



# **PARENTS HANDBOOK**

**336 – BRONTE STREET SOUTH  
MILTON, ONTARIO, L9T 7W6**



# Table of Contents

1. Mission Statement .....	3
2. Origin And Theory .....	3
3. Vision .....	3
4. Values .....	4
5. Environment .....	4
6. Program Statement .....	5
7. Our History .....	5
8. Program Offered.....	6
9. Daily Routine .....	6
10. Safe Arrival and Pick-Up.....	7
11. Toys.....	8
12. Medication.....	9
13. Sickness.....	9
14. Clothing.....	9
15. Nutrition .....	9
16. Special Needs.....	9
17. Volunteers and Students.....	10
18. Parental Involvement.....	10
19. Emergency Management .....	10
20. Field Trips and Neighbourhood walk.....	11
21. Participation in the CWELCC .....	11
22. School Fees .....	11
23. Withdrawal and Refund .....	12
24. Admission and Discharge Policy .....	12
25. Waitlist.....	12
26. Holidays and Days of Closure.....	13
27. Safe Arrival and Dismissal Policy and Procedures .....	13
28. Prohibited Practices .....	17
29. Parent Grievances Resolution Procedure.....	17



## 1. Mission Statement

***“The education of even a small child does not aim at preparing them for school but for life”***  
**Maria Montessori**

Our mission is to provide quality Montessori Education, in a “Prepared Environment” which caters to the child’s individual needs. With this in mind, we observe the needs of the children and aim to provide an environment for them which will be individually tailored. Within this framework, your child will explore, discover, and grow.

## 2. Origin And Theory

Maria Montessori, a medical doctor, was born in Italy in 1870. She was both a pragmatist and a visionary, in such that she gathered evidence in an objective manner, directly from the children in their natural setting. Montessori had faith that the answers she sought would lead to more meaningful lives for individual children and would also contribute to humanity itself. Her approach to education was need-based. She believed that within the formative years of children lay the answers to humanity’s ability to renew itself in each succeeding generation.

“Maria Montessori felt that the goal of early childhood education should be to cultivate the child’s natural desire to learn and to develop the “whole child.” Thus, the child’s emotional, social, and intellectual development is addressed. The child interacts at their own pace and develops concentration and coordination by being active in a prepared environment.

Montessori believed that children go through sensitive periods of development in which they are particularly receptive to stimuli and should be provided with the necessary tools to enhance their development.

## 3. Vision

Being supported in our mission by a qualified and supporting staff, we see ourselves as a community-based facility, geared to support the “whole child” and provide children with the independence to explore their prepared environment to their full potential. We also see ourselves going hand in hand down this path with parents, whose input we value as the children progress. A Montessori Environment is not just about the material in the classroom. It is also about the philosophy behind it. Foremost the environment should be emotionally secure. The five areas of the academic environment are: Practical Life, Sensorial, Language, Mathematics and Culture. Co-operation is encouraged; behavior is modified through redirection and encouragement. The vertical age grouping is preferable to encourage a family set-up, with the younger children looking up to the older children as role models and the older ones developing empathy and reinforcing their academic skills with their younger **classmates**. In such a set -up, each child can achieve their potential at their own pace.

In planning a secure environment, we take the following ideas into consideration for an enriched social and academic environment.

- The environment should be warm, caring and inviting.
- The teacher should be consistent, kind, respectful and just.
- The child should see cooperation between the parents and the educator.
- The child's individual needs should be met.
- The child should be made aware of the expectations of the classroom.
- The child should be made to feel a worthwhile member of the group.
- There should be equal opportunities for all.

## 4. Values

We believe that we should be the very best we can and support creativity, innovation, and development. By constant evaluation of our program and staff, we plan to focus on the needs of the child. With faith in the method and child, conviction, integrity, and hard work, we intend to see our mission completed.

## 5. Environment

The "Prepared environment" is not just the material, it is also about the philosophy behind it.

In order to achieve freedom for the child to follow their natural impulses, Maria Montessori proposed a prepared environment, having:

**Freedom:** The child has the freedom of movement, exploration, socialization, and choice.

**Structure and Order:** Children thrive when their environment makes sense to them and has order; hence the teachers offer guidance to the child in the completion of an activity.

