

be the light

brave the elements

think outside the box

nurture with nature



brightchild

montessori school

2022/2023

Parent Handbook

"Today I have grown taller from walking with the trees" - Karle Wilson Baker

it takes a **village**

Welcome to Bright Child Montessori

Bright Child is an Eco-Friendly Montessori School that strives to sustain the planet with our business practices and in the way we educate children. Our goal here is to nurture the curiosity, creativity, and imagination born within each child. We will immerse children in nature by visiting forests and exploring our outdoor classrooms. We will plant seeds in our classroom, watch them grow in our gardens, and serve our harvest for lunch. We will inspire the children through music, movement, instruments, and dance. We will focus on fundamentals in our classrooms that are crucial for development and provide challenging tasks for children they are ready.

About Montessori

The Montessori Method of education is designed to help the children to help themselves. They are encouraged to develop the fullness of their individual human potential through independence, inner discipline and discovery. It is our objective to provide children with the structure, groundwork, knowledge and social skills to successfully move into their future.

Our classrooms are equipped with areas which promote specific growth patterns and satisfy sensitive periods of development. We have five areas of the classroom. These prepared environments allow the child to learn through exploration at their own pace.

Practical Life – Providing practical, “real” life experiences.

Sensorial – Promotes essential development through the senses.

Cultural Studies– Enhances the arts, and teaches geography, history and science.

Mathematics – Begins with concrete learning of quantity and moves to abstract pencil and paper activities.

Language Arts – This is based on phonetic learning moving to non-phonetic language.

Bright Child Montessori holds true to the belief that each child is of supreme importance in our world. We work to guide each child to knowledge, empowerment and a lifelong love of learning while preparing them to be active members of a peaceful, global community. We strive to nurture each child intellectually, physically and emotionally through Montessori practices, How Does Learning Happen? as well as through our own examples of behaviour and habit.

Program Statement

A key feature of the Child Care and Early Years Act, 2014, is the focus on strengthening child care programs and ensuring high quality experiences for children. The CCEYA authorizes the Minister of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of child care and early year’s programs. How does learning happen? Ontario’s pedagogy for the Early Years (2014) is the document used by Bright Child Montessori. The document has a strong pedagogical focus, indicating that the pedagogy is not a prescriptive formula that lays out a specific curriculum or activities but instead challenges the status quo and explores how learning happens for children. How Does Learning Happen? is organized around four foundational conditions that are considered essential to optimal learning and healthy development for children

School Policies and Procedures

Several of our school policies are available for you to view on our website at <https://brightchild.ca/policies/>

The Four Foundations of How Does Learning Happen?

How Does Learning Happen? is organized around four foundational conditions that are important for children to grow and flourish: Belonging, Well-Being, Engagement, and Expression.

These foundations, or ways of being, are a vision for all children's future potential and a view of what they should experience each and every day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. They are aligned with the Kindergarten program. They are conditions that children naturally seek for themselves.

Belonging refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, and the natural world.

Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

Expression or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy. A focus on these foundations throughout all aspects of early years programs ensures optimal learning and healthy development.

There is perhaps no relationship that holds greater responsibility or reward than the relationships we develop with children. As educators, as family members, as policy makers, or as administrators, we all know that the stronger our partnerships and the deeper and more valuable our connections, the greater the benefit. It's an investment that allows us all to grow.

"Education is a natural process carried out by the child and is not acquired by listening to words but by experience in the environment." -Maria Montessori

An Understanding of Children, Families, and Educators

The way we view others influences how we interact with them. How Does Learning Happen? promotes a shared view of children, families, and educators that will help shape all aspects of your early years program. Specifically:

Children

We view children as competent, capable of complex thinking, curious, and rich in potential. They grow up in

families with diverse social, cultural, and linguistic perspectives. Every child should feel that he or she belongs, is a valuable contributor to his or her surroundings, and deserves the opportunity to succeed. When we recognize children as capable and curious, we are more likely to deliver programs and services that value and build on their strengths and abilities.

Families

Families are composed of individuals who are competent and capable, curious, and rich in experience. Families love their children and want the best for them. Families are experts on their children. They are the first and most powerful influence on children's learning, development, health, and well-being. Families bring diverse social, cultural, and linguistic perspectives. Families should feel that they belong, are valuable contributors to their children's learning, and deserve to be engaged in a meaningful way.

