



www.talentmontessori.com

69 McLeod Dr.
Aurora, ON L4G 5C1
905 503 8080

Parent Handbook

Aurora Location

Introduction

Program Statement:

Welcome to Talent Montessori School, our philosophy and commitment is to provide each student an authentic Montessori Program as well as a learning through play pedagogy, both methods that recognize the child's development and aims to provide future success in learning. Talent Montessori School aims at providing an environment that is warm, happy, enriching, supportive, inclusive, and nurturing in the well being of a child. Additionally, to view the child as competent, capable and rich in potential.

Talent Montessori School has well qualified teachers who are Montessori Certified and or Registered Early Childhood Educators with substantial years of experience working with age grouping from birth to six years old. Our teachers are very professional ongoing learners and dedicated towards the children, their families, and the community around the outskirts of our School location. Apart from education perspective our teachers and licensees have ongoing commitment with community partners such as fire department, health and safety, local shops and elementary/ post secondary education and York Subsidy. York region subsidy helps families who need child care and who may be in difficult situation to provide funding for such a program like ours to their child. Working together as a whole can only foster the child and prepare the child to achieve goals set out. Teachers will also be encouraged to expand dialog daily with parents and guardians through memos, newsletters, and school events. Parents benefit from our camera facility as they may log on at any given time and view what their child is engaging in learning. We strongly believe that working together builds a concrete foundation for success.

As we enter into a new module of modernization of early childhood education it is in the best interest of the school to help educate and promote dialog of these new modules. We have been directing our education not only in a philosophic or pedagogy rhythm but also in terms of changing needs of new act of operations for Ontario's early childhood systems. We are helping child to learn through exposing them with How Does Learning Happen and Early Learning for Every Child Today. What it means is; we are planning for their individual needs along with understanding the four areas of how does learning happen. Through engagement, well being, expression and belonging. It is a known fact that once we can fully understand and promote the Child's individuality and accept the him as a unique person. Our philosophy believes that as every child is unique every child if given the opportunity to explore freely will take that opportunity and absorb all that is being exposed to.

Talent Montessori School is open all year round, Monday to Friday from 7am to 6pm to accommodate the growing economy and educate and secure children with an enriched learning program. We offer amazing before and after school program along with a specialized full day program. We currently have a Toddler Classroom accommodating 10 students from 18 months to 2.5 years of age. Aligned with our Casa program that accommodates 20 students from 2.5 to 6 years of age. Our programs comprise of the mixed age group ratio based on the Montessori philosophy that when mixed ages are combined, the younger child will follow positive learning that an older child exposes. The older child is of good role model and encourages the younger child to pick up learning in a faster approach. At the same time the older child is gaining self confidence, assurance, and communicates with direct pathway of thinking.

We offer 3 nutritious meals daily, all of which strictly follow Canada's Food Guide. As is in accordance with our Anaphylaxis policy. Talent Montessori school is a peanut free environment. All information regarding this effect will be respectfully posted in a permanent and visible location throughout the school. We encourage parents and guardians to respect and follow our peanut free environment policy as stated from the York Region Public Health Guide.

Our curriculum for Toddler Classroom is comprehensive, challenging and diverse, this is the time when a toddler can effortlessly absorb his own surroundings, just by living. The toddler child will use his 5 senses regularly to simply sort and classify the unknown with of which is known on the basis of his curiosity about everything and need to manipulate objects in order to learn. It is the teacher's responsibility to encourage the child to engage in positive child interaction, and feel

secure that he can do it. With support and comfort the child will be directed in a positive pathway and build great communication skills and demonstrate self regulation.

Our Casa curriculum program is set out into 5 areas of development. The practical life, sensorial, language, mathematics, and culture. Dr. Maria Montessori believed that human beings learn by exploiting and experiencing the real life activities by very tender age. They must do work for themselves and only then is learning takes place with interest and understanding. Our Casa program is set up in a way that the child can move around his surrounding freely and choose activities that can be done either on his own or teacher's support. Through teacher creating positive learning environment and experiences, child can truly feel pride and belongingness.

To better understand the areas of development for Casa children we have provided you with a clear explanation:

Practical Life activities allow children the opportunity to learn how to care for themselves, others and the environment. Children will take pride in mastering their environment while developing independence, sense of order, fine motor skills and concentration. These activities will indirectly prepare children for reading, writing and mathematics.

Sensorial materials provide the child with sensory-motor skills to stimulate all five senses. In this area of the classroom the children learn differences in size, texture, weight, shapes, dimensions, colours. The child internalizes sensorial concepts and vocabulary development is enhanced.

Language exercises help master listening, writing and reading skills. Children discover that exploration is limitless and that reading and writing can happen more naturally. Children begin this journey by expanding their vocabulary, learning the phonetic sounds of the letters of the alphabet, reading phonetically, acquiring a repertoire of phonograms and sight words, and expanding their reading abilities to enable them to read text and create wonderful stories.

Mathematics can be formed with the child's use of the Sensorial Material. Dr. Maria Montessori referred to these materials as materialised abstractions (the Cylinders, Pink Tower, Long Rods and Broad Stair) which form a base for mathematics. The Geometric Cabinet forms a base for Geometry and the Binomial and Trinomial Cubes form the base for Algebra. The terms of these activities and materials are invaluable what is most valuable is how they learn the concepts. The child will enjoy their mathematical journey from the concrete to the abstract- learning addition, multiplication, subtraction and division static and dynamic

Culture refers to the areas of knowledge that enrich the child's understanding of all aspects of the world in which he lives in. The curriculum is divided into the following areas: Geography, History, Science, Botany, and Zoology.

In addition, our Casa program provides extracurricular learning opportunities in: French and music.

