ROYAL ACADEMY
MONTESSORI PRESCHOOL

Parent/ Guardian Handbook

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ROYAL ACADEMY
MONTESSORI PRESCHOOL

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Program Statement

Section 46 in Ontario Regulation 137/15 under the *Child Care and Early Years Act, 2014* (CCEYA) sets out that every licensee must have a program statement. In order to comply with the requirements under the CCEYA.

Royal Academy Montessori Preschool is consistent with Ontario's policy statement on programming and pedagogy which names "*How Does Learning Happen? Ontario's Pedagogy for the Early Years* (2014)" as the document for guiding licensed child care programs.

Our center Reflects a view of children as being competent, capable, curious and rich in potential.

Goals that guide the program include:

- promoting the health, safety, nutrition and well-being of the children;
    - Well balanced meals are planned in accordance to the Canadian Food Guide
    - Equipment is regularly inspected for safety
    - Adjustments will be made to programming according to child's needs
- supporting positive and responsive interactions among the children, parents, child care providers and staff;
    - Well planned activities for children will be implemented
    - Constant communication with parents, via Lillio app
    - Regular evaluations of daily routines with Staff regarding interactions
- encouragement of the children to interact and communicate in a positive way and support their ability to self- regulate;
    - Take the child's lead on exploring their environment and help them along
    - Encourage positive communication when interacting with child
- fostering the children's exploration, play and inquiry;
    - Observe child's interests and implementing into daily programming
    - Providing resources to nurture child's interests
- providing child-initiated and adult-supported experiences;
    - Align with child's activities and help support them and expand on their experience
- planning for and creating positive learning environments and experiences in which each child's learning and development will be supported, and which is inclusive of all children, including children with individualized plans;
    - All planned activities will be flexible and able to modify based on child's abilities.
- incorporating indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care
    - All children learn differently and staff will be able to modify programming indoors and outdoors

- Fostering the engagement of and ongoing communication with parents about the program and their children;
    - Parents will receive regular daily updates on their child via the Lillio app addressing various developmental areas
- involving local community partners and allow those partners to support the children, their families and staff;
- supporting staff, care providers or others who interact with the children at a child care center in relation to continuous professional learning; and
    - Staff are required to attend workshops every year to enhance their knowledge and skills
- documenting and reviewing the impact of the 10 strategies mentioned above on the children and their families; and
    - The Lillio app, keeps track of the child's daily routines, which can be reviewed by parents/staff/Supervisor

“How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014)”

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

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

OUR PROGRAMS

Pre Casa (Toddlers - 15 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 toddler room is 1:5.

Casa One (Preschool – 2.5 to 3.8 years old) Skills development, including writing one's 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 (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.

The see the following BASE Fees and Non-Base Fees (Not included):

Program	Base	Non-Base
Full-Time Program	X	
Part-Time Programs	N/A	
Late Fees ($5 per minute)		X
Non-Sufficient Funds Fee ($40 per occurrence)		X
Field Trips		X
Special Events		X

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:

Pre CASA / Toddlers: 15 to 30 Months	Cost: $1370 / Month
CASA One / Preschoolers: 2.5 to 3.8 years	Cost: $1305 / Month
CASA Two / Preschoolers: 3.8 to 5 years	Cost: $1305 / Month

- Part-Time (If Available) : $50 per day (Min 3 days a week)
- Note these fees are Monday to Friday from 8 am to 4 pm.
- We are NOT enrolled in the Canada Wide Early Learning Child Care Plan
- Fees are withdrawn from the account on the first day of every month. Please note that fees are subject to annual review and may change due to inflation or increases in program costs (usually in September, families will be notified 60 days in advance).
- Registration fee is $120
- Due upon registration is a one-month deposit.
- NSF fee of $40 will be charged if and when the fee withdrawal declines, failure to pay this amount in 3 days will result in an additional $5 per day fee. If this fee is not paid within the week, it can lead to grounds for dismissal from the center.
- We have a 10% Sibling Discount

Operating Hours

Hours of operation are:

- 8:00 AM to 4:00 PM. Monday through Friday.

