



Sunrise Montessori School Childcare Parent Handbook

Licensed Child Care

Sunrise Montessori School (SMS) is licensed by the Ministry of Education under the Child Care and Early Years Act, 2014. SMS ensures that all programs provide a safe, healthy and stimulating environment with quality care for the children we serve.

Our Centre is inspected at least once annually to confirm compliance with the Child Care and Early Years Act, 2014.

This handbook will provide you with program information and policies regarding Sunrise Montessori services. If you require further information, please feel free to contact your Centre Supervisor. Thank you for becoming part of our SMS family.

Program Statement

Sunrise Montessori School offers a learning program that is consistent with Ministry of Education policies, pedagogy and curriculum. Some of the Ministry documents we reference in our program include the following:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Ontario Early Years Framework
- Ontario Early Learning Framework
- Think Feel Act: Lessons from Research About Young Children
- Early Learning for Every Child Today

Sunrise Montessori School has adopted various goals, approaches and strategies as outlined below. We ensure that the children's progress is being documented and reviewed with teachers and parents with the aim to review the impact of the strategies set up in our Program Statement. The strategies adopted will support the goals and approaches detailed below.

Sunrise Montessori also uses a High Scope approach in its Early Learning. High Scope emphasizes active learning. Since we know that children learn best by pursuing their personal interests and goals, children make their own choices about materials and activities during the program time. As they pursue their choices and plans, children explore, ask and answer questions, solve problems, and interact with peers, program staff, volunteers, students on placement and other adults.

Children are competent, capable, curious and rich in potential

Sunrise Montessori School recognizes each child is a unique individual who brings his or her own abilities to the program and deserves the encouragement and space to try new things, explore new ideas and develop their own unique creativity. We provide an environment that fosters curiosity, one that allows children to explore. We believe that every child deserves a safe and caring environment (a place where children want to be and where they feel "at home"), in which to grow and develop to their maximum potential. We understand the importance of taking children's stages of development into consideration. For each child, their stage of development is an individualized and complex interplay between developmental factors and their unique family, community and life experiences. In each case, we aim to integrate all areas of the child's development into our program in a holistic way.

Our goals for children, consistent with the Ministry pedagogy, includes the following:

Goal:

Promote the health, safety, nutrition and well-being of children.

Our intention is to protect the health, safety, nutrition and well-being of our children by following any recommendations and instructions made by the local medical officer of the health/public health unit. We also ensure that any reports from a local medical officer of health, the fire department, and/or any inspector with respect to our Centre will be sent to our program advisor.

We also ensure that all records of all inspections by all the parties mentioned above will be kept in our facility as well as any recommendations are recorded in the daily written record.

Approaches:

Our approaches to accomplish this are to:

1. Be aware of all sanitary and daily observation checklist and reporting practices
2. Train all staff and student trainees and volunteers on all preventive health care measures
3. Provision of adequate and appropriate nutrition care

Implementation:

At Sunrise Montessori School we will;

1. All staff are to implement the sanitation checklist daily/weekly strictly.
2. Proper up-to-date immunization records or proper written religious or medical objection for every child is to be on file
3. Daily written observation is made of every child to detect symptoms of ill health as they enter or before any interaction with other children to prevent the spread of disease.
4. All meals, snacks and beverages must follow the Canada's Food Guide and the menu is posted on the Parent communication Board.
5. We will post a list of children who are anaphylactic as well as children with known food allergies and food restriction in all classrooms, Parent communication Board and in the kitchen and in other places in which children may be present.
6. We accommodate dietary or religious food requirements for children in our programs.

Goal:

Support positive and responsive interactions among children, parents, childcare providers and staff.

At Sunrise Montessori School one of our core values is to foster collaborative and co-operative relationships among all of our partners specifically among our children, parents, childcare providers and staff.

We strive to promote a sense of belonging for children and their families in our programs by creating positive interactions and collaboration within our school community. We understand that relationships of trusts are the basis for learning and co-operation.

Approaches:

1. Be pro-active about building positive relationships with all parties.
2. Build positive and responsive relationship skills between children, parents, childcare providers and staff.

Implementation:

1. Organized Parent Workshops foster closer relationships
2. Encourage children to model empathy for others

Goal:

Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

At Sunrise Montessori School, our inclusive programming leads to children's sense of belonging. Positive learning environments and experiences, focused on active play-based learning, encourage children's communication, self-expression and self-regulation.

Approaches:

1. Aware of, foster, support and encourage
2. Respond to and document the many ways in which children express themselves, the many "voices" with which they articulate their ideas, the variety of "languages" they use to communicate.
3. Honor and reflect children's home language and culture in our programs.

Implementation:

1. Recognize each child as having equal rights to participate in program activities, trips and events.
2. Recognize and respect the unique qualities of each child and family, including ancestry, culture, ethnicity, race, language, gender, gender identity, sexual orientation, religion, socio-economic status, family environment, and developmental abilities and needs.
3. Create strategies that value the culture and first language of all children.
4. Establish programming strategies to foster an inclusive learning environment in which every child can participate.
5. View the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment.

Goal:

Foster the children's exploration, play and inquiry.

Children's interests are valuable to their learning and offering a rich variety of experiences, play and inquiry is a huge part in helping our children learn and develop.

Approaches:

1. Plan and organize program plans and activities.
2. Encourage children to interact, communicate, explore and engage.
3. Foster the children's exploration, play and inquiry
4. Provide child-initiated and adult-supported experiences
5. Offer opportunities to create authentic lasting relationships with others in the program

Implementation:

1. Plan and implement all areas of development:
 - a. Drama, music, dance and visual arts
 - b. Physical literacy
 - c. Language and literacy
 - d. Nature, science and technology
 - e. Construction and design
 - f. Daily opportunities for active indoor and outdoor play

Goal:

Plan for and create great positive learning environments and experiences in which each child's learning and development will be supported.

Approaches:

1. Be pro-active about building a positive learning environment and experiences.
2. Build positive and responsive relationship skills towards the child's learning and development.

Implementation:

1. Plan and implement positive activities to encourage learning
2. Focus on positive words and supportive interactions to help develop the child's learning.

Goal:

Incorporate indoor and outdoor play, as well as active play, rest quiet time, into the day, and give consideration to the individual need of the children receiving child care.

Approaches:

1. Daily schedules are all posted in every classroom to follow and to incorporate, indoor and outdoor play, active play, rest and quiet play
2. Weekly program plans are implemented to help incorporate each individual need of the children'.

Implementation:

1. Implementation of all program plans are reviewed and prepared on a weekly basis.
2. Observations of each child are recorded to monitor all children's behaviors, development and areas of improvement for future planning.

Goal:

Support staff & community partners or others who interact with the children at a child care Centre in relation to continuous professional learning.

Sunrise Montessori School aims to foster outreach, engagement and communication with support staffs and community partners. Involving community partners is instrumental to create a positive and supportive environment. We engage in constructive relationships with community agencies, while they provide resources, information and classroom support to better meet the needs of our children, families and educators. Therefore, sharing knowledge is integral to the success of your child.

Approaches:

1. Community Partners are a valuable resource as we partner with and support reputable businesses in our local community to come to our school to offer well rounded extra-curricular activities. These activities allow our children to develop physically, mentally and emotionally. They also foster confidence at their age.
2. Ensure that families have the support that is available, affordable, safe, reliable and high quality which ensures parents peace of mind while their children are in the program.

Implementation:

1. Respect, care, empathy, trust and integrity are all our core values in all our interactions with families.
2. The needs of each child are considered in the context of their family composition, values, culture, and
3. Observation and monitoring of children to help set up developmental needs to enhance the child's learning.

Goal:

To ensure that the growth and development of all children is documented for review with parents and families

Approaches:

1. Pedagogical documentation displayed in the classrooms.
2. Parents are asked to have their input on communication, learning activities and the skills their child learns. They will evaluate and address successes and areas of opportunity at least annually based on written documentation, collaboratively with parents, guardians, care child providers, educators and Owners/Operators.
3. This will allow us to refine this program statement by adding additional methods for documenting and reviewing the impact of the strategies that have been set out in our program statement on the children and their families.

