


ROYAL  **ACADEMY**
MONTESSORI PRESCHOOL

Parent/ Guardian Handbook



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ROYAL ACADEMY

MONTESSORI PRESCHOOL

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Program Statement

Royal Academy Montessori Preschool is dedicated to providing a safe, secure, and supportive environment for all involved. Staff are responsible for the health, safety and well-being of all the children. We offer a healthy, well balanced nutritional menu. The center's program is designed to meet the needs of the children and to develop their physical, social, emotional, creative, and cognitive well-being. Every child is unique and we believe that success and growth come from encouragement and praise. Our teachers focus on building every child's self esteem and confidence through positive feedback. We encourage this positive feedback not just between staff and children, but also with parents as we keep an open communication with them. We offer daily feedback to parents using log books as well as verbal communication. In addition, we provide report cards of their child's progress 3 times in the year. This fosters an open relationship with the parents where they are able to communicate any questions or concerns. Also, at any point parents are aware that the supervisor is always available to consult, we welcome feedback as we strive to better our program so as to better meet children's needs. We nurture their natural strengths and curiosity as a child see's the world around them with wonder and awe. Active play, rest and quiet time are balanced though out the day and incorporated in both indoor and outdoor time.

Royal Academy Montessori is proud to be a member of the Raising the Bar initiative (<http://www.cdrcp.com/rtb/raising-the-bar>) as well as the Peel Inclusion Resource Service (PIRS) program (<http://www.peelcc.org/en/services/family-preschool-services>). These resources are beneficial to the center as we have representatives in who come into the center and help implement our processes.

Royal Academy Montessori Preschool is a unique blended program which infuses Montessori and Early Childhood teachings. We offer Educational Schooling as opposed to simply Daycare. We incorporate Phonics, Cooking, Mathematics, Science, and Culture into our program. We create an environment prepared to bring out the best that occurs naturally within every child. Dr. Montessori discovered how to create this environment through detailed scientific observations of many children over many years, students learn: Motivation, Harmony and compassion, Responsibility and self-discipline, Confidence, Social interaction.

Self-regulation is a key component for children as it helps them develop their emotional mindset and how to react to certain situations; It also helps children from reacting to things in a positive manner. At Royal Academy, we use our Montessori methods, to nurture self-regulation. In our classrooms children are presented with a variety of materials and are encouraged to ask questions and pursue work that is meaningful to them. Within the structure of a prepared environment, teachers guide children to make choices appropriate for their needs. When children are strongly motivated to pursue what interests them, focus and concentration develop. Teachers help develop these skills by:

- Getting down to the child's level
- Give empathy

- Match the child's emotion tone
- Give them time
- Let them play

How does learning happen? (HDLH) is a common provincial framework to guide programming and pedagogy. HDLH is a professional learning resource that provides a common framework to help licensees focus on knowledge from research, theory and practice on what's most important for children. It encompasses a broad range of program philosophies and approaches, and may look quite different when put into practice in a variety of settings. Approaches include:

- Responsive relationships
- Learning through exploration, play and inquiry
- Educators as co-learners
- Environment as a third teacher
- Pedagogical documentation
- Reflective practice and collaborative inquiry

OUR PROGRAMS

Infants – 6 months to 18 Months. Children participate in a supportive and personalized infant program. At this stage, Royal Academy provides a more customized program that supports the infant's needs as much as possible. There are plenty of group activities and an outdoor program twice a day for at least an hour, weather permitting. Our dedicated sleep room provides a personal crib to support each child's sleeping requirements. Teacher/child ratio in the infant room is 1:3.

Pre Casa (Toddlers - 18 to 30 Months) Children within our toddler program begin the early stages of the socialization process. This exciting stage focuses on the fine and gross motor skills, language development, and sensory development with plenty of directed play. The outdoor program is important at Royal Academy and we have a minimum of two hours of outdoor learning and play each day, depending upon weather. The rest period is two hours every day and we provide toilet training in collaboration with your support at home. Teacher/child ratio in the infant room is 1:5.

