

Parent Handbook



Durham Montessori School and Daycare

200 Byron Street South, Whitby, Ontario L1N-4P6

Phone Number: 905-665-0505

Website: www.dmsd.ca

DURHAM MONTESSORI SCHOOL AND DAYCARE

PROGRAM STATEMENT

Durham Montessori School and Daycare value the diverse, racial, ethnos cultural backgrounds of the community, families, staff, volunteers, and visitors involved in the delivery of service and as a result, will provide an appropriate program that contributes to the emotional, social, physical, and cognitive development of the child, free from cultural, gender, religious and ethnic bias, to develop and enhance self-esteem and positive social skills.

Goals:

At Durham Montessori School and Daycare, we view children as being competent, capable, curious, and rich in potential. As a result, we are committed to helping the whole child develop and reach their full potential. Our mission is to provide opportunities for positive adult-child and child-child interactions conducive to the development of healthy social experiences and, to provide experiences that contribute to the self-esteem and developmental needs of the child.

Durham Montessori School and Daycare encourages and promotes positive practices for adult-child and child-child interactions to promote positive learning and a purposeful and developmental environment for all children and staff at the center. Durham Montessori School and Daycare respects children as individuals with their interests and strengths and respects their right to experience childhood fully. All children are unique, and we believe this is key to understanding, acknowledging, and acting on children's behavior. We commit to supporting and caring for children and their parents/guardians and families based on their individual needs. We aspire for children to demonstrate socially acceptable behavior and have respect for themselves and all others. We encourage the children to communicate positively, and we support their ability to self-regulate.

PHILOSOPHY:

All children are special, and each has his/her personality, strengths, needs, and learning styles. It is our responsibility to tap into how a child learns and develop strategies to help the child master all basic skills. Durham Montessori School and Daycare provide opportunities to experience and stimulate each child emotionally, socially, and cognitively. The children will learn and develop in a safe, happy, and comfortable atmosphere. Durham Montessori School and Daycare believe in providing opportunities for the children to manipulate and explore a variety of art, music, science, math, language, dramatic play, and large and small muscle activities throughout the day and is designed based on the interest of the children within the Montessori approach and ELECT program. Our program will foster independence, self-esteem, and problem-solving skills. Our curriculum will provide opportunities for choice and decision-making within a framework that respects each child's developmental abilities.

OUR PROMISE

At Durham Montessori School and Daycare, we promise:

- Children come first and foremost in any decisions relating to the running of the childcare center.
- To establish, maintain, and conduct the highest quality licensed childcare center and the education, care, and guidance of children.
- We promise to continually strive to improve the learning and working environments for all participating children, families, and staff.
- To provide your child with activities to enhance all areas of their development so that they will have a solid educational base to start grade school with.
- To provide a clean, safe place for your child to grow emotionally, socially, physically, and cognitively.
- Never at any time take your child for granted.

Approaches:

- Our program encourages and builds positive and responsive relationships between staff and the children, between the children and their peers, and with parents/families and staff.
- Our program focuses on children's social, emotional, physical, creative, and cognitive development holistically by providing environments in which children learn through exploration, play, and inquiry.
- Our program incorporates the "How Does Learning Happen" pedagogy through the Montessori approach and ELECT program to provide child-initiated and adult-supported experiences and at the same time support each child's learning and development.
- We encourage self-reflection, discussion, ongoing collaboration, and learning among teachers and between the teachers and the children through ongoing interactions and discussions in the classroom during circle time and group activities.
- We value the strengths, contributions, and unique perspectives of our families and we encourage them to engage, contribute, and participate in our program activities.
- Our program incorporates indoor and outdoor play, as well as active play, rest, and quiet time into the day while considering the individual needs of the children.
- We engage in ongoing communication with parents about our program and their children through face-to-face communications, newsletters, written communications, telephone conferences, and a teacher/parent electronic application.
- We involve and invite community partners like the fire department, police, etc. to our program to give workshops, presentations, and general information to the children and their families.
- We involve local community partners like Grandview, Durham Region Behaviour Management and CAS allowing these partners to support the children, their families, and staff.
- Our program uses pedagogical documentation to study, interpret, make visible, and help inform children's learning and development. Documentations will be in the form of pictures of children outlining their learning experiences being displayed in the classrooms, around the center, and/or on the communication application. Only pictures of children with parent authorization will be

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displayed. Learning experiences of children without parents' authorization for pictures will also be displayed without the children's pictures.

- Each child will have a portfolio that outlines all their learning experiences. Portfolios will be sent home when the child graduates from our program.
- We encourage our staff to engage and register for ongoing training opportunities to assist them in carrying out the program statement implementation policy and to broaden their knowledge of the "How Does Learning Happen Pedagogy". Ongoing training opportunities and workshops offered by the Durham Region Children Services are always communicated to staff.
- Monthly meetings are also used to discuss and train staff on how to implement the Program Statement.