Implementation:

1. To review the achievements of all children with their parents
2. To identify strengths and weaknesses of all children
3. To devise other follow up strategies for improvement and progress

SMS Child Care programs strive to deliver stimulating learning experiences in a safe environment that enhances children's social, intellectual, physical, and emotional development. This enhancement happens throughout a child's daily routine which encompasses a balance of indoor and outdoor play, as well as active play, rest and quiet time.

To ensure that all of these goals, approaches and implementation strategies are met and implemented according to the children's needs, we will document these in the individual children's journal. These achievements will also be recorded in the report cards generated twice a year and presented to parents during the Parent Teacher Interview.

Play is the cornerstone of our curriculum – understood to be essential to the healthy social and cognitive development of children. Our SMS curriculum takes a child initiated, adult-supported approach that focuses on play-based learning, allowing the child to take the lead and then focusing on his or her interests through intentional observation, interaction and engaged communication. When this approach to learning takes place along with staff's understanding of child development, each child's learning and individual development is supported and as a result the child's competence, capacity and potential are maximized.

We know that children flourish in all areas of development when they are in supportive, caring and responsive relationships with adults whose focus is on the health, safety, nutrition and well-being of all children. This is the foundation of quality child care.

We strongly believe that Child Care is a shared responsibility between parents and SMS Educators. SMS Educators work together with the parents to exchange information about the child's language, culture, interests and development so that the sum of a child's experience is greater than that which parents or SMS Educators alone could provide.

SMS values parent engagement in the area of both their child's development as well as program development. We provide the following opportunities to ensure that communication and information sharing takes place between parents and SMS Educators: daily open communication, evaluation and family events.

SMS Educators are true professionals who connect with children, ensure safe environments, plan and extend play, scaffold learning, reflect on successes and document the children's play and learning, all of which is the foundation to guiding the Educator's planning. The documented play and learning's are shared regularly with parents.

Our Educators encourage each child's developing sense of self and their ability to see themselves as capable communicators, able to manage their emotions and behaviour.

Our SMS Child Care Educators are carefully chosen and specially trained to ensure quality care. SMS recognizes the importance of continuous professional learning for our SMS Educators. To support the value, we place on the importance of continual learning, we provide each child care staff with internal SMS training, as well as the opportunity to attend the various Professional Development Training workshops organized by The Regional Municipality of York. This approach to learning is in alignment with the Ministry of Education's How Does Learning Happen? a resource developed by the Ministry of Education to promote a shared understanding of what children need and what can be done to help them grow and flourish.

SMS focuses on inclusion for children and families. Early childhood inclusion embodies the values, policies, and practices that support the right of every infant and young child and his or her family, regardless of ability, to participate in a broad range of activities and contexts as full members of families, communities, and society. The desired results of inclusive experiences for children with and without disabilities and their families include a sense of belonging and membership, positive social relationships and friendships, and development and learning to reach their full potential. The defining features of inclusion that can be used to identify high quality early childhood programs and services are access, participation, and supports.

All parents want their children to be accepted by their peers, have friends and lead “regular” lives. Inclusive settings at SMS can make this vision a reality for many children with disabilities. Children are able to develop a positive understanding of themselves and others. When children attend classes here at SMS it will reflect the similarities and differences of people in the real world, they are able to learn and or grow to appreciate diversity. As well, learn to respect and understand the different abilities and cultures within each child and/or play and learn together. SMS practices friendships develop, we believe the school plays an important place for children to develop friendships and to learn social skills. Children with and without disabilities learn with and from each other in inclusive classes. In inclusive classrooms at SMS, children with and without disabilities are expected to learn to read, write and do math. With higher expectations and good instructions, children with disabilities can learn academic skills.

All children at SMS learn by being together, we focus on the philosophy of inclusive education to aim at helping all children learn and everyone in the class benefits. Children are able to learn at their own pace and style within a nurturing learning environment.

SMS Child Care Objectives

- To provide a warm, caring environment to develop your child's creative, intellectual, emotional, social, and physical skills.
- To plan for and create positive learning environments and experiences in which each child's individual needs, learning and development is supported.
- To provide a safe environment that is part of a natural progression between home and school.
- To ensure that your child is cared for and is supervised at all times.
- To employ staff who are experienced and well trained to provide the best care and enrichment for your child.
- To provide a communication system that ensures parent-staff contact throughout the program year.

SMS Approach to Curriculum Planning

Our quality SMS Child Care programs create rich learning environments for children to flourish and reach their potential. This approach to learning is in alignment with the Ministry of Education's How Does Learning Happen? a resource developed by the Ministry of Education to promote a shared understanding of what children need and what can be done to help them grow and flourish.

SMS Learn Through Play – Infant, Toddlers, Pre-School

We believe that SMS Learn Through Play incorporates the best approach to ensure a child's continued enthusiasm and capacity for life-long learning. Our infant, toddler and preschool staff are trained in the research-based SMS Learn Through Play curriculum, which provides an understanding of how play provides the foundation for learning to read and write, for learning mathematics, science, technology, and a foundation for the arts. SMS Learn Through Play also sets the stage for your child to successfully transition to school and the early years.

SMS Ages of Care

SMS Child Care Centre is licensed for children between 3 months and four years of age specifically infant, toddler and pre-school. Pre-school Children must be toilet trained, unless there is a medical or diagnosed condition.

SMS also has a private school entity that offers the Junior Kindergarten, Senior Kindergarten and the Elementary Program

SMS Admission Priority

Parents need to fill up the Registration Form, the Registration Package and attach the latest Immunization form and the emergency contact form to ensure the safety and security of your child.

Families with Infant/toddlers/pre-school are admitted to Sunrise Montessori School Infant/Toddler/Pre-school program on a first come first serve basis. Priority is given as follows:

- 1) Siblings of children already attending any of the school's programs
- 2) Infant/Toddler/Pre-school of staff of Sunrise Montessori School
- 3) The public community

Prior to acceptance, as required by the York Region Health Department, parents of each child must have an up-to-date record of the child's health immunizations.

Arrival, Departure, Custody and Release

To ensure the safety and security of your child while attending SMS Child Care, we require that:

- Drop off and pick up takes place in your child's classroom.
- Each classroom has a sign-in and sign-out sheet as you enter the classroom. Teachers will check, initial and indicate the time of drop off or pick up daily.
- Parents are responsible for transporting their child to and from our preschool and infant & toddler programs.
- Parents are responsible to dress and undress their child upon arrival and departure.
- Parents must make alternate arrangements for pick up if they cannot pick their child up by 6:00 pm. Please notify the school if you are running late. Children who are picked-up more than 15 minutes late after 3.30pm will join our aftercare program and be charged accordingly which is \$1.00 per minute after 3.45pm. If you are delayed and will not be able to pick up your child by the close of the school day, please call us at (905) 477-2833 to advise us of the situation. Children picked up after 6:00 PM will be charged a \$1.00 per minute late pickup charge.
- Your child's safety is our first concern. Children will only be released to those persons listed on your "Child's Enrollment Information Form" who have photo identification. Please understand, this policy is meant to ensure the safety and security of your child.
- If your child is to be picked up from the school by anyone other than those listed, a written note from the parent/guardian must accompany him/her. If an emergency situation arises requiring alternate pick-up after your child is already in school, please call the front desk and leave a message for the teacher detailing the alternate plans. Photo identification will be required.
- Please notify the director in writing if there is a guardian conflict. If we do not receive such notification, we will assume no conflict exists and the child will be released to either parent.
- Where there are child custody arrangements in place, SMS shall not deny a parent access to their child unless the centre has a copy of the original legal document outlining the specific custody arrangements including days and timeframes.
- If a staff perceives a parent or alternate pick-up person to be under the influence of alcohol or drugs when arriving to pick up their child, the staff will ensure the safety of the child by requesting the parent arrange an alternate form of transportation.