**Beauty:** Maria Montessori interpretation of this is harmony and it is created with the attitude of the children towards each other and towards their teacher and of the teacher towards them.

**Nature and Reality:** Montessori encourages the importance of nature and to be a keen observer of it. Most of the curriculum is based on reality. Imagination is explored through the medium of art, drama, and music.

**Social Environment:** Co-operation is encouraged; behavior is modified through redirection and encouragement. Vertical age grouping is preferable to encourage a family like set-up, with the younger children looking up to the older children as role models and the older ones developing empathy and reinforcing their academic skills with their younger classmates. In such a set -up, each child can achieve their potential at their own pace.

**The Academic Environment:** The five areas of the academic environment are: Practical Life, Sensorial, Language, Mathematics and Culture.



## 6. Program Statement

Montessori School of Milton recognizes the need for the children to play and learn. At the school, we strive to plan for meaningful engagement and equitable outcomes for all children. During the early years, children learn through play, active engagement, observations, experimentation, and social interaction with others. As they participate, they learn to self-regulate their emotions. Learning takes place when all areas of the child's development are considered including the physical, emotional, cognitive, sensorial, and emotional self. The school strives to be inclusive in its policies of admission, though there are times when the environment might not be the right fit, and as such, the school reserves the right to guide the parent towards a more fitting option.

Behavior management will consist of redirection and self-regulation. The behavior management policy practiced at the school restricts the use of restraints or harsh language. Any such behavior will be addressed with the staff.

The school keeps all lines of communication open with the families via email, telephone, meetings, newsletter etc.

The school promotes healthy and nutritious meals following the Canadian Food Guidelines and will ensure that the dietary needs of the children are met.

The school realizes the benefits of physical exercise and as such has an outdoor and indoor plan in place for children to engage in.

The school encourages staff to explore, learn and implement approaches to promote self-expression and continuous engagement with the children.

Keeping all these goals in sight, the school strives to create a positive and secure learning environment for the children.

## 7. Our History

We have had our roots in the Milton community since 2002. The current location on Bronte Street consists of approximately 10,000 square feet of school building and a 12,000 sq feet of playground and field. The rear of the school holds a lovely green space with beautiful cherry trees, giving the children a chance to explore nature and try their hand at gardening, or to simply have fun and make a mess!

We're passionate about making a positive impact on our student's lives and highly value their emotional, social, and academic growth. Our school educates children aged 18-months to



10 years, creating a prepared environment which caters to each child's individual needs. We lay the framework within which your child will explore, discover, and grow!

We're proud to provide consistent, top-quality Montessori education year after year to the Milton and surrounding communities.

## 8. Program Offered

Level	Age Group	Grade
Toddler	18 – 30 months	NA
Cassa	3 – 6 years	KG
Elementary	6 – 12 years	1 - 5

## 9. Daily Routine

### Toddler Program:

Time	Activity
8:00 AM – 9:00 AM	Before School Program
8:30 AM	Diaper Routine
9:00 AM	Tidy up
9:15 AM	Morning Circle/ Snack
9:30 AM	Montessori Activities
10:00 AM	French Language
10:30 AM	Playground
11:00 AM	Diaper Routine
11:45 AM	Lunch Time (Hot Lunch Prepared in School)
12:15 PM/12:30 PM	Nap Time
2:00 PM	Wakeup and Diaper Routine
2:30 PM	Snack and Activities
3:00 PM	Regular Day Ends
3:00 PM – 5:00 PM	After School Program
4:30 PM	Diaper Routine
5:00 PM	After School Pickup Time

### Casa Program:

Time	Activity
8:00 AM – 9:00 AM	Before School Program

8:30 AM	Playground Time
9:00 AM	Morning Snack
9:15 AM	Morning Circle and Montessori Activities
11:30 AM	Playground
12:00 PM	Lunch Time (Hot Lunch Prepared in School)
1:00 PM – 2:30PM	Writing, French Language and Montessori Activities
2:30 PM	Snack
3:00 PM	Regular Day Ends
3:00 PM – 5:00 PM	After School Program
5:00 PM	After School Pickup Time

### Elementary Program:

Time	Activity
8:00 AM – 9:00 AM	Before School Program
9:00 AM – 12:00 PM	Academic Work Based on the Core Subjects (Mathematics, Language, Social Studies, Science, History, Geography, French & Arts)
12:00 PM – 1:00 PM	Break Time
1:00 PM	Lunch
2:00 PM – 3:00 PM	Academic Work / Extra Help
3:00 PM	Regular Day Ends
3:00 PM – 5:00 PM	After School Program
5:00 PM	After School Pickup Time

Music offered by a specialist teacher once a week in Toddler, Casa, and Elementary Program.