Educators

Educators are competent and capable, curious, and rich in experience. They are knowledgeable, caring, reflective, and resourceful professionals. They bring diverse social, cultural, and linguistic perspectives. They collaborate with others to create engaging environments and experiences to foster children's learning and development. Educators are lifelong learners. They take responsibility for their own learning and make decisions about ways to integrate knowledge from theory, research, their own experience, and their understanding of the individual children and families they work with. Every educator should feel he or she belongs, is a valuable contributor, and deserves the opportunity to engage in meaningful work.



Our Commitment to Quality

Quality is a central component of the Ontario Early Years Policy Framework and programming will be guided by the principles of the Early Learning Framework:

- Early childhood sets the foundation for lifelong learning, behaviour, health, and well-being.
- Play and inquiry are learning approaches that capitalize on children's natural curiosity and exuberance.
- An intentional, planned program supports learning and smooth transitions.
- Partnerships with families and communities are essential.
- Respect for diversity, equity, and inclusion is vital.
- Knowledgeable, responsive, and reflective educators are essential.

Goals for Children

- Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and well-being.
- Every child is an active and engaged learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who expresses himself or herself in many ways.

"Our care of the child should be governed, not by the desire to make him learn things, but by the endeavor to always to keep burning within him that light which is called intelligence." - Maria Montessori

How will stronger connections with families benefit children?

How Does Learning Happen? encourages strong, respectful, and reciprocal relationships with families. Including the child's family in discussions and taking the time to make daily connections with them, whether in person or by other means (e.g., sending notes or emails, posting information on bulletin boards), is critical to the success of an early years program.

When you recognize and build on the strengths of families and the love they have for their children, everyone benefits. Families know their child best and have much to contribute to effective practice in the early years setting. Similarly, your own knowledge and experience as an educator can benefit families in their relationships with their children.

Levels of Programming

To meet the academic, social, and emotional needs of a child, Bright Child offers a variety of programs all based on the theory and works of Dr. Maria Montessori. All programming includes a healthy meal program, music and movement, french, and children's yoga. We also have forest school for ages three and up.

Infant – This program is designed for children 3 to 18 months old and is staffed with 1 teacher for every 3 children. Dr. Montessori's philosophies are followed which stress the importance of allowing infants to move freely in their environment. Gross and fine motors are developed. Tactile, visual, and cognitive senses are stimulated using a wide range of materials. Baby sign language is taught and encouraged until they develop the ability to use sound.

Toddler - Designed for children 18 months to 30 months old with 1 teacher for every 5 children. The children are now beginning to gain more independence in their environment. We help them by focusing on self-help skills such as toileting, dressing, courtesy, and continued language development. We also provide the children the necessary tools to develop friendship and respect with their teachers, peers, and their environment.

Casa – Designed for children 2 ½ to 4 years of age who are fully toiletied. The room is staffed with 1 teacher for every 8 children. Academics are presented using a wide range of concrete and manipulative materials. Children are encouraged to work at their own pace in a noncompetitive environment as they explore all five areas of the classroom.

Kindergarten - One of our goals here is to create independent, active, lifelong learners. Kindergarten students will learn about the solar system and the layers of the ocean. They will learn about flags, continents and the diversity of the people living on our planet. They will learn how to count, add, subtract and maybe even multiply. They often become confident readers. They will spend hours each day outside growing food, building forts in the forest, and riding bikes. They will go tobogganing and build snowmen. They will practice yoga, and learn about mindfulness and gratitude. They will be active members of our community. They will eat a healthy breakfast, lunch, and afternoon snack all made in house, from scratch, with mostly organic ingredients. And of course, they will also work at an advanced level through the five areas of the Montessori classroom; Practical Life, Language, Mathematics, Sensorial, and Culture.

Daily Schedule

More specific schedules are available for each age group, but below is a typical schedule at Bright Child.

7am-9am - Drop off, before school activities

9am- All classes meet in the common room and sing O'Canada

9:05am - Bathroom break, wash up, breakfast is served

9:30am-10:30am - Morning circle and Montessori learning period

10:30am- Bathroom break, outdoor classroom, and gross motor play

11:30am - Wash up and get ready for lunch.