Hours of Operation, Parent Teacher Interview Days

SMS Child Care Centre is open Monday to Friday, 7:15am to 6:00 pm except statutory holidays and designated school holidays. Please refer to the School Year calendar that list all the school holiday and Parent Teacher Interview Days.

Activities

During the year, our Preschool Programs may take trips to special places of interest. SMS will send a notice home in advance of the optional excursion informing you of the destination, time, and date. A minimal charge may be required to cover transportation and entrance fees. You are always welcome to join us. It is an optional program and Parents may opt to not participate.

Inclement Weather & Emergency Closures

SMS will follow the decision undertaken by York Region Childcare Services and the York Region School Board with regards to the closure of the childcare centre due to inclement weather. The Private school will follow the York Region School Board decision due to inclement weather. Parents in JK/SK and Elementary are responsible to follow the decision for closure or due to inclement weather or unusual circumstances from the local News. Regular daily fees will apply.

Contravention of Child Behaviour Management Policy

1. Any child who exhibits an inappropriate action such as hitting, pushing, biting spitting, kicking, etc. will be reported to the teacher. The teacher will take immediate steps to investigate the alleged incident.
2. The teacher will immediately speak to the child privately in an area within the classroom away from the other children. The teacher will explain to the child that this type of behaviour is inappropriate and the child will return to play
3. If a second incident occurred, the teacher will report this incident to the Supervisor, and the Supervisor will take the child to the office to speak to the child privately. The teacher will record this incident and the report will be placed in the child's file.
4. If a third incident occurred, the child's parents will be notified, an incident report will be generated and a copy is to be given to the child's parents when the Supervisor meets with the child's parents in the presence of the child's teacher. If the child's behaviour is not acceptable, the teacher will have a one to one conversation with the child's parents to ask for the parent's co-operation to discuss the matter with the child.
5. If all the above efforts failed and the child kept repeating the aggression, the child will be suspended for a period of 3 days.
6. If the child continues to repeat the above aggression, after the suspension period, the childcare service will be terminated.
7. All documentation will be kept and filed at each step.

Caring, Qualified Staff

Our staff is carefully chosen and have appropriate educational background and experience to ensure quality care and understanding of child development. They have personal qualities of friendliness, warmth, and the ability to relate openly to children and adults. Our staff are dedicated to the needs of the children, the concerns of the parents and the high expectations of SMS.

All SMS Child Care staff complete a Criminal Reference Check with a Vulnerable Sector Search and hold current certification in First Aid and CPR. Our staff who hold Early Childhood Education diplomas are Registered Members of the College of Early Childhood Educators.

Our Child Care staff participate in ongoing professional development opportunities and internal curriculum training, among others. We continue to strive for excellence in all our programs, and regular evaluation of staff and programming ensures ongoing high-quality care for your children.

Student and Volunteer Supervision

SMS promotes opportunities for personal growth, community involvement and volunteerism. Students and volunteers are welcome in our licensed child care Centre, and they participate in an orientation and review of relevant policies and procedures. All adult volunteers complete a Criminal Reference Check with Vulnerable Sector Search through York Regional Police services. Every volunteer or student who is on an educational placement or regularly on the premises must have a health assessment and immunization as directed by the local medical officer of health. Students and volunteers do not have unsupervised access to the children in the Centre that is they are not alone with a child. They are paired with and mentored by a SMS staff member.

Discipline

Our Early Learning Programs use a positive approach to discipline. We believe in protecting the rights and privileges of the children while fostering a nurturing and warm environment. We use techniques such as redirection and reinforcing of positive behaviors with encouragement. We do not permit any physical or verbal abuse of any kind, nor is food or playground time ever withheld from children.

Prohibited Practices

Here at Sunrise Montessori School, we shall not permit, with respect to a child receiving child care at our school, it operates and overseas the provision of:

- a) Corporal punishment of the child (which may include but it not limited to, hitting, spanking, slapping, pinching)
- b) Deliberate use of harsh, degrading measures or threats or derogatory language directed at or used in the presence of a child which would humiliate, share or frighten the child or undermine their self-respect, dignity or self-worth.
- c) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- d) Locking the exits of the school 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
- e) Using a locked or lockable room or structure to confine the child if he/she has been separated from other children.
- f) Inflicting any bodily harm on children including making children eat or drink against their will.
- g) Physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent)

Contravention of Behaviour Management Policy

1. Any staff member observed using disciplinary measures that contravene this policy as well as the prohibited practices shall be reported immediately to the Supervisor. The Supervisor will take immediate steps to investigate the alleged incident.
2. The Supervisor will immediately speak privately to the staff member involved, at which time the Supervisor must be satisfied that she has the facts, that the facts are reported, and the incident documented. A copy of the documentation is placed in the staff member's file and a copy is forwarded to the Director. A letter of warning will be given to the employee who will sign a copy acknowledging receipt.
3. If a second incident is reported and the Supervisor is fairly certain that the incident occurred, the Supervisor will take the employee aside, discuss it briefly and then send the employee home. A meeting will be arranged for the next day with the employee and the Director.
 - The meeting will determine whether returning employee to his/her job would place the children at risk. If the employee continues on staff, a warning letter will be given to the employee who will sign a copy acknowledging receipt, and will be placed in the employee's file.
 - Any further incident will result in immediate suspension, followed by a meeting with the Director. The Director will gather the required information and meet with the staff member as quickly as possible to determine the appropriate action. Sunrise Montessori School policy stipulates termination of an employee following a third infraction of policy and allows for immediate termination of employment for a serious contravention of policy.
 - Document will be kept and filed at each step.

If a prohibited practice is observed, the individual who has observed the incident will consider whether they are required to make the report to a children's aid society. Please note that registered early childhood educators (RECEs) are subject to the College of Early Childhood Educators' Code of Ethics and Standards of Practice as well as all applicable legislations, regulations, by-laws and policies that are relevant to their professional practice.

Wait List Policy

According to S75.1 of CCEYA, Sunrise Montessori School shall not charge or collect a fee or deposit for the placement of a child on a waiting list. O. Reg. 274/16, s. 4.

Sunrise Montessori School will ensure that a just and fair wait list system is being implemented to offer admission to students. We also ensure 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. O. Reg. 274/16, s. 4 (2).

Procedure

1. If a Parent Need Immediate Day Care
 - Contact the School via telephone or email.
 - If space is available, the Director or Supervisor will proceed to Step 3.
 - If space is not available immediately, proceed to Step 2.
2. Space Not Available Immediately - Planning for future care needs
 - Supervisor or Director will take down the details of parent details, such as the contact info, parent's name.
 - Add your child/children to the List and identify care requirements i.e; which program is requested for by sequential order (date sensitive)
 - Place your child on the "List" for the required program(s) by sequential order (date sensitive)
 - Identify the period that you are requesting for.
 - Once the space is made available, the Supervisor or the Director will contact the parent to confirm whether you are still interested. If you are, proceed to Step 4.
 - If you are no longer interested, we will remove you from the wait list.
 - However, you are welcome to request a tour now or in the future to learn more about our programs and policies.
3. If space is available:
 - You will be offered a tour of our centre/programs and provided with a package of information and forms to complete.
 - This includes the **Application for Enrolment**.
 - Once your forms are received and an enrolment fee is paid, your space will be guaranteed and your start date confirmed.
 - You will receive an email confirmation from the system confirming the enrolment and start date.

Other Important Details

- There is no specified length of time that you need to be on the list to be offered a space.