Additional Hours of operation and Costs include:

- 4:00 PM to 5:00 PM – Additional $150 per month
- 4:00 PM to 6:00 PM – Additional $250 per month

Outstanding Fees Policy

Payment of outstanding tuition including Late Pick-up Fees and Non-Sufficient Funds Fees must be paid within 3 business days; otherwise, the student will not be permitted to attend school until payment is made. If payment is not made by the end of the month, the student will be withdrawn from the program.

Montessori 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

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 later 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 Lillio App sent no later than 9:30 am of the same day. **Note there is no drop off allowed during 12:00 pm and 2:00 pm**.

Our center is open 12 months a year, with the exception of statutory holidays and additional Closures (Aligning with HDSB):

- Labor Day (Sept 1, 2025)
- Thanksgiving (Oct 13, 2025)
- Christmas Day (Dec 25, 2025)
- Boxing Day (Dec 26, 2025)
- New Year's Day (Jan 1, 2026)
- Family Day (Feb 16, 2026)
- Good Friday (April 3, 2026)
- Easter Monday (April 6, 2026)
- Victoria Day (May 18, 2026)
- Canada Day (July 1, 2026)

Additional Closures:

- Professional Activity Day (Sept 2, 2025)
- Professional Learning Day (Oct 10, 2025)
- Professional Activity Day (Nov 28th, 2025)
- Holiday Break (Dec 22, 23, 24)
- Professional Activity Day (Jan 26, 2026)
- Professional Learning Day (Feb 13, 2026)
- Professional Activity Day (April 24, 2026)
- Professional Activity Day (June 5, 2026)

Please note – Full fees are required at all times. Also note that PA Days will be updated yearly in August/Sept.

Dropping off and Picking Up Your Child

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:

- Ensure that a staff member acknowledges your child's arrival in the morning.
- When picking up your child, make certain that a staff member is aware that you are taking the child.
- 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 sending a message via Lillio App.** Photo ID will be requested. This should be messaged no later than 3:00 PM.

Children must be picked up no later than 6:00 PM. If your child has not been picked up by this time, we will:

- Attempt to contact parent
- If parent is unreachable, we will call emergency contacts.
- If we have not been able to contact anyone by **6:30 PM** we will proceed to contact CAS.

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

Inclement Weather

In case of inclement weather, please check your Lillio app messages for updates or call us at **(416)-200-7264**.
In the event of inclement weather**, official notice of closure may 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. Closures may also occur if schools are still open. This will be upon the Owners discretion.
Please note – Daycare fees will still be applied.

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 $2 per minute due to the detainment of staff beyond the regular hours. In the case of any early closures, late fees still apply and the adjusted closing time that day will be the new cut off time for lates. If this payment is not received within a 2-day period, an additional $2 per day will be charged until it is paid. If you are going to be late, please call the center to notify staff as soon as possible. If you do not pay your late fees after 2 weeks, this will be grounds for dismissal.

Absentees

If your child will be absent, we ask that you notify the center by **9:15 AM** 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.

Meals

Each day there will be one full meal at 11:30 am, 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 breakfast, we encourage parents to try and give your child a morning snack, particularly if your child is a picky eater. Snack time will be based upon the scheduled timings.
A weekly menu will be posted on the bulletin board (and in Lillio app) 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 (see Outside food policy in the next section). 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.

Outside Food Policy (Medical Exemption Only)

In rare circumstances where a child requires outside food due to a medically documented condition, the following rules apply to ensure the health and safety of all children:

- A valid doctor's note must be provided, stating the medical reason, required dietary restrictions, and duration of the exemption.
- All outside food must be clearly labeled with the child's full name and the date.
- Food must be nut-free and must not contain any allergens that are restricted within the center.
- Food must arrive ready-to-eat. The center will not cook, heat, or prepare outside food.
- Food must be sent in sealed containers that do not require refrigeration.
- No fast food, candy, or sugary snacks will be permitted.
- Parents are responsible for ensuring the food meets all safety and storage requirements.
- Any food that does not meet these guidelines will not be served and will be returned to the parent at pick-up.
- The center reserves the right to request updated medical documentation as needed.