12pm - Bathroom Break, Quiet/Nap time. Older students go back outside.

1:30pm - Afternoon Montessori Learning Period.

2:30pm - Bathroom break, wash up, and get ready for snack.

3pm-5:30pm - Pick up, after school activities, afternoon learning, more outside time.

Canada Wide Early Learning Child Care System

Bright Child is enrolled in the Canada Wide Early Learning Child Care system (CWELCC). All families with children six or under as of June 30 attending care, have seen a fee reduction of up to 25% retroactive to April 1, 2022. Parents can expect a further reduction of 37% at the end of December 2022 which will bring the total reduction to 52.75% for 2023. The next reduction is scheduled in September of 2024, and the final reduction, to an average of \$10/day, by 2025/2026.

In 2023, parents are responsible to pay 47.25% of our approved "base fees". CWELCC will cover the rest. Additional fees that may incur such as late fees, field trips / on-site visits, etc. are considered "non-base fees". These fees are not covered by CWELCC.

Child Care Expense Deduction

In addition to the CWELCC program, Canadian taxpayers can still claim up to \$8,000 per child of child care expenses on their personal tax return. Child care expenses can be claimed for the purposes of earning a living or going to school. This will, in turn, reduce your income, and the amount of taxes you pay will be lowered.

Ontario Child Care Tax Credit

Families with a household income under 150K can also take advantage of the Ontario Child Care Tax Credit (CARE). The amount you could receive is calculated using your Child Care Expense Deduction, multiplied by the Ontario Child Care Tax Credit rate that is based on your family income.

Tax Receipts

This is very important! Please keep all invoice emails you receive from us. As you make payments, these invoices are marked "paid". They can then be used as tax receipts to claim the Child Care Expense Deduction and the Ontario Child Care Tax Credit. We do not print out tax receipts at the end of the year.

Fee Assistance

Child Care Fee Subsidy is made available to families by the City of Windsor and the Ontario government. Depending on your household income, and the amount of your child care expenses, you could qualify for fee assistance. You must be attending school or working in order to qualify. Your approximate monthly contributions (Monthly Co-Pay) after CWELCC is applied is shown in the chart below. The government would then "top up" any expenses exceeding this.

Annual Household Income	Monthly Parental Contribution	2023 CWELCC	Monthly Co-Pay
\$25,000.00	\$0.00	52.75%	\$0.00
\$50,000.00	\$416.00	52.75%	\$196.56
\$75,000.00	\$1,041.67	52.75%	\$492.19
\$100,000.00	\$1,666.67	52.75%	\$787.50

More information and a fee subsidy calculator can be found on the City of Windsor website. To complete a "person to person" child care fee assistance application call the Windsor office at 519-255-5312.

Late Payments

Please email office@brightchild.ca if you are having any difficulty making a payment. Payment is due in advance on the first of each month. If arrangements are not made by the 7th of each month, a \$50 late fee will be applied.

Tuition Payments

It is each parent's financial obligation to ensure we have your child's monthly tuition at the beginning of each month. Invoices will be emailed out and you can pay these directly with credit card. Payment can also be made via Interac E-Transfer to payments@brightchild.ca.

2023 Base Fees

Age Group	CWELCC Care Type	Daily Rate			Monthly Rate			
		Base Fee	CWELCC	Parent Fee	5 days /week	4 days /week	3 days /week	2 days /week
3m-18m Ratio 1:3	Infant Full Day	\$ 58.50	52.75%	\$ 27.64	\$ 598.89	\$ 479.12		
	Infant Half Day	\$ 48.60	52.75%	\$ 22.96	\$ 497.54	\$ 398.03		
18m-30m Ratio 1:5	Toddler Full Day	\$ 55.80	52.75%	\$ 26.37	\$ 571.25	\$ 457.00	\$ 342.75	\$ 228.50
	Toddler Half Day	\$ 41.40	52.75%	\$ 19.56	\$ 423.83	\$ 339.07	\$ 254.30	\$ 169.53
30m-4yr Ratio 1:8	Casa Full Day	\$ 51.30	52.75%	\$ 24.24	\$ 525.18	\$ 420.15	\$ 315.11	\$ 210.07
	Casa Half Day	\$ 37.80	52.75%	\$ 17.86	\$ 386.98	\$ 309.58	\$ 232.19	\$ 154.79
4yr-6yr Ratio 1:8	Kindergarten Full Day	\$ 44.00	52.75%	\$ 20.79	\$ 450.45			
	Kindergarten Half Day	\$ 32.00	52.75%	\$ 15.12	\$ 327.60			