Both Toddler and Casa programs is designed in a way which is balanced with indoor and outdoor activities as well as 2 hours' schedule time for rest, and or quite individualized activities. These times will be monitored and used to enrich the well being of the child. Rest is necessary for the mind to relax and restore itself before engaging again in exploration of learning and advancing. To help parents/ guardians understanding their child's daily routine teachers from both class have created a daily schedule and is posted on information board for parents/ guardians to view.

Talent Montessori School have taken the time to assure that program teachers, volunteers, and students working with our children have meet necessary requirements set out by licensee and directed by Ontario Ministry of Education and Child Care Early Years Act. Our policies and procedures will be reviewed upon entry or enrollment of employment. And will be reviewed on an ongoing basis as needed or updating of information that has been presented.

Licensee takes policies and procedures very seriously and will assure that any prohibited practices will be addressed. Prohibited practices measures will be identified, and monitored on a regular basis. Observations and notifications will happen every three months to assure the well being of the children in our school. Necessary measures will be taken if necessary. Prohibited practices should never be undermined, such as: degrading, harsh punishment, irrationality, deprivation of nutrition for any reason. The health and safety, engagement, wellbeing, and expression of the child should be and will be priority for our school. We assure you that!

It is with great pleasure to invite you to our Talent Montessori School. Our children are tomorrow's future.

Mission

Talent Montessori School will endeavor to provide quality education in a safe, nurturing and creative environment that helps the development of the whole child. The mission ensures that the child is academically motivated, artistically creative, physically active and emotionally supported.

Vision

Talent Montessori School strives to establish and maintain accessible, quality Montessori education for all the children of our community. The school will encourage and assist children to reach their full potential and to play a responsible role in protecting the global environment as well as fostering peace and harmony.

Philosophy and Program Development

Talent Montessori School has one Toddler classroom accommodating children ages 18 months to 2 1/2 years old and one Casa (Preschool) classroom accommodating children ages 2 ½ through 6 years old. Each class has Montessori trained teachers who hold a recognized diploma. The Toddler classroom also has a Registered Early Childhood Educator.

We serve our children with three nutritious meals daily, all of which strictly follow Canada's food guide. In accordance with our Anaphylaxis Policy, Talent Montessori School strives to be a nut-free environment. Information to this effect will be posted in prominent locations throughout the school we encourage parents/guardians to take an active role in their child's learning experiences, and Work" in a collaborative manner in order to meet every child's goals.

We believe that all children are unique; possessing a variety of needs and interests. Children are encouraged to explore this individuality at Talent Montessori School, but at the same time learn to be a part of a big community and family. Both traditional academic goals are met at Talent Montessori, as well as experiential and active learning through play. It is imperative for children to maintain a balance between academic work and play in order to reach their full physical, social/emotional, and academic potential.

We adhere to the Montessori philosophy and methodologies of both High Scope learning, as well as Emergent Curriculum. High Scope learning places emphasis on the importance of providing children with a solid foundation of language and mathematics skills, while Emergent Curriculum encourages creativity on both the parts of the caregivers and children by giving them the opportunity to express themselves freely and to design programming based on the children's interests.

The Montessori Education is to guide each young child to grow and bring out all of their strengths so they can grow into a beautiful flower.

Services Offered and Program Development

• The Toddler Program

Talent Montessori School's Toddler Program is comprehensive, challenging and diverse. This is a time when the child absorbs effortlessly from his/her surroundings, just by living. This is the period of the 'absorbent mind'. Children need to be able to explore and discover.

Children are curious about everything and need to touch and manipulate objects in order to learn. They are attracted to everything that stimulates their senses, which they are learning through their surroundings. The program offers professional childcare and an early childhood education program, with a general introduction to the Montessori Philosophy and Methodology for children from 18 months to 2 ½ years of age. Our teachers are committed to providing quality care. The program's mandate is to provide a culturally appropriate, racially sensitive and non-discriminatory environment for children and their parents.

Our teachers give toddlers individualized attention and endeavor to help them build their skills in five important areas:

- Sensory and Perception
- Self-Help
- Language
- Physical and Motor Skills
- Social and Emotional Growth

Learning social skills is a big part of a toddler's development. Great attention is given in helping the children identify their feelings and express them appropriately.

Our goals in the toddler program are to offer children the opportunity to grow socially, emotionally and cognitively through real and positive interactions and carefully chosen materials. The sequence of activities in the toddler environment helps give order, consistency and security to each individual child's daily life.

• The Casa Program

Dr. Montessori believed that human beings learn by participating in activities. They must do the work for themselves and only then, is learning actually taking place with interest and understanding. She felt that children learn best in a prepared classroom environment, which serves to make the child independent of the adult. The teacher, or Directress as they are known in a Montessori classroom, allows a child to work at their own pace and this allows a child to engage in meaningful activities. Since children are free to work with the materials on their own, they have the opportunity to explore and absorb what they learn.

The classroom is arranged according to subject areas and children move freely from one activity to another. Once they have had a lesson on the activity, they are free to use the hands-on material to independently explore, practice and build on their knowledge and skills. Our Casa program includes the following subject areas:

- Practical Life
- Sensorial
- Language Arts
- Mathematics
- Science and Nature
- Zoology and botany
- Cultural Awareness
- Geography and History

The Montessori curriculum is further supplemented with activities in areas of:

- Music and Movement
- French lesson

Times of service

The school year runs from September to August Monday to Friday From 7:00 a.m. to 6:00 p.m.

The school will be closed on statutory holidays. A child may be admitted at any time throughout the year.

Full day programs are held from 7:00 a.m. to 6:00 p.m.

Parent involvement

Communication with the parents is an integral part of the program. We encourage parents to have an active role in their child's educational experience. Participation by family members that contribute to the growth and development of all children are always welcomed.

Fees

Fees are set according to the ongoing cost of operation and are pro-rated to include closures throughout the year. The last month's fees are due at the time of registration or re-enrolment. Cheques are to be made payable to Talent Montessori School.