Lillio App

Royal Academy Montessori Preschool uses the Lillio App (www. https://www.himama.com/). This app is used manage our center, grow relationships with families and support your staff's growth and development, all in one place. Connect with your mobile device and communicate with the childcare center and receive updates about your child's day so you never miss those special moments again!
Note, that teachers are busy taking care of the children, so please be patient with their replies. Response times will mostly be between 12 and 2 pm. Upon enrollment, our aim will be to send pictures daily for a couple of weeks, after this period it will be 2 to 3 times weekly, please do not expect daily photos as our priority is managing the children.

Toilet Training Policy

We are happy to help you with potty training. Note children who are between 2.2 to 2.5 years old should begin potty training. Steps of Potty Training:

- Pull ups are required for children potty training (No Cloth Diapers)
- Parents are potty training at home for a minimum of 2 weeks. We recommend training take place over a long weekend (or breaks) if possible.
- Children will be placed on the potty 2 times initially.
- During Winter months, pull-ups will be used during outdoor play
- Only when children are successful, meaning they have started to use the potty a few times then we can increase potty time.
- Children will be put in underwear ONLY once they are successful with using the potty at the center.
- If children regress and are consistently wetting their clothes, they be required to go back to pull ups until accidents are minimal (Cloth diapers will only be accepted if consistent with using the potty at the center). If pull-ups are not provided by parents, we will supply a pull up).

PLEASE PROVIDE THE CENTER WITH A SLEEVE OF DIAPERS/ PULLUPS and not a few each day.
We request parents to label anything coming to our school such as diaper sleeve, wipes, cups etc.

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 Halton 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. If you are consistently late picking up within the hour, this could be grounds for dismissal.

Sick children should not return to the center because they may be infectious. To prevent the spread of illness in the center, sick children must adhere to re-entry requirement.

Re-entry Requirements:

This is for the well-being of your child and other children at the center. Note that if there are siblings at the center, those children are also required to be picked up and kept home until re-entry requirements are met.

- For gastrointestinal symptoms such as vomiting and diarrhea - at least **48 hours and must be Symptom Free.**

- For all other symptoms noted above (even bumps or skin irritations), isolation must be **24 hours** minimum and **Symptom free**. If a physician's note is provided, it should contain a reason for the visit, a valid date and stating 'not contagious' for your child to re-enter.

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.

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.). Birthdays are celebrated in the afternoon at 3 pm, note that parents are not allowed to attend.

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 higher than -15 degrees Celsius with or without wind-chill. Duration outdoors on colder days will vary: CASA children will go out for 40 min while Toddlers will go out for 20 min
- Wind-chill reaches an advisor warning issued by environment Canada
- Rain, freezing rain, high winds, blizzard or ice storm
- Daily predicted high is 30 degrees Celsius with 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 to withdraw.***

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:

Royal Academy Montessori Preschool is regulated by the Smoke-Free Ontario Act 2017. This policy applies to all the centers employees, volunteers, placement students, parents, guardians, visitors, and the public. These restrictions apply to the inside of the building, in the school's playground, on the walkways/sidewalks surrounding the school, outside in the parking lot and within 20 meters of the school in any direction.
The Smoke-Free Ontario Act, 2017 prohibits the smoking of tobacco, the use of electronic cigarettes to vape any substance and the smoking of cannabis (medical or recreational) in enclosed workplaces and enclosed public places, as well as other designated places in Ontario, to protect people from second-hand smoke and vapor. Smoking refers to the smoking or holding of lighted tobacco or cannabis (medicinal or recreational). Vaping refers to inhaling or exhaling vapor from an electronic cigarette or holding an activated electronic cigarette, whether or not the vapor contains nicotine. Tobacco products include cigarettes, cigars, cigarillos, pipe tobacco, heat-not-burn tobacco (heat sticks or capsules), other specialty tobacco products (including chewing tobacco, snus, and snuff).
Vapor products include electronic cigarettes and components, e-liquid, and e-liquid pods. Anyone who violates this policy will be addressed accordingly in compliance with the Smoke-Free Ontario Act, the Occupational Health, and Safety Act and/or the Ontario Human Rights Code.