Children who feel secure and appreciated in their surroundings gain confidence. It is therefore our goal to create a safe, clean, and secure environment for the children in our care. We will try our best to avoid frequent staff changes by providing our staff with a pleasant and professional work environment. This consistency for children increases the level of security. Durham Montessori School and Daycare will continue to provide positive guidance, encouragement, appropriate and stimulating materials as well as a dynamic program to enhance children's learning and development.

Durham Montessori School and Daycare staff develop weekly outdoor programming which enhances physical and social development. Various activities to promote gross motor skills will be an integral part of the planning process. Our staff will be trained to incorporate music and movement in our programs as this helps a child develop cognitively as well as socially. The staff will be engaged in ongoing professional developments in different areas like pedagogical approaches, diversity, inclusiveness, multiculturalism, community relationship building, health, and safety, etc., to keep up to date with current issues.

List of Prohibited Practices:

- Corporal punishment which may include but is not limited to, hitting, spanking, slapping, and punching is prohibited. Any form of either verbal or physical punishment is prohibited.
- Physical restraint of children, including but not limited to being confined to a chair, car seat, etc. for discipline or instead of supervision unless to prevent self-harm, and harm to others and only until the risk of harm/injury is no longer imminent, is prohibited.
- Locking the exits of the center to confine a child or confine the area or room without adult supervision is prohibited. Unless such confinement occurs during an emergency.
- Children will not at any time be locked or confined in a locked room at all.
- No use of harsh, degrading measures or threats, or derogatory language directed at or used in the presence of a child that would humiliate, scare, or frighten the child or undermine their self-respect, dignity, or self-worth is allowed.
- Children cannot be deprived of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will is prohibited.

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To promote positive adult-child and child-child interactions and to promote the health, safety, nutrition, and well-being of the children, these approaches will be followed:

- Using redirection and positive reinforcement to guide a child into acceptable options when engaged in an unacceptable activity.
- Speak with the child at eye level and use a calm and positive tone of voice.
- Modelling and demonstrating appropriate ways of interacting with others.
- Offering and outlining appropriate choices.
- Giving children a chance to try again.
- Giving more emphasis to appropriate ways of interactions.
- Encourage children to show respect to each other.
- Showing genuine approval when children are engaged in positive interactions.
- Children will not be blamed, shamed, or frightened for any reason at all. Limits are clearly defined in simple language and reinforced when necessary.
- Offering and outlining appropriate choices and children are encouraged to make decisions for themselves.
- Setting limits and taking into consideration the individuality of the child.

Durham Montessori School and Daycare incorporate the Montessori Principles, the Emergent Curriculum and the “How Does Learning Happen” program to develop programs for children which contribute to positive experiences and outcomes for children.

Program Statement Monitoring:

All the strategies of the Program Statement must always be implemented by staff. To ensure that the Program Statement is being implemented by the staff, the program statement implementation will be monitored by the Supervisor/designate annually. The Supervisor/designate will use the program statement guidelines tracking form to record if the program statement is being implemented and this will be kept on file. If during monitoring it is discovered that staff is not implementing the program statement, the record of contraventions of policy statement guidelines form will also be used to record the contraventions and will be kept on file.

Any staff that contravenes the program statement will be provided a retraining of the program statement implementation policy by the Supervisor/designate and a record of the retraining will be kept on file. If the staff in question continues to contravene the program statement, the supervisor/operator will issue a written warning to the staff. If contravention continues after a written warning, disciplinary action up to and including termination of employment will follow.

Impact of Strategies:

The impact of the strategies set out in the program statement will be reviewed by the Operator annually to determine its impact on the children and families. The center will use our email to collect feedback from both the parents and staff. All suggestions will be confidential. Necessary adjustments will be made based on the feedback and by Ministry Legislation to accommodate the children and their families.

HOURS OF OPERATION

Durham Montessori School and Daycare operate **Monday to Friday from 7:00 a.m. to 5:00 p.m.** throughout the year. The center is closed on weekends, Winter Break, March Break, Summer Break, and all Statutory/Civic Holidays:

Winter Break --- December 22, 2025 – January 2, 2026

March Break --- March 13-20, 2026

Summer Break --- July 3-10, 2026

January ---- New Year's Day

February -- Family Day

March/April ----Good Friday

May -----Victoria Day

July -----Canada Day

August -- Civic Day

September ----Labour Day

October -----Thanksgiving Day

December ---- Christmas Day and Boxing Day

***Durham Montessori School and Daycare follow Durham District School Board closures for Snow Days and any sudden interruption of classroom or other school closures. Daily fees for school closures are still required.**

ADMISSION POLICY:

We would like to use this opportunity to welcome and thank you for choosing Durham Montessori School and Daycare for your child. We hope that through cooperation and communication, your child's years with us will be enjoyable and fulfilling.

