



## Wishing Well Schools

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2023-2024

## Montessori Parent Handbook Infant Program



### ***Our Mission:***

*Our focus is to provide students with a stimulating and academically challenging education that is deeply committed to the Montessori principles, so that they may reach their full potential with integrity and trust.*

## Welcome

We would like to extend a warm welcome to all of our parents who are joining our Montessori Infant Program.

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



# Our Montessori Philosophy

Wishing Well Schools is an independent, co-educational school opened in 1978 which is administered by a Board of Directors. Wishing Well Schools is committed to individual student achievement with a strong culture of high standards and expectations.

Wishing Well Schools provides a Montessori education for children from ages 3 months to 6 years old. At Wishing Well Schools, each child is respected as a unique individual and treated with dignity.

Special learning styles are identified and policies, procedures and practices are in place to actively promote child integration and eliminate all forms of discrimination. As Montessori teachers and Early Childhood Educators, our role is to guide, nurture, discipline, facilitate and encourage children as they grow and learn.

High quality care of children involves careful preparation of the environment, where children feel safe and have a sense of belonging. The environment provides children with both indoor and outdoor activities required for complete development. Children need to develop language, social, emotional, creative, cognitive, aesthetic and physical skills, as well as the foundation for work habits and academics. We model and provide an environment based on love and respect for children.

## Our Infant Program

When children are provided with concrete, developmentally appropriate materials and activities, they use their senses to discover and experiment with all aspects of their world. Children may also learn by observing their environment and the people in it.

Each child develops at his or her own pace in the prepared Montessori environment with specially designed Montessori materials. These specially designed materials will aid your child during the rapid period of absorption and brain growth that occurs during the first three years of life.

As human beings, we develop our intelligence through our five senses, particularly through the relationship between the hand and the brain. Our Infant program provides activities to develop cognitive skills through work on focusing, remembering, matching, identifying and tracking. We also provide activities to develop motor skills, such as rolling, grasping, placing, stacking, and pouring. Our sensory skill development includes activities for visual tracking, experiencing sounds and volume, recognizing patterns, feeling textures, identifying objects and experiencing temperature.

# Our Infant Program

Some lessons we explore in the Infant program are:

## Cognitive:

- focusing on an object
- remembering an object's lesson
- matching lids to pots
- identifying and finding specific objects when asked
- Making a simple toy
- finding covered objects
- matching larger items, such as shoes
- tracking objects being moved
- finding nesting cups
- putting on a glove

## Motor:

- rolling over
- grasping objects
- developing the pincer grasp
- introducing 'in' and 'out'
- dropping an object into a container
- putting shapes into holes
- stacking assorted objects
- pouring dry material from one container to another
- pulling a hidden object out of a cylinder

## Sensory:

- following the movement with the eyes
- experiencing different food textures
- experiencing different sounds
- hearing different levels of sound
- recognizing patterns
- making different sounds with objects, such as utensils
- experiencing different fabric textures
- gathering objects in nature
- identifying containers with objects inside
- experiencing 'warm' and 'cold'



## Our Staff

Our staff work together towards the same goal; to provide the best care and education for children that is non-discriminatory, sensitive, inclusive and appropriate. We believe that our teachers are positive role models for our students. Our goal is to create programs that provide equity in an environment where childhood can flourish, where children are free to sing, dance, play, explore, create, and make mistakes. Our final goal as teachers is to guard the rights of all children. Procedures are in place to address complaints and incidents of racism or bias. Being teachers also means being an advocate for children's rights.

# How Does Learning Happen?

## Ontario's Pedagogy for the Early Years as it Relates to the Montessori Method of Education at Wishing Well Schools

It is our belief that the Montessori philosophy complements and enhances the Ministry of Ontario's pedagogy around learning in the Early Years. The document *How Does Learning Happen? Ontario's Pedagogy for the Early Years, 2014* outlines the four foundations of how learning happens.

There are four foundational conditions stated in the document *How Does Learning Happen* which align with our Montessori curriculum, as they are conditions that children naturally seek for themselves. These four foundations are: *Belonging, Well-Being, Engagement* and *Expression*. These foundations lend themselves well to a Montessori classroom.