- Spaces are created when a family or child leaves the centre. There is no specific time however the months of July, August and September have the most movement, Spaces can be available at any time of the year and at point in the month.
- We are usually able to contact families 6-8 weeks before any given space, as parents are only required to give us a 2 month notice of their withdrawal.
- Only once the withdrawal is confirmed in writing can we begin to find a family for the space.
- With all spaces available the centre, Supervisor will call all families that are eligible to start in the age group. All parents who are waiting for a particular month are contacted when spaces are available. Even if the month you specified has already passed if your child is still within the age group of the room, they will be offered a space. The calls placed will be determined by the seniority of date and time
- Once a family is called from the waiting list, they are given a specified time frame to return the (within 2 days) to call and express continued interest in the space available.
- From the families that return our call within the specified time, the family with the highest seniority date will have first official refusal or acceptance of the available space.
- Once your child is officially offered a space, if you would like to accept it, you will be required to provide a registration fee to confirm the enrolment.
- A separate list which lists the seniority placement of parents according to date and time of calls are available for review if required.
- However, Sunrise Montessori School has established the following priority system for offering available spaces to those on the waiting list:
 - A. Children of Sunrise Montessori employees (to facilitate their ability to work)
 - B. Children in care who need to move into the next age group
 - C. In no specific order:
Siblings of children already enrolled
 - D. All other applicants

Serious Occurrences

When the Child Care Centre has filed a serious occurrence report, the Serious Occurrence Notification Form is posted within 24 hours of the occurrence. The Serious Occurrence Notification Form is posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by the operator, the form remains posted for 10 days from the date of the update. If the serious occurrence is an allegation of abuse against a staff, student or volunteer or regarding an unsubstantiated complaint, the notification form is posted once the investigation has been completed.

Incident Reports

Communication about their child's well-being is important to parents. Parents will be informed regarding any incidents affecting their child's health, safety or well-being. If a child is injured, parents will be provided with a copy of the Accident/ Incident Report and be signed off by the parent.

Emergency Management Policy and Procedures

Sunrise Montessori School is committed to providing a safe and healthy environment for those who work and study at the school. The School has developed and maintains an Emergency Management Plan, which provides the framework to ensure that the School is prepared to deal with such events.

This Emergency Management Policy and Procedure is designed to ensure that immediate action is required to ensure the safety of children and adults in the school in the event of an emergency. "Emergency" is defined as an urgent or pressing situation within the school.

All Parents/Guardians/alternative person will be contacted via cell phone and be notified of the address of the temporary shelter where their child/children are being accommodated.

Complaint Policies and Procedures

Sunrise Montessori School recognizes that it is in the best interest of students to have a trusting and cooperative relationship between parent and the school. Complaints are an important way for the school community to provide information and feedback to a school. Every complaint provides a valuable opportunity for reflection and learning. The school recognizes a parent's right to make a complaint and its responsibility to provide a framework within which efforts can be made to resolve complaints. It is the school's belief that parent complaints are best handled at the school level in an environment where parents are able to speak up about issues concerning the education of their children. An effective complaint-handling system has a clear process for resolving complaints, treats people fairly, is timely and provides those people involved in a complaint with a fair opportunity to respond to issues and to present their views

The purpose of this policy is to ensure that:

- Sunrise Montessori School meets its obligation to respond to parent complaints in a fair, effective and efficient manner within a reasonable time frame.
- Parents are informed of how they can make a complaint at their child's school.
- Information about how and where to make a complaint, as well as how a complaint will be handled, will be incorporated in the Parent Handbook.

Definitions

For the purpose of this policy the following terms are defined as follows:

- a 'parent' includes:

any individual who has lawful custody of, or a lawful right of access to, the child. ("père ou mère", parent as defined in the **Parental Responsibility Act, 2000**)

- "child"
means a person who is under the age of 18 years; ("enfant")
- a 'complaint' is an expression of dissatisfaction with an action taken, decision made or service provided, or the failure to provide a service, take action or make a decision at a school.
- a complaint is considered to be '**resolved**' when the complainant and the school agree on an appropriate response or remedy
- a complaint is considered to be '**unresolved**' when agreement cannot be reached on a course of action and/or a remedy, or if the remedy cannot be implemented.

The Management of Parents' Issues and Concerns process and procedure;

A. Steps for Parent to follow when they have a complaint/issue or concern

1. Methods of making a complaint;
In person, by phone and in writing via email or letter
2. Contact person for the complaint; **the Principal, Supervisor or the Teacher of the Student**

B. Steps for the School and its employees to follow in response to the complaint/issue or concern

1. The Receipt of all complaints i.e: written/verbal/personal complaints should be acknowledged by communicating with parents as soon as possible via email or letter by the Principal or in the absence of the Principal by the Supervisor.
2. Principal/Supervisor will document the date of receipt of complaint. Attach the written complaint or record the verbal complaint.
3. Principal and Supervisor to identify the nature of complaint/issues/concerns i.e; program-related, staff-related, operational, child abuse or etc.
4. Principal and Supervisor to investigate on the complaint/issues/concerns. These investigations will be recorded by Principal/Supervisor who is conducting the investigation.
5. If the Complaint is related to suspected Child abuse or neglect of a child, the Principal/Supervisor will report to the Children's Aid Society as per the Child and Family Services Act.
6. Privacy Protection - Personally identifiable information concerning the parent should be actively protected from disclosure except where needed in relation to the complaint. This means that the complaint should only be discussed with those directly involved in the complaint-handling process.
7. The decision-making process which includes providing explanations and reasons for decisions undertaken in a fair, effective and efficient manner.
8. Communicate the appropriate response or remedy to the parent either in writing, personally or by phone. It is crucial to discuss the decision undertaken with the parents personally with the intent to foster closer ongoing relationship and communication with the parents in line with our program statement's goals and approaches. If the decision is well accepted by the parent, this complaint is considered to be resolved.
9. The school record of all Complaints and the resolution, both written and verbal, is maintained at the school for a minimum of two years.
10. In the event of unresolved complaint, the parent could take their complaint further with the SMS Parent Council or to other authorities i.e; Ministry of Education at 416-212-7432, local Health Department (Access York) at 1-877-464-9675 or etc.

C. Time Frame

The time frame for acknowledging and the expected time for complaint resolution. The acknowledgment of a complaint should be within 24 hours and the expected time for complaint resolution is dependent on the nature of the complaint and the appropriate steps undertaken to resolve it. The degree of severity of the complaint will determine the time frame as well. Complaints should be addressed promptly and the parents kept informed of the progress of their complaint when the matter is complex and will take time to bring to resolution.

Birthday Celebrations

Birthdays may be celebrated in school with a birthday gift bag (nut free) provided by parents. Please do not send any cakes as it will not be distributed to the class. This is due to the large number of anaphylactic children within our school community.

Change of Clothing

Accidents and spills will happen so please send a complete, labeled change of clothes in a labeled, zippered plastic bag to keep in the classroom. This includes shoes, socks, and underwear. Please remember to change this set of clothing as the seasons change and your child grows.

Changes in Student Information

Any changes in home or work addresses and telephone numbers, must be given to the business office or front desk as soon as possible. Please ask the business office for the appropriate forms to complete.

Comfort Toys

Children may bring "cuddlies" (blankets, stuffed animals, and dolls) to comfort them and for during naptime. We ask that toys remain at home so that they do not get broken or lost.

Dress

Children's play is their work! Remember they may get messy, so please dress them appropriately. For safety reasons, children should wear closed-toed shoes and socks. Sandals or water shoes must be worn during time spent in our fountain. Flip-flops are appropriate for indoor school activities.

Email

Much communication with parents now takes place via email. Newsletters from teachers, notification of school activities or closures, and invitations to special events are all distributed electronically. Please ensure that we are provided with a current email address.

Holiday Celebrations

The Family Center Preschool, toddler and Infant Program are non-sectarian learning environments that recognize the spirit of the holidays at various times during the year. Our curriculum offers multifaceted opportunities for children to experience the multi-cultural diversity of our community. Decorations, songs, and the holiday flavor will be demonstrated throughout the school year and will reflect a variety of traditions. The many holidays which occur throughout the school year present a wonderful learning opportunity for our children.