Before your child is admitted to Durham Montessori School and Daycare, parents/guardians will meet with the Supervisor or designate in person, via Zoom or telephone call, and are required to complete a registration package which includes child emergency information, application forms, public immunization, and consent forms. Proof of age and an immunization record is required before your child/children attend the program. The Supervisor or designate will provide a Parent Handbook if a parent requires a hard copy, however, a Parent Handbook is readily available on our website at www.dmsd.ca as a paperless option and for quick reference to our policies, and can provide a tour of DMSD. This is an opportunity for you and your child (ren) to meet the staff. Please provide as much information as possible about your child to help us best provide care for them.

DAILY PROGRAM:

Durham Montessori School and Daycare offer Full-Time and Part-Time options for:

Toddler Casa Rooms: Full-Time only for children ages 12 months to 18 months.

Full-Time and Part-Time for children ages 19 months to 3 years.

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Preschool Casa Room: Full Time and Part Time for children ages 3 years to 5 years and 11 months.

*Spaces are subject to availability. *

The main emphasis of our program is:

- To provide the children with a rich, interesting learning environment that they can explore with all their senses.
- To encourage the development of positive social skills.
- To encourage the children's feelings of competence by giving them opportunities to experiment, problem solve, and enhance their abilities.
- To develop the children's self-esteem by ensuring that they feel valued and cared for as individuals.
- To foster a sense of autonomy by ensuring flexibility and choice.

All our E.L.E.C.T and Focus Board weekly programs are posted weekly in each classroom. These plans offer more detail about events and activities in your child's room. Parents can use this tool for involvement by bringing in resources such as books, pictures, costumes, or music that are relevant to the programming in the room at that time. Parents are also encouraged to offer suggestions to enhance the program.

Durham Montessori School provides opportunities for indoor and outdoor activities daily.

Your child will benefit more from the program if they arrive no later than 9:00 a.m. and do not leave before 3:00 p.m.

TODDLER POLICIES:

- Parents of Casa Toddlers who require preferred meals from home can provide them until the child is ready for catered meals provided by Durham Montessori School and Daycare. Up to 4 snacks and 1 hot lunch, including milk, are provided for the children at meals daily.
- Parents of Casa Toddlers will be receiving a daily record of their child's day via email from our electronic application. This will include any milestones achieved, activities they participated in, as well as a record of food eaten and diaper changes. Parents are encouraged to read the reports and respond if required.

CHILD GUIDANCE:

Our goal is to help children achieve a sense of self-discipline, by accepting the consequences of their actions. We define the behavior and then work together with the child to behave in a more socially acceptable manner. The staff uses redirection, and natural and logical consequences to guide children's behavior instead of a time-out. If a child needs to be removed from a situation, a teacher stays with them and helps them understand the consequences of their behavior. We encourage the children to express themselves and express their feelings verbally.

STAFF:

All our teaching staff are highly qualified Montessori Teachers, Registered Early Childhood Educators, and individuals who possess other related qualifications. A minimum number of Early Childhood Assistants are paired with the Montessori Teachers and the Registered Early Childhood Educators (RECE) in a team-

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teaching approach. The Montessori Teacher/RECE takes the lead role in programming and child development issues. All staff have their First Aid, C.P.R., and Vulnerable Police Reference Checks. They are required to do professional development throughout the year. Professional behavior is expected by all staff. Parent-Staff communication is integral to the program. If you have any concerns or comments, please bring them to the attention of your child's classroom teacher first, followed by our supervisor should be needed.

CANADA-WIDE EARLY LEARNING CHILDCARE PLAN (CWELCC)

Durham Montessori School and Daycare are currently not participating in the Canada-Wide Early Learning Childcare Plan (CWELCC) program. We will continue to provide a private Montessori childcare and school program.

PROGRAM FEES

Casa Toddler Program	
Full-Time Only (12-18 months) \$82/Day	Part-Time (19-36 months)
Full-Time (19-36 months) \$73/Day	2 days \$89/Day
	3 days \$84/Day

Casa Preschool Program	
Full-Time (3yrs-5.11 yrs.) \$71/Day	Part-Time (3yrs-5.11 yrs.)
	2 days \$89/Day
	3 days \$84/Day

Fee schedules are posted in the building located on our Information Boards.

- A **NON-REFUNDABLE** registration fee of \$500/per child and a **(NON-REFUNDABLE)** deposit of \$500/per child will be paid before your child begins at Durham Montessori School and Daycare. The deposit will only be applied to the last month of care after 1 year's attendance and 2 months' written notice is given via email.
- The deposit is **NON-REFUNDABLE** if parents decide to withdraw their child's registration before the agreed start date.
- The deposit and first month's childcare fees will not be refunded if a parent decides the child will not continue with the program.