**Belonging:** Children in the Wishing Well Montessori classroom are encouraged to help one another and engage in group learning. When one child sees what another child is doing, they ask for explanations. The other children are happy to teach what they know. In mixed age settings, children of different ages help one another. The teacher as a facilitator, not as a director, encourages the children. By allowing the children to form relationships with others and make contributions to the classroom community, they gain a sense of connectedness to others and a sense belonging in their classroom environment.

**Well-Being:** This foundation addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills. We believe that the Montessori curriculum demonstrates this foundation through many of its exercises as well as its approach to learning. Practical Life exercises are introduced to children in stages. The aim of these exercises is to help the child gain control in the coordination of his/her movements, and to help the child gain independence and adapt to his society. The Practical Life exercises focus on Preliminary Exercises, Care of Person, Grace and Courtesy and Care of the Environment. With an emphasis on 'teaching, not correcting', children learn to become independent members of their community with a healthy sense of self. Montessori education is established upon the philosophy of helping each child become a disciplined individual who is "master of himself, and can, therefore, regulate his own conduct when it shall be necessary to follow some rule of life" (Montessori, 1964, p. 86).

**Engagement:** The very heart of the Montessori pedagogy lies in a child's willingness and interest in their surroundings. Engagement in an activity is when learning happens. Montessori education is established upon the philosophy of helping each child attain self-mastery and independence. This level of autonomy supports intrinsic motivation and engagement of children.

**Expression (or communication):** Children learn to express themselves in a variety of ways. Children develop these capacities through exploration in an environment that supports creativity, problem solving, mathematical behaviours and language-rich learning environments. The Montessori environment encourages creativity and exploration. According to Dr. Montessori, as a child grows up in this world, self-exploration and discovery is important to forming their being. Montessori stated that this self-discovery and exploration is achieved through the child answering these internal questions: *What is out there? What might I do with what is there? How can I carry out my abstract ideas?* This exploration and abstract thought is what allows children to be creative. Communication is not only expressed through written and spoken language, but also through symbolic language. Montessori supports this independence as a means to creativity and communication. The Montessori curriculum of Sensorial Exploration, Mathematics and Language encourage children to express themselves and develop their communication skills through creativity and self-exploration, with the emphasis on intrinsic motivation.

# Admission

## CANADA WIDE EARLY LEARNING AND CHILD CARE

As of April 1, 2022, the Canada-Wide Early Learning and Child Care (CWELCC) program came into effect. Wishing Well Schools is proud to be part of the program to help lower the cost of fees for parents while still providing the high-quality childcare and programming we are proud of.

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

- Signed and completed Registration Package
- Registration Agreement/ Financial Contract
- Application for Enrollment Form
- Consent Form for Emergency Medical Treatment
- Personal History of Child
- Medical form and up to date immunization record
- A Signed Emergency Contact Form (digital)
- Deposit Fee and Pre-Authorized Payment Form
- "Day in the Life of My Infant" form – to be filled in close to your child's start date with the Office
- "Infant Individual Schedule" form to be filled in close to your child's start date with the Office
- "Infant Food Chart" form to be filled in close to your child's start date with the Office
- Signed form for applying diapering creams and powders
- Signed Parent Declaration 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

**"Base fee"** means any fee or part of a fee that is charged in respect of a child for child care, including anything a licensee is required to provide under the Child Care and Early Years Act, 2014 (CCEYA), or anything a licensee requires the parent to purchase from the licensee, but does not include a non-base fee.

**"Non-base fee"** means any fees charged for optional items or optional services, such as transportation or field trips, or any fees charged pursuant to an agreement between the parent and the licensee in respect of circumstances where the parent fails to meet the terms of the agreement (e.g. fees for picking up a child late, fees to obtain items that the parent agreed to provide for their child but failed to provide), as defined in the CCEYA.

Upon enrollment, you will be required to provide the school with a 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. Even if you pay through monthly installments, you are undertaking to pay the full tuition. During the pandemic, you may withdraw at any time, however you forfeit the following month's tuition (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. This charge is a "non-base fee" and is not eligible for a reduction under the CWELCC program. The NSF payment will be applied to the pre-authorized amount owing.

