children who display signs of illness. A staff member will call parents or emergency contact to inform if your child needs to be picked up because of illness or to avoid the spread of germs. At that time, a brief note on the reason for staff to exclude your child from the centre will be written in our daily reports and your child will be expected to remain at home until symptoms subside and are not contagious for a minimum of 24 hours. At times, staff may ask for multiple opinions on doctor referrals to reintegrate child into our centre. However, if an administrator feels strongly that your child should stay home that decision is final.

Please do not send your child to daycare if the following symptom(s) are displayed:

- ear infections
- head lice
- runny nose (yellow or green discharge)
- weepy or pink eyes (eye infections are highly contagious)
- vomiting and or diarrhea
- fever of 37.8 or higher
- a persistent cough
- chickenpox, unexplained rash

*Keep in mind that babies often have symptoms that they cannot communicate, and we can't see, use your best personal judgment when deciding to bring your child to daycare when he/she is not well.



MEDICATION

A MEDICATION PERMISSION FORM must be completed the day your child requires medication. The following procedures must also be followed:

- Medication will be given if it is provided in its original container or packaged as supplied by a pharmacist.
- Must be labeled with the child's name, date of purchase and instructions regarding dosage and method of administration are clearly written for childcare providers to follow.
- Written authorization for each drug and medication must be accompanied by a schedule indicating when treatment must be given.
- Parents must administer antibiotics first at home, before being administered at daycare (in case of any allergic reaction).
- Outdated medications will not be administered.
- Medicine will be kept in a locked box within the classroom or kitchen fridge.
- In extreme emergency situations due to illness or an accident, paramedics will be called for aid; any expenses incurred will be the sole responsibility of the child's parents.

CHILD'S DAILY PERSONAL ITEMS

- Diapers/pull-ups
- Wipes
- 2 extra sets of clothing
- Clothing appropriate for the weather (no umbrellas, flip flops, sunglasses or scarves)
- Indoor shoes (no open-toed shoes, sandals)
- A special toy, blanket, pacifier to help child feel at ease (infants/toddler only)
- Personal Blanket
- Backpack or bag to store personal items
- All personal belongings must be labeled clearly with child's first and last name.



OPERATING HOURS/OVERTIME

School hours are Monday to Friday 7:00 am - 6:00 pm

LATE PICK-UP FEE= a charge of \$10.00 the first minute past 6pm and \$1.00 each additional minute. If a child remains in the Centre past 6:00 p.m., a late fee of \$10.00 will be charged for the first minute(6.01PM) and \$1 each additional minute. We refer to the clock mounted in the closing classroom to determine the exact time of arrival. You will be asked to sign the attendance to confirm the time and to indicate a preferred method of payment for the late fee. Parents are required to notify the Centre as soon as possible, if they are unable to arrive by closing time. Violation of the late fee policy may, at the absolute discretion of the Centre, result in termination of childcare services. If a child is left past 6:00 without notification from parents, all attempts will be made to contact the parents and emergency contacts for immediate pick-up.

Activities off the premises: Mount Pleasant Montessori can only take a child to an activity off the program premises if the parents/guardians have been informed of the activity. The method of transportations, supervision arrangements, and daily activity plan are fully explained to the parents/guardians. Written consent forms must be completed for each child by parents/guardians prior to the activity. Whenever the children leave the daycare premises for an activity, the portable child records must be taken with the Daycare children and staff. Primary staff members will ensure that the parents have signed the Field Trip Waiver. The waiver will be posted for the parents consent with a minimum of a week notice of the field trip. If a parent does not wish for their child to participate on a field trip, the parent is required to advise the Director/Supervisor and find alternative care. Each signed field trip form will be kept on file for a 2-month period. Children will be returned to the centre at the end of the field trip. They will not be left at any other locations. When parent volunteers are needed it will be the centres responsibility to inform the parents and recruit the volunteers needed.



Rules And Guidelines for Field Trip: When walking to or from anywhere children are in a buddy system and are to hold hands at all times in a line -Staff brings attendance list, emergency list, contact numbers, allergy list, first aid kit in bag - Volunteer parents need to bring Vulnerable sector police check and are expected to stay throughout the field trip and follow the rules -There is a staff member at the back, front and middle of the line, Volunteers will be divided where seen fit.