A receipt will be issued and given to you in February for the prior year's fees for tax purposes. Please retain this for your personal records, as no other receipt will be issued.

It is important for parents to carefully note the following:

No credits or refunds will be given for absences or holidays scheduled by you for your child during year.

A charge of \$50.00 will apply to all NSF or returned cheques and late payments.

Withdrawal

The school requires one month's written notice of withdrawal to waive payment for the following term. No refunds will be considered for a student who is leaving school in midterm at the request of the parent, or in the event the family is relocated. No refunds are considered for absences due to illness or vacation.

Talent Montessori School reserves the right to cancel enrolment if fees are unpaid.

If Talent Montessori School requests the withdrawal of a child, a refund will be given in proportion to the part of the academic year involved.



Talent Montessori School
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Tel. /Fax: 905 503 8080

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Website: www.talentmontessori.com

Talent Montessori is a part of York Region's CWELCC program

CWELCC Discount only applies to children until they turn 6 years old

* Visit the [York Region](http://www.york.ca) website for more information

<https://www.york.ca/support/childrens-services/child-care-information-parents>

Effective: January 2025

| Age Group | | Daily Rate | Monthly Rate | With CWELCC discount |
|---|---------------------------------|----------------|----------------|----------------------|
| CWELCC ineligible Preschool Summer Rate for 6y | | \$64.37 | \$1,400 | |
| Toddler F | Full Day (7am-6 pm) | \$68 | \$1,496 | \$480 |
| Preschool F | Full Day (7am-6 pm) | \$63 | \$1,386 | \$480 |
| Kindergarten | Full Day | \$64.37 | \$1,400 | \$480 |
| | Before School | \$19.77 | \$430 | |
| | After School | \$29.52 | \$642 | |
| | Before and After School | \$49.29 | \$1072 | \$480 |
| School age Before and After | Full Day / PA days/ camp | \$63 | \$1,386 | |
| | Before School | \$16.09 | \$350 | |
| | After School | \$24.14 | \$525 | |
| | Before and After School | \$31.72 | \$690 | |

Fees are payable to **Talent Montessori & Day Nursery Inc. (Talent Montessori School)**

- Security deposit is fee for the last month of enrolment (Base Fee).
- Enrolment fee, first monthly payment and security deposit are due together before start day.
- Monthly payments due at the last day of the previous month.
- Please ensure timely payments.
- Provide the School with a notice of 30 business days in writing prior to withdrawing the child from the School. (No refunds will be considered for a student who is leaving school in midterm at the request of the parent, or in the event the family is relocated).

Any payments made to Talent Montessori School through e-transfer need to be sent to the following email:

pay@talentmontessori.com

Please Note:

- Advise Talent Montessori in the morning by 9:00 AM if your child, who is part of the “Before & After School Program”, is not attending the school or not being dropped off in the morning.
- If your child will be late (arriving after 9:00am) kindly advise our office prior to that time.
- **Late pick-ups (after 6:00 pm) will be charged \$1.00 per minute, payable upon pick up to the staff in charge.**

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The 1st month and last month fee must be paid as a deposit prior to the 1st day of day care. Fees are payable by monthly Auto deposit with Brightwheel bill pay or postdated cheques dated for the first day of each month for the period in which your child is enrolled in the Centre. Please make all cheques payable to **Talent Montessori School.**

Alternatively, payment can be done through e-transfer to email address: pay@talentmontessori.com

Base Fee:

Talent Montessori school base fee is playing material, equipment and furniture’s: cot, crib, bedding, play materials, supervision by adult during operational hours development and implementation of individualized plans (medical, especial needs, anaphylaxis) registration fee, deposits administration fees any fees that are mandatory for a parents to pay in order to receive child care food.

Non-base Fee

Talent Montessori school none based fee is late pick up fees for childcare provided beyond operational hours outlined in the parent handbook such as NSF finds, field trips, optional transportation.

WAITING LISTS

Spaces available in the Centre are allocated annually on a first come, first served basis. Each registration form will be dated and filed by program. If a space becomes available during the year, each parent will be notified according to the seniority that they hold on the waiting list.

RENEWAL APPLICATIONS

Registration for the next school year takes place each year in April. Parents of children currently enrolled in the Centre will receive notice of registration from the Childcare Supervisor.

NSF CHEQUE FEES (NON BASE FEE)

A charge of \$50.00 will apply to all NSF or returned cheques.

LATE FEES

Talent Montessori is open from 7 A.M. TO 6:00 P.M. You must inform the centre if you are going to be late regardless of the situation. If you know you are going to be late and alternative pick-up arrangements must be made, please call ahead to advise the staff on duty. **THIS CALL DOES NOT EXEMPT YOU FROM THE LATE FEE.** A late fee will be applied if your child is not picked-up at our closing time of 6:00 P.M. Please see the latter part of this document for our fee schedule.

Parents must have an open communication with the staff on regards to paying the late fee. Late fee must be paid immediately. If not, you will be expected to pay by the end of the day on which your child (ren) attends School. Moreover, if the parent does not pay at least 25% of the late fee payment, the child will not be admitted until the full payment is completed. Furthermore, if the parent cannot pay the full payment all at once, the parent must meet with the supervisor to discuss and sign a “PAYMENT PLAN AGREEMENT”. Failure to comply with any of the above options will result in giving the family one month notice for withdrawal.

The late fee money will be given to the staff(s) that has remained with your children. In addition, if another person besides the parent is picking-up your child, then the late fee must be paid the next morning at the time your child is being dropped-off at the centre. Failure to do so will result in admitting a notification of late payment to our office.

Talent Montessori reserves the right to terminate services if policies are not followed accordingly.

The fee for late pickup is \$15 for each 15 min overage time blocks.