## **Tuition Fees – frozen in 2022-2023 due to CWELCC**

Infant: \$20,900 which includes before and after care.

Toddler and Casa Program: \$18,800 which includes before and after care

*\*\*Please note that the CWELCC deduction will be applied to monthly tuition installments for tuition and after care fees. At the time of publication, the CWELCC deduction was 52.75%.*

## **Items to Bring to School**

- A complete set of extra change of clothes, including socks. Children that are toilet training will require multiple sets of clothing
- Appropriate outdoor clothing including shoes and hat
- Diapering needs (pull-ups, diapers, wipes, creams)
- 2 empty bottles that can remain at the centre
- Can of Formula, we will mix it according to your child's schedule
- Jar food or cereal (if your child does not eat table food yet)
- Indoor shoes or slippers
- Please ensure that your child's belongings are labelled with his/her first and last name
- Children over 12 months: blanket for nap (sleeping sacks are not permitted in case of an emergency)

*\*\*Please note that children under 12 months are not permitted to use blankets.*

When you first arrive to drop your child off, they may not understand why you are leaving. Reassure the child that you are leaving and that you will be returning. Some children feel comfortable

immediately, while others take more time to adjust. A calm goodbye with the reassurance that you will be back soon is imperative. Please do not linger as it confuses and upsets the child.

## 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.

To join our parent app, please scan the QR code below:



## Arrival and Departure

The operating hours of the school are from 8:00 am to 6:00 pm. Our Montessori program runs from 9:00 am to 4:00 pm and we have a variety of before and after school activities for children who arrive early or stay late.

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, as well as asking how your child is feeling and how they slept. The staff member will then walk your child to their classroom.

When picking up your child, please fill in the link that will be sent out on Remind every day. There is a new link each day. If your child is on the playground, please go directly to the playground to pick up your child without filling in the link. If your child is in the building, 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 3:30 pm. If you are arriving before 3:30 pm, please ring the doorbell if your child is not on the playground.

We ask that you notify the school if your child will be absent or arriving/leaving later than usual. You can do this by filling in the absence form on our parent app. This form also allows for parents to let us know that their child may be late, or may need to be picked up early. Our doors remain locked every day to ensure the safety of the children and to avoid visitors entering the premises.

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 a teacher after 5:00, please message them through ClassTag. 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.

We ask all parents to kindly let us know your anticipated usual drop off and pick up time by filling in the link on that was sent to you and can also be found on ClassTag. This will help us to staff accordingly.

## 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 sites. 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. Please note that while we try our best to post photos of your child working throughout the week, our primary concern is always the quality of the program and the safety of your child. Photos will only be taken if time permits.