## 10. Safe Arrival and Pick-Up

As a responsible member of the community, please respect the sanctity of the surrounding by approaching and leaving the school slowly and safely.

The school begins at 8:00 AM for the before school program and the after-school program ends at 5:00 PM.

Parents are responsible for escorting their child to the classrooms, making sure that a teaching staff is aware of the child's presence. Children must never be allowed to walk into or out of the school building by themselves. Your child will be released at his/her appointed school closure time.

Under no circumstances the child will not be allowed to leave the school alone or with someone other than the parent or authorized individual unless informed by the parent in advance. The school staff will



confirm the parent authorization and the identity of the individual before releasing the child to such individual.

Parents must inform the school if, for any reason, they are either keeping the child at home or are running late. If a child is absent without any reason and no information is received by the school until 30 minutes after the scheduled arrival time, the school will contact the parents/guardian or the emergency contact person, listed on the admission form, to inquire about the health and safety of the child.

If a parent has been granted sole custody by a court order, in which case only the custodial parent may be allowed to pick up the child. Parents should provide to the school, a copy of the court order which prohibits or limits one parent's access to the child.

If a non-custodial person attempts to forcibly pick up a child from the school, the school has the right to call the police and the CAS for appropriate action.

### **LATE PICK UP/EARLY ARRIVAL POLICY**

Parents are responsible and accountable for dropping and picking up their children. The school closes down completely at 5:00 PM. All children must be picked up by or before 5:00 PM. If an emergency should occur and the family is unable to arrive before 5:00 PM to pick up a child, it is very important that the school be called and information given about the whereabouts of the parents well before 5:00 PM. and what will be the parent's expected time of arrival. There will be a charge of \$25.00 for every 15 minutes of late arrival or portion thereof.

If a child is not picked up by 5:00 PM and the authorized pick-up person has not called, the staff member will call the family and then someone from the authorized pick-up list (provided by the parents) for that child by 5:10 PM. If all efforts are unsuccessful, the staff member will call the Children Aid Society (CAS) by 6:00 p.m.

If repetitive late pickups occur, the school supervisor will meet the parents to discuss and determine whether the Montessori School of Milton hours meet the needs of the family. If lateness continues, the school will support the family to explore alternate childcare arrangements that are more suitable to the family needs. A notice of enrollment termination and withdrawal may be issued by the school for any unresolved lateness.

### **PARKING AREA**

Due to the limited number of parking spaces, please leave the school premises after dropping off your child. For your and the others safety, please do not park in a no-parking zone, a fire lane, in front of the fire hydrant or in front of access to the school building.

## **11. Toys**

The school does not encourage the bringing of toys from home. Books, puzzles, or theme related material is encouraged. And toys coming to school become the parent's responsibility to take back. The school is not responsible for any such lost items.



## 12. Medication

The school requires the parent to fill the medication form if it is required to give medicine to the child. The medication itself must be in its original bottle with the child's name on it. It must also show the date of purchase and expiry and the start date. This must be handed over to the staff, who will then keep it in a lock box, which is out of reach of children. No medicine should be left in the child's bag or lunch box. Please indicate if medicine needs to be refrigerated and it will be kept in the lock box of the fridge.

## 13. Sickness

The school will ask the parent to pick up their child in the case of fever, pink eye, vomiting, diarrhea, and general ill health. It is the parent's responsibility not to send the child to school if they are exhibiting any of these symptoms. The child should only come back to school if they are able to participate in the regular program.

This school does not encourage requests of keeping the child indoors unless there is a note from the physician.