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- Monthly childcare fees are issued before the 1st of every month the invoice is due.
- Regardless of whether a child's last day is throughout the month, the full month's childcare fee is charged and is due in full.
- Childcare fees are subject to increase before the child's start date. Program fees increase annually.
- Parents are responsible for all monthly childcare fees even if the child is absent for any reason. These dates include all Statutory holidays, sick days, vacation days, isolation days (if required by Public Health), Winter Break, March Break, Summer Break, snow days, or interrupted closures. Failure to pay fees may result in termination of care, a spot given away, and a **NON-REFUNDABLE** deposit. Statutory Holidays include New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Day, Labour Day, Thanksgiving Day, Christmas Day, and December 26 (Boxing Day).
- Durham Montessori School and Daycare will follow DDSB school closures for Snow Days and Winter Break. These days are non-refundable and can not be used for extra days.
- Children in our Preschool Casa Program using Diapers or Pull-ups throughout the day or naptime from September 1 of that school year are charged Toddler Casa Program fees from September 1 to August 31.
- Should Durham Montessori School and Daycare close a classroom or entire center due to an Outbreak or any other program interrupted closure, childcare fees will not be reimbursed for days closed however, every child's spot will be reserved upon clearance to reopen the center/classroom by the ministry.
- Should your child be sent home due to a staff assessment of possible Lice or Nits, DMSD will not reimburse the daily rate for care on those days and the child must be Lice and Nit free for 48 hours before returning to DMSD.
- Daily childcare fees will stay the same from September to August regardless of age or movement to another classroom within the school year.
- Extended absences must be discussed with the Supervisor. Should the Supervisor not be informed, your child's spot is not guaranteed upon the child's return unless full payments to maintain the spot have been made and the deposit is non-refundable.
- Parents will be invoiced ahead of time for their monthly childcare fees which are to be paid before the 1st of every month. Payments must not be late unless authorized by the Director.
- If the 1st falls on a weekend or Statutory holiday, payment must be made on the Friday before (or Thursday due to Good Friday). Example: Saturday, February 1st payment must be made on Friday, January 31st. If payment is not made before returning to childcare, staff will not be able to accept your child into the classroom.
- A late payment charge of \$5/day will be charged from the 1st of the month until the day of payment is received, and the child is approved to come back by the Director.
- Payments will be accepted only via E-Transfer, cash, money order, or certified cheque.
- Children registered at DMSD are required to wear a school uniform and purchase a DMSD bag for their extra belongings to be left on their hook on their first day at school. Boy's school uniform includes navy blue pants/shorts, white short/long sleeve golf shirt, cardigan/vest, navy blue socks, and black shoes. The girl's school uniform includes a Tunic/Skorts, white short/long sleeve golf shirt, cardigan/vest, navy blue socks, and black shoes. Please visit www.uniformbasics.com.

***Tax receipts for childcare payments will be provided by the end of February every year*.**

WITHDRAWAL POLICY:

- If parents wish to withdraw their child(ren) from the program, two months' written notice is required during operating business hours. Deposits will only be deducted from the last month's invoice after a 1-year commitment from the start date. The child must attend during the notice period and all outstanding balances paid before the child leaves.
- If parents wish to change the number of childcare days, one month's **written** notice is required and only accepted if a spot is available.
- If a child withdraws before the completion of the annual re-registration form's end date, as completed by the child's parent, the deposit will not be refunded. Should a re-registration form be incomplete the child's spot will not be guaranteed.
- Policies at Durham Montessori School and Daycare are subject to change throughout the time a parent's child is registered with them and families will agree to policy amendments or additives.

Non-compliance with General Policies and Payment Provisions may, at Durham Montessori School and Daycare's sole discretion, result in immediate termination of the childcare space, in addition to any other available legal remedies.

LATE PICK-UP FEES:

Parents must designate a person to pick up their child if they will be running late in picking up their child from the center before DMSD's closing time.

The staff has personal plans and overtime costs affect our rates, therefore a late fee of \$2 per minute will be charged after 5:00p.m or childcare centers closing time should their hours of operation be reduced. Late fees are to be paid within 24 hours of the last pick-up via E-Transfer.

If the staff has not communicated with a parent/guardian within 15 minutes after the center closes, staff will begin calling the emergency contacts to pick up your child. If no one can be reached to pick up the child/children, Children's Aid will be called thereafter.

ARRIVALS AND DEPARTURES:

- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the Safe Arrival and Dismissal Policy and Procedures.
- Parents/guardians or persons over 18 years of age are required to accompany their child/children to the center and to make sure that the staff member on duty is aware of your child's presence.
- Parents dropping off their child/children are required to sign them in on the attendance sheet/device before they leave. Similarly, when picking up your child, make sure that the staff member on duty knows you are leaving and sign the child out on the attendance sheet/device.
- Ensure that the child's belongings are in the proper designated place before you leave.
- Your child may only be picked up by authorized persons listed on the registration forms. Written permission from a parent or guardian must be provided if anyone else is picking up the child every time. All persons, other than parents/guardians who are picking up children are required to show identification before the child can be released.

