



Wishing Well Schools

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www.wishingwellschools.com



2023-2024

ELEMENTARY Parent Handbook



Our Mission:

Wishing Well Elementary Schools is a future ready school where students are taught to become active advocates for both themselves and the global community around them. Our enriched curriculum focuses on building the skills of empathy, critical thinking, collaboration and creativity through project-based learning and design-thinking. With an emphasis on the whole child, character and leadership skills are the focus as we prepare our students to meet the future with success.

Welcome

This handbook has been provided to give you information on the School and its policies. They have been implemented for the safety and welfare of the students and staff in the school. Please take the time to read the handbook carefully and contact us if you have any questions or concerns.

Wishing Well is an independent, co-educational school opened in 1978 and administered by a Board of Directors. Wishing Well Elementary School is committed to individual student achievement with a strong culture of high standards and expectations. We provide a quality, enriched learning environment where students are taught one grade level ahead following the Ontario Curriculum and the Ontario Growing Success document.

Our program is designed to challenge students in an enriched learning environment that focuses not only on academic success, but those skills necessary to succeed in the 21st century such as collaboration, innovation, technology integration, critical thinking, creativity, the arts and physical fitness. Wishing Well Elementary is an environment that is stimulating, challenging, and student-centered, where the belief that every child wants to learn and the commitment to achieve that goal is shared by the entire teaching and learning community.

ACADEMICS

At Wishing Well Elementary School, we teach one academic year ahead in an enriched learning environment. We follow the Ontario Curriculum guidelines and *Growing Success*, placing critical thinking, creativity and collaboration at the core of our teaching practice. Our lessons are rigorously planned to ensure that we meet and exceed provincial standards and fully stretch each student to reach their highest capability. Our students graduate from Grade 8 with the skills to succeed in advanced AP and IB programs across the GTA in public, Catholic and competitive private secondary schools. Our teaching staff engage in regular professional development and have a strong Professional Learning Network both in and out of our school environment. Collaboration is the key to our planning success as we strive to integrate the most engaging and advanced teaching practices into our daily lesson plans. Teaching and learning at Wishing Well Schools is at the heart of all we do. Our teachers strive to impart their own love of learning into their carefully designed units of study.

Technology, Robots, Coding, STEAM, Design Thinking, Design & Technology

At Wishing Well Schools, we believe that education should be exciting, hands on, experiential, and continually evolving in order to provide our students with transferable skills needed in this rapidly changing world. Technology integration is more than just exposing students to varied pieces of technology or replacing books with an iPad. Its heart is in the educational experience itself; cross-curricular units of study, project based and problem-based lessons, real world connections, and carefully written and executed units of work that link to all areas of the curriculum are crucial for a holistic and organic educational experience.

Our **STEAM** and **Design and Technology** lessons are carefully planned to ensure that technology integration is used as a means to enrich the learning experience. We teach **coding** starting in 3rd year Casa and believe it is a fundamental skill; as crucial as reading and math in today's world. Although coding has recently become a part of the Ontario Curriculum, we have taught it as part of our curriculum since 2015 and our students are far ahead of their peers in this area of learning. We not only have dedicated lessons weekly for coding, we also embed coding into our cross curricular projects.

We have a variety of materials and resources to use for seamless and meaningful technology integration into our program of study and are always finding new and innovative tools to introduce to our students. Project-based learning using the LAUNCH and **Design Thinking** pedagogies help students to further delve into a problem and develop their problem-solving and critical thinking skills.

Filming and editing are also an important area of our curriculum and students are frequently asked to film and edit work across all subject areas. **Film studies**, which includes learning film techniques as well as the analysis of these techniques is a dedicated course in Grade 8.

Athletics

Athletics and physical activity are an integral part of our daily routine at Wishing Well Schools. Students have scheduled gym classes two or three times a week and an extended recess so that students can have daily physical activity.

As a member of the SSAF, our students are able to join a variety of sports teams and compete against other private schools across the GTA throughout the year. We encourage all students to try out for our teams, providing free lunchtime clubs where we can practice for upcoming tournaments.

In the winter term, we take our students to Mount St. Louis Moonstone for skiing and snowboarding and our Intermediate students have the opportunity stay at **Quiet Waters Outdoor Education Retreat**, located only 15 minute from Mount St. Louis - the highlight of our winter sport season.



Quiet Waters Outdoor Education Retreat

We are very pleased to announce a partnership with Quiet Waters, an outdoor education retreat that caters to private school student learning. *Quiet Waters Outdoor Education Retreat* is a safe and modern property for students to 'camp' year-round with spacious indoor facilities located on beautiful Georgian Bay. The area surrounding Quiet Waters provides a variety of year-round activities for students that link with our curriculum studies, where students can explore more outdoors while still enjoying the luxuries of home.

Located within 15 minutes of Mount St. Louis Moonstone, Wye Marsh, St. Marie Among the Hurons, McCrae Lake and Trail, Discovery Harbour, and Barrie Treetop Trekking, Quiet Waters is the perfect home base for our students before heading off to a day program exploring in the outdoors. Some programs include learning about the wildlife at Wye Marsh, canoeing and kayaking with a certified canoe instructor, skiing and snowboarding, visiting the National Historic Site *St. Marie Among the Hurons* and learning about the Jesuit settlement in the land of the Wendat, astronomy links, outdoor survival skills such as building a fire, and snowshoeing.



Assessment and Evaluation

At Wishing Well Schools, we are committed to providing our students with the best education possible, which is why we adhere to the *Growing Success: Assessment, Evaluation and Reporting in Ontario Schools* policy of 2010, as outlined in our Effective School Framework. The process of judging the quality of student learning, through assessment and evaluation, is guided on the basis of performance standards and assigning a value to represent that quality. Evaluation is based on assessment of learning that provides data on student achievement. This assessment can be in many forms, such as tests, essays, projects, presentations, dramatic interpretations, media presentations, and other methods to show the teacher that a student has understood the concepts taught and can apply their knowledge. Assessment and evaluation are used to aid students in their learning for the purpose of improving.