Any strollers taken on the excursion must be in complete working order with all safety features at full function. When a child is in the stroller, they must have the seatbelt on and have brakes which are locked each time the stroller is at stand still. Child should NEVER be left unattended in the stroller. Before leaving the centre all children must be wearing all gear required for weather outdoors see outdoor policy for rules and regulations on outdoor wear.

Children will be made aware of any special rules that may be required before they leave the Premises.

HOLIDAY CLOSURES

We are closed on all the following Civic/Stat Holidays, however weekly rates will remain the same:

- New Year's Eve
- New Year's Day
- Family Day/February
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Summer Civic Holiday
- Summer Closure – one week closure at the end of August – August 24th to August 28th, 2026
- Labour Day
- Thanksgiving
- Christmas Eve
- Christmas Day
- Boxing Day
- Winter Holidays – December 24th, 2026, to January 1st, 2027

Weather: During Extreme weather conditions causing local schools and public facilities to close, we will also close our centre. Tuition fees still apply.



FIRE AND HEALTH CODES

Mount Pleasant Montessori is in compliance with Building and Code, Fire Code and Health Protection Standards. A fire drill procedure is practiced with all the students on a monthly basis in case of an emergency evacuation. **Designated Emergency Shelter: James Potter Public School. 9775 Creditview, Brampton, L6X-0H2 Telephone: 905-595-1495**

DRESS CODE

All preschool students are to wear the school's uniform. The school uniform identifies them with the school and enhances their sense of belonging.

TOYS

Toys may not be brought to school unless with the teacher's permission, to avoid being misplaced, misused or broken.

BIRTHDAYS

If you would like your child to celebrate his/her birthday in the classroom, please let the teachers know well in advance. Parents may bring in their own birthday cake/treats (along with disposable plates and cutlery) to share with the class. Please note that all cakes/treats must indicate being peanut/nut free. "May contain" products are NOT acceptable.

SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS

We welcome students and volunteers! This policy for the supervision of volunteers and placement students is in place to help support the safety and well being of children attending the centre. Requirements under The Child Care and Early Years Act, 2014 provides that every operator shall ensure that every child who is in attendance in a day nursery are always supervised by an adult.

Policy for Supervision of Students and Volunteers

- An employee of the centre always supervises all students and volunteers.
- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive childcare.
- No child will be supervised by a person under 18 years of age.
- Placement students are not counted in the staffing ratios of the centre.
- Volunteers are not counted in staffing ratios of the centre

Procedures under the CCEYA Applicable to Volunteers and Students



Volunteers and students will meet the following Child Care and Early Years Act requirements.

- All policies and procedures will be reviewed with and signed off by volunteers and students who will be providing care or guidance at the centre before they begin and at least annually afterwards.
- The individual plan(s) for a child with anaphylaxis and training in the appropriate emergency procedures will be provided and signed off by volunteers and students who will be providing care or guidance at the centre before they begin and at least annually afterwards.
- The supervision policy for volunteers and students will be reviewed and signed with volunteers and students who will be providing care or guidance at the centre before they begin and at least annually afterwards.
- Criminal reference checks are required for all volunteers having direct contact with children in the centre.

Notes:

1. All students and Volunteers need their criminal reference check (Vulnerable sector)
2. Vaccination
3. First aid and CPR

An orientation will be provided to help volunteers and students understand the operation of the childcare program and the expectations for their placement/volunteer experience which will include:

- A tour and orientation to the centre both indoors as well as the playground area
- A review of the emergency evacuation procedures
- A review of the centres Policy and Procedures manual
- A discussion regarding the needs of individual children (e.g. special needs, allergies etc.)
- A review of the centres parent handbook
- An orientation to the Childcare and Early Years Act, 2014 (website)



Prohibited Practices

Everyone – staff, volunteers, and parents – are expected to comply with Mount Pleasant Montessori School’s stated policies and procedures and the requirements of the Child Care and Early Years Act avoid the following prohibited practices:

- No licensee shall permit, with respect to a child receiving childcare at a childcare centre it operates or at a premises where it oversees the provision of childcare,
 - (a) corporal punishment of the child.
 - (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
 - (c) locking the exits of the childcare centre or home childcare 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.
 - (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
 - (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
 - (f) inflicting any bodily harm on children including making children eat or drink against their will.
- The above-prohibited practices apply to interactions between staff, students, volunteers and parents as well. Disrespectful or aggressive behaviour (such as yelling, hitting, etc.) towards staff, students, volunteers or parents shall not be permitted by anyone on the premises of Mount Pleasant Montessori. Failure to comply with any or all these policies may result in measures that include verbal and/or written warnings and in severe cases dismissal from employment and activities related to Mount Pleasant Montessori.

