

Parent's handbook



O R L E A N S

MONTESORI

La maison des enfants / Children's House

Published : 3 November 2025

PROGRAM STATEMENT

How does learning happen in a Montessori class.

Montessori is an education for life, a philosophy. Most importantly Montessori is a method of education that is based on a profound respect for the well-being of each child.

Montessori emphasizes the potential of the young child, by utilizing special teaching materials and specially trained teachers. The Montessori materials awaken the child's desire to learn and channel his/her curiosity into a learning experience. The materials (games/toys) help the child learn different concepts by associating abstract concepts with concrete sensorial impressions. In the Montessori system, the child learns and progresses at his/her own pace according to his/her own abilities. This philosophy and the freedom, that accompanies it, allow the child to choose the exercises he/she wishes to work on; the directress closely monitors these choices and provides the required help when needed. The true value of the Montessori program becomes apparent through the development of self-discipline, self-mastery and a love of learning. In a Montessori environment it is important to look at all aspects of the child's development: physical, intellectual and spiritual. **By nurturing the healthy development of all aspects of each child's development we support their growing sense of self and the child learns to belong and adapt to his environment.**

In a Montessori school parents are encouraged to attend regular Montessori presentation. This solidifies the bond between; children, families and educators to ensure everyone are working towards one common goal ...the well-being and healthy development of each child.

The Montessori classroom offers a wide variety of unique educational didactic materials. (Self-teaching aid) The goal of these is an internal one to aid the child's mental development and self-construction. The material provides a stimulus that captures the child's attention, imagination and initiates a process of concentration. The child uses these apparatus to develop his co-ordination, attention to details and good work habits. The young child begins by doing simple exercises that he or she will enjoy. The exercises that the child will do starting at 1.5 to 4 years of age will help develop concentration, co-ordination and work habits necessary for the more advanced exercises he or she will undertake at 5 and 6 years of age. It is because of this progression in the material that our children are capable of such great academic achievements.

The Montessori directress acts as a guide in a Montessori class. She/he is a facilitator in the classic sense of that word. Dr. Montessori believed that children are capable of discovery and it is that thrill of discovery which leads to all sorts of creative enterprise. The class directress prepares the classroom carefully by being sensitive to each child's needs, considering the planes of development. Most lessons are given individually to the children. The time when a new exercise is presented is based upon careful observation by the directress and in respect to each child's progress. After completing the toddler program (1.5 to 3) a child enters the casa class and stays in the same Casa Montessori class for 3 years.

The Montessori prepared classroom is one of the key elements to provide a good learning experience to the young child. In all of these areas of the Montessori class, communication is fostered and encouraged. The Montessori class is like a micro society where you have to learn to live together and be respectful of one another.

Orleans Montessori Children's House (OMCH) is very involved in our community. We make regular visits to the local library and the Cumberland Heritage museum. We invite local artists, firefighters and police officers to give presentations at our school. We also rent the Cumberland hall semi-annually for our graduation and Christmas party, where we host a silent auction to help raise money for the local food bank.

At OMCH each child has a personal booklet where teachers keep track of their observations on the child's development and progress. Parent-teacher meetings – which occur two-three times per year -ensure that we update parents on their child's progress.

The school directress plans regular staff meetings – professional development (PD) days – does observations and meets staff members individually for evaluations to ensure that all staff follow the guidelines set out in our program statement and abides by the policies and regulations of the school. Every staff member is also expected to attend the parent evening lectures through the year. The purpose of these lectures is to give parents a better understanding of our program. If a staff member has difficulty following the guidelines set in the program statement different options will be proposed before the withdrawal of that staff member.

For example: Meeting with school directress, mentorship with other staff member, further training.

OMCH staff is encouraged to attend regular professional development conferences and lectures to better their understanding of child development and Montessori philosophy. At OMCH, we value our staff and we put every effort into creating a wonderful work environment.

Toddler Program

In the Toddler program, we encourage respect and care by fostering independence, language development, vocabulary, positive self-esteem. We also provide many opportunities for the child to develop their motor abilities.

The main teacher uses different tools to encourage positive relationships to develop between the staff and the children and also between the children themselves. Tools like: close observation, taking notes and evaluation. The main teacher guides the young child towards the appropriate activities to keep the interest of the child while challenging him.

In the toddler class we respect different culture and we nurture this experience with songs, stories and activities.

Our program's aim is to help the child develop good social skills as well as looking after his cognitive, physical, emotional development. Our practical life activities which are daily real life activities like washing a table, dusting, etc... engage the child in various exercises to develop independence, respect for the material, care for the environment, eye hand coordination, gross motor skills and concentration.

Finally, we work closely with the parents. A healthy relationship with the parents and good communication are the keys to make the toddler class a success.

Casa Program

The casa environment is divided into five basic areas: practical life, sensorial, language, mathematics and cultural.