Students take a more active role in their learning by having a better understanding of where they are in their learning (through the use of rubrics, detailed comments and self-evaluation) where they need to go, and how they will get there (with target setting and self/teacher-evaluation). In order to ensure that your child receives the highest standard of education, teachers carefully plan each assignment and assessment. They aim to be fair, transparent and equitable in their assessments and to provide multiple opportunities for students to demonstrate their learning at various times throughout the learning process.

Homework Policy

Homework is an integral part of a students' education. In addition to the reinforcement of school learning, completion of homework develops independent thinking and good work habits. Homework, along with regular study and review of class materials, is essential for making the most of one's educational opportunity. As per the *Growing Success: Assessment, Evaluation and Reporting in Ontario Schools* policy of 2010, unless completing a final edited version of a piece, homework is never graded, merely checked by the teacher for completion and understanding.

Purpose:

Homework is meant to solidify and review the concepts that have been or will be learned in class. Wishing Well students will be assigned homework regularly and consistently. It is easier to establish good homework habits when parents and teachers establish a pattern. It should be understood that homework means more than just written assignments or work completion. Students have a responsibility to read and study. Homework will be flexible. Rules, such as not assigning homework on weekends or prior to vacation, can be overly restrictive. These are often ideal times for students to work on extended projects or to spend time enriching their learning through reading, writing, and engaging in other interesting and educational activities. We ask that parents allow their child to engage in homework without assisting them too much. If you are experiencing difficulty at home in establishing a homework routine, we suggest that you take advantage of our nightly homework room where teachers will supervise and assist students as they complete their homework tasks.

Admission

The following must be completed and returned to the school prior to admission. All items must be submitted digitally:

- Signed and completed Registration Package or Re-Enrollment package
- Registration Agreement/ Financial Contract
- Application for Enrollment Form
- Consent Form for Emergency Medical Treatment
- Personal History of Child
- Birth Certificate or Passport
- Medical form and up to date immunization record
- A Signed Emergency Contact Form (digital)
- Deposit Fee and Pre-Authorized Payment Form
- Signed Parent Handbook Read/agree form



*If your child has an **anaphylactic allergy**, they will not be admitted to the school without a signed action plan from your family physician and two epi-pens.

Fee Structure

Upon enrollment, you will be required to provide the school with a non-refundable deposit and a signed Pre-Authorized Payment form for all fees owing for that calendar year from the start date of your child. When you enroll your child, you are committing to paying the tuition for the entire academic year from the start date of your child. Refunds will not be given for early withdrawal. A parent or guardian may withdraw their child at any time, however the following month's tuition is forfeited. (as well as the non-refundable deposit). If you withdraw your child early, any outstanding tuition for the following month is expected upon withdrawal.

Any withdrawals that may return from the bank as NSF are subject to a \$40.00 charge. The NSF payment will be applied to the pre-authorized amount owing.

Tuition Fees 2023-2024

Elementary Program: \$16,600 (8:30 am to 4:30 pm)

After Care: \$1,700 (4:30 to 6:00 pm)

Items to Bring to School

- Water Bottle
- Healthy lunch
- Two healthy snacks
- Suitable outdoor footwear and clothing (outdoor footwear must have proper treads to avoid slipping and accidents on the playground)
- Black indoor shoes (non-scuffing soles)
- Indoor running shoes
- Suggested classroom supplies from teacher
- Headphones (to leave at the school)
- Appropriate outdoor clothing

Communication Between Home and School

We require that all parents sign up for our text messaging service, a fast and convenient way to receive messages and reminders from the school. You can join our Remind text messaging service by following the link on our school app under "Parent Communication Apps".

In the event of an unscheduled school closure due to unforeseeable circumstances, a text message will be sent and a message will be posted on **ClassTag**, our classroom forum. Please do not phone the school during these times as the office will be unattended if there is an unscheduled school closure.



Arrival and Departure

The operating hours of the school are from 8:30 am to 4:30 pm. We provide a before school early drop-off time of 8:00 am, and we have an optional after-school program from 4:30 pm to 6:00 pm for an additional fee.

Upon your child's arrival in the morning, a staff member will receive your child and document the time of arrival on the attendance record. Please drop your child off at the front door and make sure they enter the building before you leave.

When picking up your child, you need to arrive between 4:00 and 4:30. If opting in for after care you must pick up by 6:00 pm. Upon arrival, fill in our online digital pick up form to let somebody know you have arrived for your child. The digital pick-up form will be available via Remind Text daily at 4:00 pm. If you are arriving before 4:00 pm because you have an appointment, please organize with your child's teacher in advance so that we can prepare to have your child walked to the main entrance at the correct time.

We ask that you notify the school if your child will be absent or arriving/leaving later than usual. In the event of an absence, please fill in our school absence form on the app. Our doors remain locked every day to ensure the safety of the children and to avoid visitors entering the premises.

Late Pick-Up

In the event of an emergency that prohibits you from picking up your child before the school closes, please make other arrangements and notify the school as soon as possible. The school closes at 6 pm daily and the office phone may be unattended after 5:00 pm. If you need to get a hold of the after school teacher after 5:00, please use the pick up link for that day and send a message that way so the teacher on duty can see. Please arrive well before closing to ensure a comfortable pick up for your child. When you have signed your child out, you must immediately depart due to parking considerations and your child's well-being. Your child has had a long day and should be brought home for dinner and a rest. **We do not allow any children to play on the school grounds after pick up** as this can cause a back-up in the parking lot and it is not safe.

