

Montessori
Children's House



A Pre School with a Difference!

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Parent Handbook for 2019 - 2020

History About Montessori

The founder of the Montessori Method of Education, Dr. Maria Montessori, was born in 1870 and was the first woman to be granted a medical degree by an Italian University. Maria's life work began in 1907 with a group of children from a very poor area in the city, when she opened her famous Casa Dei Bambini House of Children. Using specially designed materials and techniques, she observed the children's remarkable, almost effortless ability to absorb knowledge from their surroundings. Children teach themselves!

Philosophy

Dr. Montessori developed what she called the Prepared Environment, which already possesses a certain order and allowed children to learn at their own speed and according to their capabilities in a non-competitive atmosphere. "Never let children risk failure until they have a reasonable chance of success". The Montessori Method introduces children to the joy of learning at an early age and provides a framework in which intellectual and social discipline go hand-in-hand.

Goals and Objectives

The main objective of Montessori Children's House is to provide a carefully planned and stimulating environment which will help children develop, within themselves, the foundational habits, attitudes, skills, and ideas which are essential for a lifetime of creative thinking and learning.

The specific goals for the child who attend Montessori Children's House are:

1. To develop positive attitude towards school and learning.
2. To develop a sense of high self-esteem.
3. To build habits of concentration for a lifelong study skill.
4. To develop and foster an abiding curiosity.
5. To develop habits of initiative and persistence.
6. To foster inner discipline and a sense of order.
7. To develop sensory-motor skills in order to sharpen the ability to discriminate and judge.
8. To develop socially acceptable behaviour.
9. To acquire the basic skills necessary for a lifetime of learning.
10. To help develop each child's innate, ultimate potential through high self-expectations.

Our Mission

Montessori Children's House is guided by the educational philosophy of Dr. Maria Montessori. The method inspires the development of individual children in a safe, supportive and inclusive environment that gives them the freedom to investigate, cooperate, create and become.

Dear Parents,

I am pleased that you are considering enrolling your child in Montessori Children's House.

I have enclosed the enrollment form and child information required for registration, as well as an information sheet on our registration fees. Please be advised that subsidy is available for those families who qualify.

Please complete the registration forms attached fully, including the Health Unit registration form. When returning your forms to the school please bring your child's birth certificate, health card, and immunization record, as we need to photocopy these documents for their school files.

Please remember to attach the registration cheque for \$70.00. Once this registration fee is paid, then you have secured enrollment in the classroom for your child.

If you are applying for Subsidized Child Care, your registration fee will be \$10.00 as per direction of DNSSAB.

We look forward to a wonderful year and hope you will allow Montessori Children's House to usher your child/children into a new experience of learning.

If you have any further questions, please feel free to contact me. I look forward hearing from you.

Yours truly,

Shahla Hasnain, Child Care Educator and Montessorian
Principal/Owner of Montessori Children's House

Frequently Asked Questions

What is a Montessori school?

A Montessori school is a special place for the child to learn and to work in the building of him or herself.

The child's work?

Children have a sense of self-worth and value of what they do. They choose all activities of life skills eagerly and spontaneously, becoming totally involved. The work process involves attaining skills, refining tastes, developing sensitivities, strengthening concentration, solving problems and achieving new insights.

Role of the Teacher

In a Montessori classroom, there is no front of the room and no teacher desk as a focal point of attention. Stimulation for learning comes from the total environment. Dr. Montessori always referred to the teacher as a "Directress" because her role differs considerably from that of a traditional instructor. She demonstrates the correct use of materials as the children individually choose them. She carefully watches the progress of each child and keeps a detailed record of their work. Each teacher has been trained to recognize individual periods of readiness.

What are "sensitive periods?"

Sensitive periods are described as periods when the child shows unusual capabilities in acquiring specific skills. Another name for this phenomenon might be "formative periods" in which a child is psychologically attuned to acquire given ideas or skills more readily than any other period.

Why are Montessori children generally more self-confident, outgoing and self-reliant?