CODE OF CONDUCT

Please inform our staff of any family or behavioral concerns. Our teachers will make every effort to make necessary accommodations for your child’s needs, however, we reserve the right to immediately withdraw your child from our program should their behavior to cause harm to themselves, other children in our care, staff or property without refunding weekly tuitions or deposit. A child may also be withdrawn as a result of a parent not paying tuition fees or displaying



behavior deemed to be threatening to the atmosphere and moral tone of our center. If a parent decides to withdraw a child for any reason registration fees, neither monthly tuitions, nor security deposits are refundable.

REGISTRATION/ADMISSION AND ADDITIONAL FEES SUMMARY

PLEASE REFER TO OUR PAYMENT POLICY INSERTED IN THE ENROLLMENT PACKAGE

*One-time advanced Deposit (applied as a credit towards the last monthly fee providing 1 month written notice is provided)

*Late Pick-up Fees -----\$10.00/ the first minute after 6:00pm and \$1.00 every additional minute after 6.01pm.

*Late Payment after 1st of the month (tuition) -----\$35.00/

*NSF Cheques/Automatic Withdrawals-----\$50.00 plus any additional fees incurred

- We reserve the right to discontinue accepting cheques from clients who have a history of providing payments that do not clear because of insufficient funds.
- We reserve the right to use reserved deposit towards any late fees and/or penalties that arise during your child's enrolment with us.

All fees are set by the Mount Pleasant Montessori Board of Directors and are non-negotiable. Commitment fees/Deposit payments and tuition fees are non-refundable.

RECEIPTS

Tax Receipts are provided for all clients via pick up or mail once a year.

ADMISSION AND DISCHARGE POLICIES

The enrolment procedure will include an initial interview where parents and child can become familiar with the centre; complete admission forms and ask questions. 1 month of written notice will be required to withdraw a child permanently from the program. Space will not be guaranteed for a child in the program should he/she be withdrawn on a temporary basis. Services will be terminated if policies are not followed or if fees are not paid. Should it be determined by Mount Pleasant Montessori Inc. that the Centre couldn't meet the needs of the child/family/guardian, the parents will be notified in writing that the child must be withdrawn. If a child/family/guardian is unable to adjust to the Centre, notice may be given. If a child displays behaviour that threatens the health and/or safety of the other children/staff, notice may be given. If the family/guardian of



a child enrolled at Mount Pleasant Montessori, fails to reasonably co-operate with the staff and fails to abide by the policies as agreed upon, notice may be given. Children, parents and staff of the daycare have the right to work and participate in a safe and non-threatening environment. All instances of a child or an adult who compromises the safety or sense of security of others will be treated seriously and the incidents duly documented. The daycares primary considerations are the well being of the children at the Centre and the staff who care for them.

Waiting List Policy (revised Nov 2018)

Parents/Guardians are offered enrollment upon availability. When a program is full, a parent/guardian may place their child on the Waiting List. There is no fee nor deposit for placing a child on the Waiting List. Mount Pleasant Montessori will not accept any fees nor deposits to improve a child's opportunity for enrollment.

This is the order in which enrollment is offered:

1. Siblings of currently enrolled students
2. Children of staff members
3. Children on the Waiting List in chronological order, by program.
 - a child's desired program will be taken into consideration: part-time or full-time
 - a child's birth date will be taken into consideration: Toddler Program availability or Casa

Program availability A Waiting List form will be moved from the Toddler Program Waiting List to the Casa Program Waiting List if a child was not offered enrollment in the Toddler Program before the child reached 30 months of age. The form will be filed by date.