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- Written/mailed permission from a parent or guardian must be provided if anyone else is picking up the child. If an unauthorized person arrives to pick up a child, access will be denied. Your child will remain under the supervision of Durham Montessori School and Daycare until an authorized person arrives to pick up your child.
- An unauthorized person is anyone who is not stated on the registration form and any person who appears intoxicated, medicated, etc., and incapable of caring for the child.

PARENTAL INVOLVEMENT:

Parent communication with the child's teacher or supervisor/designate is highly encouraged. Parents are encouraged to take a few minutes at the beginning or end of the day to let staff know of any special or unusual events that may have an impact on their child and the way the child will approach the program. Invariably, the staff is required to let parents know of any highlights or upsets that have occurred during the day either verbally or with an incident report.

Parents are invited to participate in all aspects of the program. If you have any special skills or ideas that you can offer to the center, it would be greatly appreciated if to communicate them with us and we will arrange a convenient time to share them with our program.

PARENT ISSUES AND CONCERNS POLICY:

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, Durham Montessori School and Daycare, and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Operator: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each childcare center it operates.

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

Supervisor: Ministry-approved individual, the staff member responsible for the supervision of staff and day-to-day running of the childcare center.

General

Parents/guardians are encouraged to take an active role in our childcare center and regularly discuss what their child(ren) is experiencing with our 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 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 Durham Montessori School and Daycare and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within two business days. 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 the 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 center maintains high standards for positive interaction, communication, and role modeling for children. Harassment and discrimination will therefore not be tolerated by 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 the operator. If a staff member is treated disrespectfully by a parent/guardian, a letter from Durham Montessori School and Daycare will be given to them and childcare will be halted effective immediately.

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.

Duty to Report

Every person in Ontario, including a person who performs professional or official duties concerning children, is required under the Child and Family Services Act to report her/his suspicion that a child may have been abused or is at risk for abuse (i.e., in need of protection). The suspicion and the information, upon which that suspicion is based, must be reported to the Children's Aid Society immediately. The individual who suspects that a child may have been abused or is at risk for abuse must report directly to the Children's Aid Society and cannot rely on anyone else to report on his/her behalf.

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*.

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 the Childcare Operator at info@dmsd.ca

PROCEDURES:

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Operator 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 - the classroom staff directly first. If the concern is not resolved within 24 hours, resort to notifying the Supervisor first, followed by the Director/Operator should the issue not be solved by the supervisor.	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within two 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. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern.
General, Centre- or Operations-Related E.g.: Child Care Fees, Hours of Operation, Staffing, Waiting Lists, Menus, etc.	Raise the issue or concern to - the Supervisor first, followed by the Director/Operator should the issue not be solved by the supervisor.	<ul style="list-style-type: none"> - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding the next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
Parent, Staff, Supervisor-, and/or Operator-Related	Raise the issue or concern to - the individual directly or - the Supervisor/ Director/Operator. All issues or concerns about the conduct of staff, parents, etc. that put 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>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days 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>
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student. or - Supervisor first, followed by the Director/Operator should the issue not be solved by the supervisor. 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.	

WHAT PARENTS NEED TO PROVIDE:

Clothing etc.:

*Please ensure that your child has at least 2 complete changes of clothing which includes 2 white tops, 2 blue bottoms, 2 underwear, and 2 socks, in case of an accidental spill or leak, and a DMSD bag is always used for clean storage on their hook.

*Parents must provide indoor/outdoor shoes for sanitary purposes. We recommend black-coloured Velcro running shoes for indoor and outdoor wear. No soft sole shoes, Crocs or slippers are permitted.

*Please label all clothing, shoes, and personal items coming into the center. Children should be in school uniform daily.

*A minimum of 2 plastic bags to send home soiled clothing is required to be replenished in their green school bag.

*As children will be attending outdoor activities, weather permitting, appropriate outdoor clothing to suit the season should be kept at the center such as hats, mittens, snow pants, etc.

*Soiled or wet clothing must be taken home by the parent/guardian each day and a clean replacement is needed to replenish your child's bag at school the following day.

*Durham Montessori School and Daycare is not responsible for providing extra clothing or diapers/Pull-ups, creams, or wipes. Should your child not have sufficient items needed, parents will be notified to bring in the required items within 1 hour of being notified or picked up for that day.

*Parents are required to bring a labeled clean, spill-proof, and freshly filled water bottle daily.