*Half Day : Drop off between 7-9am, pickup at 12pm

Age Group	CWELCC Care Type	Annual Rate			Monthly Rate	Activity fees help offset the cost of music and movement classes as well as the purchasing of art supplies.
		Base Fee	CWELCC	Parent Fee		
All	Activity Fee	\$ 120.00	52.75%	\$ 56.70	\$ 4.73	

Days and Hours of Operation

We are open from 7:00am to 5:30pm, Monday to Friday, 52 weeks of the year. We can extend those hours if required. We will be closed for the following holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Eve, Christmas Day, Boxing Day, and New Year's Eve. If weather conditions become severe, we do reserve the right to close the school.

Flat Monthly Rate

The monthly rate does not change depending on the number of days in a month. It has been calculated by taking the number of billable days throughout the entire year and dividing it by 12. This process provides both the school and families with a consistent budget and makes the invoicing process much easier.

Age Groupings and Rate Changes

Quite often, we do not have the ability to move a child up to the next age grouping on schedule. Sometimes they are moved up to the next classroom early, and sometimes they are moved up late. To be fair and consistent with all families, rates are determined by your child's age, not the classroom they are in.

Vacations and Absences

Please note that monthly rates do not change if your child is on vacation or absent for any other reason. Your child's space will be reserved during this time and therefore we do not have the ability to sell that space to anyone else. This includes any time taken off for Christmas, March, and Summer Breaks.

Schedule Changes

We schedule our teachers according to the daily hours that you submit with your registration package, therefore we require a minimum of two weeks notice to make any changes. We will always do our best to accommodate your schedule. Due to limited capacity, not all requests to increase or change days can be approved. There may be a fee involved if hours are extended without advance notice.

Arrival

From 7-9am, your child will be greeted at the door one of our teachers. If you are dropping off outside of this window, please use our Textline to announce your arrival and a teacher will meet you at the door. Your child will be guided into school, and their teacher will help them remove their shoes and bring them to class. If they are crying, please don't fret. Be assured they will be comforted by one of our caring teachers. In most instances, they will settle down quickly.

Departure

In an effort to continuously get more efficient, please use the Textline to notify the school when you are five to ten minutes away. This will give them time to get your child ready for pick up and meet you out front. We will do our best to be as quick as possible, please be patient as often they are bringing more than one child to the door at a time.

Security

We have equipped our school with a secure entry system that requires a key fob to enter. Only staff are given access to enter our school. All other visitors will be required to ring the door bell to gain entry. We also have a video surveillance system installed which records all entrances, exits, and classrooms.

Communication

Face-to-face interactions at pick up are an excellent way to briefly communicate about your child's day. Please keep in mind that their teacher does have to return to their class quickly, however if you would like to have more time with your child's teacher you may schedule a meeting at any time. Our Casa and Kindergarten students will also be sent home with report cards at the end of January, and June. They will be very detailed and will show all of the things your child has learned while at Bright Child Montessori School.

Textline

Please use Textline to notify your child's teacher of late arrival, or to let them know you are on your way for pick up. Textline can also be used to pass along any quick information to your child's teacher, such as absences. Please be mindful that all messages sent through the textline forward to the entire school.



HiMama

Throughout the day our teachers will be using an app called HiMama to record your child's activities as they happen. During the day, you will receive reports listing things such as eating habits, diapering, toileting, naps, and photos. This will complement our face-to-face interactions. It is also a great way to reinforce your child's learning at home as you will have timely insight as to what they have been working on throughout the day. This is also a great tool to communicate with your child's teacher, messages sent through HiMama go directly to your child's classroom teacher.



Email

For any communication regarding invoicing, schedule changes, or questions for the office please send an email to office@brightchild.ca.

Backpack

For toddler, casa, and kindergarten students, please send your child with a backpack labeled with their name. It will be used to transport your child's work and belongings. Students will take their work home once a week to avoid having them rush through a project in order to have something to take home every day. Much of the learning taking place in a Montessori classroom is hands-on; therefore, do not be disappointed if your child does not bring home much paperwork.