Montessori is based on a profound respect for the child's personality. The child works at their free choice and is allowed a large measure of independence. This forms the basis of self-discipline. As each child progresses at their own pace and successfully complete the self-correcting exercises, they develop confidence in their ability to understand their achievement.

Montessori's Concept of Freedom

Freedom is a prerequisite condition for learning. A free child is one who has developed his or her potential and prefers to work out problems yet is capable of asking for and receiving direction when necessary.

Montessori's Concept of "Discipline"

Discipline is the second prerequisite condition for learning. Montessori discipline is an "inner discipline" - an inner control which the child develops for his or her own behaviour with the help

of Montessori materials and in conjunction with their home environment. Dr. Montessori noted that many so-called undisciplined children were really frustrated by the lack of proper stimulation and an inadequate opportunity to achieve. She noted that young people become happier and more self-controlled after a period of time in a Montessori class. They experienced challenging tasks that not only absorbed their energies, but also resulted in a sense of achievement.

Examples of Montessori learning content include exercises based around the practical life area (self-help skills), the sensorial area (investigating perception and dimensions), the mathematics area (counting, adding, subtracting), the language area (sounds, writing, reading) and the geography and science area (maps, microscopes, life sciences).

Discipline methods that are used at our school involve talking and re-direction. Occasionally having a child sit by one's self near their peers will help the child to self-regulate and be ready to return to the group.

Does Montessori do anything else that is unique?

Throughout the year, we have an ongoing French program that introduces the concept of learning a second language to your child. It is based on introducing simple words, sentences and songs. The children learn the basics of French through song and finger plays.

To help students appreciate and relate to their environment we plan a variety of supervised field trips throughout the school year. All parents are encouraged to attend with their child, to help provide a unique one/one experience for you and your child.

Each year we plan outings to the Maple Sugar Bush in the spring, the Pumpkin Patch in the fall and Science North for the end of the school year trip.

We also have visitors attend during class times such as Firefighters/Police Officers, Musicians, and other such interesting people in our community.

We also have Music, Dance, and Yoga programs depending on funding and instructor availability.

Is Montessori the best option for your child?

We believe that our program is by far the most dynamic learning process available in this region. A quote by Maria Montessori, founder of the Montessori Method, summarizes our program quite well by stating:

"Education is not something the teacher does, but a natural process which develops spontaneously... it is not acquired by listening to words, but by experiences in which the child acts upon the environment."

We also believe that in comparing our program with the alternatives available, you will find that Montessori is by far superior.

Registration Process

To register with Montessori Children's House please complete the following:

- Read the Parent Handbook
- Fill out all of the questions in the Registration Package
- Enclose the \$70.00 registration fee [non-refundable], \$10.00 if your child is subsidized
- Bring in your child's birth certificate, immunization record, and health card so that we may make a copy for their file
- Register your child with the North Bay Parry Sound District Health Unit

Waitlist

Our waitlist consists of parents who have called or emailed the school directly and those who have signed up for our waitlist online at DNSSAB website. We then consolidate these two waitlists and offer our spaces on a first come first serve basis as availability opens up. We strive to touch base with all parents at the time of application and will do our best to place children as quickly as possible.

When space becomes available, we will contact parents. If direct contact is not made, we will do our best to leave a message. We will wait 24 hours before considering the space no longer needed and we will then move on to the next person on the list. When we make contact with parents, we offer them a tour of our facility and go over the registration process. If they have not yet applied for a space through the DNSSAB website we will give them a postcard with the website so that they can register.

If a parent calls to inquire where they stand on the waitlist, they will be provided with a best approximation of their child's status on the list. Situations in families can sometimes change quickly, opening up spaces or extending a family's need for their space.

Financial Information

Registration Fee

There is a \$70.00 registration fee when committing to a space in our programs. We accept cheque or e-transfer for your registration fee. This fee is non-refundable and is only charged once during your child's time at Montessori Children's House. If, however your child's tuition is subsidized, the registration fee is \$10.00 as per recommendation of DNSSAB.