For those parents who have paid for after-school care, if your child is not picked up from the school by closing (or 4:30 pm if you have not opted for after care) you will be charged a late fee of **\$25.00 for every 15 minutes**. All payments will be recorded and invoiced to you for payment at the end of the month. Our late pick-up policy is in effect for emergency situations only. Abuse of this policy will not be tolerated. Any parent or guardian found repeatedly picking up their child late would be given a written notice. If a child is picked up after 4:30 pm on more than 3 occasions, you will be expected to pay the late fee and also opt-in to our after-care program. Continuous abuse of late pick up after 6:00 pm may lead to termination of the enrollment agreement. Please be considerate of our staff.

Pick-up/Drop-off Policy

It is important that you understand our policy for releasing children is for the safety of your child.

* We release children **only to parents/guardians who have authorization to pick up their child**. If there is a custody agreement in favour of one parent/guardian, the school requires a copy of the agreement for our files. Without a copy of this agreement, staff cannot deny a parent/guardian access to a child.

* We will only release children to a person authorized by parents to pick up, as per the emergency information completed at the time of registration and updated yearly on the Emergency Card and re-enrollment form.

* If a person is unfamiliar to staff, the staff will check the emergency information provided and ask to see photo identification before releasing the child. The name on an official ID should correspond to the name on the emergency information provided. The picture should correspond to the person.

* We will NOT release a child to anyone under the age of 18 years.

As previously stated, children will not be released to any person other than those whom you have previously specified in writing on your emergency information or a letter received by us at drop off time. **If you have arranged with other adults to pick up your child, ensure that the office is notified in writing.**

Note: No person will be given the benefit of the doubt when they arrive to pick up your child. If in doubt we will choose the safest action, by not releasing your child to anyone unless all the conditions are met. The staff have been instructed by the Principal to check the ID of any unfamiliar persons.

By following this policy, together we can ensure a safe environment for your children.

Photographs/Media

At Wishing Well Schools, we believe in telling the story of our School to our parents and families. We encourage the celebration of success through photographs and video. These photos and videos are the property of the school. They may be displayed throughout the school in various classrooms, or uploaded onto our 'Homeroom' site. We also upload photos celebrating our school success on our Twitter feed, website, Instagram or Facebook site. It is assumed that, after signing the media consent form, parents have no objection to their child being photographed or videoed by the school staff or a fellow parent in the event of a special occasion being celebrated at the school.



School Uniform

Wearing a school uniform shows respect and pride for the community we are learning in. All students must arrive in their school uniform daily and ensure that it is clean, ironed and fits well. Girls should wear their hair tied back or pulled back from their face with a Wishing Well hairband, or a hairband/hair tie in navy blue or black only. No jewelry is permitted, with the exception of one pair of small stud earrings and a Fitbit, apple watch or other style of digital watch.

All black shoes should be polished and blazers should be regularly cleaned. The school gym uniform should be washed after every gym class or sports club, and parents should purchase at least two gym t-shirts for their child as have gym several times a week. All uniform items, including shoes, should be clean and not too well-worn. A well cleaned and smartly turned-out uniform is a wonderful way to show the world how proud we are to be a part of the Wishing Well Community.

Parent Involvement

Parent communication and involvement are essential to providing an excellent school program and it is a vital part of the success and co-operative spirit of the school. We will provide parents with a twice yearly report card and one progress report detailing their child's progress at the school. An opportunity will be provided for parents to discuss their child's development through parent-teacher interviews. During the school year, we encourage parents to feel free and confident to discuss with staff concerns regarding their child(ren), however please note that the supervision of the children is our primary concern. For lengthy discussions, please schedule a time to talk with your child's teacher, the Vice Principal or the Principal.

Parking Lot Courtesy

When you pick up/drop off your child, please be considerate of other parents who are trying to gain access to the parking area. Space is very limited, therefore we ask that you quickly pick up and drop off your child and not spend time visiting with other parents or allowing your child to play on the school property.

Allowing a child to play on the green space in the parking area is **strictly prohibited**. This is dangerous and Wishing Well Schools accepts no responsibility for children once they are released into the care of their parent/guardian. Please keep the safety of all of our children in mind.

School Calendar 2023-2024

Wishing Well Schools Calendar - 2023-2024

Term 1

August 31: Parent Orientation "Meet and Greet" (2:00 Infant and Toddler) (3:00 Casa), (4:00 Grade 1-5) (5:00 Grade 6-8)

September 5th: First day of School!

September 20th to September 22nd: Grade 6 and 7 Overnight Trip to Quiet Waters

September 25th to September 29th: ELEMENTARY **SPRIT WEEK**

October 9th: Thanksgiving – School Closed

October 16th to October 20th: Elementary CAT 4 Testing Grade 1-8

November 14th: Progress reports issued for Grades 1-8

November 15th and November 16th: Parent Teacher Interviews – School Closes at 3:30 for Infant/Toddler/Casa and 4:00 for Elementary

November 17th: PD Day – School Closed

December 14th: Infant/Toddler Winter Celebration – parents invited 3:15 to 4:15

December 15th: Infant and Toddler Winter Celebration – parents invited 3:15 to 4:15

December 20th: Elementary Winter Pageant – 6:00 pm (early school closure of 4:00 pm – no after care – location is Markham People's Community Church

December 22nd: Last day before Winter Break

December 25th to January 5th: WINTER BREAK – SCHOOL CLOSED

January 8th: Back to school!