Diapers/Pull-Ups:

Parents/guardians should provide a labeled bag of diapers and/or Velcro pull-ups for their child. For sanitary purposes, only disposable diapers and/or Velcro pull-ups are to be used at DMSD. An adequate supply is to be kept in the child's change basket, along with any wipes and/or diaper cream required. Parents are responsible for checking in with their child's teacher every month to ensure a sufficient number of supplies are at the staff's disposal to use for their child.

Sunscreen:

Parents are responsible for supplying sunscreen for their children's use before coming to the center every morning. Please remember to label the bottle with your child's name. Staff will reapply sunscreen for afternoon outdoor time and will notify you when your child's sunscreen is running out. Parents are required to check sunscreen, ensuring its due date is not until the following summer.

TOY POLICY:

Parents/guardians are asked to not bring toys from home to DMSD unless asked by staff members for special occasions or show and tell. Toys brought in for show and tell should not be of a violent nature. The center will not be held responsible for any lost, stolen, or broken articles brought from home.

CUBBIES:

Each child has a labeled hook/basket. This is where they keep their DMSD bag of personal belongings. Please check regularly for the child's finished work and notes to parents. DMSD is not held responsible for broken or lost personal items.

TRIPS/VISITORS:

When monthly field trips or visitors are planned, a notice and permission form will be sent home in advance giving information about the visitor, destination, cost, date, and times of the departures and arrivals. Trips and visitors are a part of the program. If parents do not wish for their child to participate, they are required to keep their child home until we are back to normal programming for the day no earlier than 12:00 p.m. or later depending on when we come back from a field trip. DMSD does not reimburse childcare fees for attendance lost on those days if parents do not want their child to participate. If a parent pays for a field trip/visitor but their child does not attend due to absence, a refund or use for another trip/visitor can not be applied.

REST PERIODS:

The children at the center are required to rest for a maximum of two hours daily. This helps to keep the children rejuvenated and enhances active participation in the program. If after one hour a child is not sleeping, they will be offered a quiet activity. There is a designated nap/rest time each day. All toddler and preschool casa children will have a two-hour rest period after lunch. Sleeping blankets will be provided by the childcare center. Sleeping cots, cot sheets, and sleeping blankets shall be provided by the childcare center. The cot sheets and blankets will be washed once a week. The sleeping cots will also be cleaned and sanitized every Friday and a record of cleaning is to be kept at the center.

NUTRITION:

At Durham Montessori School and Daycare, we believe that nutrition plays a vital role in a child's ability to learn and develop. Our menus are planned to meet your child's nutritional and cultural needs, based on Canada's Food Guide. All children will be provided with a hot nutritious lunch, morning, and afternoon snacks daily. Seasonal menus will be posted in advance. Durham Montessori School and Daycare is a nut-safe center. The best way to reduce the risk of accidental exposure is to prohibit any food or drinks from being brought from home into the center except for parent requests or children with very severe allergies. Please discuss any dietary restrictions with the Supervisor or designate and complete the required forms. The Supervisor will make the necessary arrangements concerning meals. Children are never forced to eat; they are encouraged to try everything. Privileges are never withdrawn if a child does not eat.

PHOTOGRAPHS AND SOCIAL MEDIA:

On occasion, staff members take photographs of the children while in the program. The center will post some photographs for educational purposes in the center. These photographs are used only within the center. Names of the children are not used when photographs are displayed. Photographs used for the center's social media are also taken of your child however, photographs taken inside or outside of DMSD are only with parental consent obtained at the time of registration.

IMMUNIZATION POLICY:

Each child must be immunized according to the Child Care and Early Years Act and as recommended by the Local Medical Officer of Health before they start the program. Parents/guardians who do not immunize their children because of medical or religious reasons are required to provide a letter from the appropriate ministry for exemption before a child or children can be admitted to the center.

MEDICATION POLICY:

The staff at Durham Montessori School and Daycare can administer prescription medication and other medication if a Medication Form is filled out and signed by the child's parent. Before any medication can be administered, all the following conditions must be met:

- All medication must come in its original container, with the prescription label on it, stating the child's name, dosage, date of purchase, name of the drug, doctor's name/phone number, and instructions for storage and administering.
- If non-prescription medication, it must be accompanied by a Non-Medication Form and parents' signature with instructions on how to give the medication, for how long, and storage instructions are required.
- The parent must complete and sign all forms authorizing the staff at Durham Montessori School and Daycare to administer the medication.
- The parent/guardian must give and train all medication to the Supervisor or designate the child's teacher if the Supervisor is not available.
- It is the parent's responsibility to take the medication home daily if needed.
- If a child uses an EpiPen, 2 EpiPens are required to be always kept at the center. Parents must make note of EpiPens expiration dates and provide updated medication before expiration. DMSD can not accept a child into the center without 2 valid EpiPens.