At least once per year, Mount Pleasant Montessori will contact everyone on the Waiting List via phone. Parents/Guardians will be advised of their placement on the Waiting List. They will also be advised of their potential for enrollment into the upcoming School Year. Those that do not reply to the e-mail by the deadline will be removed from the Waiting List. Parents/Guardians that decline enrollment will be removed from the Waiting List unless otherwise directed. The Waiting List will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of the child on the list to be ascertained by the affected families. Mount Pleasant Montessori reserves the right to enroll children upon the discretion of the Owners/Operators.



PAYMENT POLICY

CUSTOMER DEPOSIT

A customer deposit equal to one month of the regular monthly fees per child must be paid in advance and is held in a non-interest-bearing account until written notice of withdrawal has been received. Your customer deposit will be adjusted accordingly whenever a significant increase has occurred with your child's monthly childcare schedule. This customer deposit will be credited towards your account once sufficient notice has been received. One month's notice, in writing, on the 1st of the month is required when withdrawing from the childcare center.

If a family, whose space is being held or has pre-enrolled, must withdraw from the childcare program before their scheduled start date, one month's notice in writing on the 1st of the month prior to the child's scheduled start date is required. Upon receiving the termination notice, the customer deposit will not be refunded.

CHILD CARE FEES

Mount Pleasant Montessori is participating in the Canada-Wide Early Learning and Child Care (CWELCC) program.

Fees are calculated monthly.

Deposits are refundable once sufficient notice has been received.

Fees are non-refundable.

Preferred method of payment is Pre-Authorized Credit or Pre-Authorized Debit

One month's written notice, on the 1st of the month prior to any requested schedule change is required (for example: if your schedule change will take effect in June, your change must be given to the centre in writing on or before the 1st day of May). All schedule changes will take effect the 1st of each month.

Please see your Centre Supervisor for the most up-to-date fee schedule.

PLEASE NOTE:

Mount Pleasant Montessori does not issue credits for sick days, vacation days, or any unexpected centre closures. Some examples could include but are not limited to snow days, black out days, all natural disasters, acts of terrorism, etc.



Base Fee Schedule for a 7:00 - 6:00 Program

FEES ARE PAID MONTHLY

Infants (0-18months)

5 Full days -\$22/day \$120/week \$478.50/Month

*Please note we are flexible with children 16 months and up, in terms of movement to the toddler's program based on your child's developmental stage and depending on classroom availability.

Toddlers (18-30 months)

5 Full days -\$22/day \$120/week \$478.50/Month

3 Full days - \$22/day \$66/week \$264/Month

2 Full days - \$22/day \$44/week \$176/Month

Preschool (31 months-4 years)

5 Full days -\$22/day \$120/week \$478.50/Month

3 Full days - \$22/day \$66/week \$264/Month

2 Full days - \$22/day \$44/week \$176/Month

Fees include morning breakfast, lunch, and afternoon snacks for (Infant, Toddler, Preschool)

JK/SK (4 - 6 years)

5 Full days -\$22/day \$115.17/week \$460.69/Month

*This fee is after, CWELCC reduction on the regular fees

*We offer French lessons in each class daily

*Please note that upon enrollment MPM requires, last month's tuition, and a copy of your child's immunization record. Your first payment must be made prior to your child's initial start date, in the form of credit or debit. Monthly school fees are due on the 1st of every month.



Non-Base Fees

*LATE PICK-UP FEE = a charge of \$10.00 the first minute past 6.00 pm and \$1.00 each additional minute.

* NSF = an NSF charge of 50.00 along with applicable late fees will be applied to any dishonoured payments.

* Participation in special events held during operating hours will incur a minimum fee of \$5 for classes such as yoga, STEM, and story time.



Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: MOUNT PLEASANT MONTESSORI

Date Policy and Procedures Established: JANUARY 24TH, 2024

Date Policy and Procedures Updated: JANUARY 24TH, 2024

Purpose

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

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

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

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

Policy General

Mount Pleasant Montessori will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare centre may release the child to.

Mount Pleasant Montessori will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.



Procedures

When a child is absent or pick-up instructions change, parents/guardians MUST:

Contact the centre no later than 10:30 a.m. to inform us about the absence. Parents can email the centre at mountpleasantmontessorimp@gmail.com or call us at 905-452-8884. The email message/phone call must include:

- a) absent child's name
- b) period of absence
- c) reason for absence

If there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up, the child being picked up earlier than normal etc.), it is the parent/guardian's responsibility to communicate this to Mount Pleasant Montessori staff.