January/Feb Dates TBD: Grade 8 *two-night Overnight* Ski Trip
Grade 4 to 7: Day ski trip

January 24th to 26th: Grade 4-8 Elementary Exams

January 30th: Report Cards Term 1 Issued – whole school

January 31st to Feb 1: Parent Teacher Interviews – End of Term 1
School Closes at 3:30 for Infant/Toddler/Casa and 4:00 for Elementary

February 2nd: PD Day – School Closed

Term 2

February 5th: Start of Term 2

March 7th: Toddler & Casa International Day (parents invited) – 3:00 pm to 4:00 pm

March 11th to March 22nd: School closed – March Break

March 18th to 22nd: March Break Camp – Infant/Toddler/Casa (opt in and additional fee required to attend)

March 29th: Good Friday – School Closed

April 1st: Easter Monday – School Closed

April 25th Speech Arts Finalists present to school (no parents)

May 6th to May 10th: Out of Town Trip (date TBC) – Grade 6, 7, 8

May 15th and May 16th: Parent Teacher Interviews – School Closes at 3:30 for Infant/Toddler/Casa and 4:00 for Elementary

May 17th: PD Day – School Closed

May 22nd: Victoria Day – School Closed

May 28th: STEAM Fair

May 29th to June 1st: Elementary Exams GRADES 3-8

June Dates TBD: Grade 4 and Grade 5 Overnight Trips to Quiet Waters

June 14th: Elementary Field Day

June 19th CASA 3RD Year Graduation, Grade 8 Graduation, Grade 1-8 Awards Evening – School closes at 4:00 for all students. **6pm start** – location is Markham People's Community Church – this will be a combined event for our Casa 3rd year Students and Elementary students

June 21st: Last day of School! – Report Cards Issued for Toddler, Casa and Grades 1-8

June 24th: INFANT/CASA/TODDLER Summer Camp begins

Please note that the calendar may change due to unforeseen circumstances. Every effort will be made to maintain the original dates, but notice will be given if there is a change.



QUICK REFERENCE GUIDE

- If your child is going to be absent: fill in the absence form on the school app as soon as you know your child will not be attending school.
- To access photos of your child, be sure to sign up to our **Homeroom** Photo Album. A link for your child's class will be posted on **ClassTag** at the start of the school year.
- School Closure: a text will be sent out via text messaging service if the school is closed due to unforeseeable circumstances. If time permits, a message will be sent via ClassTag.
- **Twitter, Instagram and Facebook:** Please follow us via our Parent app
- **Text:** Please join the text messaging service at the start of the school year. The link can be found on our Parent app.

ClassTag: Our class information and newsletters will be posted on ClassTag. Please ensure you provide an accurate email address to your child's teacher in order to receive these important announcements.

Please follow this link to view our Elementary App:

<https://www.jotform.com/app/222356618472257>

OR:

Scan this QR Code:



Policies and Procedures at Wishing Well Schools

Wishing Well Schools has developed policies and procedures for the health, safety and well-being of our students, staff and community. Prior to their child being allowed to attend school, all parents are required to read, understand and agree to the policies and procedures of the school.

From time to time, our policies are updated to reflect Ministry guidelines, Public Health directives or changes within the school itself. Parents will be notified on ClassTag of any changes and the new policies will be uploaded to view on our Parent app under "Policies and Procedures".

Please take the time to carefully read our policies, which can be found by downloading our Parent App:

<https://www.jotform.com/app/222356618472257>

OR:

Scan this QR Code:



When Children Have Difficulty

Children at Wishing Well Schools are given many opportunities to explore, learn and have fun. Respecting all staff, parents/guardians, other children, and the environment are essential. Parents/guardians will be contacted by the Principal to pick up their child in the event that he or she is unable to cope or is acting inappropriately. Most children adjust well to a carefully planned group experience; however, there are times when the group experience may not be appropriate. The school staff make observations on all students to ensure that developmental and social milestones are being met. If a child is not adjusting well or having difficulty meeting those milestones, these observations will be discussed with his/her parents. The school will assist the parent in setting up a program to help the child. This program may include external referrals, which will often require parental consent. If children are not responding, parents will be informed and other options will be decided upon. The school has the right to request that families leave the school if issues are not resolved, as per the Withdrawal Policy.

Accessibility

In accordance with the Ontario Regulation 429.07 Accessibility Standards for Customer Services, we are dedicated to ensuring our programs and services are accessible to all of our students and their parents. Services will be provided to clients with disabilities in a manner that promotes and respects their dignity, independence, integration and equal opportunity. Whenever possible, we will endeavor to integrate our services to enable students with disabilities to participate fully in our programs and parents with disabilities to participate in parent programs and communication. In the event that an alternate measure is necessary, we will work with our families to effectively meet their needs through alternate forms of communication and training on assisted devices that may be required.

Inclusion

Canada is a multicultural, multiracial and multi-faith society and has people of all abilities and disabilities. Our school reflects this reality daily. We are committed to the principles of antiracism and inclusion. All of our policies, guidelines, and operations demonstrate our ongoing commitment. We must all strive to provide a culturally appropriate, racially sensitive and non-discriminatory environment for the children, staff, parents, volunteers, the community and all service providers. Our objective is to eliminate racial, ethno-cultural biases, and any other form of discrimination in all policies, guidelines, and day-to-day practices. We aim to foster an environment where children and staff have strong self-esteem, high expectations, and make continued progress. Our School will simply not tolerate racism or biases of any kind.

Wishing Well Schools understands its obligations under the Ontario Human Rights Code with respect to accommodating children with special needs. Every child in our school has the right to an educational environment that is safe and conducive to that student learning. We recognize students who require substantial support and assistance within our programs and give them the same opportunity to learn as much and succeed in school as all of our other students. Accommodations can be maintained, provided they do not compromise the integrity of our Montessori philosophy and programs, and do not deprive the other students of their educational opportunities. Appropriate accommodations are provided up to the point of "undue hardship." This is accomplished by observation of individual children and the entire group, gathering

additional information from parents/guardians, teachers, and other professionals and implementing appropriate accommodations to meet the needs the individual child. The Principal will provide contact information to specialized programs and additional resources within the Region wherever possible. Parents who collaborate with outside professionals are required to sign a release of information to ensure full communication with the school. There may be situations in which our program cannot meet the needs of the child or family. The Principal reserves the right withdrawn a child or family from a program. In the event that a decision to withdraw a child is made, it will be done with the consideration of the best interest of the child and the well-being of the entire group. The Principal will provide as much information to the family as possible, to find an alternative placement for the child.