Health and Illness/Wellness Policy

The health and well-being of your child and all the children and staff at Sunrise Montessori School is important to us. In order to ensure that a healthy environment is created and maintained, we need your help. If your child has a rash, diarrhea, fever, and/or is vomiting, have undiagnosed rash/skin condition, communicable disease, obviously infected discharge, lethargy and irritability and are not able to participate in program, persistent pain, cough please do not send him/her to school. A persistent, green, runny nose may indicate infection and may require a doctor's note to return to class. On occasion we may need to send your child home (for example, if he or she has a temperature of 37.4°C or more). If your child is sent home, we require that you keep him or her home for 24 hours from the onset of symptoms. If you present the Director with a doctor's note stating that the child is well enough to attend school and is not contagious, an exception may be made. If your child has diarrhea or vomiting, your child must stay home for a minimum of 48 hours from the onset of symptoms or till your child has fully recovered.

A receiving staff member who notices any of these symptoms when a child arrives will ask that the child be taken home or to a doctor for a note confirming that the child is healthy and not infectious.

The Child Care and Early Years Act, 2014 stipulates that prior to admission, each child must be immunized according to the local medical officer of health. Therefore, we require that a copy of the child's immunization record, or a letter of exemption, and a medical information sheet be completed and signed by the parent. These must be submitted at the time of admission and should be updated annually.

All children play outside each day. If your child is not well enough to play outside, please keep him/her at home.

For our part, Sunrise Montessori School Program will also ensure the wellness of all children and staff by instituting proper handwashing procedures throughout the day, by sanitizing toys and equipment on a regular basis, and by providing children with opportunities to engage in healthy physical activities such as outdoor play. Curriculum activities designed to teach children about a healthy lifestyle will also be implemented during the school year.

Keeping children and staff healthy and well takes the determined effort of us all. If you have suggestions for improving our program, please do not hesitate to share.

Medication

Children who have a doctor's prescription for medication may have it administered by staff, providing parents submit a written "Authorization for Medication" form. Forms may be obtained from your child's teacher. This form must be updated with each change of medication.

Prescriptions must be brought to school by the parent in the pharmacy bottle with the child's name, date, doctor's name, dosages and times to be given and instructions for storage, and administration of the drug and must be a current prescription.

Over the counter items (medication that do not constitute a drug or medication) will be administered to a child only if parent of the child has given written authorization for the administration of the item (shown on the registration form). The item must be stored in accordance with the instructions for storage on the label and the container or package is clearly labeled with the child's name and the name of the item and administered only from the original container or package and in accordance with any instructions on the label and any instructions provided by the parent of the child.

Nutrition and Allergies

Infant, Toddler and Preschool program provide morning and afternoon snack and a hot, nutritious lunch. All meals follow Canada's Food Guide and are monitored by government standards. We encourage each child to try each type of food. Our goal is to help children develop a taste for a variety of foods.

Our Child Care Centre follows the SMS Anaphylaxis Protocol to ensure the safety of all children with allergies in our programs. Upon registration, parents of children with a risk of an anaphylactic response will complete an Anaphylaxis Action Plan. SMS is a peanut-free environment, and due to severe allergies and Public Health requirements, any outside food brought into your child's Centre must comply with our Centre's allergy restrictions, and must include the manufacturer's list of ingredients and adhering to Canada Food Guide. Please label the container with your child's name. Please inform us in advance via an email or a written notice if you are bringing in your own snacks or lunch.

Our Centre offers halal meal to children who require for it. Vegetarian options are being offered as well.

Infant under 1 year old are permitted to bring their own food in compliance with the "peanut free" policy.

Anaphylactic Policy

Sunrise Montessori School recognizes that it has a duty of care to children who are at risk from life-threatening allergic reactions while under school supervision. The purpose of this policy is to minimize the risk to children with severe allergies to potentially life-threatening allergens. This policy also provides a process for dealing with anaphylaxis in the Centre.

Anaphylaxis is defined as a severe allergic reaction that can be fatal, resulting in circulatory collapse or shock. The allergy may be related to food, insect stings, medicine, latex, and etc.

Procedures

Allergy Awareness, Prevention and Strategies to Reduce risk of Exposure

1. Sunrise will post signs regarding children with allergies in the classrooms, kitchen, classrooms for the information for parents and teachers and update the information when required.
2. All school staff and persons reasonably expected to have supervisory responsibility of children and participating in early learning programs (including food service staff, volunteers & students), receive training at a minimum annually, in recognition of a severe allergic reaction and the use of single dose auto-injectors and standard emergency procedure plans.
3. Children with extreme allergies that the Centre cannot accommodate will be asked to bring their own food from home. The Parent to provide the ingredient list of food/drink being brought in from home.
4. Food that "May Contain" nut warnings will not be served.
5. All labels will be read by a staff member prior to serving.
6. Staff purchasing food on behalf of the Centre must read food ingredient labels every time they purchase a product.
7. Any person supplying food to the child care Centre will be notified of all life threatening allergies in the Centre. List of allergies will be revised as necessary.
8. All children and staff will wash hands before and after handling food.
9. Children/staff/volunteers will be instructed to not to share food.
10. All surfaces will be cleaned with a cleaning solution (water and germ destroyer approved by Public Health) prior to and after preparing and serving foods.

11. All cleaning supplies, medicines and any other products that may be of danger and/or commonly produce allergic reactions will be stored away and must be inaccessible to children. All drugs/medication must be kept in a locked container.
12. Garbage bins will be removed from room and emptied after lunch and after school.
13. Extra special supervision of anaphylactic children during eating (i.e. sitting opposite /next to staff)
14. Playground areas will be checked and monitored for insects such as wasps. Supervisor will be notified immediately and children will be forbidden to play in this area.

Communication Plan for Dissemination of Information

Parents will be informed by a Bulletin Notice/handout of all allergies in the Centre.

A list of Allergies will be incorporated on the handout materials which will be handed out during the child care Orientation. List of allergies will be posted in each room operated by the childcare, in the kitchen and serving area and is accessible in any other area in which children may be present.

Parents with children with anaphylaxis will provide an individual student plan for their child/children prior to enrolment. These individualized student plans are implemented by staff, volunteers and students and are monitored for compliance and contraventions.

Individual Plan and Emergency Procedures

Prior to enrolment, the parent/guardian will meet with the Director/Supervisor to provide input for the child's individual plan and emergency procedures. This plan will include but is not limited to:

- Description of the child's allergy
- Monitoring and avoidance strategies
- Signs and symptoms of an anaphylactic reaction
- Child care staff roles and responsibilities
- Parent/guardian consent for administering allergy medication, sharing information and posting Emergency Plan
- Emergency contact information
- Location of EpiPen and back-up EpiPen

Parents are requested to advise the Director/Supervisor if their child develops an allergy, requires medication and/or of any change to the child's individual plan or treatment. Individual Plans will be revised yearly and as directed by the parent or physician.

Copies of Individual Plans are in each child's file, Emergency bags, Attendance/Emergency Contact binder and are also posted in every room operated by the child care, Kitchen, including child care office.

The operator will review the child's individual plan, including the emergency procedure to be followed if the child has an anaphylactic reaction with staff, students and volunteers prior to employment or placement and annually thereafter or when there is a change in the individual plan.

Emergency Protocol

- One person stays with the child at all times
- One person goes for help or calls for help
- Follow emergency procedures as outlined in child's individual plan (i.e. Administer epinephrine at first sign of reaction)
- Call 911. Have the child transported to hospital even if symptoms have subsided. Symptoms may occur hours after exposure to allergen.
- Administered Epi-pen is to accompany child to hospital.
- Administered Epi-pen is to be given to hospital employee or child's parent for disposal.
- One calm staff must stay with the child until parent or guardian arrives. The child's back-up epi-pen auto injector should be taken

Training

- Where a child has an anaphylactic allergy, staff, students and volunteers are provided with training from **the Supervisor/Director**.
- Training will include the procedures to be followed in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer medication.
- Any new staff, student and volunteers who commence employment or placement after the initial training, will be given the training by the Program Supervisor or parent.
- The Supervisor will be trained by the parent or physician of the child annually and receive consent from the parent to train new staff, students and volunteers.
- Volunteers and Students are not permitted to administer medication unless under extreme circumstances (i.e. staff member is unconscious).
- Staff will conduct a check to confirm child (ren) have their required medication with them before each transition (i.e. moving from the class to the gym, leaving the school, etc.)
- The staff will be required to sign and date that they have received training
- The Program Supervisor will keep a log on file of all training dates, trainers and staff signatures

Sun Safety

All children go outside every day, weather permitting, and our staff promotes sun safety. All children should have hats to wear outdoors, as well as sunscreen in warmer weather. Parents must fill out the approval for Sunscreen Application on the registration form in order for it to be applied.