# School Calendar 2023-2024 (subject to change)

## 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 5<sup>th</sup>:** First day of School!

**September 20<sup>th</sup> to September 22<sup>nd</sup>:** Grade 6 and 7 Overnight Trip to Quiet Waters

**September 25<sup>th</sup> to September 29<sup>th</sup>:** ELEMENTARY **SPRIT WEEK**

**October 9<sup>th</sup>:** Thanksgiving – School Closed

**October 16<sup>th</sup> to October 20<sup>th</sup>:** Elementary CAT 4 Testing Grade 1-8

**November 14<sup>th</sup>:** Progress reports issued for Grades 1-8

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

**November 17<sup>th</sup>:** PD Day – School Closed

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

**December 15<sup>th</sup>:** Infant and Toddler Winter Celebration – parents invited 3:15 to 4:15

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

**December 22<sup>nd</sup>:** Last day before Winter Break

**December 25<sup>th</sup> to January 5<sup>th</sup>:** WINTER BREAK – SCHOOL CLOSED

**January 8<sup>th</sup>:** Back to school!

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

**January 24<sup>th</sup> to 26<sup>th</sup>:** Grade 4-8 Elementary Exams

**January 30<sup>th</sup>:** Report Cards Term 1 Issued – whole school

**January 31<sup>st</sup> 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 2<sup>nd</sup>:** PD Day – School Closed

### Term 2

**February 5<sup>th</sup>:** Start of Term 2

**March 7<sup>th</sup>:** Toddler & Casa International Day (parents invited) – 3:00 pm to 4:00 pm

**March 11<sup>th</sup> to March 22<sup>nd</sup>:** School closed – March Break

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

**March 29<sup>th</sup>:** Good Friday – School Closed

**April 1<sup>st</sup>:** Easter Monday – School Closed

**April 25<sup>th</sup>** Speech Arts Finalists present to school (no parents)

**May 6<sup>th</sup> to May 10<sup>th</sup>:** Out of Town Trip (date TBC) – Grade 6, 7, 8

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

**May 17<sup>th</sup>:** PD Day – School Closed

**May 22<sup>nd</sup>:** Victoria Day – School Closed

**May 28<sup>th</sup>:** STEAM Fair

**May 29<sup>th</sup> to June 1<sup>st</sup>:** Elementary Exams GRADES 3-8

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

**June 14<sup>th</sup>:** Elementary Field Day

**June 19<sup>th</sup> CASA 3<sup>RD</sup> 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 3<sup>rd</sup> year Students and Elementary students

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

**June 24<sup>th</sup>:** 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.

## March Break/Summer Program

Our academic school year runs on a 10-month schedule, however we do offer a summer program during July and August where the program continues with the same routine in the Infant and Toddler classrooms, and a variety of other camp activities are presented in our Montessori age programs. This is available at an additional charge. In the summer months, we are closed for one week prior to the new school year which begins the day after Labour Day. Our March Break is two weeks long, however we do offer a one week March Break camp at an additional charge during the second week of March Break.

## School Uniform

All students from Toddler to Grade 8 must arrive in their school uniform daily and ensure that it is **clean, ironed and fits well, without holes or threadbare materials**. Girls should wear their hair tied back or pulled back from their face. 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 of our Toddler and Casa students with a twice-yearly report card 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 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 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.

## 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 Montessori Parent app:

<https://www.jotform.com/app/222355425288257>

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/222355425288257>

## 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.

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.

A signed and completed **Emergency Contact form 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).

**Vomiting:** Vomiting is a sign of stomach irritation or communicable disease. Parents will be asked to 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. Currently, Public Health has declared that we are in an Outbreak Mode due to COVID-19.

## 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.

## 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) 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).

## Notice of Withdrawal/Termination Policy

Wishing Well Schools is committed to delivering high quality care and education 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 school attendance.

The following procedure will be followed:

1. Behaviour is documented over a period of time by the teaching staff. Teachers 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 teachers 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, teachers 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 any other outside agencies).
5. Contact community resource and discuss behaviour, strategy implemented and results reviewed. Results are again committed to writing and signed by all parties. If a parent or guardian refuses to sign papers, this will indicate a lack of cooperation and may lead to immediate termination.
6. If the school staff 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.
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 program, a written 2 week notice of withdrawal will be given.
8. Any parent choosing to withdraw from the school will be required to provide a two week written notice to the Principal.

**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. Contravention of the Code of Conduct
3. Continuous late pick-up

## Supervision Policy

Wishing Well Schools is committed to providing a high quality, safe and secure environment for all children enrolled in our programs. Ensuring the safety and well-being of every child in our care is our highest priority. The Childcare and Early Years Act provides that every operator shall ensure that every child who is in attendance in a day nursery is supervised by an adult at all times. AS such, it is our policy that no child in our care be left unattended and unsupervised by an adult. Volunteers and students will not be counted in ratio.

All staff are required to review the organization's policies, procedures and practices regarding the supervision of volunteers, participating parents, and students at our schools. Staff will review their roles and responsibilities when directly supervising and working with volunteers, participating parents and/or placement students in their classrooms annually.

The Principal of the school is responsible for ensuring that volunteers, participating parents, and students are provided an orientation to the organization and appropriately trained for their roles within our schools. Supervised volunteers, participating parents, and students have a responsibility to contribute to their orientation by seeking information, asking questions and assistance as required. All volunteers, participating parents, and placement students must agree to follow all the policies and procedures of the school. They must also agree to follow the directions and guidelines provided by staff and management of the school.

All students and volunteers, including participating parent having direct contact with children in the school, must have a clear criminal reference check. Volunteers and participating parents and students will not be

counted in ratio and will not have unsupervised access to the children. Third party individuals are required to have a clear criminal reference check before coming into contact with the children.