Notice of Withdrawal/Termination Policy

Wishing Well Schools is committed to delivering high quality care to all children and their families. There may be times when we are unable to meet the needs of a child. Should such a situation arise, we reserve the right to terminate any contract of care.

The following procedure will be followed:

1. Behaviour is documented over a period of time by the program staff. Staff and parents communicate daily regarding the child's behaviour. Parents provide the School with pertinent information that may help staff support the child's development.
2. The Teachers submit a written formal report to the Principal.
3. The Principal and staff meet to discuss the concerns. Strategies are discussed, documented and then implemented. A trial period for the suggested strategies is established.
4. On completion of the trial period, the teachers and the Principal meet to discuss documented observations of behaviour and strategies implemented. If additional support is required, a meeting is arranged with parents, teacher(s) and the Principal. The following steps will then be followed:
 - a) Identify the concerns and reasons.
 - b) Discuss implications for the child and other children involved.
 - c) Discuss ways of involving community resources (notify Consultant, and/or contact any other outside agencies such as Community Living, etc.).
5. Contact community resource and discuss behaviour, strategy implemented and results reviewed. Results are again committed in writing and signed by all parties. Parents refusal to sign papers will indicate a lack of cooperation and may lead to immediate termination.
6. If the teachers determine that the child's needs cannot be met, a recommendation of withdrawal will be forwarded to the parent/guardian, as well as an invitation to attend a meeting with the Principal in order to put their position forward. The Executive Director will also be notified.

7. If the parent/guardian does not attend the meeting, or if after attending, the Principal decides that it is in the best interest of the child that he/she be withdrawn from the School, a written 2 week notice of withdrawal will be given.

Wishing Well Schools reserves the right to terminate a parent's contract on the following grounds:

1. Non-payment of fees (1 month in arrears)
2. Repeated contravention of the Code of Conduct
3. Continuous late pick-up
4. Parental refusal to support the School using an outside an agency.

Every parent has the right to terminate their registration agreement with the School for any reason. Any parent choosing to withdraw from Wishing Well Schools will be required to provide a 2 week written notice to the Principal. All outstanding fees must be paid in full upon notice.

All withdrawal notices must be presented in writing to the Principal. The Principal will be responsible for notifying the Executive Director of all withdrawals. If a parent approaches a teacher or other staff member and provides them with verbal notice of withdrawal, the staff must direct them to give written notice to the Principal and provide the email address shobbs@wishingwellschools.com.

This Withdrawal Policy will be reviewed by each staff member commencing employment and annually thereafter. This written record of the review will be signed by staff members as well as the Principal and kept on file for at least two years.

Code of Conduct

The following expectations are intended as a guide to maintaining the atmosphere at our school as a happy, comfortable, and safe place to be.

Adults and children at all times shall:

- a) Be courteous to others
- b) Use acceptable language
- c) Conduct themselves in a manner which allows each child and staff member to feel safe from verbal and physical abuse
- d) Resolve conflict in a peaceful manner
- e) Respect the building and equipment as well as the personal property of all staff and others
- f) Show respect for all individuals through his/her behaviour and words.

Please note that staff is to be treated on a professional level at all times. Wishing Well teachers and staff are providing a quality education for your children and will not accept treatment that is not respectful. Please deal with discrepancies in private (away from the children and other adults) as it creates a negative atmosphere in the classroom. We will not accept slanderous or negative school/teacher/parent talk on the premises (including the parking area and hallways) or virtually (such as through social media sites) at any time. Failure to follow the Code of Conduct may result in termination of your child's enrolment.

Any questions, concerns or grievances should be addressed to the Principal. Any matter that cannot be resolved at this level will be directed to the Executive Director. At absolutely no time should there be a confrontation in front of any children. Failure to adhere to our Code of Conduct could result in termination of the enrollment agreement (upon the discretion of the School).

NUT AWARE ENVIRONMENT

Due to the increasing number of children suffering from Anaphylactic Allergies, Wishing Well Schools is a **Nut Aware environment**. Please do not bring any products containing nuts into the building.

Lost or Stolen Property

Please ensure all of your child's personal items are labeled clearly with their name on it. The school assumes no responsibility for lost or stolen items. Please ensure that items of value are not left unattended at the school for any reason.

Health Policy

Prevention of illness is the basis of our Health Policy. To ensure the best possible environment for each child's development, we must insist that all parents strictly adhere to our school's health policies. Prior to admission, each child must be immunized as recommended by the local Medical Officer of Health, and must also submit a record of immunization.

Children who are ill must not be brought to school, as the day is too demanding for a sick child. Parents must find alternative care for a child who is ill or who has a contagious disease. Young children are still building their immunities. A child who is not well is especially prone to infection and communicable disease.

Upon your child's arrival at school, the teacher will carry out a regular health inspection of your child. As requested by the Department of Health, the teacher has the right to refuse admittance if your child appears sick. If the child has been admitted and is showing signs of illness that may affect the health of others, parents will be contacted immediately and will be required to pick up their child as soon as possible. In the interim, the child will be isolated. We ask that until public health has deemed the Childcare Screening Tool for COVID-19 no longer applicable, all parents fill in the screening tool daily to ensure their child is well enough to participate in the program.

Tiredness is also a health concern. A tired child is prone to infection and communicable disease. Please ensure that your child has adequate rest and a reasonable length of time at school. Although we are open from 8:00 am to 6pm, we suggest that your child's day be not much longer than your own working/school day.