WITHDRAWALS FROM THE CENTRE

If a parent decides to withdraw his/her child out from School, Talent Montessori needs to know 30 business days in advance prior to the last day. A written notice must be given to the Supervisor with the termination of services end date. Failure to provide notice will justify full fees being charged. (No refunds will be considered for a student who is leaving school in midterm at the request of the parent, or in the event the family is relocated).

PLEASE NOTE: Talent Montessori School reserves the right to terminate services if policies are not followed, fees are not paid or if the program is unsuitable for the child (i.e., in such instances that a child's behavior is repeatedly disruptive to the program or threatens the safety of other children and staff.) Every effort will be made to amend unacceptable behavior prior to dismissing the child from the program.

Transportation

Transportation is the responsibility of the parents.

Absences

If your child is going to be late or absent from school we ask that you call the school no later than 8:30 a.m. Fees will not be refunded or waived due to student absences during the academic year.

Illness

If a child becomes ill with a communicable disease, parents are expected to call the school immediately. Some illnesses must be reported to the Health Unit. If a child becomes ill during the day parents will be contacted to pick their child up. If parents cannot be reached the emergency contact will be called. Any child exhibiting signs of diarrhea or vomiting must be picked up immediately and may return to school only after they have been free of symptoms for 24 hours.

Cancellation of Classes

If it is necessary to close the school due to inclement weather, parents will be notified by phone.

Clothing

Children require both indoor and outdoor shoes. A change of clothing (labelled) should be kept at the school at all times. The following is a recommended list of items for each child to bring to school:

Spring and Summer

- Extra pair of shorts/pants
- Extra pair of underwear & socks
- Extra T-shirt, blouse or dress
- Hat
- Sunscreen

Please note sunglasses and sandals are not permitted on the playground

Fall and Winter

- Extra pair of pants
- Extra pair of underwear & socks
- Snow boots
- Snow jacket
- Snow pants
- Mittens or gloves
- Warm Hat

Diapering

Parents are responsible for supplying diapers and wipes for their own child. The teachers will let you know when supplies are low and need to be replenished. All items should be labeled with your child's name. Sharing items will not be permitted.

Bedding

Children's Rest Period:

To assure the smooth transition period of rest we require our teachers to monitor and assist with rest period daily. Teachers will stay in rest room for the 2 hour duration to monitor children sleep patterns and assist with any issue that may arise. Parents can request for specific spots of sleep and teacher will meet the parents request. Children are required to rest for 2 hours daily when enrolled in full daycare setting. Parents will be notified on sleep times and any changes that may arise. We kindly ask parents to supply one child size blanket, pillow (optional), and a soft toy (optional). Bedsheets will be provided by the childcare and washed by parents weekly. Childcare provide children with sleep cots that are labelled with the child's name and placed in in a designated sleep spot daily to assure the well being of the child. To make rest period more comfortable for your child, parents are required to supply one child size blanket, pillow (optional) and a soft toy (optional). Bed-sheets will be provided by the childcare and washed by parents weekly.

Toys

We ask that children do not bring toys, money or other valuables to school. We do enjoy sharing special items children have discovered – rocks, shells etc. Books are also welcome for circle time.

Nutrition

Talent Montessori School is a nut free environment. Meal times offer opportunities for children to learn healthy eating habits and develop a positive approach to a variety of foods. Talent Montessori aims to provide nutritious meals and snacks.

In addition, Talent Montessori aims to help children enjoy meal and snack times and encourage good eating habits by creating a comfortable, friendly, cheerful and relaxed environment for children to eat meals and snacks. Parents are asked to support this Nutrition Policy.

It is the responsibility of the Supervisor to ensure that meals and snacks prepared for Talent Montessori by cook in house or catering company (a) conform to the standards set in the *Child Care and Early Years Act* (and its regulations) and the *Canada Food Guide*, (b) are served at regular intervals throughout the day, and (c) provide nutrients necessary for growth and development.

We provide alternative lunches based on allergies. Families will be asked to fill out the allergy and food restriction portion of the registration form at the time of enrolment informing Supervisor of food allergies and concerns.

Food will not be withheld from students as punishment and will not be offered as an incentive or reward. Families are asked to include any additional information if their child has any food allergies or restrictions as part of their registration package and discuss this with the childcare Supervisor at the time of enrolment into the program so that accommodations can be made.

Talent Montessori School does not accept any food provided by parents, unless there are restrictions that the Talent Montessori cannot provide. Parents who are eligible to provide food for their children must follow these regulations:

- Labelling: name, date, preparation date
- Parents must follow the general food safety of the center, including allergy list /nuts free, etc.
- Parents must be advised that their food follows the health guidelines, for instance no fast food (McDonalds, etc.)

Field Trips/Visitors

Talent Montessori School will occasionally take the Casa children on field trips to local events and/or invite interesting visitors to the school. A field trip permission form will be sent home to parents prior to the date of the trip. Parents will be responsible for fees covering the trip (i.e. admission fee) and a portion of the bus cost. Parent volunteers are welcome to accompany the children on all trips with Vulnerable Police Reference Checks.

Children enrolled in the Toddler program do not participate in field trips.

Specialized Services

The Talent Montessori School academic year is from September to June. The school is closed on the following days:

- New Year's Day Closed
- Family Day Closed
- Good Friday Closed
- Easter Monday Closed
- Victoria Day Closed
- June 30th
- Canada Day Closed
- Civic Holiday Closed
- The Friday of Labour Day weekend Closed
- Labour Day Closed
- Thanksgiving Day Closed
- Christmas Day Closed
- Boxing Day Closed

Immunization Policy

All parents must show proof of immunization prior to their child/children attending Talent Montessori School. If parents have religious or philosophical reasons for not immunizing their child, they must submit their objection, in writing, to the school. Similarly, a written explanation is required from the family physician if there is a medical reason for not immunizing the child.