Footwear

Every child needs to keep a pair of "indoor shoes" at school. We request that all children wear sturdy, well-fitting shoes as there will be plenty of movement and active play. Running shoes are always best.

We do ask that **everybody** removes their "outdoor shoes" in the front lobby to help us keep our school clean. All footwear needs to be labelled with your child's name or initials.

A Change of Clothing

Please send in an extra set of seasonally appropriate clothing. Extra clothes should be placed in a Ziploc bag labelled with your child's name. They will be used in case they get dirty outside, have a spill at lunch, or the occasional bathroom accident. All loose items should be labelled with your child's name. Soiled clothing will be sent home at the end of the day.

Playground

We spend a lot of time outside. Please ensure your children are properly equipped for all types of weather conditions. We are not scared of cold weather or a light rain. They may have fun, and they may even get dirty. During the warmer months, please apply sunscreen and bug spray before school. If needed, we can apply more in the afternoon. Please remember flip flops are hard to run in, and are unsafe on the playground; please send sandals with a back strap, or running shoes which are always the best option.

During the colder months, please ensure your children are equipped with all the necessary gear for outdoor play. This includes snow pants, snow boots, toques, **waterproof** mittens (please not the cotton ones if there is snow on the ground), and a nice warm winter jacket. All items should be labelled with your child's name. We will continue to go outside and burn some energy even when temperatures drop well below freezing.

Toileting

We generally begin toilet training the children at 18 months of age when they begin in the toddler classroom. We are ready to help with training as soon as you and your child are ready. We will need 4 changes of clothes and a commitment to continue the training at home to begin. We have an excellent list of toileting tips if you need them.

Please note we are not equipped with diapering facilities in the Casa classroom. We do understand that occasional accidents happen. However, children who are over 30 months old, and are still wearing diapers, will be moved up to Casa on a case by case basis. You will be required to continue paying the toddler rates until your child is fully toiletied. Again, as soon as you are ready, we are ready to help with toileting.

Diapers and Wipes

If your child is not yet toiletied, please bring in a large amount of diapers and wipes for us to keep on hand. These will only be used for your child. As your supply gets low, our teachers will notify you to bring more in. In the infant room, we may also need a supply of breast milk or formula, bottles, diaper cream etc.

Nap Time

Casa and toddler students that require a nap will be put down to rest after lunch. Each child will have their own individual cot provided with a sanitized sheet. We ask that you provide a blanket for nap time and any comforting object that your child may need to rest easily i.e. stuffed animal, soother, etc.

Photos

We like to take a lot of photos and videos at Bright Child. Both group and individual photos are posted daily on our communication app HiMama for you to see. We don't do a lot of advertising, but we do like to utilize social media which creates buzz, keeps our school full, and let us do our thing. We might do promo videos for the school, Montessori tutorials, or there might even be a story in the local paper.

Meal Plan

Our healthy lunch program promotes ecological awareness by serving local, natural and organic foods made fresh from scratch, every day. We take every opportunity to hide fruits & vegetables our meals to ensure the children are always getting the nutrients they require. We choose meat from animals that have been raised ethically on farms without artificial growth hormones or routine antibiotics. We support small, local, and sustainable growers, and always try to choose the best option available. We also grow spices and produce in our gardens. Some foods will always be organic, while others will be organic when they are available. Dietary substitutions are available upon request.

We serve breakfast at 9:05am, lunch at 11:30am and an afternoon snack at 2:30pm. Our entire menu is "peanut-free". A four week menu will be posted on Hi Mama for reference.

Birthday Snacks

If you would like to send in a snack on your child's birthday, please notify one of the teachers a few days in advance. Be advised that we do have a "peanut-free" policy in our school, so please do not send in any snacks containing peanuts. We will double check all items and ensure they comply to our standards. Please also respect our healthy lunch program and look at all of the ingredients carefully before sending in a snack. If it has a long list of modified ingredients that we cannot pronounce, it will probably not be served.