E-transfer option:
E-Mail: saquib.haroon@gmail.com

Password: Your child's first and last name in all lower-case letters. If the name exceeds the password length limits, please use as much space that it allows.

In the comments, please put the registration fee for (child's name) in the comments.

If you wish to set up payments through direct deposit, please let us know and we will provide you with the necessary forms.

Payments

You will receive a monthly bill by the 20th of each month that will include your total for the next months tuition. Tuition can be on the 1st of the month or bi-weekly, with payments being due on the 1st and 15th of the month.

If your child's tuition fee is not paid by the 15th of each month, the payment is considered delinquent and a late fee of \$25.00 will be due. Non-Sufficient Fund fees will be charged a fee of \$35.00 plus the bank charges.

If you receive subsidy, your parent portion will be charged to the bill going out on the 20th for payment the next month. If, however, you run out of absent days, these days will show up on the following months bill as we can not calculate your absent days until the month is finished.

If, during the first six weeks, the teachers in the classroom feel that the child is having a difficult time adjusting, the parents will be informed. If it is decided that it is in the child's best interest to be withdrawn from Montessori Children's House, please keep in mind that your first month's tuition is non-refundable.

Registration/Tuition Fee

Over the years, the demand for quality child care has increased due to the noticeable benefits of peer socialization, school readiness, and improved academic skills. We, at Montessori Children's House, believe that consistent high-quality child care can significantly impact not only a child's development, but also provides well-meaning relations between educators and children. Because Montessori Children's House believes that consistency has a beneficial and long-lasting effect on the overall development of a child, our programs are now only being offered on a full-time basis.

Note:

If subsidy is required and a parent does not qualify for the full daily fee or full-time enrollment, it is the parent's responsibility to pay any of the exceeding costs above their subsidy agreement.

Also, for any reason that a parent's schedule or subsidy agreement may change, or if they no longer qualify for subsidized care, the parent will be responsible for the daily fee in order to secure their full-time spot. If a parent is not able to make these payments, the child will be withdrawn from the school.

Classroom	Registration Fee	Daily Fee
Toddler Two's	\$70.00	\$43.00
Junior Casa	\$70.00	\$41.00
Senior Casa	\$70.00	\$41.00

For statutory holidays, parents are required to pay the applicable percentage of the number of days that their child is enrolled in the calendar month.

If a withdrawal from care is required you will be responsible for providing 2 weeks notice in writing. Any requests for change in care should be also submitted in writing to the office and we will do our best to accommodate such requests pending we have availability in our classrooms to do so.

School Information

School Hours

Our school is open from the hours of 8:00 a.m. until 5:00 p.m.

Late Fee Charge: A fee of \$2.00 per minute will be charged and is payable to the teacher who is with your child upon arrival.

Attendance

We encourage parents to have their child into class NO LATER than 9:00 a.m. This is to ensure that they are getting the most out of our program and to give them ample time to work before transitioning. Parents are asked to notify the school when your child is absent and the reason for the absence. If subsidy is being used please be aware that you are allotted a set number of absent days for your child per year, as per your agreement with the DNSSAB office.

If your child is absent because of illness for 3 consecutive days you will need to supply subsidy with a note from your doctor and the absent days will be covered.

Important Notes:

If subsidy is being used, you will be responsible for any fees incurred if you go over your allotted absent days.

There are no vacation days. If your child is going to be absent due to any appointments, holidays, etc., you are still responsible for the space that you have secured.

School Closure Announcements

Inclement weather necessitating school cancellations will be announced on 100.5 Kiss FM, 101.9 FM the Fox, and AM 600 CKAT Country. These announcements will be aired between 7:00 a.m. and 8:00 a.m.

Emergency Management Policies and Procedures

Montessori Children's House has an Emergency Management Policy and Procedures. Our off-site evacuation site is St. Francis School at 68 Gertrude St. East. In the event of an evacuation parents will receive a phone call from the school as soon as the evacuation is complete.