Where there are legal custody documents, it is the responsibility of the main caregiver to provide us with a copy of the documents which we will keep on file and follow the release of the child/ren accordingly.

Accepting A Child Into Care

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on [Registration Form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where A Child Has Not Arrived As Expected

Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

- inform the Centre Supervisor and they must commence contacting the child's parent/guardian no later than 9:00 am Staff shall [call the parent /guardian using the



contact information in child's Registration form. Staff must contact at least once and leave message

- If the parent/guardian still has not contacted the centre, a message via email will be sent.

Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing A Child From Care

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
- refer to Mount Pleasant Montessori Authorized Pick-Up Form in the child's file.

Where A Child Has Not Been Picked Up As Expected (Before Centre Closes)

Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up the Program Staff/Centre Supervisor /Assistant Supervisor/Designate shall contact the parent/guardian by phone call and advise that the child is still in care and has not been picked up.

Where the staff is unable to reach the parent/guardian, staff must [include next steps (e.g., call again and leave a message for the parent/guardian)]. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".]



Where A Child Has Not Been Picked Up And The Centre Is Closed

Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:55pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.

If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall begin contacting authorized individuals listed on the child's file and leave a voicemail.

Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:45pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) 905) 363-6131 Staff shall follow the CAS's direction with respect to next steps.

Dismissing A Child From Care Without Supervision Procedures

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

Glossary

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

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the childcare centre and home child agency.

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



Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

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

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

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

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

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

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

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

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the *Child Care and Early Years Act, 2014* (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each childcare centre it operates and each premises where the licensee oversees the provision of home childcare.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.



Emergency Management Policy and Procedures

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. In the case of an emergency parents will be notified via phone, email and/or HiMama messenger.

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 always supervised during an emergency.

For situations that require evacuation of the childcare centre, the meeting place to gather immediately will be located at: SIDEWALK IN FRONT OF TIM HORTONS.

If it is deemed 'unsafe to return' to the childcare centre, the evacuation site to proceed to is located at: JAMES POTTER PUBLIC SCHOOL.

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, Mount Pleasant Montessori's Director/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 the Supervisor in the daily written record.

Procedures

PHASE 1: Immediate Emergency Response

EMERGENCY SITUATION	ROLES AND RESPONSIBILITIES
<p>Lockdown:</p> <p>When a threat is on, very near, or inside the childcare centre. E.g., a suspicious individual in the building who is posing a threat</p>	<p>The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.</p> <p>Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.</p> <p>Staff inside the childcare centre must:</p> <ul style="list-style-type: none"> • remain calm. • gather all children and move them away from doors and windows. • take children’s attendance to confirm all children are accounted for. • take shelter in closets and/or under furniture with the children, if appropriate. • keep children calm. • ensure children remain in the sheltered space. • turn off/mute all cellular phones; and • wait for further instructions. <p>If possible, staff inside the program room(s) should also:</p> <ul style="list-style-type: none"> • close all window coverings and doors. • barricade the room door. • gather emergency medication; and • join the rest of the group for shelter. <p>The Supervisor will immediately:</p>



- close and lock all childcare centre entrance/exit doors, if possible; and
- take shelter.

Note: only emergency service personnel are allowed to enter or exit the childcare centre during a lockdown.

Hold & Secure:

When a threat is in the general vicinity of the childcare centre, but not on or inside the childcare premises.

The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible.

Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.

E.g., a shooting at a nearby building.

Staff in the program room must immediately:

- remain calm.
- take children's attendance to confirm all children are accounted for.
- close all window coverings and windows in the program room.
- continue normal operations of the program.

and

- wait for further instructions.

The Supervisor must immediately:

- close and lock all entrances/exits of the childcare centre.
- close all blinds and windows outside of the program rooms; and
- place a note on the external doors with instructions that no one may enter or exit the childcare centre.



Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.

Bomb Threat:

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.

The staff member who becomes aware of the threat or The Supervisor must:

- remain calm.
- call 911 if emergency services are not yet aware of the situation.
- follow the directions of emergency services personnel; and
- take children's attendance to confirm all children are accounted for.