Casa One(Preschool - 2 1/2 to 3.8 years old) Skills development, including writing ones name, recognition, counting, building, creative development and plenty of socialization with purposeful play-based learning form the core of each preschool day. There is a rest period each day and two hours of outdoor play. The additional programming at this stage includes music, sport and art instruction. Teacher/child ratio in preschool is 1:8.

Casa Two 2– Senior Preschooler (3.8 to 5 years) - Mathematics, Language Arts, Music, Sensory development, Practical life, Science and Culture. Group activities are encouraged to develop leadership, communication and speculation as well as organizational skills. Individualized teachings focus on Phonics, Pre-Reading, Reading, Social Studies and Printing. Teacher/child ratio in preschool is 1:12.

We are fully licensed by the Ministry of Education and our standards meet the requirements. The center is routinely inspected by the health and fire department and licensing officer from the Ministry of Education.

Fee Schedule:

Infants: 6 months to 18 Months
Cost: \$78.00/day
\$780.00for bi-weekly

Toddlers: 18 to 30 Months
Cost: \$60.00/day
\$600 for bi-weekly

Preschool 1: 2.5 to 4 years
Cost: \$58.00/day
\$580.00for bi-weekly

Preschool 2: 3.8 to 5 years
Cost: \$58.00/day
\$580.00 for bi-weekly

Half Day/Part Time (may be available, please inquire)

Part Time Half Day AM:
includes lunch
\$40.00/per day
\$400 bi weekly

Part Time Half Day PM:
\$35.00/per day
\$350 bi weekly

Part Time 3 days a week (Monday, Wednesday and Friday)
\$67.00/per day
\$402 bi weekly

Part Time 2 days a week (Tuesday and Thursday)
\$68/ per day
\$275.75 bi weekly

Fees are withdrawn from the account biweekly on every other Monday.

**Siblings get a 5% discount.*

**Fees subject to change (yearly)*

Registration Fee 100.00 and its not refundable. Due upon the registration

NSF fee of \$30 will be charged if and when the fee withdrawal declines. Fob Key charges \$25.00 refundable upon the return of key

Activities

Practical Life- Activities in Practical Life teach children how to be independent. Independence is very important for the young child to learn. Small children can learn how to tie their own shoes, pour their own milk and tidy up when they make a spill. Through the various practical life activities, children learn to care for themselves, for their environment and for each other. As in other curriculum areas, many Practical Life activities isolate one particular skill. This allows children to master the necessary skills to progress, beginning one step at a time.

Sensorial- Sensorial activities teach children to focus their awareness, discriminate fine differences and learn how to observe. Some exercises are for matching and grading colours, textures and sounds, while others are for sorting by one aspect such as height, width, or length.

Mathematics- Montessori Mathematics includes activities in numbers 1-9999, addition, subtraction, multiplication and division. These involve hands-on learning materials that make abstract concepts clear and concrete.

Language- Language activities develop children's skills in listening, speaking, reading, writing and grammar. Considering that the optimal developmental timeframe for learning language is before the age of 6, this is an important time for vocabulary enrichment. Materials in every area of the classroom can teach the names of geometric shapes and solids, continents and countries within continents, flags, types and parts of trees, flowers and animals, etc.

Cultural Studies- Cultural Studies include the subjects of history, geography and science. Children use many puzzles for activities in geography and science long before they do any written work. Puzzles are a very important part of the Montessori approach. Young children experience things that they can touch and manipulate with much greater interest than a two-dimensional picture on paper. By assembling a complex whole from many parts children can develop a real sense of discovery about the world they live in while building their concentration.

Royal Academy Montessori Preschool Policies

Operating Hours

Hours of operation are:

- 7:30 AM to 5:30 PM. Monday through Friday.
- **Infant room:** Opens at 7:45 AM until 5:30 PM. Monday through Friday

Children benefit from routine and consistency. We require parents to have regular times for pick up and drop off. If for some reason you bring your child in early or late, we require notice as soon as possible.

If you bring your child in a lot earlier than their normal drop off time without notifying the supervisor we may not be able to take your child depending on teacher to child ratio. This communication should be done via Email (royalacademymontessori@gmail.com).

