Montessori Learning Centre 750985 Ontario Inc.
"Knowledge with Understanding"

GENERAL INFORMATION AND GUIDELINES

401 Kingston Road
Pickering, Ontario L1V 1A3
www.mlcp.ca
Email: info@montessorilearningcentre.com
Tel: (905) 509-1722 Fax: (905) 509-8283

October 12, 2018

INTRODUCTION

THE MONTESSORI PHILOSOPHY

The Montessori method was conceived as an approach to learning, presenting a comprehensive view of the child. Montessori regarded the classroom as a laboratory for observing children and testing and retesting ideas and aids to their growth. She approached education as a scientist and pursued her ideas with an open mind and always with strong respect for the child as an individual. It is a scientifically designed method to develop the whole personality of the child at his own natural rate of progress and thus, free his potential for self-development within a prepared environment.

Montessori felt that for each of the four stages of human development (birth to six, six to twelve, twelve to eighteen and eighteen to twenty-four) it was necessary to change our basic approach to the child ensuring their well being as competent, capable, curious beings.

The Montessori curriculum places no restraints on the student's ability and provides manual and physical activity through use of concrete and abstract experiences to help him gain mastery of himself and his environment.

The materials encourage the child to explore the world through his various senses. Lessons allow him to gain self-confidence and self-mastery – knowing how to do things for himself, through the successful completion of work that is meaningful to him. He gains the confidence necessary to competence by experiencing failures only as a stepping stone as he works from the simple to the more complex. Dr. Montessori felt that self-education was of the greatest value and that to be in control of one's self the ultimate achievement.

What has always been most unique about the Montessori method is the detailed emphasis given to sensorial experiences, and herein lies the key to its great success in later learning.

Based on "The Essential Montessori" – Elizabeth Hainstock

CORE VALUES

L eadership – we strive to be leaders in the community paving and maintaining the way for tomorrow's leaders.
E xcellence – we commit to the continuing improvement of our teaching methods and curriculum.
A ccountability – in all that we do each day.
R espect – for students, parents, peers and our varied customs and beliefs.
N urture – meeting the individualization of each child and moving them towards achieving their potential.

MISSION STATEMENT

To continue on our path of excellence in education, recognizing the importance of respect, knowledge and individualization for each and every student.

HISTORY

The Montessori Learning Centre of Pickering first opened its doors at 415 Toynevale Road in September of 1984 with 25 students and 4 staff members. The school offered a full Montessori Programme with 2 classrooms – a CASA grouping (3 to 6 years) and a Junior Elementary classroom (6 to 9 years). As the first Montessori school in Pickering, it quickly expanded. The school grew steadily adding Intermediate Elementary (9 to 12 years) and the Senior Elementary (13 years and up). An Infant Programme was also added in 1996 catering to children from 6 months to 18 months old. Due to increasing numbers, 401 Kingston Road was purchased in September 1998. 409 and 417 Kingston Road were also acquired as an extension of the school; home at last! The curriculum has expanded and improved continuously throughout the school's life.

STAFF LIST INCLUDES

Principal	Vice-Principals
Office Staff	Speciality Teachers
Montessori, ECEs & Support Staff	Housekeeping / Cook

AGES SERVED

MLCP is pleased to offer Montessori's curriculum/theories and philosophies to students between 6 months and Grade 8. Students under 4 years of age are licensed by CCEYA. The school also enjoys membership and registration with CCMA, OFIS, Ministry of Education, ISAA and AMI.

SCHOOL HOURS

In the best interests of the students beginning their day together with an introductory sharing of information, we ask that you adhere to specified times.

7:00	8:45	Daycare
8:45	11:45	Morning Session
11:45	12:30	Lunchtime
1:30	4:00/4:15 (Elem)	Afternoon Session

Recess periods are scheduled throughout the day as regulated by CCEYA and the Department of Health.
As per your prospectus package and our website, the admission procedure requires an on-site visit where the programme information package and facility are discussed and viewed. Parents are encouraged to thoroughly review information before we finalize admission.
Students withdrawn before the year-end are required to give one month's notice or one month's fee – other than in the event of fee pre-payment (see fee schedule).
All students leaving the school are required to provide academic forwarding information so that files maybe transferred.