Forest School

Forest School is offered for all students aged 3 and up. It takes place on Monday mornings at Holiday Beach in both the spring and fall. If your child is not currently scheduled for Mondays, they can be added for this time period. We will board a bus and venture off to the Holiday Beach Conservation Area. The children will be encouraged to let their own curiosity lead them as they become immersed in nature. They will play with sticks, jump in puddles, catch bugs, and even cook bread on a campfire. More information will be provided in a separate permission form when the time comes.

Community Walks

We live in a great community. Many things are in walking distance. Both our school policies and ministry guidelines are in effect throughout the duration of these trips. We might go to the park, donate food to the local mission, visit the ice cream store, the splash pad, or even just around the block to pick up litter.

Illness

Bright Child Montessori is responsible to support children's health and well-being, comply with health-related requirements, reduce illness from spreading from one child in the program to other children and adults, and respond to health problems. We need your help keeping all of our students healthy.

Please do not send your child to school if he/she has a fever, rash, diarrhea or vomiting. If your child becomes ill while at school, you will be expected to pick your child up immediately.

Do not send your child to school if they have a fever that you have suppressed with medication.

Children can return to school after 24 hours of being symptom free, or 24 hours after starting an antibiotic. All children must be well enough to go outside for recess, as a teacher will not be able to remain inside with individual students.

Thank you for your cooperation, patience and understanding.

Medication

Any medication to be given to a child must be prescribed by a medical doctor that is not expired. Each teacher must ensure the parent completes the "medical authorization form". Our staff will administer the medication according to the instructions given on the form. Please remember to ask for their medication at the end of the day.

Withdrawal / Discharge Policy

Four weeks written notice is required for withdrawal of a child from Bright Child Montessori. You are responsible for the tuition fees for this period.

We will make every effort to meet the individual needs of each child enrolled. There may be situations, however, where we may not be able to meet these needs. The parent(s) will be kept informed of all efforts and areas of concern through formal and informal discussions with their child's teachers. Bright Child reserves the right to withdraw services for any of, but not limited to the following reasons; lack of payment of fees, parent misconduct, or inability to meet the child's individual needs.

Parental Involvement

If you have any questions after reading this handbook, please feel free to ask. Please also keep up to date with all communication that is sent through HiMama and Textline. These notices will keep you informed of the school events and changes. If you are not receiving the notices, please just let us know so we can add you to the list.

When we hold special events, such as concerts, information nights, and workshops, please do your best to attend. We understand that not everyone is able to be present, but we do see the best result in your child's education when you attend these events. Your involvement is crucial for your child's success.

Volunteers and Co-Op Teachers

Volunteers and Co-Op Teachers play a vital role at Bright Child Montessori, supporting programs, services and administration throughout the organization. Bright Child encourages and welcomes members of the community to volunteer. However, volunteers do not replace employees, and will not be used to eliminate or displace paid positions. Bright Child maintains a strict policy for child care supervision of volunteers and co-op students. Some of the main items outlined in the policy are:

- Volunteers may not be counted in the staffing ratios
- Volunteers do not have unsupervised access to children
- Volunteers must provide a Vulnerable Sector Check (VSC) prior to beginning placement

Smoke Free Policy

Smoking (or holding a lit cigarette or vape pen) is prohibited in all areas of Bright Child Montessori including the outdoor play areas, pathways, and parking areas whether children are present or not.

Prohibited Practices

The following practices are not supported by our school:

- Locking the exits of our facility from the inside.
- Using a lock or lockable room or structure to confine a child that has been withdrawn from the group
- Abusing a child physically, verbally or emotionally
- Depriving a child of basic needs including food, shelter, clothing or bedding
- Using corporal punishment
- Using deliberate harsh or degrading measures that would humiliate the child or undermine his or her self-respect

In the event that the Administrator or Supervisor observes or is made aware of any practice that is not supported, they will address the issue with the staff member according to the strategies outlined in the Behaviour Management Policy.

Parent Issues and Concerns Policy and Procedures

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, families love their children and want the best for them. Families are experts on their children. They are the first and most powerful influence on children's learning, development, health, and well-being. Families should feel that they belong, are valuable contributors to their children's learning, and deserve to be engaged in a meaningful way.

Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Site Supervisor/Licensee and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing or via email. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Emergency Management Policy

In the event of an emergency, all parents will be contacted immediately via email and/or SMS. A copy of our entire Emergency Management Policy is available to view on our website.

<https://brightchild.ca/policies/>