Inadequately protected children and those without an immunization record on file will be excluded from the school for their own protection during an outbreak of a designated vaccine preventable disease. A copy of the immunization record will be kept in the child's file.

Progress Reports

Interviews will be scheduled in December to discuss your child's progress. Written reports will be sent home in June. If you have any concerns, an interview can be arranged anytime throughout the year.

Designated Emergency Shelter

In the event of an emergency and Talent Montessori School must be evacuated the designated emergency shelter is Our Lady of Grace Catholic School. Teachers will take the contact information. Parents will be contacted from the emergency shelter immediately to collect their child.

Registration and Admission

To apply for admission please complete the application package complete with the registration fee. Placement cannot be confirmed prior to receipt of all required documentation and payment of fees.

Waiting List policy

Waiting List Policy as of September 1, 2016, the Ministry of Education requires daycare providers to provide full transparency in their waiting list administration. This policy outlines Talent Montessori School waiting list process to ensure it is fair while maintaining the flexibility required when running a childcare facility. In addition, the contents held within the waiting list are held strictly confidential.

Who can apply? To be on the Talent Montessori school waiting list, a parent or legal guardian must complete an online application form and provide all required information accurately. A child can be placed on the waiting list if the child has not yet been conceived, and/or if the child has not yet been born.

Placement on the list? The order in which children are placed within the Talent Montessori school waiting list is based on the following factors:

- 1- Date on which the electronic application is submitted and completed accurately, and in its entirety.
- 2- The requested month childcare would start
- 3- The age group a child would be when they would start at Talent Montessori, whether the application is for a single child or siblings.
- 4- The requested number of days per week – 5 days, Full day or Half Day. Parents should register as soon as the start date they would be willing to start at Talent Montessori. Due to the courtesy of the wait list, if registered for care to start in February, a family would not be called if space becomes available in January, unless all families on the January list decline the space. If parents defer a space or move the start date to another month, their space on the waiting list will depend on the date of which they originally registered for the Talent Montessori waiting list. If space is unavailable for the month a parent would like to start care, Talent Montessori will automatically move that application to the next month's waiting list.

The application is prioritized based on both the date of original application and on the different groups, which effectively move the applicant up the waiting list.

The different tiers of the Talent Montessori waiting list that receive priority include the following:

- 1- Siblings and alumnae: siblings of current Talent Montessori clients or of alumnae
- 2- Friends and family: Talent Montessori reserves the right to give priority to close friends and family of senior management team.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Suspension / Termination of service

Talent Montessori School reserves the right to withdraw services for the following reasons:

A) A child's:

- Persistent opposition to authority;
- Willful destruction of property;
- Use of profane or improper language;
- Conduct, which is injurious to the moral tone of the Centre or the physical or mental wellbeing of others in the Centre.

Procedure:

First Incident: Staff will speak with the child, and parent(s)/guardian(s) will be informed through daily verbal communication and discussion. A written warning to be signed by parent(s)/guardian(s).

Second Incident: Suspension of one -five days

Third Incident: The Supervisor will consult with the Owner/Operator after following the above steps, the parent(s) will be notified in writing of termination of services. *

B) Behavior that manifests itself into a potential safety hazard to other children and staff.

Procedure:

First Incident: Documentation of incident and written warning will be given to the parent(s)/guardian(s).

Second Incident: The Supervisor will consult the Owner/Operator. Parent(s)/guardian(s) will be contacted to remove the child(ren) from the Centre and services will be terminated. *

C) If any parent/guardian becomes verbally/physically abusive to Administration, Staff, Owner/Operator, Students and Volunteers of the Centre.

Procedure:

• Physical Abuse:

First Incident: The Supervisor will consult with the Owner/Operator. The family will be notified in writing of automatic termination of services to the family. * If necessary, the police may be notified and charges possibly laid.

• Verbal Abuse:

First Incident: Staff documents Incident and the parent(s)/guardian(s) is/are provided with a written warning that must be signed.

Second Incident: The Supervisor will consult with the Owner/Operator. The family will be notified in writing of termination of services to the family. * If any type of threat were to be uttered, the police may be notified and charges possibly laid.

If staff discovers any type of abuse (physical or verbal) which has occurred toward a child registered in our program, the Centre is not under any obligation to inform the parent(s)/guardian(s) that the Children's Aid Society will be notified.

D) Failure of parent(s)/guardian(s) to comply with policies agreed upon in the Parent Handbook. Failure of parent(s)/guardian(s) to comply with program regulations and limits.

Procedure:

First Incident: Meeting with the Supervisor and parent(s)/guardian(s) to discuss the issue.

Second Incident: Written warning to parent(s)/guardian(s).

Third Incident: The Supervisor will consult with the Owner/Operator. The family will be notified in writing of termination of services to the family.*

E.) Parent(s)/guardian(s) fall(s) more than three weeks in arrears in their fees, with no written explanation, or payment schedule worked out with the Supervisor, or approval by the Owner/Operator.

Procedure:

First Incident: The Supervisor will consult with the Owner/Operator. The family will be notified in writing of termination of services and Notice of Claim will be filed with the Small Claims Court.*

F) If the child or parent/guardian demonstrates behavior deemed by the Supervisor to be detrimental to the effective operation of the Childcare Centre.

Procedure:

All incidents: The Supervisor will consult with the Owner/Operator. The family will be notified in writing of immediate termination of services.*

***NOTE: THERE WILL BE NO REFUND OF FEES UPON SUSPENSION AND/OR TERMINATION OF SERVICES.**

Withdrawal or Suspension of Services from Talent Montessori School

There may be instances when Talent Montessori cannot accommodate the ongoing or future needs of a currently enrolled.

These matters will be brought to the attention of the Owner/Operator. In the event it is determined that the program at Talent Montessori does not meet the needs of the child, Talent Montessori reserves the right to require the withdrawal of the child from the program.