FEES

School Fees are annual but may be broken up over payment periods. Fees are due at the beginning of the month. Fees cover the academic portion of the day with daycare and lunches being additional charges. Late fees do apply for late payment.
MLCP runs on a 12-month calendar year. We offer a 10-month Montessori Programme between September and June and an eight week Summer Camp Programme for interested families with students under 6 years of age. There are five weeks of designated holiday time when the school is closed. Two weeks in December, one week in March and one week at the end of June and August. We do close for statutory holidays. Please see annual calendar on the website or forwarded fridge magnet for specific dates each year. There will be no adjustments in the case of additional time away during the school year.

DAYCARE

Daycare is available during the following times:

7:00am - 8:45am
11:45am - 1:00pm
4:00/4:15pm - 6:00pm

And is payable in the following manner:

Pre-paid daycare tickets are available from the office in the following denominations: 1 hour, 5 hours and 10 hours. The daycare service is arranged with 15 minute billing periods.

Tickets must be presented at drop-off and pick-up time in payment for the time used. A LATE FEE of $5.00 per 15 minutes per child is charged for children here after 6:00pm. This fee is payable immediately to the staff remaining with your child. If daycare tickets are not purchased, billed daycare at month end is at a higher charge.

OFFICE

Office hours are from 8:30am-4:30pm. The answering machine will pick up messages during these hours and at any time that phone lines are busy. We endeavour to return calls as soon as possible. Communication via email is also returned in a timely manner.

ARRIVAL/DISMISSAL
To alleviate parking lot congestion, as of October each year, the morning drop off and afternoon collection will be handled by staff meeting the children at the car and accompanying them inside, and in the afternoon, meeting the parent at the car with the child. A reminder that parents are expected to arrive by 8:30 and pick up between 4:00 or 4:15 if not using daycare.

WAIT LIST PRIORITY
Prospective parents are always welcomed in learning about MLCP. In the event that classrooms/age groups are full, parents are directed towards the option of joining a waitlist. There is no charge associated with being placed on the MLCP waitlist.

Waitlist acceptance involves the completed registration form so that pertinent information along with contact information is readily available. Prospective parents are accepted to the list, notified of their number placement, notified that full day spaces are given priority and notified of the first absolute day of acceptance. Information is shared confidentially with the person making the request. Only information on that prospective student is shared with that parent. At this point, the registration fee and all additional information will be required. Parents are asked to maintain contact with MLCP as to their placement movement before the suggested availability date.

Should a space become available before their absolute date, they are contacted by MLCP administration and offered the spot. At that point, a prospective parent can choose to take the space, remain on the waitlist, refuse the space or ask to be removed.

ABSENCE/LATENESS
Please telephone us should your child be ill or away for any length of time. Consistent and punctual attendance is important, especially at the Elementary level.

PARENTAL PERMISSION
Children will not be released to other than a parent without written authorization. Please avoid embarrassment of relatives and friends, as well as the time delay by notifying the school each time someone other than a parent is doing a pick-up.

SPECIAL NEEDS/BEHAVIOURIAL SUPPORT
MLCP commits to being respectful of the individual needs of all students and families. Amendments and/or changes will be made to the best of our ability to meet the individual needs of students with special requirements, physical or otherwise.

MLCP promotes respectful interaction between individuals involved with the school and students. All parties are expected to deal with each other politely and respectfully. Conversations will be conducted in places as seen appropriate – depending on the type of conversation. Variances from the norm in dealings between students, parents or staff members must be dealt with professionally. Issues or concerns should be brought to the classroom teacher or office – where we can work towards a solution.

