



brightchild

montessori school

2020 Parent Handbook

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

it takes a **village**

be the light

brave the elements

think outside the box

nurture with nature

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 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.

Days and Hours of Operation

We are open from 6:30am 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.

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.

Tuition Payment

It is each parent's financial obligation to ensure we have your child's monthly tuition in at the beginning of each month. Invoices will be emailed out which you can pay directly with a credit card. Payments can also be made via Interac E-Transfer to payments@brightchild.ca. A password will be provided. If you prefer cash, please put it in an envelope with your child's name and place it in the lockbox outside of the office. If you are having any difficulty making payment, please email office@brightchild.ca to work out an arrangement. If arrangements are not made by the 7th of each month, a \$50 late fee will be applied.

Full time students receive a 10% discount when paying by the due date. Please note that discounts or refunds cannot be given if your child is on vacation, or absent for any reason. We do not have the ability to sell that space to anyone else. The monthly payment is a flat rate. Some months will have more scheduled days, some months will have less. Over the course of the year, it balances out. Over the summer months, you can take as much scheduled time off as you would like and pay the daily rate instead. There is no charge for vacation time over the summer.

Claiming Child Care Expenses

Child care expenses are exempt from HST. Furthermore, if you pay for child care so that you can go to work or school, you may be able to claim those expenses on your tax return. Each child for whom you claim expenses must meet the Canada Revenue Agency's eligibility requirements.

In 2019, Canadian taxpayers can claim up to \$8,000 per child for children under the age of 7 years at the end of the year, and \$5,000 per child for children aged 7 to 16 years. For more information, please visit the Canada Revenue Agency website. Bright Child will provide you with an annual summary of the previous years expenses by February 28th.

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. It is a program that more working families should take advantage of. It never hurts to apply. Your approximate monthly contributions (Monthly Co-Pay) is shown in the chart below. The government would then "top up" any expenses exceeding this.

Annual Household Income	Monthly Co-pay	The Monthly Co-pay is also Tax Deductible
\$25,000	\$0	
\$50,000	\$416	
\$75,000	\$1,041.67	
\$100,000	\$1,666.67	

As you can see from the chart above, even a family with a household income of \$100,000 could receive fee assistance if their child care expenses exceeded \$1,666.67. This could easily happen with 2 or 3 children enrolled. 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.

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 payment@brightchild.ca. A password will be provided to you.

An Activity Fee of \$120 is due on September 1st of each year. This will help us offset the costs of activities such as music and movement classes, musical guests, on site visits, and items required such as sunscreen and craft supplies. There may also be additional fees required for field trips that require transportation by bus. The first Activity Fee will be prorated pending your child's enrollment date.

Please email office@brightchild.ca if you are having any difficulty making a tuition 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. If your child attends full time, you are eligible for a 10% discount *if payment is made on time*.

2019 /20 Fee Schedule

Preschool Programs		Half Day AM Only		School Day		Work Day		Extended Day		
Ages 3 months - 4 years		Drop Off 7-9am Pick Up 12:45pm		9am - 2:55pm Drop Off 9am Pick Up 2:55pm		Up to 9 hours Drop Off 7-9am Pick Up 3-5:30pm		Up to 11 hours Drop Off 6-9am Pick Up 3-6pm		
Age Group	Weekly Schedule	Monthly	Daily	Monthly	Daily	Monthly	Daily	Monthly	Daily	
Infant 3m-18m Ratio 1:3	5 days	1053	48.60	1053	48.60	1170	54	1267	58.50	10% DISCOUNT
	4 days	936	54	936	54	1040	60	1125	65	
four day minimum in the infant room										
Toddler 18m-31m Ratio 1:5	5 days	858	39.60	858	39.60	975	45	1170	54	10% DISCOUNT
	4 days	762	44	762	44	866	50	1040	60	
	3 days	572	44	572	44	650	50	780	60	
	2 days	381	44	381	44	433	50	520	60	
Casa 31m-4yr fully toiletied Ratio 1:8	5 days	780	32.40	780	36	877	40	1072	49.50	10% DISCOUNT
	4 days	693	40	693	40	780	45	953	55	
	3 days	520	40	520	40	585	45	715	55	
	2 days	346	40	346	40	390	45	476	55	