In order for a child to be discharged from Talent Montessori:

- All relevant information must be documented
- The Owner/Operator must approve the discharge and
- Up to Four (4) weeks written notice will be provided
- Notice will be given to Children's Services consultant upon withdrawal.
- Families will be referred to appropriate support services should they be required.

Written Communication

Both verbal and written communication with parents is an integral part of our program.

Written communication from the child care centre will be deposited in your child's cubby. Your child's teacher will be happy to help you locate the appropriate place where letters are kept. Sometimes notification will be posted on classroom boards. These places should be checked daily.

Daily log books will also be kept in each child's classroom.

Arrival and Departure

Children should be in the Centre by 8:30am (where applicable) in order to receive the most benefit from the program. If your child is sick, late, or absent, the centre must be notified by calling the centre and leaving a message or speaking

directly to a staff member. This also applies if your child is picked up early from the centre, or is going to be picked up by someone other than a parent.

It is important that parents bring their child to the classroom door, so the teacher is aware of the child's presence. Parents (or authorized persons) are required to escort their children to and from the teacher when arriving and departing.

Toddler's pickup and drop off is as follow: Till 9:00 am toddlers entrance would be the main entrance door and after 9:00 am toddlers will be pickup and drop off from Class room # 2 exit & entrance door.

There is a late fee for all programs of \$1.00 per minute per family after 6:00 p.m.

Late fees are due within one working day payable to the childcare staff on duty. This policy is designed as a deterrent and abuse of the policy will be considered a violation of the parent contract.

Pick-up Authorization

Only individuals 13 years or older may be given authorization to pick up a child enrolled in our program. Children will not sent home alone, or released to any unauthorized person; only those people authorized on the application form are permitted to pick up your child without written consent. The centre must be advised in writing whenever there is a change in authorized pick-up privileges. At the request of any staff member, identification maybe requested at any given time.

The child care Supervisor must be notified in writing of any address or telephone changes at home or at work. Emergency contact telephone numbers must also be provided in case of emergency when parent(s) cannot be Located.

Illness and Medication

Epinephrine

In the event that your child requires epinephrine for anaphylactic shock, you are required to supply two pens or twin jet that has a dose in one pen for your child. These pens will remain within the child care at all times. The epi-pens will be stored in a pouch labeled with your child's name. This pouch will be carried by your child's teacher and will follow your child during their time in our care. Note: It is the parents' responsibility to provide additional epi-pens for school-aged children. The child care epi-pens will not follow your child to other programs (i.e. school) outside the child care program. You are also required to complete an Anaphylaxis Form that is available in the childcare office. Please be aware that your child's picture will be posted in two locations, the child care office, the child's own classroom and all other Classrooms in the School...

For the benefit of all, sick children will not be admitted to the Centre.

Parents will be contacted if their child becomes ill. Upon our request, parents will be required to make arrangements to have their child picked up early.

Parents will be contacted if their child has a fever and will be expected to pick up their child immediately. The child will not be able to return to the program until they are 24 hours fever free (and without fever medication).

Parents will be contacted if their child has diarrhea and will be expected to pick up their child immediately. The child will not be able to return to the program until they are free of diarrhea for 24 consecutive hours.

The sick child will be isolated from the classroom in the staff room or supervisor's office until a parent or authorized pick up person picks up.

If children have green fluid coming from their nose, they are expected to stay home until it is clear. Green discharge is a sign of infection and is inappropriate to send your children to the program.

Children who are too ill to cope with the daily routine (outdoor play, lunch, and scheduled activities) should not return

to the Child Care Centre until their health has improved.

Timely reporting of communicable disease is essential for their control. Reportable communicable diseases and amendments under the Health Protection and Promotion Act are reportable to the local Medical Officer of Health. The child care staff will follow the direction of the Medical Officer of Health for further direction.

If and when a child attending the Talent Montessori School is identified as having head lice, the parent will be contacted and will be expected to immediately pick up the child and administer treatment. Until the parent arrives, the affected child will be isolated. Re-admittance to the Centre will occur when the child is free of head lice as determined by the Supervisor or ECE on duty.

In the event of an emergency, when you or your emergency contacts are not immediately available, a staff member from Talent Montessori School will transport your child via taxi or ambulance to the nearest hospital, arrange for emergency medical care and attempt to contact you again.

Medication

The Centre will dispense medication only when meeting the following criteria:

- 1) Medication must be in the original package from the pharmacy.
- 2) Medication must be labeled clearly with the child's name, name of the medication, date of purchase, amount to be administered and the time to be administered.
- 3) Parents must fill out the medication book giving authorization to dispense medication.
- 4) Medication must be kept in the locked box. One is kept in the fridge and the other is kept in a locked box in a designated cupboard out of the reach of children.
- 5) Only the teacher-in-charge will administer the medication to the child and record their signature in the medication book.
- 6) Non-prescription medication will only be given with written consent from the doctor.
- 7) Medication found in a child's possession will be removed and stored in a locked box, noted in the daily log and discussed with the Parent.
- 8) Epi-pens will be stored in a medical pouch that will be brought wherever the child who is in need will be.
- 9) All medication must be removed from the Centre at the end of the prescribed term for use as specified on the medication form.
- 10) The Supervisor is responsible for checking all medication on a weekly basis for expired medication. If any medication is found that will expire within one month, the Supervisor will notify the parent /guardian or the care taker.

Accident Reports

In the event that your child has an accident, an Accident Report is always completed with all of the details of the event. This will be given to you when you arrive and you will be required to sign the form to acknowledge that you have been informed of the accident. If the accident requires medical attention, a Serious Occurrence Report is also completed and submitted to the Ministry of Education.

In the event that your child is seriously injured and needs medical attention, you will be contacted immediately. You will be required to pick up your child or meet the Supervisor at the nearest hospital. In the event that an ambulance is called, you will be informed as to the location that your child is taken to.