Younger students are reminded of gentle hands and kind words. Support and alternatives are always discussed and practiced and, should the need arise, students are offered the option of moving away from the situation until feeling more receptive to positive interaction. In extreme cases parents will be asked to come in to the school for a meeting to discuss consistent strategies for better behaviours. Elementary students and parents are required to sign our discipline contract and the sign off on these guidelines acknowledging agreement of the content.

MLCP is known for its dedicated and supportive staff and we take our care of your children seriously. MLCP staff works hard to ensure that your children receive a positive and supportive education. Staff are screened prior to employment, are encouraged to attend professional development opportunities, regularly review policies and work hard towards the goal of supporting the competent, caring, potential rich children in our care.

Prohibited/Forbidden Practices

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

(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 or home child care 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."

Smoking

The Smoke Free Ontario Act prohibits the smoking of tobacco, medical marijuana and electronic cigarettes in child care centres.

LUNCHES

Lunches and snacks are prepared on site by our cook. We do not serve pork and do prepare halal and vegetarian meals as needed. Menus are posted on the main foyer notice board, in each building and on our website.

Elementary students not using the hot lunch programme may utilize the microwave. Other students are required to bring warmed lunches in a Thermos. Each family is responsible for maintaining necessary safety temperatures for home lunches. Ice packs, frozen juice boxes or water bottles are all good options. We are unable to heat lunches for the CASA students. Students under 4 years of age are required to use the school lunch program.

Children are encouraged to eat lunches provided by parents – any uneaten portions are sent home.

Please ensure that lunches are nutritionally balanced as required by the Ministry of Health. Carbonated drinks are not encouraged. For the younger children, may we suggest the smaller/half size juice boxes. Often, large portions of juice boxes are thrown away, being simply too much to consume at one sitting. Lunchtime staff will contact parents if we see ongoing or consistent difficulties with a particular child and their lunch.

Please note that the school is a "**nut aware environment"** for allergy related reasons. Therefore, please confirm that packed lunches from home contain nut free products. Alternate nut butters/pastes from home are not allowed as they are extremely difficult to monitor.

From an environmental aspect, may we ask that lunches be as "undisposable" as possible. Plastic re-usable containers would be most appreciated.

SNACKS

As required, MLCP provides snacks for the student's mid-morning, mid-afternoon, and before and after school. Everyone is encouraged to try/lick/smell food items each time and opportunities are always ongoing to encourage taste tests of previously declined items.

REST TIME

Younger students are encouraged to balance each day with a nap or rest time. Quiet space and cots or cribs are provided for sleep, rest or quiet play as determined by each child. While parent instructions are always closely observed we need to be directed by the child's needs each day and provide for them as needed. Rest periods should not exceed two hours of time.

MEDICATION

Medication can be administered if signed into the medication book and stored in the appropriate medicine containers. Medication may **NOT** be stored in a child's bag or lunch box for obvious reasons. Medication will not be administered unless documented. Any prescription medication can only be administered as written on the container. Please ensure that name, dosage; medication and time are documented in order to help us facilitate your child's needs in the best way possible. Medication will ideally be offered at 12:00 and/or 4:00 – should your child require medication at alternate times, please let us know. Epi pens and asthma medications will be administered as per doctor direction.

IMMUNIZATIONS

Students in Ontario are required to show proof of immunization. Please use the link on our website to download the required form for the Health Department and submit with application form. Updates as required must be forwarded to the Health Department and the school. Students not receiving immunizations must complete a standardized industry approved Statement of Medical Exemption form available through the Ministry of Health.

MEDICAL NEEDS

MLCP is an inclusive, supportive environment. Children with medical needs, with which we can confidently cope, are welcomed. Individualized plans prepared with parents create a safe and informed environment.

EMERGENCY MANAGEMENT

An emergency can mean an urgent or pressing situation requiring immediate action.

Emergency Situations

Accidents/injury are documented in the accident book at the time of occurrence and copies forwarded home. In the event of more serious injury, you will be notified by phone. Should the child require medical attention he/she will be transported to the most convenient hospital (Ajax Pickering or Centenary) and parents will meet a staff member there. For this reason especially, we need contact changes as soon as they occur. New concussion policies require medical permission for return to school.