## Supervision of Volunteers/Participating Parents and Student Placement Policy

Wishing Well Schools is committed to providing a high quality, safe and secure environment for all children enrolled in our programs. Ensuring the safety and well-being of every child in our care is our highest priority. O. Reg. 137/15 under the *Child Care and Early Years Act (CCEYA)* provides that every operator shall ensure that every child who is in attendance in a child care centre is supervised by an adult at all times. AS such, it is our policy that no child in our care be left unattended and unsupervised. **Volunteers, participating parents, and student placements will not be counted in ratio, and will not have unsupervised access to the children.**

## Legislation

Wishing Well Schools adheres to the guidelines set out by the Child Care and Early Years Act and conducts itself accordingly. Furthermore, we are abreast of all new legislation regarding childcare. We are aware and in compliance with *Occupational Health and Safety Bill 168*. We are also in compliance with all regulations regarding the Supervision of Children as well as the obligations associated with reporting Serious Occurrences and incidents of Child Abuse.

All infants under the age of 12 months of age will be put to sleep on their backs as directed by Health Canada in the *Joint Statement of Safe Sleep*. A copy of the statement is available for all parents in our Policies and Procedures folder on the Parent App. Safe Sleep is for all children that require a rest period during their day. They will have direct visual checks every 15 minutes for infants and 30 minutes for preschool and up. Any changes in their sleeping patterns will be documented and the information relayed to you at pick up time. If a child experienced any distress, raised temperature, or other changes to their overall health, the signs your child is displaying will be documented and you will be notified immediately.

## Sleep Supervision Policy

### INTENT:

Wishing Well Schools is obligated, under section 104. 2c (iii) of the ***“Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada”*** to place infants on their back to sleep. The recommendations come from major children’s organizations, such as the **Canadian Pediatric Society and the American Academy of Pediatrics**. The Federal government (**Health Canada/Public Health Agency of Canada**) concurs with this recommendation, as set out in the *“Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada”*. In addition, monitoring sleeping children reduces risk of harm/injury because educators can look for signs of distress (e.g. change in skin colour, change in breathing, signs of overheating) and react as required.

In an effort to preserve the health, safety and well-being all the children in our care, Wishing Well Schools abides by the following protocols;

### Toddler/Casa

1. **Assignment of nap beds:** Children’s names are placed directly on the nap bed. When a child’s nap bed changes, the nametag is replaced.

We recognize that not all children nap mid-day. In order to meet the needs of the children, a quiet period, which does not exceed two hours per day, is provided. During this time children can nap, engage in quiet activities or simply rest.

Upon enrolment, the parent/guardian is informed of the School's policies and procedures regarding sleep in the Parent Handbook.

Children who are enrolled in the program are offered a nap/rest/quiet activity time during the day that does not exceed a two-hour period.

Visual checks for Toddler and Casa children are conducted every 30 minutes and any change in the child's sleeping pattern, body temperature, length of the nap, inconsistent breathing patterns etc., are documented on the Sleep room check chart and parents are informed of this upon pickup. If the visual check shows any immediate concerns, the parent/guardian will be notified immediately.

Having a combination of active play, rest and quiet time helps children become aware of their own basic needs and supports their developing self-regulation skills.

Educators, volunteers and students provide time, space and materials to support each child's varied physiological and biological rhythms and find ways to reduce stress based on individual differences.

With constant and open communication between caregivers and parents and combining the above documentation, we will be able to track changes in sleeping patterns and preferences and through consultation with parents, we can better meet the needs of the individual 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 Elementary Building  
Main gym  
475 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.

## Wait-List Policy

In the event of a waiting list for admission, parents will only be charged the usual down-payment which is used towards tuition if a space is guaranteed for their child. Once a child is placed on a waiting list, space is released on a "first come, first served" basis according to availability in the appropriate age grouping category, unless the child is a sibling of a current student or if a parent declines to enroll at the time a space is available. For the full policy, please read our 'Wait List Policy' provided to you in our Parent app. The down-payment is deducted from the total fees payable for tuition.