Incident Reports

In the event that your child demonstrates aggressive inappropriate behavior and causes harm or damage, an incident report will be completed and a copy will be given to you and the original will also be placed in your child's file. Incident Reports will also be used to document inappropriate actions taken by parents. In the event that a pattern of inappropriate behaviour continues, further action will be taken. i.e. suspension or expulsion.

Serious Occurrence

Ministry of Education requires that all licensed child care centers report all serious occurrences within 24 hours. In the event that a serious occurrence has been report, Talent Montessori School will post a notification form to all parents to inform them of the occurrence.

Volunteer/Student Supervision Policy

Talent Montessori School will ensure that:

- No child is supervised by a person under 18 years of age.
- The Director will ensure that volunteers and students complete a review of all Policies & Procedures including Behaviour Management Policy and Criminal Reference Check Policy before beginning their role at the school and at least annually thereafter.
- Volunteers and students do not have unsupervised or direct access to children at any time.
- Volunteers and students are not counted in the staffing ratios.
- Employer / Teachers supervised volunteers and students at all the time.

In maintaining these standards, our ultimate aim is to provide an enriching educational experience in an environment which maintains the safety and emotional well being of children in the care of Talent Montessori School.

Behaviour Management Policy and Guidelines

Children are entitled to quality care in a safe and healthy, secure and loving environment. Children need the opportunity to explore their environment and discover their capabilities. This involves testing their limits and experimenting with social interactions; it is this testing and experimentation that often results in behavior that adults find unacceptable. Staff at the centre; establish limits on a child's behavior so that they can create an environment where each child can develop emotionally, mentally, physically and socially, according to his abilities. Appropriate limits should be set so the child can explore his/her world in a safe and respectful setting where he/she will develop sensitivity for others, respect for property, self-respect and self-control. It is important that parents are able to trust the staff, to treat every child with respect and that the staff knows how to support the children through proper program planning and proper use of the space and equipment available, rather than through power struggles.

Emergency Management Policy and Procedures

Name of Child Care Centre: Talent Montessori School

Date Policy and Procedures Established: 2014

Date Policy and Procedures Updated: Aug 13 2021

Policy

The Talent Montessori School will take appropriate measures to deal with any emergency situation which may arrive, the scenario which may take place in the absence of management then it is the role of supervisor or Mentor to take the necessary steps required which are outlined in the policies and procedures of emergency of the school handbook.

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

1. Immediate Emergency Response call 911.
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for, and are always supervised or mentor or side supervisor during an emergency situation.

For situations that require evacuation of the childcare centre, the **meeting place** to gather immediately will be located at: LADY OF GRACE CATHOLIC SCHOOL.

If it is deemed 'unsafe to return' to the childcare centre, the **evacuation site** to proceed to is located at: LADY OF GRACE CATHOLIC 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, Talent Montessori School 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 supervisor or mentor of Talent Montessori School in the daily written record.

Procedures

Phase 1: Immediate Emergency Response call 911.

| Emergency Situation | Roles and Responsibilities |
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| Lockdown When a threat is on, very near, or inside the child care centre. E.g.a suspicious individual in the building who is posing a threat. | <ol style="list-style-type: none">1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.3) Staff inside the child care centre must:<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.4) If possible, staff inside the program room(s) should also:<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.5) Click here to enter text.will immediately:<ul style="list-style-type: none">• close and lock all child care centre entrance/exit doors, if possible; and• take shelter. <p>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</p> |

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| <p>Hold & Secure</p> <p>When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p> | <ol style="list-style-type: none"> 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: <ul style="list-style-type: none"> • 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. 4) Talent Montessori staff must immediately: <ul style="list-style-type: none"> • close and lock all entrances/exits of the child care 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 child care centre. <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p> |
| <p>Bomb Threat</p> <p>A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p> | <ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat or Talent Montessori school must: <ul style="list-style-type: none"> • 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. A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel. B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time. |

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| <p>Disaster Requiring Evacuation</p> <p>A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p> | <p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • 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. <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. <p>4) Designated staff will:</p> <ul style="list-style-type: none"> • 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. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to Click here to enter text. and ensure their required medication is accessible, if applicable; and • wait for further instructions. <p>5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p> |
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| <p>Disaster – External Environmental Threat</p> <p>An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p> | <ol style="list-style-type: none"> 1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises. <p>If remaining on site:</p> <ol style="list-style-type: none"> 1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately. 2) Staff must immediately: <ul style="list-style-type: none"> • 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); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. 3) Talent Montessori Staff must: <ul style="list-style-type: none"> • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p> |
| <p>Natural Disaster: Tornado / Tornado Warning</p> | <ol style="list-style-type: none"> 1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible. 2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately. 3) Staff must immediately: <ul style="list-style-type: none"> • 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. |

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| Natural Disaster: Major Earthquake | <ol style="list-style-type: none"> 1) Staff in the program room must immediately: <ul style="list-style-type: none"> • 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. 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 3) Once the shaking stops, staff must: <ul style="list-style-type: none"> • 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. 4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Designated staff will: <ul style="list-style-type: none"> • 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. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to Click here to enter text. and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible. |
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Immediate Emergency Response Procedures for Other Emergencies

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| Call 911 | Inform supervisor or mentor |
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Additional Procedures for Immediate Emergency Response

E.g. assisting other program rooms during an emergency, etc.