If recreational marijuana is used by the parents, then, 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.
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.

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 center 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/Lillio) 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:

_____480 Gordon Krantz Ave._____

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

Royal Academy Montessori Preschool Waiting List Policy and Procedures

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 childs 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

Privacy and Confidentiality

The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list.

Only the child's position on the waiting list will be provided to parents.

Regulatory Requirements: Ontario Regulation 137/15

Waiting Lists

75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

(a) explain how the licensee determines the order in which children on the waiting list are offered admission; and

(b) provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families

Registration & Fee Payment:

The following is required:

- Upon Registration, a last month deposit will be collected on the initial invoice. This will be used towards your child's last month of care (non-refundable) and secure your spot.
- First payment will be taken on the 1st of the month. Initial month may be pro-rated depending on the start date.
- **The final fee withdrawal of the year is on November 1st, which covers both November and December. Withdrawals effective at the end of November are not permitted. Children who remain enrolled on November 1st are committed through December 31st.**
- An Admission form will need to completely be filled out.
- Up to date Immunization records will be required
- Void cheque / pre-authorized debit form for auto withdrawal payment will be required.
- Royal Academy does not give out any refunds (trips/room transitions/withdrawing a child). Fees must be paid for every day the child is enrolled including days absent, illness days, emergency closures, vacation and all statutory holidays.

NSF's (Insufficient Funds):

What happens if you have an NSF:

- Notification from the office will be sent via email
- An e-transfer should be completed within 24 hours of notification (Sent to royalacademymilton@gmail.com, please use daycare as the password)
- Cash amount of $40 should be submitted to the office within 24 hours (No exceptions, if your child is not at the center, this still applies, make arrangements to make the payment)
- Please acknowledge any communication by the office when its sent

If any of the above policies are not followed, this will lead to dismissal from the center by the end of the month. Additionally, multiple NSF's will result in dismissal from the center.

Tax Receipts / Letters:

If parents need to get a yearly tax receipt from the school, they have to inform the school office 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. We can also provide a copy via email with a digital signature. Lost, misplaced or duplicate tax receipts will be charged $25.00. Any letters needed for students' attendance/CRA etc will also be $25.00.

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 center 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).

Staff / Parent Relationship

The relationship between the staff and the parents are to be kept professional. Please ensure there is no communication with staff after work hours. If communication is required during work hours, please feel free to call the center or send any questions via the Lillio app. Staff are not allowed to babysit or attend special events with the families.

Conduct

Our center 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/childrensaid/reportingabuse/index.aspx

Procedures

<table>
<tr><th>Nature of Issue or Concern</th><th>Steps for Parent and/or Guardian to Report Issue/Concern:</th><th>Steps for Staff and/or Licensee in responding to issue/concern:</th></tr>
<tr><td>Program Room-Related
E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</td><td>Raise the issue or concern to
- the classroom staff directly
or
- the supervisor or licensee.</td><td rowspan="4">- Address the issue/concern at the time it is raised, if possible
or
- Acknowledge the concern via email or phone conversation.

Documentation will include the following:
- Date the issue/concern was received;
- Name of the person who received the issue/concern;
- Name of the person reporting the issue/concern;
- 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.
- If concern was sent via email, this email thread can be used as documentation.

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.

Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</td></tr>
<tr><td>General, Centre- or Operations-Related
E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</td><td>Raise the issue or concern to
- the supervisor or licensee.</td></tr>
<tr><td>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</td><td>Raise the issue or concern to
- the individual directly
or
- the supervisor or licensee.