Discipline Methods

Discipline methods that are used at school involve talking and re-direction. Occasionally having a child sit by one's self near their peers will help the child to self-regulate and be ready to return to the group.

Unacceptable Behavior

Montessori Children's House will not tolerate socially unacceptable behaviour such as hitting, name calling, screaming, biting, swearing and kicking. If a child is displaying these behaviours the school will take steps to alleviate this behaviour. These actions could include talking, sitting quietly, talking to the parents and asking the Resource Consultant for tips on helping these behaviours. The parents will be involved during these actions. If these measures do not change the child's unacceptable behaviour, the child will be withdrawn from the school.

Prohibited Practices

The following is a list of prohibited practices that no staff, student, or volunteer shall engage in. These practices would result in immediate disciplinary action and removal from the program until a thorough evaluation of the practice had been completed by the supervisor.

- 1) Corporal punishment of the child
- 2) Physical restraint of the child, 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 imminent
- 3) Locking the exits of the child care centre for the purpose of confining a child or confining a child in an area or room without adult supervision unless such confinement is in an emergency situation and is required as part of our emergency management policies and procedures
- 4) Use harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of the child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- 5) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- 6) Inflicting any bodily harm or children including making children eat or drink against their will

Illness

If your child becomes ill during the day at school the parent will be notified and asked to come pick their child up. Communicable illnesses must be reported to the school immediately.

Communicable Illness in Child Care Centres

Disease	Exclusion of case
Common Cold	Do not exclude unless too ill to take part in activities, or if person has a fever.
Ear Infection	Do not exclude unless too ill to take part in activities or if person has a fever.
Influenza	Do not exclude until feeling well enough to take part in activities, or if person has a fever.
Respiratory Syncytial Virus	Do not exclude unless too ill to take part in activities, or if person has a fever.
Strep Throat	Exclude until 24hrs after treatment initiated.
Scarlet Fever	Exclude until 24hrs after treatment initiated.
Whooping Cough (Pertussis)	Consult with health unit.
Campylobacter	Exclude with symptom free for 24hrs.
Diarrhea (unknown cause)	Exclude children for 48hrs until symptom free or healthcare provider determines diarrhea is not infectious (exclusion period may be extended during declared outbreak).
Escherichia coli (E.Coli)	Exclude until diarrhea ceased and 2 successive negative stool cultures are obtained at least 24hrs apart (if client is on antibiotic treatment stool cultures must be collected at least 48 hrs after completion of treatment).

Giardia	Exclude until symptom free for 24 hrs. (cases should not use recreational water venues, such as swimming pools until symptoms have been resolved for 2 weeks.
Hepatitis A	Exclude for first two weeks of illness or until 1 week after onset of jaundice.
Noroviruses	Exclude until symptom free for 48hrs
Rotavirus	Exclude until symptoms free for 24hrs.
Salmonella	Exclude until symptoms free for 24hrs.
Shigella	School: Consult with health unit. Child care centre: Exclude until diarrhea ceased and 2 successive negative stool cultures or rectal swabs are obtained at least 24hrs apart (if client is on antibiotic treatment stool cultures must be collected at least 48hrs after completion of treatment).
Yersinia	School: Consult with health unit. Child care centre: Exclude until symptom free for 24 hrs or until 48hrs after antibiotic treatment completed.
Chickenpox	Exclude until vesicles become dry(crusted), usually 5 days in unimmunized children and 1-4 days in immunized children.
Cold Sores	Exclude if too ill to participate in activities. Avoid direct contact with lesions or cold sores.
Impetigo	Exclude until 24hrs after treatment initiated.
Pediculosis	Consult with own childcare policy.
Ringworm	Exclude until after treatment initiated. If ringworm on body, exclude from swimming, pool activity while undergoing treatment.
Scabies	Exclude until 24 hrs after completion of one treatment.
Hand, Foot and Mouth	Do not exclude unless too ill to take part in activities.
Pinkeye (Conjunctivitis)	Bacterial: exclude until seen by healthcare provider, and can return after 24 hrs of treatment.
Fifth Disease	Do not exclude unless too ill to take part in activities. May consider excluding if fever present.
Hepatitis B	No exclusion required.
Measles	Exclude for 4 days from onset of rash.
Meningitis	Remain at home until allowed to return by their healthcare practitioner. Consult with health unit.
Mumps	Exclude for 9 days from onset of parotitis (swelling to face).
Rosella	Do not exclude unless too ill to take part in activities.
Rubella	Exclude for 7 days from onset of rash.