***If the above administering requirements are not adhered to, our staff can not administer the medication. ***

SANITARY/HEALTH POLICY:

The Durham Montessori School and Daycare health policy contains guidelines that ensure the health and well-being of children and staff. It always follows the current requirements and guidelines set out by the Ministry of Public Health. The main objective of the policy is to minimize the spread of illness. Illnesses such as high fever (fever over 37.8°C), runny nose, cough, cold, flu, COVID-19, strep throat, pink eye,

chicken pox, diarrhea, head lice, etc., are considered contagious illnesses and should be treated by a doctor. Sick children are not allowed to attend childcare. It is not the responsibility of the center to care for sick children. If your child becomes sick while at the center, the parent or the emergency person will be contacted and the center will request that your child be picked up within 1 hour of being notified. If your child develops a contagious or communicable illness, parents will be asked to remove the child from the center 24 hours after the last symptom or 48 hours for nausea, vomiting, and diarrhea. The child is required to return to the center with the attending physician's written consent to return and be symptom-free.

If your child has been infected or exposed to head lice, please notify the center immediately. Head lice can be controlled in a group setting if everyone works together. The center operates a "Nit-Free Policy" where each child will be inspected upon arrival at the center upon the initial report of head lice. If any nits are suspected or found by staff, the child will be sent home. This policy applies even if a child has been treated. DMSD is not responsible for reimbursing childcare fees should staff suspect lice or nits in any child sent home or children that have lice or nits.

Durham Montessori School and Daycare will not be held responsible for any child who has contracted any illnesses, Lice, Nits, etc. while attending our program.

DAILY HEALTH CHECK:

According to the requirements of the Child Care and Early Years Act, a daily health check of each child is made on the child's arrival at a childcare care center. As a result, Durham Montessori School and Daycare will make daily health checks of each child on the child's arrival at the childcare center to ensure the health and well-being of children and staff to the best of their ability.

CUSTODY POLICY:

- Durham Montessori School and Daycare require a copy of any custody agreement or court order dealing with custody, to be properly informed, and to enforce any custody terms by parents/guardians.
- The signed consent of all parties must be given to the Supervisor or designate before any visit by the non-custodial parent is made. The visit should always be arranged through the Supervisor.
- A non-custodial parent will not be allowed to pick up a child without the written consent of the custodial parent or as outlined in the court documents.
- Should the non-custodial parent show up at the center unexpectedly, staff will not allow the child to be sent home with that parent and the police will be called.
- The custodial parent will be called to remove the child/children from the center, as staff members are put in a vulnerable position.
- As this may be disturbing to the child/children, the most important role of the Supervisor and staff members is the protection of the child/children.

INCLUSION POLICY:

Durham Montessori School and Daycare strive to foster and provide a learning and working environment, with a climate of mutual respect and understanding. We will not tolerate discrimination or bias in any form.

Durham Montessori School and Daycare

All children and families, staff members, students, and volunteers are accepted regardless of their differences and similarities. We promote the development of unbiased attitudes and beliefs.

Adults are expected to model appropriate behavior refraining from swearing, name-calling, etc. Any individual engaging in this type of behavior will be asked to leave the premises. Failure to comply may result in police intervention.

CONFIDENTIALITY:

We must maintain and respect the privacy of our families, staff, volunteers, and students. Therefore, gossip within the center and/or electronic information sharing like using social media among staff, students, and volunteers or between parents, staff, students, and volunteers in issues between Durham Montessori School and Daycare and our families, staff, volunteers, and students will not be tolerated at any time and may result in the dismissal of the staff member or child of a parent involved.

EMERGENCY MANAGEMENT POLICY:

Durham Montessori School and Daycare have a comprehensive Emergency Management Policy which provides a clear direction for staff and management to follow and deal with emergencies. This policy is to support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible. All emergencies and the directions to follow during emergencies will be communicated to parents/guardians by either phone, email, or by posting notifications at the center. If emergencies that require evacuation occur at the center, parents/guardians will be contacted by phone to come to pick up their children within the hour.

ALLERGIES:

Please notify the center if your child has any allergies. All applicable paperwork must be filled out and kept on file. All allergies will be posted in each room and throughout DMSD.

ANAPHYLACTIC POLICY:

Durham Montessori School and Daycare have a comprehensive anaphylactic policy. All anaphylactic allergies will be posted in all rooms. Upon registration, if applicable, parents will be required to complete an Anaphylactic Individual Plan for their child(ren).

TERMINATION POLICY:

The center may decide to terminate a child's childcare space immediately. The following behavior may result in this decision:

- Verbal, written, and/or physical abuse of staff and/or children by parents.

Procedures used in determining when to terminate a childcare space.