Rest Period

It is a requirement that all children attending a licensed Preschool Centre have a rest period each day. It is not necessary for your child to sleep, but he/she will be encouraged to rest quietly on his/her cot during this time. A child-sized blanket from home, a bed sheet, a sleep sack (applicable for the infant program only) labeled with your child's name, is required. Children may also bring a soft comfort item from home for rest time only.

Sleep Policy

Sunrise Montessori School will ensure that a child who is younger than 12 months who receives child care is placed for sleep in a manner consistent with the recommendations set out in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada", published by the Public Health Agency of Canada, as amended from time to time, unless the child's physician recommends otherwise in writing. O. Reg. 126/16, s. 23.

Sunrise Montessori School shall ensure that, if child care is provided for a child who regularly sleeps at its child care centre from infancy to pre-school ages, all staff follows the following;

Safe Sleep Practices

Infant Program

1. The requirement for supervision at all times includes the time periods when children are sleeping in a separate infant sleep room/area. The same applies for the toddler and preschool program.
2. When three or more infants are in the sleep room, two or three staff are physically present in the sleep room to supervise the children and conduct direct physical checks every 15 minutes as set out in the sleep supervision practices to look for indicators of distress or unusual behaviours and these physical checks must be documented in the child's daily record and onto the daily Sleep Log.
3. When less than three infants are in the sleep room, a staff is able to visually monitor the sleeping children and conduct physical checks regularly to monitor breathing and body temperature. These physical checks must be documented in the child's daily record and onto the daily Sleep log.
4. The monitoring process includes placing the palm beneath the nostrils of every infant. Infants are supervised to ensure they are not overheated or chilled.
5. For Infants, less than one (1) year age, will always be placed on their backs to sleep. When, in the opinion of the infant's licensed health care provider, an infant requires alternative sleep positions or special sleeping arrangements, the provider must have on file at the facility written instructions, signed by the infant's licensed health care provider, detailing the alternative sleep positions or special sleeping arrangements. Our staff will put the infant to sleep as specified in the written instructions.
6. The staff will be able to quickly identify the infant who is in the sleeping room/area by having a white board with each child's name documented.
7. Lighting in the sleep room must allow for visual monitoring. Lights can be dimmed, but staff must be able to see children clearly.
8. All children will be assigned to individual cots.

Toddler Program

1. The children will be supervised in accordance to the time interval of every 1 hour.

2. The requirement for supervision is the same as outlined in the Infant Program with the exception for item 5
3. All children will be assigned to individual cribs which are labelled with their names and head/feet,

Pre-School Program

1. The children will be supervised in accordance to the time interval of every 1 hour with the exception of item 5 as outlined in the Infant program
2. The supervision method is the same as outlined in the Infant Program.
3. All children will be assigned to individual cribs which are labelled with their names and head/feet,

Safe Sleep Environment

1. Steps will be taken to keep infants from overheating by regulating the room temperature whilst maintaining it at 20 degrees C, avoiding excess bedding and only use a sleep sack. Infants should be dressed appropriately for the environment, with no more than one (1) layer more than an adult would wear to be comfortable in that environment
2. Infants' heads and face will not be covered during sleep. Infants' cribs will not have blankets or bedding hanging on the sides of the crib. We may use sleep clothing (i.e; sleep sack, sleepers) that is designed to keep an infant warm without the possible hazard of covering the head or face during sleep/nap time.
3. No blankets, loose bedding, comforters, pillows, bumper pads, or any object that can increase the risk of entrapment, suffocation or strangulation will be used in cribs, playpens or other sleeping equipment.
4. Toys and stuffed animals will be removed from the crib when the infant is sleeping. When indicated on the Infant and Toddler Feeding and Care Plan or with written parent consent, pacifiers will be allowed in infants' cribs while they sleep. The pacifier cannot have cords or attaching mechanisms.
5. Only one infant may occupy a crib or playpen at one time
6. Sitting devices such as car safety seats, strollers, swings, infant carriers, infant slings, and other sitting devices will not be used for sleep/nap time. Infants who fall asleep anywhere other than a crib, portable crib, or playpen must be placed in the crib or playpen for the remainder of their sleep or nap time.
7. All parents/guardians of infants shall be informed of and given the facility's written Sleep Policy at enrollment. Parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request.
8. Observation of any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep

Parking

At Sunrise Montessori School, we are committed to providing a safe and healthy environment for all our children and families. When navigating the parking lot, parents are requested to be watchful. Please DO NOT Park at the neighboring companies as they are private properties. Non-compliance will result in your car being towed away at your own expense.

Observe traffic laws:

The speed limit in our parking lots is 20 mph. Please drive slowly. Please do not drive against the traffic. Laws are in full effect for handicapped spaces. Violators are subject to a fine by the York Region Police Department. Come to a complete stop at stop signs and yield to traffic with right-of-way.

In an effort to further increase and maintain safety: Do not use your cell phone or other devices when driving in our parking lot. Respect the one-way traffic flow in operation during peak drop off and pick up times.

This system has been implemented to prevent long lines of traffic. Pay close attention to pedestrians and remember that young children can be very unpredictable and run into the path of traffic. Keep a close watch on your child as you unload your car and always hold your child's hand when walking through the parking lot. Do not move your vehicle for the duration of a building evacuation.

During an evacuation everyone must leave the building and walk through the parking lot to designated assembly points. It is therefore very important that vehicles remain static during this time. Do not move your vehicle until all children and adults have safely returned to the building. Your car should remain in park. Never leave children or valuables unattended in your vehicle, even for short periods of time.

Playground

Please help us keep our play spaces safe and clean by abiding by these rules. Our playground is closed when the Sunrise Montessori School is not in session.

- Please be sure your child wears shoes at all times
- The equipment is wonderful, durable and safe; however, it is to be used by children ONLY.
- Children may not be on the playground unsupervised.

· Smoking is not permitted on our playground.

Playground is not accessible for children after they have been picked-up. This is due to risk and liability reasons.

Harassment/Threats

Workplace harassment/threats/assaults will not be tolerated from any person in the workplace (*including customers, clients, school parents/guardians and other employers, supervisors, workers and members of the public, as applicable*). Some types of behaviour prohibited by Sunrise Montessori School are as follows:

- harassment, intimidation and violence
- discrimination
- hate propaganda
- theft or intentional property damage
- any behaviour which threatens the health or safety of any person

If an employee or staff of Sunrise Montessori School have been threatened, assaulted, on a single occasion, or if they are worried about their safety, Sunrise Montessori School will contact the police in addition to notifying the Ministry of Education and the York Region Childcare Services if the child of the parent concerned is registered with them. The parent and family concerned enrolment services will be terminated with immediate effect.

Safe Items from Home

Sunrise Montessori School Childcare Program strives to keep children safe and healthy at all times. We constantly monitor our classrooms to make sure that the toys, materials, and equipment available are appropriate for young children. To maintain this high standard of care, we appreciate your support in ensuring that all items brought from home are safe for use with young children. No small items which can cause a choking hazard should be sent to school. If you are uncertain about any particular item, you can check with an administrator to see if it conforms to safety standards.

Parent Responsibilities

Licensing regulations require us to maintain our files by keeping them accurate and up to date. Please be sure that all required forms for your child are properly submitted and maintained. Failure to comply will force us to prohibit your child's attendance until all records are complete.

Please read the newsletters and flyers your child brings home or which are emailed to you. They will inform you of classroom activities, items your child will need for school, and provide you with information that you and your child can talk about.