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| Call 911 |
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Phase 2: Next Steps During the Emergency

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

List of Emergency Contact Persons: [insert information (e.g. supervisor, licensee, on-site designate, board of directors, local authority)]

Local Police Department: 911

Ambulance: 911

Local Fire Services: 911

Site Supervisor: 416-709-9799

Licensee Contact(s): 416-857-4585

- 4) Where any staff, students and/or volunteers are not on site, Talent Montessori supervisor or owner 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 to return to the child care centre.
- 5) Talent Montessori supervisor or owner 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 | |
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| Procedures | <ol style="list-style-type: none">1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.3) Staff must:<ul style="list-style-type: none">• 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.4) Talent Montessori staff or supervisor will determine if operations will resume and communicate this decision to staff. |
| Communication with parents/guardians | <ol style="list-style-type: none">1) As soon as possible, Talent Montessori staff or supervisor or mentor must notify parents/guardians of the emergency situation and that the all-clear has been given.2) Where disasters have occurred that did not require evacuation of the child care centre, Talent Montessori staff or supervisor or mentor must provide a notice of the incident to parents/guardians by phone call .3) If normal operations do not resume the same day that an emergency situation has taken place, Talent Montessori staff or supervisor or mentor 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 | |
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| Procedures | <ol style="list-style-type: none"> 1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4) Talent Montessori school will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so. 5) Upon arrival at the evacuation site, staff must: <ul style="list-style-type: none"> • 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 | <ol style="list-style-type: none"> 1) Upon arrival at the emergency evacuation site, Talent Montessori school will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, Talent Montessori staff or supervisor or mentor will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message. |

Additional Procedures for Next Steps During an Emergency

E.g. documenting children’s accidents/injuries, providing water and/or snacks, etc.

Talent Montessori school will providing water and snacks during an emergency if situation allowed.

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

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| <p>Procedures for Resuming Normal Operations</p> <p>E.g. where, applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.</p> | <p>Back to Talent Montessori School if everything safe .</p> |
| <p>Procedures for Providing Support to Children and Staff who Experience Distress</p> | <p>Talent Montessori owner providing meeting with parents and children who need support and will getting an idea to provide the support if possible.</p> |
| <p>Procedures for Debriefing Staff, Children and Parents/ Guardians</p> <p>Include, where, applicable, details about when and how the debrief(s) will take place, etc.</p> | <p>Talent Montessori owner or supervisor must debrief staff, children and parents/guardians after the emergency.</p> <p>Include, where, applicable, details about when and how the debrief(s) will take place, etc.</p> |

Regulatory Requirements: Ontario Regulation 137/15

Emergency management

68.1 (1) In this section,

“emergency” at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre. O. Reg. 126/16, s. 42.

(2) Subject to subsection (3), every licensee shall ensure that each child care centre it operates has written policies and procedures regarding the management of emergencies that,

- (a) set out the roles and responsibilities of staff in case of an emergency;
- (b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
- (c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation;
- (d) set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;
- (e) set out requirements regarding communications with parents;
- (f) set out requirements regarding contacting appropriate local emergency response agencies; and
- (g) address recovery from an emergency, including,
 - (i) requiring that staff, children and parents be debriefed after the emergency,
 - (ii) setting out how to resume normal operations of the child care centre, and
 - (iii) setting out how to support children and staff who may have experienced distress during the emergency. O. Reg. 126/16, s. 42.

(3) Despite subsection (2), a licensee is not required to have emergency management policies and procedures described in that subsection if,

- (a) the child care centre is located in a school, the licensee uses or adopts the school’s emergency management policies and procedures and those policies and procedures address the same matters as described in subsection (2); or
- (b) the licensee is otherwise required to have a plan that addresses the same matters as described in subsection (2). O. Reg. 126/16, s. 42.

Intent

The intent of this provision is to require licensees to have policies and procedures that protect the health and safety of children and staff in the event of an emergency.

The provision requires that staff roles and responsibilities be clearly outlined in the event of an emergency.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the 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 child care centre it operates.

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.

Additional Procedures for Emergency Management

[Talent Montessori School]

Regulatory Requirements: Ontario Regulation 137/15

Emergency management

68.1 (1) In this section,

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- (a) set out the roles and responsibilities of staff in case of an emergency;
- (b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
- (c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation;
- (d) set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;
- (e) set out requirements regarding communications with parents;
- (f) set out requirements regarding contacting appropriate local emergency response agencies; and
- (g) address recovery from an emergency, including,
 - (i) requiring that staff, children and parents be debriefed after the emergency,
 - (ii) setting out how to resume normal operations of the child care centre, and
 - (iii) setting out how to support children and staff who may have experienced distress during the emergency. O. Reg. 126/16, s. 42.

(3) Despite subsection (2), a licensee is not required to have emergency management policies and procedures described in that subsection if,

- (a) the child care centre is located in a school, the licensee uses or adopts the school’s emergency

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: **Talent Montessori School**

Date Policy and Procedures Established: **2014**

Date Policy and Procedures Updated: **Dec, 12. 2017**

Purpose

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

Definitions

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

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

Talent Montessori School

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their children are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers 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 by **Talent Montessori staff or supervisor** 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 **a week Supervisor or Staff Monday to Friday from 7am to 6pm** business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Procedures

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Staff and/or Licensee in responding to issue/concern: |
|--|--|---|
| Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc. | Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or <ul style="list-style-type: none"> - the supervisor or licensee. | <ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within Supervisor or Staff Monday to Friday from 7am to 6pm business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; |
| General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc. | Raise the issue or concern to <ul style="list-style-type: none"> - the supervisor or licensee. | <ul style="list-style-type: none"> - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. |
| Staff-, Duty parent-, Supervisor-, and/or Licensee-Related | Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p> | <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> |
| Student- / Volunteer-Related | Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p> | <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p> |

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to **STAFF OR 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: [insert information, e.g. agency/organization contacts, supervisor and/or individual who oversees the programs, ministries and local authorities, professional membership bodies]

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

Naghmeh Alavehzadeh ,Supervisor Email:info@talentmontessori.com[Tel/Fax:(905) 503-8080
Web: www.talentmontessori.com

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the 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 child care centre it operates.

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.

Prohibited Practices

Ontario Regulation 137/15

48 No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care, (a) corporal punishment of the child;

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

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