- An initial meeting will be scheduled with the child's parents(s) to clearly outline the issue at hand.
- The issue will be recorded and articulated to parent(s) by staff members for a period of two weeks to one month.
- Recommended practices will be outlined to the parent(s) by staff.
- If the parent(s) can follow through on recommended practices, the staff will assist them in contacting the appropriate agencies.
- If recommended practices are not followed and if determined necessary, the Supervisor of the center (along with the staff) will meet again with the parent(s) to discuss the issue.
- If the issue at hand continues, the Supervisor will consult with the childcare operator and two weeks' notice of termination will be given in writing by Durham Montessori School and Daycare.

WAITLIST POLICY:

The Childcare and Early Years Act prohibits licensed childcare from charging waitlist fees. As a result, Durham Montessori School and Daycare will not charge any waitlist fees to potential families. Children will be placed on a waitlist without charge and parents will be notified by phone call or through email once the name of their child reaches the top of the list. Durham Montessori School and Daycare will maintain a first come first serve policy in its enrolment practices. Families can enroll their children ahead of time. A child will be considered enrolled at Durham Montessori School and Daycare once a completed registration package is returned along with the immunization record, deposit fee, and registration fee. Children can only be enrolled when there is available space.

STUDENTS AND VOLUNTEERS:

Students and volunteers will not be left alone with the children at any time. Students and volunteers will be monitored by staff when implementing child guidance techniques.

SERIOUS OCCURRENCE POLICY:

The safety and well-being of all children and staff, students, and volunteers is our highest priority. An occurrence is any unusual, unsuspected, potential, or unexpected event that is not consistent with the routine safety of service delivery while in attendance in childcare. Despite all the precautions, a serious occurrence can happen from time to time. Licensed childcare centers are required to post information regarding a serious occurrence that has taken place at the Centre. Durham Montessori School and Daycare will report and post any serious occurrence that took place at the center. This policy supports the government's efforts to increase parent access to information about licensed childcare programs.

CHILD ABUSE POLICY:

Durham Montessori School and Daycare staff, students, and volunteers are made aware and will adhere to the legal obligations to report cases of child abuse under the Child and Family Services Act. Durham Montessori School and Daycare staff, students, and volunteers will report any suspected child abuse which includes neglect and risk of harm, physical, emotional, and sexual abuse to the appropriate authorities.

AVAILABLE SPACING IN THE NEXT AGE GROUPING:

Continued care in Durham Montessori School and Daycare will depend on the availability of care in the next age grouping to which your child/children would normally progress at our childcare center. Priority will always be given to children already enrolled at the center. If your child reaches 6 years, a withdrawal notice will be given as Durham Montessori School and Daycare only cares for children as old as 5.11 years of age. Children will be moved to the next age grouping/classroom in September following the month they reach a particular age.

CRIMINAL REFERENCE CHECK POLICY:

All staff including students, volunteers, and supply staff at Durham Montessori School and Daycare are required to obtain a clear original police criminal reference check including vulnerable sector screening before they start employment at the center. If the criminal check result certifies that the potential candidate has no criminal record on file that will pose a danger to the childcare children, an offer of employment/volunteer position will be made.

SCHOOL DROP OFF AND PICK UP:

All Kindergarten-aged children enrolled at the center will be dropped off and picked up from school if they attend the local school. However, the staff members of the center are unable to pick up children from school if they are involved in extracurricular activities in their school that fall outside the regular school drop-off and pick-up time.

SMOKE-FREE POLICY:

The Smoke-Free Ontario Act prohibits smoking in enclosed workplaces and enclosed public places in Ontario. To protect children, workers, and the public from the hazards of second-hand smoke; Durham Montessori School and Daycare is committed to providing a smoke-free environment for all families, children, staff members, and volunteers. The childcare operator, supervisor, and staff members will ensure that smoking is prohibited in classrooms, playgrounds, washrooms, and all areas of the center and property. Anybody who does not comply with the smoke-free policy will be removed from the premises immediately and the Childcare Operator or Supervisor will inform Children Services. A written warning will be given to the person contravening the policy. In the event a person continues not to abide by the Smoke-Free Policy, the Childcare Operator or Supervisor will inform the Public Health Representative.

ABSENCE:

Parents are required to contact the Durham Montessori School and Daycare via email, at info@dmsd.ca if their child will be absent and give a reason for absence, to be recorded on the attendance records.

FIRE DRILLS:

Durham Montessori School and Daycare conducts monthly fire drills to familiarize children and staff with its importance and practice responding quickly. Fire procedures are posted in each room and on the center's information board.

FIRE SAFETY POLICY:

Respond as quickly as possible and get the children in front of each room door and out through the designated exist to the emergency shelter. Attendance records will be taken, a head count will be done, and the result given to the Supervisor or designate for verification. The Supervisor will notify staff members when it is safe to re-enter the building once the Supervisor or designate gets direction from the fire department.

GATES AND DOORS:

For the safety of the children, the playground gates and all doors at the center must be kept closed to avoid a child going through them. The exterior front and back emergency doors are kept locked, and they are designed to automatically unlock in the event of an emergency or an evacuation.