Two signed and completed **Emergency Contact forms titled "Application Update"** must be completed before the first day of your child being in the program for the academic year. Each year we will be providing you with a digital form to fill out either upon enrollment or upon re-enrollment. These forms can also be found on our Parent App under the page "Parent Forms to Sign" and is titled "Emergency Contact and Child Information Update". Please fill in the form and submit, and let the office know that you have submitted. **NO CHILD WILL BE ADMITTED WITHOUT THESE FORMS COMPLETED.** It is required that the children play outdoors every day. If your child is too ill to participate in the outdoor program, he/she is too ill to be at school. Our health policy regarding fever and vomiting is as follows:

Fever: Children who experience a temperature of 38C or more, for a period of 30 minutes or longer, may not remain at school. Parents will be notified and asked to pick up their child as soon as possible. Children must remain at home for 24 hours **after the fever has cleared** and must be well before returning to school (i.e., they must be able to participate fully in the indoor and outdoor daily program). Please see the childcare screening tool for the most up-to-date information regarding what to do in case of fever in relation to COVID-19 on our Parent App homepage.

Vomiting: Vomiting is a sign of stomach irritation or communicable disease. Parents will be asked to come and pick up their child from the school if he/she has vomited during that day. Children should remain at home for 24 hours **after vomiting has stopped**. The child must be well before returning to the school (i.e., must be able to participate fully in the indoor and outdoor daily program). During an outbreak at the school, the child will not be admitted to the school until **48 hours** after vomiting has stopped. Please see the

childcare screening tool for the most up-to-date information regarding what to do in case of fever in relation to COVID-19 on our Parent App homepage.

Contagious Diseases

Any child who shows signs of the following contagious illnesses must be withdrawn as soon as possible and may not return without a doctor's written consent.

Diarrhea is a sign of infection or irritation in the digestive tract. If a child is suffering from diarrhea (bowel movements that appear watery or greenish and/or are much more frequent than usual) he/she must be kept at home. If a child experiences two loose or runny movements at school, he/she will also be sent home. The child will not be admitted to the school until 24 hours after he/she is symptom free or a doctor determines he/she is not infectious. During an outbreak in the school the child will not be admitted to the school until 48 hours after he/she is symptom free.

Pink Eye The signs and symptoms of pink eye are as follows: * Redness & swelling of the eye(s) followed by a copious discharge of pus. * Swelling may be followed by an itch, which may cause discomfort. * One or both eyes may be affected. Any child who shows signs of this contagious illness must be withdrawn from school as soon as possible and may not return until discharge is no longer present and until 24 hours after start of treatment. A doctor's note is required for readmission.

Rubella: The signs and symptoms of Rubella or German Measles are: * Low-grade fever (38.5C) * Headache * Cough, runny nose and swollen glands at the back of the neck. * Red eyes * The rash appears as mottled or tiny raised spots, which spread from the face and the neck to the entire body over 12-24 hours. This disease is most communicable for 7 days before and 4 days after the rash appears. A child may return to school on the 7th day after the rash appeared with a doctor's note stating that the child is no longer able to transmit the disease to others.

Mumps: The signs and symptoms are: * Enlargement of the salivary glands. Possible swelling of the cheeks and face. The swelling usually begins on one side then may start on the other side in 2 or 3 days or may not develop at all. * Chills, headache, fever and abdominal pain may occur. The child will be re-admitted 9 days after the onset of swelling. A doctor's consent for return to school will be required.

Impetigo: The signs and symptoms are: * The appearance of small fluid filled blisters leading to brownish crusts, especially around the mouth and nose, but may occur anywhere on the body. A secondary infection may develop from scratching. A child may return to school after 24 hours of receiving treatment and lesions on skin must be covered. A doctor's note is required.

Chicken Pox: The signs and symptoms are * A fever and headache followed by rash, which is described as crops of blisters turning into scabs which appear over several days. The child experiences itching for about 4 days. The child may remain in school providing they are well enough to participate in the full program. A doctor's note will be required.

The above is only a sample of the many contagious diseases. For a full list, please refer to the Public Health list of reputable diseases that is posted for your information. Exclusion of your child from school may be

necessary, as deemed by Public Health. It is our policy to abide by and adhere to all Public Health recommendations.

Covid-19: We will refer to the most up-to-date information regarding the guidelines around exclusion from school due to COVID-19.

When Children Have Difficulty

Children at Wishing Well Schools are given many opportunities to explore, learn and have fun. Respecting all staff, parents/guardians, other children, and the environment are essential. Parents/guardians will be contacted by the Principal to pick up their child in the event that he or she is unable to cope or is acting inappropriately. Most children adjust well to a carefully planned group experience; however, there are times when the group experience may not be appropriate. The school staff make observations on all students to ensure that developmental and social milestones are being met. If a child is not adjusting well or having difficulty meeting those milestones, these observations will be discussed with his/her parents. The school will assist the parent in setting up a program to help the child. This program may include external referrals, which will often require parental consent. If children are not responding, parents will be informed and other options will be decided upon. The school has the right to request that families leave the school if issues are not resolved, as per the Withdrawal Policy.

Accessibility

In accordance with the Ontario Regulation 429.07 Accessibility Standards for Customer Services, we are dedicated to ensuring our programs and services are accessible to all of our students and their parents. Services will be provided to clients with disabilities in a manner that promotes and respects their dignity, independence, integration and equal opportunity. Whenever possible, we will endeavor to integrate our services to enable students with disabilities to participate fully in our programs and parents with disabilities to participate in parent programs and communication. In the event that an alternate measure is necessary, we will work with our families to effectively meet their needs through alternate forms of communication and training on assisted devices that may be required.

Inclusion

Canada is a multicultural, multiracial and multi-faith society and has people of all abilities and disabilities. Our school reflects this reality daily. We are committed to the principles of antiracism and inclusion. All of our policies, guidelines, and operations demonstrate our ongoing commitment. We must all strive to provide a culturally appropriate, racially sensitive and non-discriminatory environment for the children, staff, parents, volunteers, the community and all service providers. Our objective is to eliminate racial, ethno-cultural biases, and any other form of discrimination in all policies, guidelines, and day-to-day practices. We aim to foster an environment where children and staff have strong self-esteem, high expectations, and make continued progress. Our School will simply not tolerate racism or biases of any kind.