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.</td></tr>
<tr><td>Student- / Volunteer-Related</td><td>Raise the issue or concern to
- the staff responsible for supervising the volunteer or student
or
- the supervisor and/or licensee.
-
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.</td></tr>
</table>

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 royalacademymilton@gmail.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: Supervisor (416) 200-7264 or royalacademymilton@gmail.com ; Owner: Rav Singh (416) 702-7284 or royalacademydaycare@gmail.com

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

Royal Academy Montessori Preschool - Withdrawal Policy:

If a parent/guardian withdraws their child, 1 month advance written notice must be provided prior to the 1st of the month. The "last month's tuition" paid upon enrollment will be attributed to the last month of the child's enrollment. Monthly tuition is owing if written notice is provided on or after the 1st of the month. Refunds, credits and/or discounts will not be provided for partially attended days, weeks or discounts. Paid tuition is non-refundable.

Examples:

Example1: If you give us notice on April 2nd that you wish to withdraw your child, full tuition for April and May will still be taken (as they are automatically withdrawn on the 1st) and is non-refundable, the last month deposit will be used for May tuition.

Example 2: if you give us a notice of withdrawal anytime in March, this will give us enough notice so we can adjust our withdrawal and use your last month deposit for April fees.

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.
- There is a safety concern
- Policies are not followed
- Fees are late or NSF (This encompasses all fees, including late fees)
- 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. Refunds, discounts and/or credits will not be offered for days absent. Refunds, credits and/or discounts will not be provided for partially attended days, weeks, or months. Refunds, discounts, and/or credit will not be offered for unexpected or expected withdrawal.

There is an exception to this policy: Parents/guardians will not be required to pay tuition if the Province of Ontario Declares an Emergency under the Emergency Management and Civil Protection Act. If the Declaration of Emergency occurs in the middle of a month, the unused tuition will be refunded or used as a credit toward a future payable month.

Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Royal Academy Montessori Preschool Inc
Date Policy and Procedures Established: Aug 2025
Date Policy and Procedures Updated: Oct 2025

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- Royal Academy Montessori Preschool Inc will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Royal Academy Montessori Preschool Inc will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- 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 procedures set out below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
    - greet the parent/guardian and child.
    - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on their child admission form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
    - document the change in pick-up procedure in the daily written record.
    - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
    - they must commence contacting the child's parent/guardian no later than 9:45 AM. Staff shall go into Lillio and contact the parents via Lillio message.
    - If no one responds after 30 min (by 10:15), Staff/Supervisor will follow up with phone call to the parents. If there is no response, we will assume the child is not coming in and mark them absent.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.
3. If parent is consistently not reporting absences or lates (not following policy), this can lead to dismissal.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
    - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
    - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by 6:00 PM, the staff will advise the supervisor and then the staff shall contact the parent/guardian via phone or Lillio and advise that the child is still in care and has not been picked up.
    - Where the staff is unable to reach the parent/guardian, staff must advise the Supervisor who shall attempt to contact the parents again and move on to emergency contacts. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
    - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall advise the supervisor who will attempt to contact the parents and emergency contacts again.

Where a child has not been picked up and the center is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 PM, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall begin contacting authorized individuals listed on the child's file or in Lillio.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30 PM, the staff shall proceed with contacting the local **Children's Aid Society (CAS)** at 905-333-4441.Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the child care center and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the *Child Care and Early Years Act, 2014* (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care center it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

WELCOME TO OUR SCHOOL!

What to bring on the first day:

- ✓ Knapsack/Bag with change of Clothes (Labeled Pants, Top, Socks and underwear with Name)
- ✓ Sippy Cup
- ✓ Indoor and outdoor shoes (Slip on Crocs work best)
- ✓ Blanket (for sleep time)
- ✓ 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
- ✓ Diapers and Wipes if applicable (PLEASE PROVIDE THE CENTER WITH A SLEEVE OF DIAPERS/ PULLUPS and not a few each day)

Note: Video footage or photography is not permitted past the front door of the school. Thank you for your cooperation.