Our center is open 12 months a year, with the exception of statutory holidays such as:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labor Day
- Thanksgiving
- Christmas Day
- Boxing Day

Also note that we are closed for approximately 1 week during the Christmas holiday period commencing on December 25th. December 23th we will close at 12:30 p.m.

Please note – Full fees are required at all times.

Inclement Weather

In case of inclement weather, please call:

(416)-200-7264 or check our Facebook page at <https://www.facebook.com/Royalacademydaycare/>

In the event of inclement weather, official notice of closure will not be given until 6:30 A.M. on the date of the closure.

Note: If local schools have shut down due to weather, we will also be closed.

Please note – Daycare fees will not be reimbursed.

Vacation time

Royal Academy understands the importance of vacation time; however, to ensure your child's spot during the school year, full fees are required. Please inform us in writing in advance of when your child will be taking vacation. If you decide to take your child out of daycare on a temporary basis, please be advised that a new registration fee will be required upon re-entrance and there is no guarantee of an available spot.

Late Fee

A late fee will apply when a child is not picked up on time, as this will affect the hours of scheduled supervision provided by the staff. After 6:00pm the late fee is **\$1 per minute** due to the detainment of staff beyond the regular hours will be applied. Late payments will be required to be made in cash. If this payment is not received within a 7 day period, an additional \$5 will be charged, weekly. If you are going to be late please call the center to notify staff as soon as possible.

Absentees

If your child will be absent, we ask that you notify the center early in the morning so that the staff is aware. If your child is absent due to a communicable disease, a doctor's note stating that your child has recovered completely will be required when returning to school.

Dropping off and Picking Up Your Child

When you bring your child in the morning, please tell the teachers anything you think they should know about your child (i.e. slept poorly). This information is valuable to the staff so that they have a better understanding of your child's behavior and how to help the child to cope during the day.

Your child's safety is always the staff's first priority. For this reason, we request that you complete the following tasks when bringing and picking up your child:

1. Ensure that a staff member acknowledges your child's arrival in the morning.

2. When picking up your child, make certain that a staff member is aware that you are taking the child.
3. If someone other than yourself (or not on your list of authorized people for pick up) will be picking up your child, **please notify the staff by emailing royalacademymontessori@gmail.com**. Photo ID will be requested. Phone call authorization for release of your child will **NOT** be accepted.

Please Note – **No outside food or drink will be permitted at the daycare center.**

Please ensure you have specific times set for drop off and pick up as this affects our staffing ratios. **If for some reason you need to pick up /drop off your child early or late, please contact us via phone or email ASAP.** The earlier we are notified the better, we will try our best to accommodate, however it is not guaranteed.

Meals

Each day there will be one full meal at 11:15am, consisting of meat/protein alternative, fruits, vegetables, milk, and bread. Morning and afternoon snacks will also be provided at the center. Morning snack will consist of light snack, it is your responsibility to ensure that your child is provided breakfast prior to coming in. Snack time will be based upon the scheduled timings.

A weekly menu will be posted on the bulletin board at the beginning of every week. Please take the time to view the menu and notify the staff if you have any concerns regarding the food items. If not already provided, please ensure the staff is aware of any/all allergies your child may have.

In order to reduce the exposure to anaphylactic causative agents (severe allergies) there will be **NO outside food or beverage allowed** unless there is written consent from a doctor. Our menu is **NUT FREE.** Our food program meets or exceeds the Ministry requirements and is designed to follow the Canadian Food Guide. The food provided is nutritious for all and meets every child's dietary needs and food restrictions.

Health

To ensure the safety of all children at the center, we ask that parents provide us with their child's immunization record prior to admittance. The child's immunization record is an essential requirement by the Peel Health Department. If your child has not been inoculated for measles, please consult your doctor about the importance of being protected. If you have opted not to get your child immunized, please let the supervisor know, and an exemption form must be completed. If your child is not fully immunized, they can be excluded and/or suspended from the school during an outbreak.

It is a requirement that you always check and update us on your child's immunization record, and you give a copy to the center. (most importantly first birthday, 15 months and 18 months).

If your child displays the following symptoms, you will be notified and required to pick up your child

WITHIN THE HOUR.