## 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, but only on the written instructions of a doctor. Doctor's notes are valid for six months; a new one must be obtained after this time to continue administering ongoing medications
- \* All children require written consent from a parent for the administration of Sunscreen and Medicated Diaper Rash Cream. You can obtain a form for the administration of over-the-counter medications from our Parent App under "Parent Forms to Sign".

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.

## Child with Medical Needs

A child with medical needs is defined as a child who has one or more chronic or acute medical conditions and he or she requires additional supports or accommodations. For example, a child with diabetes may require that a staff check the child's blood sugar levels with a glucose monitor several times a day.

The individualized plan shall be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation.

The review of each individualized plan (by employees, students and volunteers) supports the children's ability to participate in the program and provides staff with all necessary information to deal with any medical situation pertaining to your child. **The plan is required to be updated and signed annually.**

## Nutrition/Dietary Needs and Allergies

A mid-day meal and two snacks will be provided to all Toddler and Casa students in accordance with the guidelines of the Canada Food Guide. Children's special dietary needs and allergies will be posted in the child's classroom and kitchen. We will substitute food on the days that the child can't eat what is being served due to allergies. Children are encouraged to try all foods that are served provided there is no allergy present, but they will never be forced to eat them.

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.

**Outside food is strictly prohibited.** 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).

**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.

## Serious Occurrences

It is the policy of Wishing Well Schools that the environment for the children be arranged and developed with their safety as a prime concern at all times. Every effort is made to ensure the well-being of every child in our care.

In an effort to provide greater transparency to all parents and caregivers regarding any serious occurrences that may happen within the school, we will post a Serious Occurrence Notification Form in a visible location within the centre. This form will stay posted for a minimum of 10 business days.

To maintain confidentiality and respect to each individual's privacy, information pertaining to the child's name, staff name, age or birth date of the child, age group/room, etc. will not be included on the Serious Occurrence Notification Form. In the event of a serious injury or suspected abuse of a child, the following procedure will be followed:

### PROCEDURE:

1. The staff or any other witness should report the occurrence to the Principal at once.
2. The Principal immediately contacts the parents.
3. If the Principal is not in attendance, notify the Director.
4. Ensure all persons who have knowledge of the occurrence remain at the site until excused.
5. Within 24 hours of becoming aware of the occurrence, the Principal must enter the information about the occurrence on the Child Care Licensing Information System (CCLS)
6. The Principal will then post the Serious Occurrence Notification form that is generated by the CCLS for at least 10 days. If an update is required, a new Serious Occurrence Notification Form will be posted for an additional 10 days from date of update.
7. All notification forms will be retained for a period of 3 years and are readily available for inspection.

## Monitoring Compliance and Contraventions Policy

### Purpose

Policies, procedures, and individualized plans are monitored on an ongoing basis. Educators, volunteers, and students are required to comply at all times. The development of this policy is to ensure that Wishing Well Schools, its management, staff, students, and volunteers are reviewing the policies and procedures that support the delivery of the program. By reviewing the policies and procedures, they are more aware of their roles and responsibilities and are better equipped to provide for the health, safety, and well-being of every child in our care.

This policy will be reviewed by the Licensee, staff, students, and volunteers prior to the commencement of their employment or their educational placement. It will be reviewed annually thereafter or when any changes are made. A record of the review will be signed and dated by the person who participated in the review and the person who conducted the review, and the record will be retained for a period of 3 years.

### Policies and procedures required under the *Child Care and Early Years Act, 2014*:

1. Playground Safety Policy
2. Anaphylactic Policy



3. Sanitary Practices Policy
4. Sleep Supervision Policy
5. Serious Occurrence Policy
6. Administration of Drugs and Medication Policy
7. Supervision Policy (Includes Supervision of Volunteers and Students)
8. Program Statement Implementation Policy
9. Staff Training and Development Policy
10. Criminal Reference Check/Vulnerable Sector Check Policy
11. Fire Safety/Evacuation Procedures/ Emergency Management Policy
12. Individualized Plans (Anaphylaxis, Medical or Developmental)
13. Wait List Policy
14. Parent Issues and Concerns Policy and Procedures
15. Monitoring Compliance and Contraventions Policy

## **1. Monitoring and Observations**

Wishing Well Schools will monitor each staff, student, and volunteer to assess whether policies, procedures and individualized plans are being implemented, as follows:

- The Director or Designate will observe and monitor the Principal of the School;
- The Principal will observe and monitor the qualified staff in each program room (i.e., RECE, Montessori teachers, or otherwise approved staff);
- The Principal will observe and monitor other program staff (i.e., assistants);
- The Principal will observe and monitor placement students; and
- The Principal will observe and monitor volunteers.