Wishing Well Schools understands its obligations under the Ontario Human Rights Code with respect to accommodating children with special needs. Every child in our school has the right to an educational

environment that is safe and conducive to that student learning. We recognize students who require substantial support and assistance within our programs and give them the same opportunity to learn as much and succeed in school as all of our other students. Accommodations can be maintained, provided they do not compromise the integrity of our Montessori philosophy and programs, and do not deprive the other students of their educational opportunities. Appropriate accommodations are provided up to the point of “undue hardship.” This is accomplished by observation of individual children and the entire group, gathering additional information from parents/guardians, teachers, and other professionals and implementing appropriate accommodations to meet the needs the individual child. The Principal will provide contact information to specialized programs and additional resources within the Region wherever possible. Parents who collaborate with outside professionals are required to sign a release of information to ensure full communication with the school. There may be situations in which our program cannot meet the needs of the child or family. The Principal reserves the right withdrawn a child or family from a program. In the event that a decision to withdraw a child is made, it will be done with the consideration of the best interest of the child and the well-being of the entire group. The Principal will provide as much information to the family as possible, to find an alternative placement for the child.

Emergencies

All our staff is required to have standard first aid training with child and infant CPR component. If a serious accident or illness occurs to a child enrolled in our school, the teacher on duty will promptly obtain and / or administer emergency medical assistance and notify the parent/ guardian of the child. An emergency medical treatment authorization form is required to be completed prior to enrollment. We must be informed promptly of any changes affecting emergency contacts. If you change your cell, home, or work telephone number, please let us know as soon as possible so that we can change the information on your child’s emergency form which we keep with the children at all times.

An “emergency” means an urgent or pressing situation in which immediate action is required to ensure the safety of the children and adults at the school is maintained. Wishing Well Schools has developed an Emergency Management Policy that outlines:

- a) Set out the roles and responsibilities of staff in case of an emergency;
- b) Require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
- c) Identify the location of safe and appropriate off-site meeting place, in case of evacuation (see next section)
- d) Set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;
- e) Set out requirements regarding communications with parents;
- f) Set out requirements regarding contacting appropriate local emergency response agencies; and
- g) Address recovery from an emergency, including:
 - a. Requiring that staff, children and parents be debriefed after an emergency.
 - b. Setting out how to resume normal operations of the child care centre, and
 - c. Setting out how to support children and staff who may have experienced distress during the emergency

Evacuation Site

In the event where there may be a risk to the children in our care, the Infant, Toddler and Casa children will relocate to the evacuation site listed below.

A REMIND text message will be sent to all parents keeping them informed of the situation. The REMIND system will also be used to communicate any emergency such as, but not limited to:

- Lockdowns or Hold and Secures
- Threats to School Safety
- Weather related disasters

For a full list, please refer to the *Emergency Management Policy and Procedures* which can be found on our Parent App under "Policies and Procedures at Wishing Well Schools".

Our Evacuation Site is:

**Wishing Well Schools MONTESSORI Building
Main Gym
30-455 Cochrane Drive, Markham, Ontario L3R 9R4
905-470-9751**

It is a requirement of Wishing Well Schools that all parents have access to the Remind text messaging system. You can join the Remind group for Infant, Toddler and Casa on our Parent App under the page "Parent Communication Apps"

Smoke Free

As per the Smoke Free Ontario Act, parents, staff, students and volunteers are prohibited from smoking in the school, the parking lot, the playground area and any area of the surrounding property whether the children are present or not.

Administration of Medication

Our staff will administer prescription drugs to children in their care in accordance with Provincial legislation. This will require all parents to provide the following:

- * Written authorization, including dosage and times, for any medication that is to be given.
- * Medication in the original container clearly labeled with the child's name, name of drug, the dosage, the date, and the instructions for storage and directions for administration of the drug.
- * No expired medication will be administered to the child.
- * The child's parent must fill out a form and the parent must hand the medication to a staff member directly.
- * The staff cannot administer cough medicines, vitamins, decongestants, aspirin or any other non-prescription medication. In special circumstances exceptions to this policy may be made, such as on school trips.

All parents are responsible for the safety of the children in the School and medication is not to be left in the child's cubby, lunch box, backpack or classroom. We are aware that parents are often in a hurry in the mornings, but since the staff is bound by these regulations, medicine will only be given if all of the above instructions are followed. A form can be obtained ahead of time and filled out at home if this is more convenient. Please contact Mrs. Vatalaro in the office to obtain a form.

Nutrition/Dietary Needs and Allergies

Due to the increasing number of children suffering from Anaphylactic Allergies, Wishing Well Schools is a **Nut Aware environment**. Please do not bring any products containing nuts into the building.

If you wish to mark a birthday or special occasion with a class gift, goody bags with non-consumable items (such as stickers and pencils) can be provided (please hand to the teachers for distribution – please provide one for every child in the class). From time to time the staff may have a class party or there may be a special event at the school where food is served. At this time, any outside food must be carefully checked by staff before being served.

Anaphylactic Allergies: Parents of children with Anaphylactic Allergies must complete an individual action plan upon enrollment or upon discovery of the allergy. They must also provide the school with a doctor's note detailing the symptoms and treatments for their child's specific allergy. In addition, the child must have **two** valid epinephrine auto-injectors with them at all times. The epinephrine auto-injector must be registered in the child's name and be current. A label from the doctor should be attached directly to the epinephrine auto-injector itself, not the box. It is the parent's responsibility to ensure that all staff have been properly trained on how to administer the epinephrine auto-injector, should it be required. If a parent refuses to provide the school with an epinephrine auto-injector, or fails to replace an expired epinephrine auto-injector, their child will not be permitted into School. **It is the parent's responsibility to ensure that if**

the epinephrine auto-injector expires, a new epinephrine auto-injector is provided to the school. Please take careful note of your child's epinephrine auto-injector expiry dates.