Additional Exclusions for Common Illnesses

Fever - 24 hours fever free without administration of fever reducing medication.

Vomiting/ Diarrhea – 48 hours from the last vomit or diarrhea.

Medication

A drug or medication is administered to a child only when a parent gives written and signed authorization of the drug or medication with the times and amounts of medication to be administered. All medication or drug must be in the original container supplied by the pharmacist, clearly labelled with child's name, prescription number, date of purchase, written instructions for administration, and storage. Children's Ibuprofen or Acetaminophen will be administered only if supplied by parents with written instructions and signed consent from a doctor regarding the reason, dosage and times to administer.

Medical Attention Required

Should a child take ill or have an accident at the school, the staff will attempt to contact the child's parents, or if they can't be reached, the "emergency contacts" required on the application form will be contacted. Should it be impossible to contact these people and medical attention is required, we would arrange to have the child taken by ambulance to the nearest hospital for treatment.

Sunscreen

We ask that all parents sunscreen their children in the mornings before drop off. We will re-apply sunscreen in the afternoon.

Nutrition

The cook at school will prepare the snacks and lunches on a daily basis. If your child has any food allergies or restrictions please speak to the administrator or your child's teacher about supplying your child's food. The menu will be posted in each classroom for each week. Dietary restrictions that are of preference and not due to any allergies (eg. gluten or dairy), parents must supply their own food for their child.

Allergies / Peanut Free School

Please fill out the Allergy Form that is included in your registration package. Please be advised that we are a peanut free school.

Birthdays

Children can enjoy a peanut free snack at school. We suggest that parents provide a special snack for their child's celebration. We use the occasion of a birthday to explain the passage of a year by showing how the Earth revolves around the sun using a special candle as the sun and a globe representing the earth.

Item's from Home

Children may not bring toys from home into the classroom. Assure your child that their toys are for home and at school they have their own special work to do. Books or any other educational material that may be of interest to all the children are welcome.

Missing Materials

Please check your child's pockets and return all unidentified objects to school. The item(s) you found may be very important to us. The smallest pink cube from pink tower, animals from the farm. or world baskets always find their way home with a friend.

Field Trips

During the course of the year, the children will take field trips to enrich their learning experiences. Field trips will be announced in advance and all children must have a permission slip on file at school before attending the field trip. When we go on field trips out of town East Ferris Bus Lines is hired for transportation. Due to changes in licensing requirements, all parent volunteers now need to have an up-to-date Police Vulnerable Sector Check before being able to attend field trips or volunteer at the school. If you are interested in being a volunteer parent, please see the office to get a PVSC request letter to take to your local law enforcement office.

Newsletters

The school will post monthly on their parent board outside of the classrooms to inform the parents and caregivers of the topic of study, notices of upcoming events, school trips and school closures. You are responsible for reading the letters so you are informed of what is happening in your child's class.

Volunteers/Students

All volunteers and post-secondary students will provide a copy of their immunization as well as have a current Vulnerable Sector Check before being permitted to be in the classrooms with the children. All volunteers and students will be supervised with the children and under no circumstances will any volunteer or student be left alone with any child.

Report Cards

Report cards are given out in December and June. This progress report allows parents to see the milestones their children have achieved in different areas of the Montessori Curriculum. If parents have any questions regarding their child's report card, they can request an interview with their child's teacher.