Kindergarten Program		School Year, Summer, March, Christmas, P.A. Days									
Born in 2014 and 2015		School Day			Work Day			Extended Day			
		9am - 2:55pm Drop Off 9am Pick Up 2:55pm			Up to 9 hours Drop Off 7-9am Pick Up 3-5:30pm			Up to 11 hours Drop Off 6-9am Pick Up 3-6pm			
Age Group	Weekly Schedule	Monthly	Weekly	Daily	Monthly	Weekly	Daily	Monthly	Weekly	Daily	
JK/SK 4yr-6yr Ratio 1:8	5 days	624	160	28.80	702	180	32.40	858	220	39.60	10% DISCOUNT
	4 days	554	128	32	624	144	36	762	176	44	
four day minimum in the kindergarten room from September to June											

Regular Operating Hours: 6:30am - 5:30pm, Monday - Friday. Extended hours may be available upon request.

Please note that discounts or refunds will not be given if your child is on vacation, or absent for any other reason. We do not have the ability to sell that space to anyone else. We do require at least 2 weeks notice for any schedule changes.

If you require care prior to 6:30am or after 5:30pm, arrangements must be made with the office. Additional charges may apply.

Schedule Changes

A minimum of two weeks notice is required for any major schedule 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.

If you need to make a change in your daily schedule such as dropping off your child earlier, or picking up later, we will need to know in advance. We schedule our teachers according to the daily hours that you submit with your registration package. If your hours need to change, we need to know in advance so that we can staff our school accordingly. There may be a fee involved if you extend hours without advance notice.

Arrival

Please make sure your child is greeted by a teacher upon arrival. Children tend to settle into the school more easily if a parent is not present; therefore please say good-bye to your child promptly. If your child is crying, please do not fret. Be assured that they will be comforted by one of our caring teachers. In most instances, they will settle down quickly after you leave.

We encourage our KinderCasa and Casa students to be independent. With discretion, please allow them to remove their own coat, hat and shoes. We also encourage them to hang their backpacks on their own personalized hooks. As Doctor Maria Montessori said, "Help the children to help themselves".

Communication

Face-to-face interactions at drop off and pickup are an excellent way to communicate about your child's day. Please keep in mind that our teachers are still supervising other students and may not be able to give you their full attention. If you would like have more time with a teacher, you can schedule a meeting at any time.

Throughout the day, our teachers will be using a program called Hi Mama to record your child's activities as they happen. At the end of each day, you will receive an email report listing things such as nutritional information, diapering, potty time, outside time, naps, and Montessori activities. This will complement our face-to-face interactions. It is also a great way to reinforce your child's learning at home as you'll have timely insight into what they've been working on throughout the day.



Our Casa and KinderCasa 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.

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 in our kitchen 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 noon, and an afternoon snack at 2:45pm. Our entire menu is "peanut-free". A four week menu will be posted in the front lobby and on our website for reference. Any changes in the menu will also be posted in the lobby.

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.

Backpack

For Casa students, please send your child with a backpack labeled with their name. It will be used to transport your child's work and belongings. Casa students 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.

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.

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.

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. Again, 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. In most cases, we will be able to wash the spoiled clothing, and have it back on your child by the end of the day.

Toileting

We generally begin toilet training the children at 18 months of age when they begin in the KinderCasa 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 KinderCasa 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 KinderCasa 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

If you would not like your child’s picture taken for any reason, please ensure that you check the appropriate box while filling out the registration form. We do take pictures of the children to post on our website, HiMama, communication blog, advertisements, etc.

Security

We have equipped our school with a secure entry system that requires a key fob to enter. Only staff and

parents will be 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. This can be viewed at any time from our monitor in the office.

Parental Involvement

If you have any questions after reading this handbook, please feel free to ask. Please also keep up to date with all newsletters that are emailed at the beginning of each month. These newsletters will keep you informed of the school events and changes. If you are not receiving the newsletters, 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 Criminal Reference Check 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/>