- Fever of 37.8°C/100°F or higher
- 2 or more episodes of vomiting/loose stools
- Constant coughing
- Difficulty breathing
- Discolored mucus from nose, ears and/or eyes
- Appears to have contracted a communicable disease (pink eye, lice etc.),
- Unknown rash/skin irritation
- Continuous crying and is lethargic

If you are unable to arrive at the school within the hour, please make arrangements for someone to pick up your child. If we cannot reach you, we will call your designated emergency contact. Please ensure updated phone numbers are on file and notify supervisor of any change.

Please be aware that in the event your child experiences symptoms such as fever, vomiting, or loose stools, the child is required to be off for 24 hours symptom-free without exception. Other symptoms above should be verified with a doctor and your child is permitted to return to care with a doctor's note.

To reiterate, if any symptoms above occur (even bumps or skin irritations), a physician's note is required for your child to attend or your child has to be off for 24 hours. This is for the well-being of your child and other children at the center.

Administering Medication

We are legally able to administer prescription drugs, as long as the child's name, dosage and date of prescription is on the bottle and medication is in the original container. You will also have to sign and complete a Medication Authorization Form. **If the Medication Authorization Form is incomplete or not correct (i.e. Date/specific time missing) or you do not provide a measuring instrument to administer the medication, the medication will not be given.** We do not accept Tylenol, Advil, teething medicines or any fever reducers (or any OTC medication) to be kept at the center, unless prescribed by a medical practitioner for certain conditions (upon discretion of supervisor) with specific information stating time and dosage amount for a specified treatment period. We will request this letter to be renewed every 6 months. We will only administer homeopathic medication with a letter from a Naturopathic Dr.

Should an emergency arise and prompt medical attention is necessary, and the parent/guardian cannot be contacted immediately, the child will be taken to the nearest facility for medical attention, note that any medical fees associated will not be the centers responsibility.

There are "No Smoking" signs posted at all entrances and exits. To all parents, staff, volunteers, and visitors smoking is prohibited on the premises and in the playground.

Our policies are in place to minimize distress for everyone and to avoid any serious outbreaks. We thank you in advance for following these policies.

Field Trips

Trips will be made to special places of interest, throughout the year. Information regarding destination date and time along with permission slips to sign and return will be sent prior to going on any field trip. Parents are always welcome to accompany us however they will be required to have an up to date police reference check as well as a venerable sector check.

Birthdays

If it's your child's birthday, you are welcome to send in a labeled nut-free cake/cupcake or fruit platter. If you would like to provide loot bags, please ensure there is no food in them (e.g. Chocolate, Candy etc.)

Outdoor Playtime

All children will be required to go outside due to ratios we cannot allow children to be split up. Please provide your children with appropriate seasonal clothing for outdoor play so they are comfortable with cold or hot temperatures. In the summer time, a sunscreen consent form will be required in the spring/summer. Children will play outside, one hour in the morning and one hour in the afternoon. It is at the discretion of the supervisor to determine if conditions are safe for outdoor play. Children will be kept inside if:

- Forecast indicates negative 15 degrees Celsius without wind-chill.
- Wind-chill reaches an advisor warning issues by environment Canada
- Rain, freezing rain, high winds, blizzard or ice storm
- Daily predicted high is 30 degrees Celsius without humidex advisory
- Heat alert, smog alert, or humidex advisory issued by Environment Canada

Contact Information:

It is a parents/guardian's responsibility to update the center with the best way to contact parents through the day. **Please be sure to have your contact information current at all times. Please provide the phone number which you are able to answer to in case we need to contact you. If you provide a cell phone number ensure you are able to pick up the phone in case the center calls you .** Ensure all of your emergency contact information is completely filled out and updated accordingly. **You are responsible to get back to us right away if we leave you a message. Failure to acknowledge the above can result in a verbal/written notice from Royal Academy.**

Alcohol and Drug Use

- Alcohol or illicit drugs on center property are not allowed.
- If parents come to drop off or pick up the child to and from school/day care under the influence of alcohol and illicit drugs you will not be allowed to pick up the child.
- If you are not willing to correct your problem and repeated incidents of substance abuse occur it will be our duty to report to Children's Aid Society, according to Ministry of Education.