School Calendar 2019-2020

Month	Statutory School Holiday
September 2019	September 2 nd - Labour Day
October 2019	October 14 th -Thanksgiving
November 2019	No Closures
December 2019	December 6 - Parent/Teacher Interviews December 23 – January 2 Winter Holiday
January 2020	January 1 – New Year’s Holiday
February 2020	February 17 th - Family Day
March 2020	No Closures
April 2020	April 10 th – Good Friday April 13 th – Easter Monday
May 2020	May 18 th - Victoria Day
June 2020	No Closures
July 2020	July 1 st - Canada Day Holiday
August 2020	August 3 rd - Civic Holiday Closed August 24 th - September 1 st Classroom Set Up

There is no discount for tuition payments during the statutory, civic holiday closures, or closures for parent/teacher Interviews and Christmas holidays. The expenses of the school are ongoing just like any business. Parents are still responsible for paying the monthly tuition. Please note that these dates may be subject to change. All parents/guardians will be notified prior to any changes made.

Program Statement for Montessori Children's House

The main objective of Montessori Children's House is to provide a carefully planned, stimulating environment which will help children develop within themselves the foundational habits, attitudes, skills and ideas which are essential for a lifetime of creative thinking and learning.

Our objective will be reached by implementing the education philosophy of Dr. Maria Montessori. The philosophy inspires the development of individual children in a safe, supportive and inclusive environment that gives them the freedom to investigate, create, wonder why and become the person they will be. Montessori Children's House sees all children and their families as competent, able and active participants in all aspects of our program.

All children are naturally curious and full of potential especially during these critical first six years of development. Dr. Montessori developed a curriculum and a set of special educational materials, which would support the natural growth of children. It is this natural curiosity that will allow our students to thrive as our teachers watch for their periods of readiness to introduce new and engaging activities as each child is ready for them. Our curriculum supports a child's independence with a focus on self-help skills that is a great foundation for their future education and self confidence that will assist them in reaching their full potential.

Our interpretation of Montessori pedagogy and programming is consistent with the Ministry of Education's Policy Statement as set out in "How does Learning Happen?" and complies with the Child Care and Early Year Act, 2014 (General, O Reg. 137/15).

Montessori Children's House promotes four fundamental conditions that are considered essential to optimal learning and healthy development for children.

Belonging

Belonging refers to a sense of connectedness to others, an individual's experiences of being with others, of forming relationships with others and making contributions as part of a group, a community, the natural world.

We believe that open communication between home and school is essential. We encourage positive and consistent interactions between children, parents and staff. We also encourage the children to explore, and have designed an environment that promotes cooperation, communication and interaction while sparking that natural curiosity that all children have.

Engagement

Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged.

Learning by exploring and enquiring, children will develop skills in science, geography, history, discrimination of colour, size, textures, taste, sight and hearing, problem solving and creative thinking. These skills are essential for learning and success in school and into their adult lives.

Our Montessori materials are each presented to the children by the direction of a teacher. Once the material has been introduced, the children understand where each material is kept in the classroom. This allows them to choose and return their activities independently.

Our curriculum is a balancing act between child-initiated and adult supported experiences. Our Montessori teachers are always observing the children to be available if they need support but are careful not to step in unless the child wants help. By allowing the children to take initiative it often leads to the children being fully engaged and peaceful in what they are doing.

Well Being

Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

Keeping the well-being of the children first and foremost, we provide a safe and welcoming environment that offers the children a great deal of personal freedom to direct their time and energies. We incorporate a variety of routines during our day including two outdoor learning opportunities, self-directed work time, circle time for group learning opportunities and a rest / quiet time. We also provide two nutritious snacks and a hot lunch which follow the guidelines of the Canadian Food Guide.

Our curriculum encourages many different self-help skills that allow the children an opportunity to practice these skills on a daily basis. By practicing these self-help skills, children become confident and independent in their abilities. This confidence in turn assists the children in learning self-regulation abilities. It is these self-regulation abilities that will truly help children to succeed in our environment, their future school environment and into their adult lives

Expression

Expression or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasing complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing

communication skills, which are foundational for literacy. A focus of these foundations throughout all aspects of early years programs ensures optimal learning and healthy development.