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.

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.

Disaster Requiring Evacuation:

A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.

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.

Staff must immediately:

- remain calm.
- gather all children, the attendance record, children's emergency contact information any emergency medication.



- exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions.
- escort children to the meeting place; and
- take children's attendance to confirm all children are accounted for.
- keep children calm; and
- wait for further instructions.

If possible, staff should also:

- take a first aid kit; and
- gather all non-emergency medications.

Designated staff will:

- 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
- in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.
- wait for further instructions.

If possible, the site Supervisor must conduct a walk-through of the childcare centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.

Disaster – External Environmental Threat: 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.



An incident outside of the building that may have adverse effects on persons in the childcare centre. E.g., gas leak, oil spill, chemical release, forest fire, nuclear emergency.

possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.

If remaining on site:

Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.

Staff must immediately:

- remain calm.
- take children's attendance to confirm all children are accounted for.
- close all program room windows and all doors that lead outside (where applicable).
- continue with normal operations of the program; and
- wait for further instructions.
- Turn off all air handling equipment (i.e., heating, ventilation and/or air conditioning, where applicable).

The Supervisor must:

- place a note on all external doors with instructions that no one may enter or exit the childcare centre until further notice; and
- Ensure all air handling equipment are off (i.e., heating, ventilation and/or air conditioning, where applicable).

If emergency services personnel otherwise direct the childcare centre to evacuate, follow the procedures outlined in the "Disaster Requiring Evacuation" section of this policy.

Natural Disaster:

The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.



Tornado / Tornado
Warning

Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.

Staff must immediately:

- remain calm.
- gather all children.
- go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways.
- take children's attendance to confirm all children are accounted for.
- remain and keep children away from windows, doors and exterior walls.
- keep children calm.
- conduct ongoing visual checks of the children; and
- wait for further instructions.

Natural Disaster:
Major Earthquake

Staff in the program room must immediately:

- remain calm.
- instruct children to find shelter under a sturdy desk or table and away from unstable structures.
- ensure that everyone is away from windows and outer walls.
- help children who require assistance to find shelter.
- 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.
- find safe shelter for themselves.



- visually assess the safety of all children and
- wait for the shaking to stop.

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.

Once the shaking stops, staff must:

- gather the children, their emergency cards and emergency medication; and
- exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.

If possible, prior to exiting the building, staff should also:

- take a first aid kit; and
- gather all non-emergency medications.

Individuals who have exited the building must gather at the meeting place and wait for further instructions.

Designated staff will:

- 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
- in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.
- wait for further instructions.



- 1) Where emergency services personnel are not already aware of the situation, the Supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the childcare 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: **911** or 905-453-3311

AMBULANCE/PARAMEDICS: **911**

LOCAL FIRE SERVICES: **911** or 905-874-2700

LICENSEE CONTACT(S): Troy Amos-Ross 416-434-8927

SITE SUPERVISOR: Felica Headley office 905-452-8884

- 4) Where any staff, students and/or volunteers are not on site, the supervisor 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 childcare centre.
- 5) The supervisor 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.

8a) PROCEDURES TO FOLLOW WHEN “ALL-CLEAR” NOTIFICATION IS GIVEN

Procedures: 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 childcare centre.

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 childcare centre.

Staff must:

- take attendance to ensure all children are accounted for.
- escort children back to their program room(s), where applicable.
- take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and
- re-open closed/sealed blinds, windows and doors.

The Supervisor will determine if operations resume and communicate this decision to staff.

Communication with parents/guardians As soon as possible, the Supervisor and designated staff must notify parents/guardians of the emergency and that the all-clear has been given.

Where disasters have occurred that did not require evacuation of the childcare centre, the Supervisor must provide a notice of the incident to parents/guardians.

If normal operations do not resume the same day that an emergency has taken place, the Supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.



8b) PROCEDURES TO FOLLOW WHEN “UNSAFE TO RETURN” NOTIFICATION IS GIVEN

Procedures

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.

Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.

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.

The Supervisor will post a note for parents/guardians on the childcare centre entrance with information on the evacuation site, where it is possible and safe to do so.