Use of Marijuana:

If a parent uses medical marijuana, it is expected they provide a copy of their medical license to use marijuana to Royal Academy and abide by Royal Academy's Accommodation Policy. If recreational marijuana is used by the parents than upon discretion, they might not be allowed to pick up the child (e.g. if the parents seem to be under the influence or high) As professionals it will be our duty to report to Children's Aid Society, according to Ministry of Education.

Parents found in violation of this policy may be subject to disciplinary action, they might not be allowed to pick up the child (e.g. if the parents seem to be under the influence or high) As professionals it will be our duty to report to Children's Aid Society, right away according to Ministry of Education.

Serious Occurrence Posting:

The safety and well-being of our children is the highest priority. We endeavor to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

Upon entering the center and to support increased transparency and access to information, a "Serious Occurrence Notification Form" will be posted for 10 days.

A serious occurrence could include:

- Serious injury to a child
- Fire or other disaster on site
- Complaint about service standard.

Child Abuse Policy:

Child Abuse of any kind will not be tolerated at any time.

- Abuse Includes:
 - To suffer physical harm
 - To be sexually molested or sexually exploited
 - To be denied of medical treatment even though it is needed (Neglect)
 - To be emotionally abused

Any person who suspects that a child is being abused has a legal duty to report the suspected abuse directly to the Children's Aid Society (CAS).

It is the responsibility of parents, an employee, volunteer, supply and support staff that are in contact with the children to report abuse or any suspicions of child abuse to the CAS immediately, at phone number (905) 363- 6131.

Discipline:

The center has very clear policies regarding discipline, which is listed below. Please feel free to question the staff and/or the supervisor should you require any additional information. We list below for your reference, very explicit policies of the center:

- Class teachers will explain to the child what type of behavior is expected of him/her in any given situation.
- A child that has difficulty in following normal behavior patterns will be reminded and aided in order to understand the expectation in a constructive and positive manner.
- If a child continues to disrupt the classroom, he/she will be taken to another area within the classroom and given a book or a toy.
- At each stage of this process, the child will be given the choice of remaining and behaving or being moved from the disruptive situation.

It is important that the staff adopt a consistent approach to discipline. This will help to provide children with a framework of behaviors, which are acceptable and also help the children to feel secure within the school environment.

We believe that the adult can increase the development in a child with respect to high self-esteem and competent behavior through positive guidance and by setting an appropriate model for the child to emulate.

Behavior Management and Discipline:

According to the CCEYA, all staff members are required to strictly follow The Behavior Management Policy as stated below:

The following practices are never permitted in the child care center. No employee, volunteer or student shall engage in any of these practices:

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

Volunteers/Students:

Throughout the year we may have volunteers and students in the center. Please note Volunteers and students are not permitted to be alone with a child and will not be counted in staff/child ratios at any time. Volunteers and students are supervised by our staff at all times.

Emergency Management / Evacuation:

Royal Academy Montessori has an Emergency Management policy. Emergency situations are defined as (but not limited to):

- Lockdown
- Hold and secure
- Bomb Threat
- Environmental Threat
- Natural Disaster (Tornado)
- Earthquake
- Disaster Requiring Evacuation
- Fires
- Flood
- Power Outages
- No water or water interruption
- Inclement weather
- Sewage backups

Royal Academy Montessori Preschool will notify parents if there is a planned or unexpected disruption of a facility. The notice will be posted at the entrance of the center and as well as being provided verbally, electronically (Facebook/Hi Mama) or in person as applicable. The notice will include the following information:

- That a facility or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.
- Alternative facilities or services, if available

In the case where the center needs to be evacuated, children will be sheltered at:

Unit 17 - 955 Bovaird Dr (Free standing Building adjacent to daycare plaza)

In the event of an evacuation, all parents shall be notified.

Waitlist Policy:

If we do not have a spot for your child/ children on your requested start date, you will be placed on a waitlist. Available spots will be offered to families on a first come first serve basis. When a spot becomes available, Royal Academy Montessori Preschool will reach out to parents via phone call and you'll have 48 hours to respond if you would like the spot or not. If no response is received, we will reach out to the next family on the waiting list. Note you will not be charged any fees for being on a waitlist.