Monitoring and observations can occur daily, therefore, if a designate observes either a non-compliance or a compliance they will have the authority to document the information on the Principal's behalf.

Wishing Well Schools expects Supervisors and designates to actively participate in programs to ensure staff are supported. By engaging in the programs, monitoring and observations can be conducted through various means including, but not limited to:

- Participating regularly and informally in the program;
- Collecting feedback provided from parents and families; and
- Where appropriate, the Principal or Designate will follow up with the family of a child in accordance with our policies and procedures on parent issues and concerns. Individualized plans may require to be reviewed more frequently, depending on the needs of the child. Daily contact between parents and educators will aid in the accuracy of this document.
- Reviewing written documentation (e.g., medication administration forms, daily written records, attendance records, etc.).
- Monitoring will be conducted at different times of the day (e.g., morning, afternoon, periods of arrival/departure, rest periods, mealtimes, outdoor play periods, transitions, etc.) to observe if policies, procedures and individualized plans are being implemented as required for different parts of the program and daily routines.

## 2. Documentation and Records

Monitoring and observations will be recorded on the *Records of Observations and Monitoring Chart*. Documentation of observations will be completed at the time the observations or at least 4 times a year, and will include concrete examples of observed compliance and non-compliance. All records will be stored in the licensing binder for the current year and in the staff's file thereafter, for at least three years from the date they were created.

## 3. Follow-up

If staff have any areas of concern with an individual's ability to comply with policies, procedures and individualized plans will be brought forward to the Principal or designate.

The Principal will address their observations through a review and discussion, with the individuals observed, every 3 months and will seek to or provide them with appropriate support to achieve and maintain compliance (e.g., additional training, professional development opportunities).

## 4. Dealing with Contraventions of Policies, Procedures or Individualized Plans:

Wishing Well Schools will make every effort to clarify expectations and encourage staff, students and volunteers to raise their questions and concerns about implementing policies, procedures and individual plans on an ongoing basis to support clarity, learning, development and compliance.

Progressive discipline may be used to address observed non-compliances with policies, procedures and individualized plans, taking into consideration the nature and severity of the incident, and the individual's history of previous non-compliances.

**Where a staff, student or volunteer is observed to be non-compliant, the licensee, supervisor or designate will take one or more of the following actions:**

- Inform the individual that a non-compliance was observed, including the review of any pertinent records or documentation that provide evidence of the non-compliance;
- Re-review the relevant policies, procedures, and/or individualized plans with the individual;
- Issue a verbal warning;
- Issue a written warning;
- Temporarily suspend the individual from their position at the childcare centre if the non-compliance requires an investigation.
- Terminate the individual from their position;
- Inform any relevant parties (e.g. College of Early Childhood Educators, College of Teachers, College of Social Work and Social Services, the contact person for the program from which a student has been placed, CAS, police, etc.); and/or
- Report violations of the Code of Ethics to the College of Early Childhood Educators' if the individual is a Registered Early Childhood Educator ("RECE"), using the Mandatory Employer Obligation Reporting procedures.
- Where an observed non-compliance meets the criteria for a reportable serious occurrence (e.g. an allegation of abuse or neglect), the serious occurrence policy and procedures will be

followed.

This policy is to ensure all staff, students and volunteers understand and follow all Wishing Well School's policies and procedures in accordance with the Ministry of Education requirements.

## **Pacifiers and Bottles**

It is our school policy that **pacifiers** and **baby bottles** will not be permitted at school for sanitary reasons except in the Infant program. A water bottle with the child's name clearly labeled on it should be brought to and from school every day.

## **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.

## 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.



**We look forward to a wonderful journey together!**