## 14. Clothing

Spare pairs of labelled clothing, indoor and outdoor shoes, labelled sunscreen, diapers, wipes and rash creams for toddlers, a small blanket and pillow (for sleepers) are to be sent by the parents. We will send the blanket and pillow home to be washed by the parents. The sheets for the cots are provided by the school.

For toddlers and children who are training, please ensure that they are dressed in comfortable and suitable clothing. Belts, buckles, and buttons are a hinderance at this stage.

## 15. Nutrition

Children who are in the before school program will bring their own breakfast (if required). We are a nut free environment and as such strive to be nut free. Please keep this in mind when packing any food for your child and make sure it is labelled with the child's name and follows all of the anaphylactic guidelines set by the school. The school provides nutritious snacks and a hot lunch with milk. The lunch and snack menu consists of a variety of foods from each of the food groups including milk and is prepared according to the Health Canada Guide. A menu is posted on the entrance board for the parents and available upon request.

## 16. Special Needs

All children can learn and acquire skills essential to their self-esteem, growth, and development when in safe and stimulating settings. Early detection of delays by families and caregivers make intervention possible, allowing children the opportunities to meet their potential. In such circumstances, families will be guided to access services and skilled staff that suit and support their needs from the many agencies and organizations that provide support for special needs.



## 17. Volunteers and Students

Montessori School of Milton welcomes both placement students and volunteers into the various programs offered in our childcare program. We believe it is a valuable part in gaining experience in a childcare environment. Volunteers and students also play an important role in supporting staff in the daily operation of childcare program.

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.

Students and volunteers will not be counted in staff to child ratios.

## 18. Parental Involvement

The school welcomes parents input and has an open-door policy. If you have any concerns about your child or the program, you are welcome to call the office and we will set up a mutual time to meet and discuss with you. Parents are also expected to be available to the Directors or class teacher to share any concerns about their child. The school hosts many programs and invites parents to attend throughout the year e.g., Mother's Day, Father's Day, winter concert, back to school night, and parent-teacher meetings twice a year when report cards are sent. At the main entrance is a board on which general news about the school is posted and communication between the class teachers and the parents is done via Google Classroom, telephone, and emails.

## 19. Emergency Management

At Montessori School of Milton, safety and security of the students and staff members is the high priority. The school has an emergency management policy which provides clear direction for the staff and licensee to follow to deal with emergency situations, resulting in the safest outcomes, involving immediate emergency response, next steps, and recovery. A complete log of monthly fire drills is kept in the supervisor's office. Although, it is hard to anticipate the nature of the emergencies, the following guidelines will be used to inform families in any emergency situation.

Nature of Emergency	Action Plan
<b>Low Risk:</b> No impact on daily school activities	Parents will be informed by email and a notice on the school notice board
<b>Moderate Risk:</b> No impact on the daily school activities and only impact one student	Parents will be informed by email and a notice on the school notice board
<b>High Risk:</b> Poses significant risk to the school safety and impacts students and school activities	Parents will be informed by email, phone, and notice on the school notice board.

## 20. Field Trips and Neighbourhood walk

The school occasionally goes on field trips. Permission forms are sent home for these and occasionally we might require parent volunteers. These forms are to be filled and returned and the field trips are at an extra cost. If for any reason you do not want your child to go, then the school requests that the child stays home as it will not be possible for us to leave any staff members behind to accommodate this situation.

The school also go for a neighbourhood walk occasionally. The parent authorization is obtained at the time of admission.

## 21. Participation in the CWELCC

Effective March 5<sup>th</sup>, 2025, the school is no longer part of the CWELCC program.