Should you wish to see the waiting list, we can show you your child's placement on the list. Once added to the waitlist you will be given a specific number for your child and that number will be populated on a waitlist which we can share upon your request. See example below:

Current place in Waitlist	Date placed on Waitlist	Client ID
1	6-Jan-22	AB12
2	12-Jan-22	CD34
3	15-Feb-22	EF56

Registration & Fee Payment:

The following is required:

- \$100 Registration Fee (CASH) for the first child and \$50.00 for the next child. (Non-refundable). If you have paid the registration fee and choose not to enroll your child, for any reason, the fee will be kept as a deposit for one year from the day it was paid. If after one year the child is still not enrolled at Royal Academy, the fee will ultimately be forfeited and we will no longer hold a childcare spot.
- Mandatory \$25.00 deposit for FOB Key (\$25 for any additional FOB) –refunded upon return (If lost, there will be a \$25 replacement fee).
- Initial Pro Rated Days + Last two weeks Deposit. Last two weeks deposit to be used towards your child's last two weeks of daycare. (daily rate x 10 days)
- Admission form and Parent Policy book (completely filled out)
- Up to date Immunization records
- Void cheque and Pre-Authorized debit form for auto withdrawal payment (Completed). Payments will be taken biweekly and will be based on your daily rate. (ie. Daily rate x 10 days)

All cheques must be made payable to Royal Academy Montessori Preschool Inc.

- Payments and fees received late will be charged a late fee of \$5 per day.

- NSF (non-sufficient funds) are treated as late payments and \$25 will be charged to your account if using Pre authorized debit, cash payment is required immediately along with \$25.00 additional late fee.
- If there are multiple repayments (NSF Auto withdrawals) we reserve the right to terminate child's attendance
- **If you are consistently missing payments or having cheques bounce**, Royal academy Montessori Preschool will give you a verbal warning, if this persists, we will request you withdraw your child from our center.
- Royal Academy does not give out any refunds (trips/children transitions from room to room/withdrawing a child (**NO REFUND POLICY**))

Fees must be paid for every day the child is enrolled including days absent, illness days, emergency closures, vacation and all statutory holidays in order to hold their spot.

Tax Receipts:

If parents need to get a yearly tax receipts from the school, they have to inform the school administration when they will be picking up the tax receipts. If they cannot come and pick it then they have to provide the school with pre-paid envelope with their address on it. Lost, misplaced or duplicate tax receipts will be charged \$20.0

Parent Issues and Concerns Policy and Procedures

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.

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 Royal Academy Montessori Preschool 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 the next 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 centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<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 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; - 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 licensee. 	
<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 licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 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>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>	

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 in writing to info@royalacademydaycare.com.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts: Sonia Shafqat – Supervisor (905)450-2555 or royalacademymontessori@gmail.com ;

Owner: Rosalind Gulati (416) 200-7264 or royalacademydaycare@gmail.com

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

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

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

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

Parent handbook

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

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

Intent

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

Fee Subsidy:

Royal Academy works in partnership with Peel Region to offer fee subsidy for low income families. It is parent's responsibility to connect with the Region of Peel to get the ball rolling with fee subsidy. When a file has been started for the family, Region of Peel connects with Royal Academy to let us know what each family's parental rate is. All questions and inquiries can be answered by calling 905-791-7800. You can also find more information about fee subsidy and how to apply by visiting <https://www.peelregion.ca/children/apply-for-subsidy/>

Region of Peel- Absent Days:

As per the Parent Agreement with Region of Peel, your child is permitted to be absent from childcare a maximum of 36 days per calendar year. It is parents' responsibility to track these absent days. Teachers will aid in tracking absent days to the best of their ability but it is not their sole responsibility to monitor. Ultimately, awareness of missed days falls primarily on the parents. If there are any days that the child is absent which exceed the maximum 36 days, parents are required to pay full fees directly to Royal Academy.