Fire Drill

These are held monthly in an effort to familiarize the children with escape routes and associated information. Your support and encouragement at home are especially important at the beginning of the year when younger children, despite explanation, may be scared by the noise and change in routine. Footwear must be worn at all times as Fire Drills are held throughout the year.

Emergency Evacuation

Should a governmental issued emergency evacuation (e.g nuclear) be required, children will be transported by whatever means available (bus, staff car, parent car, etc…) to the area designated at that time. Unless you are in the immediate area and able to assist with emergency transportation, we suggest that you go directly to our designated place to avoid unnecessary traffic in the area. Please keep the phone lines open for emergency communication. Information will be broadcast on CHFI FM 98.1 and CKDO AM 1350.

Local or school initiated evacuations will use the church at Rosebank and Highway 2 as an offsite evacuation point.

SCHOOL CLOSURE

In the event that the School needs to be closed (e.g. weather), information will be relayed on CHFI FM 98.1 and CKDO AM 1350. We also endeavour in these situations to contact parents by phone between 6:30 and 8:00 am.

OUTSIDE TIME

The Health Department stipulates that the children must be outside each day for fresh air, weather permitting. Children **MAY NOT REMAIN** inside unless ordered by their physician. We operate on the assumption that if a child is well enough to be at school, they are well enough to go out. We are not staffed for alternative situations. Outside time in colder weather is adjusted according to the children's comfort levels.

We suggest extra clothing during winter. Recognize that for health reasons, fresh air and socialization are most important but puddles, mud and "wetness" are part of our Canadian winter lifestyle.

OFF SITE ACTIVITIES

Parental permission is required for all field trips. Forms will be sent home, and a prompt response is appreciated. Forms are also required for offsite times for Elementary students, irregular lunches and some Elementary gym activities, etc.

Offsite experiences are important for all our children. Students and staff are transported by chartered bus to designated venues. Students may join the field trip with the forwarded information form returned dated and with parent signature. Fees to cover the activity and transportation will be part of the permission form.

SICKNESS

Please ensure that the Ministry of Health forms are completed and returned as soon as possible.
Should a child be uncomfortably ill you will be contacted and asked to do a pick-up. We do require a Doctor's note if a child is away for an extended period of time. It is the parent's responsibility to forward updated immunization to the Ministry of Health and to MLCP.

Please note that new Health regulations regarding concussion management state that a child receiving a blow to the head must be seen by a doctor before a return to school.

BIRTHDAYS

Children are encouraged to bring a small and generally healthy snack for their birthday celebration (please send in plates, serviettes and disposable cutlery as needed). Should you also hold a private party, please give invitations to the teachers for hand out to appropriate parents, in an effort to alleviate any hurt feelings for those not invited.

LABELLING

Please ensure that all bedding and clothing is labelled. Bedding (something to cover cots/cribs with and something to lie on) will be used for the week and sent home each Friday for laundering.
The Elementary uniforms especially, being identical, must be labelled.
While there will be the inevitable lost articles, clear labelling does assist in faster return.

LOST AND FOUND

All lost and found articles not claimed at the end of each term will be delivered to charitable organizations.

P.T.A. INFORMATION

There is an existing Parent Teacher Association. Meetings are held about once a month. Please refer to your calendar for dates. Childcare is complimentary.
While the P.T.A. does some fundraising, this evening is also an opportunity for problem solving, idea presenting and concern or comment sharing.

Your participation is encouraged whenever you are able to attend. The P.T.A. is an excellent source of information and parental contact.

VOLUNTEER STUDENT SUPERVISION

Volunteers and students are welcomed at MLCP. As per our policies – MLCP will obtain criminal reference checks and a lead staff will conduct tours and review all pertinent policies prior to the start date. Volunteers will not be left unsupervised and will be monitored and mentored by the head teacher in the classroom.