Parent Communication

Frequent and open communication between our school and parents is a vital component of our program. This information is usually conveyed verbally, but at times it can be in writing. In an effort to be sensitive to the needs of our environment, we have begun, at times, to communicate with you via an online initiative.

Family Event

You are encouraged to visit and participate in our programs and special events, such as Open Houses, Family Social Events (nominal fee applied) whenever possible. Please refer to the SMS website for information. Participation in these events is Optional.

Drop Off/Pick Up

Parents are to drop off or pick up their children at the front waiting area of the school. However, as per the Subsection 1.4 - Access to Child and Premises of CCEYA, SMS will not prevent a parent from having access to their child at a child care setting or from accessing the premises when their child is in care.

Safe Arrival and Dismissal Policy and Procedures

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.

Sunrise Montessori School 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.

Sunrise Montessori School will only dismiss children into the care of their parent/guardian or another authorized individual as listed on the registration form. 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, the Supervisor/Director/Support Staff in the reception area 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 the registration form under the alternate pick-up section. Or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - Inform the program staff to document the change in pick-up procedure in the daily written record for the classroom that the child is attending.
 - The Program staff will sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child has not arrived 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:

inform the Supervisor/Director/Program Staff/Extra support Staff and they must commence contacting the child's parent/guardian no later than 10:30am of the same day.

- Staff shall contact the parents, guardian via telephone call. Failure to reach via telephone call will resort to sending a text message via the ClassDojo App, any other communication method or via email. The persons mentioned above must be contacted at least once and a message must be left. By 11:30am, the child will be marked as 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.

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)

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 during that time frame, the Staff mentioned above will proceed to contact the parents/guardians using the various methods listed above 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 call the parents/guardians again and leave a message for the parents/guardians.

- 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 contact emergency contact, wait until program closes and then refer to procedures under “where a child has not been picked up and program is closed”.

Where a child has not been picked up and the centre 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 6:00pm, 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 contact the emergency contact person listed on the child's file.
4. If Staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file including the emergency contacts by 6:15pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) at 905-895-2318. Staff shall follow the CAS's direction with respect to next steps.

Video Surveillance Policy and Procedures

At Sunrise Montessori School, we are committed to maintaining a safe and secure environment for our students, staff, and school community. This Video Surveillance Policy establishes guidelines for the responsible use of surveillance equipment to enhance security, prevent criminal activity, and safeguard school property. We recognize the importance of balancing safety with privacy. This policy aims to use video surveillance in a way that meets security needs while respecting privacy rights.

This policy applies to all employees, contractors, volunteers, and authorized personnel of the school. Adherence to these guidelines is mandatory, and non-compliance may result in disciplinary action. Managers and supervisors are responsible for ensuring compliance with the policy.

General Guidelines

- **Authorized Use:** Only designated school management personnel are authorized to operate and review video surveillance footage.
- **Purpose:** Surveillance will be employed to meet specific security needs, such as:
 - Enhancing the safety of students, staff, and visitors
 - Protecting property against theft, damage, or vandalism
 - Identifying individuals involved in unlawful activities
 - Providing evidence in investigations
- **Minimizing Privacy Intrusion:** Surveillance equipment will be installed only where necessary and designed to minimize privacy impact.

This policy will be periodically reviewed to ensure its effectiveness and compliance with legal requirements.

Emergency Management Policy and Procedures

Sunrise Montessori School is committed to providing a safe and healthy environment for those who work and study at the Center. The Center has developed and maintains an Emergency Management Plan, which provides the framework to ensure that the Center is prepared to deal with such events.

This Policy and Procedures is designed to ensure that immediate action is required to ensure the safety of children and adults in the Center in the event of an emergency. “Emergency” is defined as an urgent or pressing situation within the Center including lockdown and bomb threat.

If an emergency occurs, parents will be notified via telephone/ClassDojo App.

The following is our off-site meeting place in case of evacuation: North West Parking Lot

Temporary Shelter for Infant

Shelter 1 – Winnable Enterprise Co Ltd, 140 Amber Street Markham ON Canada L3R 3J8 Telephone: 905-475 1100

Contact Person 1. Oliver Yan – Ext 1004 Contact Person 2. Lynette Persaud – Ext 1005 Contact Person 3. Cheryll Varona – Ext 1007

Temporary Shelter for Casa Toddlers

Shelter 2 – Archonix Corp, 151 Amber Street, Unit 1 Markham ON Canada L3R3B3 Telephone: 905-513 9161

Contact Person. Feisal Hurzook

Temporary Shelter for Casa 1, 2

Shelter 3 – Intl Association of Heat and Frost Insulators and Allied Workers Local 95, 120 Amber Street Markham L3R 3A3 Telephone: 905-944 0110

Temporary Shelter for Casa 3, 4, 5

Shelter 4 - Portserv International Ltd, 201 Amber Street, Markham ON Canada L3R 3J7 Telephone: 905-470 7066

Temporary Shelter for Private School

Winnable Enterprise Co Ltd, 140 Amber Street Markham ON Canada L3R 3J8 Telephone: 905-475 1100

Contact Person 1. Oliver Yan – Ext 1004 Contact Person 2. Lynette Persaud – Ext 1005 Contact Person 3. Cheryll Varona – Ext 1007

Procedures

Roles and Responsibilities of Staff During an Emergency	• Directing children to safety outside once they are in line, with one adult leading, other adults placed throughout the line and one adult at the end. • Turning off stoves and other such appliances if applies • Retrieving medication • Retrieving the emergency information and the current attendance record and the emergency bag pack*1. • Checking the number of children against the attendance record. If parents arrive before the attendance is taken, they must wait for attendance to be completed before the child is released to their care. Maintaining an up-to-date record is essential. • Searching the premises, if safe to do so, including washroom areas, closets and other hiding places for children, to ensure that all persons have left the building. • Closing all doors and ensuring that the building is locked after everyone has vacated it. • If necessary, ordering and supervising evacuation to the designated place of shelter until parents are notified and arrive. • Exit the building to the designated meeting spot. *1 All staff possess the following information about all the children in the classroom; ○ Name, address and telephone number of the family physician of each child ○ The home and work address and telephone numbers of a parent and an alternative person if the parents cannot be reached. ○ Any special medical or additional information provided that could be helpful in an emergency.
Providing Additional Support for any Child or Adult who Needs it in Case of an Emergency (including the consideration of special medical needs)	• Principal/Supervisor/Chef/Assistant Chef is to provide additional support to children/adult with medical needs. • To ensure that their medication/Epi Pen is in the Emergency Bag. • To ensure that the child/adult arrives safely at the Temporary Shelter and back to the school.
Ensuring Children's Safety and Maintaining Appropriate Levels of Supervision During an Emergency	• Take an attendance record of the children once you have gathered at a designated meeting spot. • If the primary exit is blocked by smoke or fire, then use a secondary exit out of the building. Be familiar with all the exits of the building. • Remain calm at all times. • Once you are outside of the building do not go back in for anything. • Once the supervisor/principal has checked the attendance of all students, proceed to the temporary designated place of shelter.

Communication with Parents	• Take attendance record of children once the children arrive at the designated temporary shelter. • Contact the parents/guardians/alternative person via cell phone/ClassDojo App. • Inform the parent about the situation and the address of the temporary shelter. • While the teacher is contacting the parents, the other teachers are to maintain close supervision of the children. • Remain calm • The teacher will be notified of the status of the emergency and to inform parents to come and pick-up their child if warranted.
Contacting Appropriate Emergency Response Agencies	• The staff who witnessed the emergency is to call Markham Fire Department at 911. Give your name, address and a description of the problem. The list of contact numbers for the various emergency response services is posted in every classroom and the boardroom. • The Principal, Supervisor or designate will also contact our Insurance Company, Walter Roberts Insurance Brokers at 905-764 8061 • Report the Serious Occurrence within 24 hours on CCLS.
Addressing Recovery from an Emergency	• Once the school is certified as Safe by the Emergency Response Agencies, the Principal/Supervisor will be advised. • The Principal/Supervisor will then notify the teachers on the Status of the Emergency and take appropriate action. • Teachers are to contact parents/guardians/alternative persons to pick-up the children or • Take an attendance record of children and line them up and return to the school. • Take attendance record of children once the children arrive at the school. • A Serious Occurrence Notification Form must be posted on-site about a serious occurrence that happened at the school for at least 10 business days
Debriefing Staff, Children and Parents After an Emergency	• All children and staff are to be briefed about the incident that had just happened. • A notice is to be sent out to all parents regarding the incident and how it was resolved.
Resuming Normal Operations of the Child Care Centre	• The teachers are to be notified as to when to resume their duties. • The children have to be comforted.