Region of Peel- Withdrawing from Program:

Although Region of Peel only requires a two-week notice for withdrawal of a child, Royal Academy Montessori Preschool requires one-month notice. Please be mindful of this when thinking about withdrawing your child from care. It is also important to note that your child is required to attend their final day of childcare.

Additionally, if fee assistance is terminated by Region of Peel for any reason, parents are required to pay the full daily rate for each day that the child is present at childcare. A one-month notice of withdrawal is still required to remove the child from care and may result in parents paying out-of-pocket for the remainder of the days.

Royal Academy Montessori Preschool - Withdrawal Policy:

We request that a written notice be given at a **minimum of four weeks/one months' notice** in advance if the intention is to withdraw the child from the school. Fees for four weeks will be charged in full in the absence of a notice for withdrawal.

Termination:

The center reserves the right to request withdrawal of a child on the spot from the program if:

- The supervisor feels that the Program does not meet the needs of the child.
- Policies are not followed
- Fees are late or NSF
- Parent/guardian acts in a disrespectful manner to the supervisor and staff

Parents request /concerns are always welcome as long as they are conveyed in a respectful manner. A mutual respect between parents and teachers/supervisor is expected. There is zero tolerance to disrespect of Royal Academy's Montessori Preschools policies/staff/supervisor and overall the center. It is upon the supervisor's discretion to terminate any individual who is unable to comply with the above within the same day. Please note that if we request that your child withdraw from our center, we will pro rate the amount you owe and use the initial two weeks deposit towards the pro-rated amount owed and return the remaining amount of money. If you have been given two weeks' notice to withdraw your child from our center, we will use the initial two weeks deposit in lieu of payment.

What to bring on the first day:

- Indoor and outdoor shoes
- Blanket (for sleep time; blanket sleepers for infants)
- Proper outdoor attire
 - Summer: Sunscreen (Applied by parent before dropping child), Sun hat, splash pants
 - Winter: Mittens, Hats, neck warmer, snow pants, winter boots
 - Spring/Fall: rain boots, Layered clothing
- Knapsack/Bag with change of Clothes (Labeled Pants, Top, Socks and underwear with Name)
- If child is not potty trained, bring Diapers and Wipes

Clothing and Shoes / Diapers / Blanket

Additional clothing should be provided and clearly labeled with the child's name on the inside with a permanent marker. Sometimes there may be multiple pairs of clothing (shirt, pants, socks, underwear) or shoes (no sandals or flip-flops) in the same size and color. Please provide diapers and wipes as well as a blanket. We require children have indoor and outdoor pairs of shoes. Also please ensure child has the appropriate extra clothing attire based on the season/weather

Sign off sheet for Parents:

PARENT HANDBOOK

Please sign below indicating that you have read and understand the parent package including the policies:

I _____ (parent/legal guardian) have read and understand the parent package including all items noted above.

Date: _____

Parent Guardian Signature _____

PHOTOGRAPHIC WAIVER

I give authorization for my child, mentioned below, to be either photographed or videotaped for the sole purpose of our school. These may be shown or displayed in the center or on our website. These photos and videos are for use within Royal Academy Montessori Preschool only.

Childs Name: _____

Parent/Guardian Signature: _____

Parents/Guardian Signature: _____

Date: _____

CONSENT AND ILLNESS POLICY:

If an emergency arises where prompt medical attention is necessary, permission is given to Royal Academy Montessori Preschool to take the child mentioned below to the nearest medical facility and to proceed with any medical treatment that is immediately necessary. I understand that medical expenses are my responsibility.

Childs Name: _____

Parents Name: _____

Parent/ Guardian Signature: _____

Date: _____

ONE MONTH WITHDRAWAL NOTICE:

By signing below, I hereby agree and understand that a notice of one month is to be given when withdrawing my child from Royal Academy Montessori Preschool. Notice is to be given directly to supervisors either in writing or verbally. One-month notice is still required, regardless of whether a family is subsidized through the Region of Peel or not. If Region of Peel notifies Royal Academy of a family's withdrawal date, it is still the responsibility of parents to give the notice and the one-month will start from when a parent has given the notice.

Childs Name: _____

Name of Parent: _____

Parents/Guardian Signature: _____