PARENT-TEACHER MEETINGS / REPORT CARDS

Formalized parent-teacher meetings are scheduled twice per year in Term I and Term II. Please watch main foyer notice board for all upcoming dates. Report cards are issued in December, March and June for the Elementary students and June for the Casa and Pre-Casa children.

Parent Information Meetings, Parent Teacher Association Meetings, Monday Memos and daily interactions all provide a means of keeping parents aware of classroom activities.

Please refrain as much as possible from engaging the staff in unscheduled lengthy conversations at other times. While the children are on the premises (7:00 am – 6:00 pm), they must be our primary concern. Should you wish to "touch base" with a teacher, please do so through a scheduled telephone call or interview, which we will happily arrange.

C.T.B.S.

The Canadian Test for Basic Skills is offered each year to children 6 years and older. The Elementary children are tested at the end of the first and third terms. Graduating Casa children are tested towards the end of the third term. This test is administered only as a recognizable grading of appropriate movement to, and a record for, alternative educational settings. This test absolutely does not test the true academic achievements of children in Montessori settings.

COMMUNICATION

General communication is handled through newsletters, notices, main foyer notice board, weekly email memos and day-to-day contact. We do now require permission, via this documentation, to use your e-mail as a means of communication. Parents are responsible for collection of notices, etc… from pouches, hooks or cubbies as applicable.

The P.T.A. Facebook group, the school Facebook page and the school website: www.mlcp.ca are also an excellent means of information. Please view regularly for current activity, photographs, homework and newsletter.

Please do not hesitate to bring any concerns or comments you may have to the classroom teachers or to the office. Serious issues may warrant more than a conversation and will certainly be discussed, documented and worked through – always with the children's best interest as the focal point.

We ask that issues be dealt with away from the classroom or hallways (if at a drop off or pick up time). Should discussions become heated in any way they are best dealt with away from the public forum.

PARENT CONCERNS AND ISSUES

The purpose of this policy is to provide a transparent process for parents/guardians, MLCP and staff to use when parents/guardians bring forward issues/concerns. Parental concerns will be taken seriously and addressed within the shortest time frame.

We ask that parents confidently bring their issues to our attention so resolution and understanding allow positive movement forward.

We suggest that if the issue concerns a student - addressing the concerns with the classroom teacher - if a positive conclusion cannot be reached, please bring the issue verbally or documented to the office. After discussion with, recognition of, and understanding from all involved a mutually agreeable resolution can be decided upon.

We suggest that if the issue concerns a staff member – please bring the concerns to the office where again, discussion, information gathering and resolutions can be discussed.

Where immediate attention cannot be attributed - MLCP commits to a 24-hour maximum of recognition and discussion of the concern.

Staff are expected to be courteous, respectful and supportive at all times.

Discussion about students or classroom management should take place with the classroom teacher first. Conversations with parents about students must be discussed with the Head Teacher prior to or as soon after as possible. If resolution is not achieved, the conversation should move to administration assistance for with any conversation is always an option.

IMPLEMENTATION managed through regular review and discussion.

COMPLIANCE is monitored through discussion, review and support – achieving a positive outcome for moving forward.

Parents/guardians are encouraged to take an active role in MLCP 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 both front line staff and administration 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. 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 - MLCP 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 Principal, Vice-Principal or appropriate authorities.

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

Escalation of Issues or Concerns - Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the office/the Ministry.

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.

Nature of Issue or Concern - Program Room Related

(e.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.)

Steps for Parent and/or Guardian to Report Issue/Concern:

Raise the issue or concern to the classroom staff directly **or** the Principal or Vice-Principal.

Steps for Staff and/or Licensee in responding to issue/concern:

Address the issue/concern at the time it is raised **or** arrange for a meeting with the parent/guardian within two business days but preferably within 24 hours. Document the issues/concerns in detail. Documentation should include:

- the date and time the issue/concern was received;
- the name of the person reporting the issue/concern;
- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- the name of the person who received the issue/concern;
- the details of the issue/concern; and

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days but preferably within 24 hours 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.