Child Abuse

If abuse of any kind is witnessed or suspected by staff at the school, a call to the Children's Aid Society will be placed. These calls are confidential and the release of any information, either to a parent or to any other staff members, will be carried out as per the directions of CAS. As teachers, it is our legal obligation to report any and all incidences of suspected or observed abuse. Any parent in the school should place a call to the Children's Aid Society in the event that they witness any behaviour they feel is abusive in nature.

Lost or Stolen Property

Please ensure all of your child's personal items are labeled clearly with their name on it. The school assumes no responsibility for lost or stolen items. Please ensure that items of value are not left unattended at the school for any reason.

Parent/Staff Conflict Resolution Policy

Wishing Well Schools is committed to providing a learning environment free from conflict, where employees and parents are treated with fairness, dignity, and respect. Wishing Well Schools has instituted this policy to create a fair and transparent process for resolving conflicts between parents in order to ensure that issues and concerns are addressed in a timely manner and result in appropriate outcomes. The guidelines in this policy may apply to situations arising out of serious occurrences. This policy is intended to supplement the Ministry of Education processes related to reporting serious occurrences and the guidelines, and procedures provided here are not to be used as a substitute for reporting.

Conflict Resolution Procedure

Step 1: Discussion

- Staff and parents/guardians are encouraged to discuss the unwanted behaviour or actions with the involved parties as the situation dictates
- Under ideal circumstances, the conflicting parties shall reach a reasonable resolution without the necessity of filing of a formal complaint
- If a discussion is not feasible or fails to reach a reasonable resolution, a formal complaint should be filed.

Step 2: Formal Complaint

If a parent wishes to file a complaint, staff should provide the parent with the appropriate documentation to do so, and should advise them of the proper procedure for filing the complaint, including:

- Whom to file the complaint with; and
- Timelines for complaint filing, investigation and resolution.

- If a staff member wishes to file a complaint, the individual shall file the complaint in writing with the Principal.
- If a parent files a formal complaint, the associated staff members shall also submit documentation of the complaint to the Principal.

Formal complaint documentation provided by parents and staff must contain the following information:

- The details of the complaint;
- The names of all involved parties and their role in the complaint;
- Any witnesses; and
- Steps that have been taken to date to resolve the complaint.

Step 3: Complaint Investigation

- Formal complaints shall be reviewed and investigated by the Principal
- Formal complaints must be submitted within seven (7) days from the date of the alleged incidents
- In all cases where formal complaints have been lodged, it is important to maintain a policy of strict confidentiality between the complainant and the respondent. For investigative purposes, the offending party may be notified.
- Investigations shall be completed within ten (10) business days, unless circumstances prevent the investigation from being completed within that timeframe.

Expectations:

Staff

- Must fully comply with the *Parent and Staff Conflict Resolution Policy*.
- Shall be treated fairly throughout the process, as either a complainant or respondent.
- Shall be responsible for maintaining confidentiality regarding their involvement and the complaint itself.
- Shall co-operate with any investigations in relation to complaints.
- Shall receive and address filed complaints appropriately and professionally.

Management

- Shall be responsible for the communication of this policy and its procedures
- Shall receive and address properly filed complaints appropriately
- Shall investigate any complaints, claims, and supporting documentation in a timely manner
- Shall attempt to reach a reasonable resolution to the conflict between staff and the parent
- Shall inform the complainant and the offending party of possible resolutions available

Parents

- Shall treat staff with respect in all interactions
- Shall direct complaints to the Principal and communicate all complaints in a mature and respectful manner
- Shall participate in the conflict resolution process as defined in this policy and other policies and procedures

Resolutions

- If an apology is made by the offending party, and the complainant accepts the apology, this may be viewed as a reasonable resolution
- All attempts shall be made to reach a reasonable resolution through mediation of the complaint with both parties' involvement

Where the complaint is substantiated:

If a complaint is substantiated and a reasonable solution through mediation is not possible, the following actions may be taken for the offending party. Please note that the items in this list are not necessarily progressive, and steps may be skipped dependent on the nature of the incident.

Where the respondent is a staff member:

- Education and training
- Verbal warning
- Written warning
- Suspension
- Termination of employment

Where the respondent is a parent:

- Verbal warning advising of changes that need to be made to actions, attitudes, or behaviours
- Written warning advising of changes that need to be made to actions, attitudes, or behaviours
- Termination of services offered to the parent

Where the complaint is not substantiated:

If a complaint is not substantiated due to lack of evidence or other reasons, both parties shall be informed of the decision, along with the rationale used. The complainant shall be notified first. Both parties should be reminded that an unsubstantiated complaint does not necessarily mean that it was filed under false or frivolous pretenses.

A complainant may request that the investigation be re-opened if pertinent new evidence can be provided, or a reprisal due to the allegation has occurred.

Confidentiality:

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, and staff except when information must be disclosed for legal reasons (e.g. MEDU, CECE, law enforcement or CAS). Our School maintains high standards for positive interaction, communication, and role modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

Conduct:

If at any point a parent/guardian or staff feel threatened, abused or belittled, they may immediately end the conversation and report the situation to the Principal.

Concerns about the suspected abuse or neglect of a child:

Everyone, including members of the public and professionals who work closely with children, are 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 (please refer to Child Abuse Policy for more information).

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

Records:

- Wishing Well Schools shall keep on file all formal complaints, the accompanying documentation, and the findings of any investigation
- Information from a previous investigation resulting in a substantiated complaint may be used for review and consideration purposes in the event of a new allegation.

False or Frivolous Complaints:

Staff and parents should be cognizant that a formal complaint against a parent or a staff member is a serious allegation with repercussions. Where a complaint is found to be either false or frivolous, or where supporting documentation for a complaint has been falsified, the complainant or witness may be subject to disciplinary measures up to and including termination of employment.

We look forward to a wonderful year together!