Canada-Wide Early Learning and Child Care System (CWELCC)

Sunrise Montessori School is participating in the CWELCC program and had signed an Agreement with the Regional Municipality of York for a five (5) year term commencing April 1, 2022 and terminating on December 31, 2026. This is subject to the Renewal term stipulated on our Agreement.

**Additional Information with regards to the CWELCC System.*

BASE FEE – according to CCEYA ACT, “means any fee or part of a fee that is charged in respect of a child for childcare including anything Licensee is required to provide under the Child Care and Early Years Act, 2014 or anything a Licensee requires the parent to pay”. That is the Tuition Fee.

NON-BASED FEE – According to the CCEYA Act, “it means fees charged for optional services (e.g. Activities/field trips, transportation) or any fees where a parent fails to meet agreement terms”. (i.e; late fees, fob keys.)

Uniforms for Toddlers & Casa students is highly recommended

UPDATED TUITION FEE In accordance to the CWELCC SYSTEM

CHILDCARE TUITION FEE SCHEDULE JANUARY 2026 – DECEMBER 2026

INFANT, TODDLER, PRE-SCHOOL PROGRAM

5 Full Days/Extended Monday to Friday 8:30 a.m. – 3:30 p.m./7:15 a.m. – 6:00 p.m. **\$478.50/month**

(Infant, Toddler, Pre-school)

Fee is inclusive of snacks, lunch and academic materials

TODDLER & CASA

NON-BASED FEE ACTIVITY FEE TODDLER (Field Trips/In-house events*, Year Book) - \$295 per year upon registration (optional if you would like to your child to participate in the events plus a year book)

- In-house Events refer to Magic Shows, Musical Performances and others

NON-BASED FEE ACTIVITY FEE CASA (Field Trips/In-house events*, Year Book) - \$350 per year upon registration (optional if you would like to your child to participate in the events plus a year book)

- In-house Events refer to Magic Shows, Musical Performances and others

BASED FEE MONTHLY TUITION FEE

Last month due at time of re-enrolment

- CWELCC Program - 25% reduction in tuition rate from September – December 2022
 - CWELCC Program - 52.75% reduction in tuition rate from January – December 2024
 - CWELCC Program – Cad\$22 per day from January – December 2026
-

Fees and Absenteeism

If your child is absent from school due to illness or other unavoidable circumstances, please notify your child's teacher. Any communicable diseases, i.e. chicken pox, fifth's disease, ringworm, head lice must be reported to the program director. Child Care daily fees are payable on a monthly basis through post-dated cheques, credit card or Email Transfer. Your fee payments are based on your child's registration. Payments returned to SMS from your bank will be subject to a \$30 charge. If an adjustment on your payment is required, it is reflected in the following month, unless you notify your supervisor by the 20th of the previous month.

Full fees, based on registration, will be charged for statutory holidays and any days which children miss due to illness or absence.

Parents with accounts past due will be notified by letter; care will be terminated unless payment arrangements are met successfully. Outstanding accounts will be referred to the credit bureau

Tax Receipts

Child Care fees are tax deductible. A final statement will be available to each family by the end of February annually for income tax purposes

Financial Assistance

If you require fee subsidy, please contact the Childcare Fees Assistance at York Region. Speak with your Centre Supervisor for more information.

Withdrawal/Discharge Policy

Parents who wish to withdraw their child from any of the programs must provide written notice /letter to the Principal sixty (60) days or according to the terms stipulated in the childcare contract with York Region Childcare Services before their intended withdrawal date. Withdrawals with or without notice, the sudden departures are treated the same and are required to pay full fees for the two months following the date of notification/departure/ withdrawal.

Parents including parents of the children who are registered with the York Region Childcare Services may be asked to withdraw their child/children immediately from the school based upon the following:

- Non-payment of tuition fees
- The child/children behaviour is unacceptable.
- Other valid reasons

The date of the discharge will be documented on the enrolment form.

Refund Process

Upon receipt of notice of withdrawal in writing from the parents, the Center will process the refund (if any) within 10 business days. All post-dated checks and EMT will be returned within the same time period.

Late Fees and Returned Cheques

There is a **\$30.00** charge for handling returned cheques. If scheduled payments are more than 30 days in arrears, the school may not release academic records or may not permit the student to attend class.

Late Pick-Up Charges

A sense of order and punctuality is in line with Montessori's learning. We strongly encourage students to arrive at school 5 minutes before class begins.

The Childcare Program starts at 7.15 a.m. and the door closes at 6:00 p.m. Pick-up after 6.00 p.m. onwards will incur a late pick-up charge of \$1.00 per minute.

SUNRISE MONTESSORI SCHOOL



CALENDAR 2026

INFANT, TODDLER & CASA Program

Thursday, January 1, 2026	New Year's Day Holiday (School is closed)
Friday, January 2, 2026	First day of Classes for 2026
Thursday, January 22, 2026	Parent Workshop (Casa 4, 5)
Friday, January 23, 2026	Parent Workshop (Infant, Toddler, Casa 1, 2, 3)
Friday, February 13, 2026	PA Day (School is closed)
Monday, February 16, 2026	Family Day (School is closed)
Tuesday, February 17, 2026	Chinese New Year Activities
Friday, February 27, 2026	Pink T-shirt Day
Wednesday, March 25, 2026	Picture Day (Infant, Toddlers & Casa 1,2,3) subject to change
Thursday, March 26, 2026	Picture Day (Casa 4, 5) subject to change
Friday, April 3, 2026	Good Friday (School is closed)
Monday, April 6, 2026	Easter Monday (School is closed)
Friday, May 15, 2026	PA Day (School is closed)
Monday, May 18, 2026	Victoria Day (School is closed)
Friday, June 5, 2026	Parent Teacher Interview (School is closed)
Friday, June 12, 2026	Graduation Ceremony Day (to be confirmed)
Wednesday, July 1, 2026	Canada Day (School is closed)
Monday, August 3, 2026	Civic Day (School is closed)
Tuesday, September 1, 2026	First day of School
Monday, September 7, 2026	Labour Day (School is closed)
Thursday, September 10, 2026	Parent Workshop (Casa 4, 5)
Friday, September 11, 2026	Parent Workshop (Infant, Toddler, Casa 1, 2, 3)
Tuesday, September 15, 2026	Terry Fox Run
Friday, September 18, 2026	Sing Peace Around the World Celebration "Light A Candle for Peace"
Wednesday, September 30, 2026	National Day for Truth & Reconciliation (Orange Shirt Day)
Monday, October 12, 2026	Thanksgiving Day (School is closed)

Friday, October 30, 2026	Halloween & Deepavali Activities
Wednesday, November 11, 2026	Remembrance Day
Friday, November 13, 2026	PA Day (School is closed)
Friday, December 4, 2026	Parent Teacher Interview (School is closed)
Friday, December 25, 2026	Christmas Day (School is closed)
Saturday, December 26, 2026	Boxing Day (School is closed)

Parent Signature Form

Parent/GuardianName: _____ Child'sName: _____

I acknowledge that I have received and read the Sunrise Montessori School Program Parent Handbook and will abide by the policies and procedures contained within it.

Parent/Guardian Signature: _____

Date: _____

Revision June 2026