Upon arrival at the evacuation site, staff must:

- remain calm.
- take attendance to ensure all children are accounted for.
- help keep children calm.
- engage children in activities, where possible.
- conduct ongoing visual checks and head counts of children.
- maintain constant supervision of the children.
- keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and
- remain at the evacuation site until all children have been picked up.

Communication with parents/ guardians

Upon arrival at the emergency evacuation site, the Supervisor and designated staff will notify parents/guardians of the emergency, evacuation and the location to pick up their children.



Where possible, the Supervisor will update the childcare centre's voicemail box as soon as possible to inform parents/guardians that the childcare centre has been evacuated and include the details of the evacuation site location and contact information in the message.

PHASE 3: RECOVERY (AFTER AN EMERGENCY SITUATION HAS ENDED)

Procedures for Resuming Normal Operations	<p>If possible, reopen centre</p> <p>If necessary, find temporary location</p> <p>Contact parents via email or phone</p> <p>Contact volunteers and students via phone or email.</p> <p>Contact Ministry of Education Program Advisor</p> <p>Mary Velanovski 905-693-9771 ext. 562 mary.velanovski@ontario.ca</p> <p>If necessary; respond to media and community inquires</p> <p>Contact insurance company if necessary</p>
Procedures for Providing Support to Children and Staff who Experience	<p>If staff, volunteers, students or children experience stress related to an emergency event at Mount Pleasant Montessori, management will provide individuals or parents/ guardians with the contact information for Peel Public Health to access appropriate mental health supports & services.</p> <p>Peel Public Health: 905-799-7700</p>



Parent Issues and Concerns Policy and Procedures

Purpose:

The purpose of this policy is to provide a transparent process for parents/guardians, Mount Pleasant Montessori’s licensee and staff to use when parents/guardians bring forward issues/concerns.

Policy:

Parents/guardians are encouraged to take an active role at Mount Pleasant Montessori and regularly discuss what their child(ren) are experiencing with our staff. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously and will be followed up in a timely manner. 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 1 business day. 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.

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:
Program-Related E.g.: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to: - Classroom Educator or - the Centre Supervisor	- Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within 1 business days.



<p>General, Agency or Operations Related</p> <p>E.g.: fees, placement, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the Centre Supervisor <p>Or</p> <ul style="list-style-type: none"> - Program Director 	<ul style="list-style-type: none"> - Provide contact information for the appropriate person if the person being notified is unable to address the matter. - Ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business day.
<p>Staff-and/or Licensee-Related</p> <p>E.g: conduct of provider, agency head office staff, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the Centre Supervisor <p>or</p> <ul style="list-style-type: none"> - Program Director 	<p>Document the issues/concerns in detail.</p>
<p>All issues or concerns about the conduct of the provider or staff that puts a child’s health, safety and well-being at risk should be reported to Program Director as soon as parents/guardian become aware of the situation.</p>		<p>Daily Journal Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received. - the name of the person who raised the issue/concern. - the name of the person who received the issue/concern. - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Related to Other Persons Premises</p> <p>E.g: Other Parents or contractor</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the Centre Supervisor <p>or</p> <ul style="list-style-type: none"> - Program Director 	
<p>Student- /Volunteer-Related</p>	<p>Raise the issue or concern to - the person responsible for supervising the volunteer or student or - the Centre Supervisor</p>	<p>Complaint Escalation Form:</p> <p>If the in-class educator or site supervisor are unable to deal with</p>



Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/ guardians become aware of the situation. the concern/issue they should complete a Complaint Escalation form (Inclusive of all information above) and email it to the appropriate member of the management team. A copy of the form should be included in the child's file, and a notation placed in the daily journal.

Concern/Dispute resolution forms must be completed for all incidents that need to be escalated, a copy of the resolution form will be offered to the parents and placed in the child's file.

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:

Mount Pleasant Montessori maintains high standards for positive interaction, communication and role modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

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

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/childrensaid/reportingabuse/index.aspx>

Procedures:

Escalation of Issues or Concerns:

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 must 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:

Ministry of Education, Licensed Child Care Help Desk:

1-877-510-5333 or childcare_ontario@ontario.ca

Site Supervisor: Felica Headley

905-452-8884 or mountpleasantmontessorimp@gmail.com