## 22. School Fees

Starting March 5, 2023, following is the applicable fees for the current school year;

Monthly Base Fees		
Toddler, Pre-school and Casa Program	Program Hours	Monthly Fee
Full Day Program – 5 Days	9:00 am – 3:00 pm	\$1,300 per month
Full Day Program – 3 Days	9:00 am – 3:00 pm	\$1,000 per month
Before School Extended Hours	8:00 am – 9:00 am	\$60 per month
After School Extended Hours	3:00 pm – 4:00 pm	\$60 per month
After School Extended Hours	3:00 pm – 5:00 pm	\$120 per month
Elementary Program	Program Hours	Monthly Fee
Full Day Program – Garde 1 to Grade 5	9:00 am – 3:00 pm	\$1,300 per month
Before School Extended Hours	8:00 am – 9:00 am	\$60 per month
After School Extended Hours	3:00 pm – 4:00 pm	\$60 per month
After School Extended Hours	3:00 pm – 5:00 pm	\$120 per month
Non-Base Fees		
<ul style="list-style-type: none"> <li>A one-time non-refundable registration fee of \$100 with the application form</li> <li>A processing fee of \$30.00 will be charged for all NSF cheques.</li> <li>Filed trips or other events charges will be notified before the event.</li> </ul>		

### Fee Payment:

Post dated cheques or pre-authorized debit agreement for 10 months are required at the time of admission. All cheques should be in the name of Montessori School of Milton and should be dated for the 1<sup>st</sup> day of the month.

The extended care is only available to the children enrolled in our full day programs The school does offer the before and after school services to children enrolled in other schools/ daycares.

The school provides 2 snacks (morning and afternoon) and a hot lunch. There is no additional charge for this and is included in the monthly base fee.



## 23. Withdrawal and Refund

A written one month notice is required if parent/ guardian wanted to withdraw their child from the school. In case notice is not provided, fee in lieu of notice should be paid.

Tuition fees are not refundable for less than a month notice. The thirty-day notice period starts from the 1<sup>st</sup> day of the month. In case the notice is given on or after the first day of month, the full month fee is payable. All tuition fees of prior periods are non-refundable.

There will be no credit available for vacations, illness, declaration of emergency, weather related school closures, winter and spring breaks.

All post-dated cheques will be returned to the parent for the remaining school year beyond the one month notice period.

If there is any reason the school feels that the program is not suitable for the child, the school reserves the right to request the child's withdrawal.

## 24. Admission and Discharge Policy

### **Admission:**

Montessori School of Milton maintains a simple admissions policy. The admissions are granted on the first come first serve basis. Parents enquiring about the admission for their child/ children are invited to visit the school with their child/children seeking admission to assess the child's suitability for the structured Montessori program. The child will spend some time with the teacher to become familiarized with the environment. This will also provide an opportunity to the teacher to assess the child. A one-time non-refundable registration fee of \$100 is required at the time of registration.

In order to be accepted for the casa program, it is mandatory that a child must be fully toilet trained.

### **Discharge:**

A written notice on month notice is required if parent/ guardian wanted to withdraw their child from the school. Full monthly tuition fees are owing if written notice is provided on or after the first of the month. There is no credit available for illness, vacations, personal leave of absence, emergency or weather-related school closures or designated school holidays as well as winter and spring breaks.

The school does not guarantee a spot if the parents temporarily withdraw their child(ren) for personal or any other reason.

## 25. Waitlist

Parents enquiring about the admission for their child/ children are invited to visit the school, preferably with their child/children seeking admission. A tour of the facility is conducted and queries answered. School handbook is handed over with the requisite forms upon request. If the parents are interested and child space is available, registration forms are completed and handed over to the office. In cases where the spots for a pertinent age group are unavailable, the child/children name(s) is put on a waitlist and the parent contacted, when the space becomes available, who may accept or decline the spot.



Subsequently the spot is offered to the next child in line for that age group. A child's parent can enquire by email/phone the status of the child on the waitlist at any point in time.

## 26. Holidays and Days of Closure

Montessori School of Milton will observe the following holidays during the school year:

- New Year's Day
- Family Day
- March Break
- Good Friday
- Easter Monday
- Victoria Day
- Summer Holidays
- Thanksgiving Day
- Winter Break
- PD Day(s)\*

\*Announced prior to the date

## 27. Safe Arrival and Dismissal Policy and Procedures

Date Established: 01 January 2024

Date Established: 01 January 2024

### PURPOSE

This policy and the procedures will help support the safe arrival and dismissal of children receiving care at the Montessori School of Milton.

This policy will provide staff with a clear understanding of their roles and responsibilities to ensure the safe arrival and dismissal of children receiving care at our school, including the steps that are to be taken when a child does not arrive at the school 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.