Nature of Issue or Concern - General, Centre or Operations Related

(e.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.)

Steps for Parent and/or Guardian to Report Issue/Concern:

Raise the issue or concern to the Principal or Vice-Principal.

Steps for Staff and/or Licensee in responding to issue/concern:

Address the issue/concern at the time it is raised **or** arrange for a meeting with the parent/guardian within two business days but preferably within 24 hours. Document the issues/concerns in detail. Documentation should include:

- the date and time the issue/concern was received;
- the name of the person reporting the issue/concern;
- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- the name of the person who received the issue/concern;
- the details of the issue/concern; and

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days but preferably within 24 hours 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.

Nature of Issue or Concern-Staff, Duty parent, Supervisor, and/or MLCP Related

Steps for Parent and/or Guardian to Report Issue/Concern:

Raise the issue or concern to the individual directly **or** the Principal or Vice-Principal. 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.

Steps for Staff and/or Licensee in responding to issue/concern:

Address the issue/concern at the time it is raised **or** arrange for a meeting with the parent/guardian within two business days but preferably within 24 hours. Document the issues/concerns in detail. Documentation should include:

- the date and time the issue/concern was received;
- the name of the person reporting the issue/concern;
- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- the name of the person who received the issue/concern;
- the details of the issue/concern; and

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days but preferably within 24 hours 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.

Nature of Issue or Concern - Student/Volunteer Related

Steps for Parent and/or Guardian to Report Issue/Concern:

Raise the issue or concern to the staff responsible for supervising the volunteer or student **or** the Principal or Vice-Principal. 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 Head Teacher or Principal as soon as parents/guardians become aware of the situation.

Steps for Staff and/or Licensee in responding to issue/concern:

Address the issue/concern at the time it is raised **or** arrange for a meeting with the parent/guardian within two business days but preferably within 24 hours. Document the issues/concerns in detail. Documentation should include:

- the date and time the issue/concern was received;
- the name of the person reporting the issue/concern;
- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- the name of the person who received the issue/concern;
- the details of the issue/concern; and

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days but preferably within 24 hours 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.

PARENTAL ISSUES AND CONCERNS

The purpose of this form is to provide a transparent process for parents/guardians, MLCP and staff to use when parents/guardians bring forward issues/concerns. Parental concerns will be taken seriously and addressed within the shortest time frame–within 2 business days but preferably within 24 hours or as soon as reasonably possible thereafter.

Date Issue Received:	Name of Person Raising Issue/Concern:
Time Issue Received:	Name of Person Reporting Issue/Concern:
Name(s) of Person(s) Responding to Issue/Concern:	
☐ **Nature of Issue or Concern - Program Room Related** (e.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.)	☐ **Nature of Issue or Concern - General, Centre or Operations Related** (e.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.)
☐ **Nature of Issue or Concern-Staff, Duty Parent, Supervisor, and/or MLCP Related**	☐ **Nature of Issue or Concern - Student/Volunteer Related**
Details of the issue/concern:	

Steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral:			
The resolution/outcome provided to the parent(s)/guardian(s) who raised the issue/concern is as follows:			
Further information/follow-up/attention is required as follows:			
If delayed please provide reason:			☐ Matter Resolved
Staff Signature	Principal/Vice-Principal Signature	Date	Date Established: August 2017 Date Updated: August 2017

MONTHLY LUNCHES

Monthly hotdog/grilled cheese or pizza lunches are offered on alternate months and usually on a Wednesday. Permission slips containing information will be sent home prior to the lunches, for your completion. Please note that this applies to students over 4 years of age.

SUMMER CAMP

Summer Camp is offered each year for eight weeks in July and August. Information and registration are usually available by March of each year.

Please note that complete policy and procedures copies are available online.

Please ensure that you have read the Program Statement before signing off on this document.