We encourage the children to interact and communicate in a positive way. Our teachers foster positive communication by being attuned and responding to each child's cues, as well as engaging in positive interactions and communication with the children.

Teachers will take opportunities as they naturally occur to promote positive interactions and will also acknowledge negative interactions as a teaching tool to help the children understand how to make it a positive interaction by using different forms of communication such as verbal and body language. As the children learn self-regulation, they will be able to use different forms of communication more effectively in the classroom setting.

Our Educators

All of our staff will promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment, nutrition based on the Canada's Food Guide, and access to drinking water throughout the day. Staff will familiarize themselves with all information regarding allergies, medical conditions, medication requirements and parental preferences in respect to diet and rest time.

Before the beginning of each school year, we meet as a whole staff and then in smaller groups to set out of routines, strategies and plan our school year. This allows us to begin each year with the experiences of previous years directing any changes to routine and strategies. With each year of experience come new ideas, challenges and opportunities to try new strategies as we learn together as educators. We also have two professional development days set aside each year to allow our staff to attend Montessori conferences organized by the Canadian Association of Montessori Teachers. As a group, our staff also attends various workshops throughout the year that are held by local resource organizations.

We are constantly reviewing and assessing the impact of all our strategies and routines. We do this by regular discussion which includes the teachers, supervisor and parents. We also meet as a whole staff to review our work and plan for improvements. We frequently discuss ongoing strategic plans or topics of interest.

Our teachers document and review each child's progress throughout the year and will meet with parents twice a year during parent teacher interviews to discuss their child's report cards. We promote positive open communication between home and school and will regularly update parents on their child at the end of the school day. We will also meet with any parents during the year that wish to discuss their child progress, behaviours, goals or concerns.

Community Partners

We believe that it takes a community to raise a child. With this in mind we promote an active relationship with children's services and health care partners within our community. We work along side the Stepping Stones program who offer us a wonderful community resource consultant who comes in to our center on a regular basis. We also work closely with partners from One Kids Place to meet the goals of individual children. We also have an open relationship with the local District of Nipissing Social Services Administration Board and the Ministry of Education. Our educators work hard to implement strategies and recommendations suggested by all of our community partners and look forward to the insight of these professionals.

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Montessori Children's House

Date Policy and Procedures Established: September 25, 2017

Date Policy and Procedures Updated: July 19th, 2019

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

Licensees: Shahla Hasnain and Saquib Haroon, the individuals 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 licensees (e.g. program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. 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 Montessori Children's House 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 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

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 school 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 licensees.

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:
<p>Program Room-Related</p> <p>E.g. schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <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 <p>or</p> <ul style="list-style-type: none"> - Arrange for a meeting with the parent/guardian within 1 business day. <p>Document the issues/concerns in detail.</p> <p>Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who 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.
<p>General, Centre- or Operations-Related</p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensees. 	<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 1 business day or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensees. <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 a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>-</p> <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 Shahla Hasnain, owner of Montessori Children's House.

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.

Contact:

Montessori Children's House – Owner - Shahla Hasnain (306) 850-4780

Please Supply for Your Child for the Following Classrooms

Toddler Two's

- Diapers
- Wipes
- Diaper Cream
- Sunscreen
- Indoor/Outdoor Shoes (labelled)
- Blanket for Rest Time (labelled)
- Water Bottle
- Appropriate outdoor clothing for 2 outside times per day
- 3 changes of extra clothing labelled in a Ziploc bag
 - Pants/Shorts
 - Socks
 - Long Sleeve/Short Sleeve Shirts

Junior/Senior Casa

- Diapers/Pull-Ups with Tabs (if needed)
- Diaper Cream (if still in diapers)
- Wipes
- Sunscreen
- Water Bottle
- Indoor and Outdoor Shoes
- Blanket for Rest Time (Optional)
- Appropriate outdoor clothing for 2 outside times per day
- 3 changes of extra clothing labelled in a Ziploc bag
 - Pants/Shorts
 - Underwear
 - Socks
 - Long Sleeve/Short Sleeve Shirts