This safe arrival and dismissal policy and the procedures will also be shared with the parents. The safety and wellbeing of school children is a high priority. The Montessori School of Milton Safe Arrival and Dismissal Policy requires that parent(s)/guardian(s) to call (905)-876-4001 or email [montessorischoolmsm@gmail.com](mailto:montessorischoolmsm@gmail.com) in the event that their child will be absent, prior to 9:00 AM of the said day or will be late in picking up their child.

It is also the parents' responsibility to inform the school of alternate pickup arrangements of their child if they are unable to pick up their child themselves.

### POLICY

#### General



1. The Montessori School of Milton will ensure that any child receiving childcare at the school is only released to the child's parent/guardian or to an individual that the parent/guardian has provided written authorization to the school to release the child to.
2. The Montessori School of Milton will only dismiss children into the care of their parent/guardian or another authorized adult individual who is at least eighteen (18) years old. The school will not release any children from care without supervision.
3. When 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**

### **ACCEPTING A CHILD INTO CARE**

When accepting a child into care at the time of drop-off in the morning or afternoon, the school staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's 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 the school application form or where the individual is not listed in the application form, ask the parent/guardian to provide authorization for pick-up in writing by filling the form or by email.
- document in the release log form to check the ID of the pick-up person before releasing the child in their care.
- document the change in pick-up procedure in the daily written record.
- sign in the child on the classroom attendance record including the arrival time and the health check column.

### **WHERE A CHILD HAS NOT ARRIVED IN CARE AS EXPECTED**

1. Where a child does not arrive at the school at the expected time 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 at the day before), the staff in the classroom must:
  - inform the supervisor and they must commence contacting the child's parent/guardian no later than 9:30 AM. If the staff is unable to contact the parent/guardian they will try to contact the alternate emergency contacts listed in the application form.
  - if repeated calls to the parents are unsuccessful in establishing a contact the school supervisor will send an email to the parents to confirm the child absence.
2. 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 application form or written authorization.

#### **WHERE A CHILD HAS NOT BEEN PICKED UP AS EXPECTED (BEFORE THE SCHOOL CLOSES)**

1. 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 within 10 minutes of the appointed pick-up time, the program staff shall contact the parent/guardian via 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 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 school.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, and then refer to procedures under "where a child has not been picked up and school is closed"

#### **WHERE A CHILD HAS NOT BEEN PICKED UP AND THE SCHOOL IS CLOSED**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived after 10 minutes of the pick-up time, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff member 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
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall call the emergency contacts listed on the application form.
4. 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) one hour after the authorized pick-up time, 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.

## 28. Prohibited Practices

The school strictly adhere the requirements of the Section 48 of the Ontario Child Care and Early Years Act, 2023 and strictly prohibit:

- a. All types of physical restraint of the child for the purposes of discipline or in lieu of supervision unless it is for the purpose of preventing a child from hurting themselves or someone else and is used only as a last resort and only until the risk of injury is no longer imminent.
- b. Corporal punishment of the child.
- c. Exits of childcare center cannot be locked for the purpose of confining the child. The child can not be confined in a room or area without adult supervision unless such confinement occurs during an emergency and is required as part of the school's emergency management policies and procedures.
- d. A child can not be deprived of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- e. Use of harsh, derogatory language or degrading measures or threat directed child to humiliate, shame or frighten the child or undermine his or her self-respect, dignity, or self-worth.
- f. Inflicting any bodily harm on children including making children eat or drink against their will. O. Reg. 126/16, s. 34.

## 29. Parent Grievances Resolution Procedure

At Montessori School of Milton, we always encourage parents/ guardians to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with program. As supported by our program statement, we support positive and responsive interactions among the children, parents/ guardians, childcare 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 concern raised by the parents/ guardians are taken seriously by Montessori School of Milton and will be addressed appropriately. 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 the parties involved.

An initial response to an issue or concern will be provided to parent/guardians within 2 business days. The person who raised the issue/concern will be kept informed throughout the process.

All investigations will be fair, impartial, and respectful to parties involved.



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 Children's Aid Society).

Montessori School of Milton 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 parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor/ or licensee.