In the practical life area the young child works with exercises that develop his concentration, fine motor skills and co-ordination. These activities also give him the opportunity to develop independence, proper grace and courtesy etiquette and good work habits. (eg: pouring, sweeping, table washing, hand washing, dressing frames, ...) The purpose of these exercises is to develop concentration and the attention to details as the child follows a regular sequence of actions finishing each task and putting away the material before moving on to the next exercise. These activities help the child: develop his independence by learning how to get dressed by himself

(dressing frames) , take care of himself (washing hands), take care of his environment

(washing a table) and also proper etiquette (greetings in the morning, thanking someone for a compliment). **These grace and courtesy exercises cultivate authentic, caring relationships and connections to his environment to create a sense a belonging among and between the children and the adults and the world around them.**

The sensorial exercises in the Montessori classroom are designed to sharpen the senses of the young child. The child at this level of development learns through hands on experience with the concrete material and all information he receives in his intellect is via the senses. The Montessori sensorial material helps the child to distinguish, to categorize and to relate to the new information that he or she is receiving. The child finds a sense of order in this material and acquires the joy of learning when there is order in his/her environment. By sharpening the child's senses he or she will be better equipped to understand the world around them and feel they belong.

The Language area is a very important part our curriculum. **Songs, finger plays, storytelling, book reading, encouraging communication and oral expression throughout the day all help foster communication and expression.** A lot of time is spent in the beginning doing different oral language games to make the child aware of the different sounds of our language. Once the child is aware of the different sounds of his language we then introduce our sandpaper letters. Tracing the sandpaper letters helps the child connect the sound with the symbol. After the child can recognize a good number of letters he or she can use the moveable alphabet (series of cut out letters) to spell different words. These activities serve as a preparation for writing and reading.

The Montessori material for mathematics lays down a strong foundation for numbers. The concept of quantity, the symbols for the numbers 1 to 10 and the decimal system are all introduced at this young age. The child in Montessori learns many different abstract mathematic concepts through the help of concrete material. The exercises presented teach the child how to calculate but furthermore, provide him with the deep understanding of how numbers function.

The last area is the cultural area. Montessori introduces geography, biology, geology, history, to the children of 2.6 to 6 years of age because at this age the children can joyfully absorb many difficult concepts if they see them in a concrete form. Furthermore, the cement which binds all of Dr. Montessori's work together is the notion that children must make the world a better place when they become adults. World peace was her cherished goal. Montessori maps should be in evidence as children learn from the earliest age that there is a world outside their school walls. **A strong cultural emphasis is a must in a Montessori school. By giving the world to the young child they better develop a sense of belonging to the world around them.**

In a Montessori class you will also find an area provided for different arts and craft activities, a music shelf and a quiet corner. A few reproductions of famous artists and a good selection of classical music provide opportunities for the child to develop his/her artistic and aesthetic sense.

This rich Montessori environment provides many new experiences for the young child to engage in active, creative and meaningful exploration work (games) using our Montessori material. Through the manipulation of our material the child is given the opportunity to explore and inquire.

**SCHEDULE 3
TUITION FEES
with CWELCC funding revised January 2025**

Base fees: \$22 per day

REGISTRATION FEES:

\$40 (NON-REFUNDABLE)

One cheque or e-transfer separate from tuition fees

****To complete the registration, in addition to A) registration fees please include tuition fees B) or E-transfer**

TUITION FEES: METHOD OF PAYMENT:

One cheque dated every first day of the month starting with

September 1st to June 1st or e-transfer payments before the first day of each month:

September to June.

(September payment: minus \$40 (registration fees))

MORNING PROGRAM (9:00 to 12:00) (8:30 to 11:30)

Casa: \$346 Toddler: \$ 429

EXTENDED DAY PROGRAM (9:00 to 3:30)

Casa: \$446 Toddler: \$ 446

FULL DAY PROGRAM (8:00 to 4:30)

Casa: \$446 Toddler: \$ 446

FEE REFUNDS:

At least two calendar months notice in writing is required if you wish to withdraw your child from the program. Where written notice is not provided, or received later than the deadline period, two payments are due in lieu of notice.

**** If enrolment is cancelled by parent prior to the commencement of the academic year, the registration fee and one payment are retained by the school.**

DISMISSAL:

The school reserves the right to dismiss at any time, any student, indefinitely or temporarily if the direction judges such measures necessary, either in the interest of the child or the school. If the school demands the dismissal of the child, the refunding of school fees would be prorated.

* There will be no reimbursements due to absenteeism.

Occasional daycare: arrangements must be made in advance

In the morning: 8:00 to 9:00 or After school hours: 3:30 to 4:30

Non-Base fees:

NSF returned cheque fees: \$20

Late pick-up penalty: School ends at **12:00** for the half-day children, at **3:30p.m.**

for the extended day children and **4:30p.m.** for the full day children. A penalty of

\$20.00 will be charged for late pick-up. Please be punctual.

Outing fees: outings are optional and fees depend on the outing

SCHEDULE 4
ORLEANS MONTESSORI CHILDREN'S HOUSE
RULES AND REGULATIONS

1. HOURS OF OPERATION

The school hours will be as follows:

- Morning session - bambino 8 :30 to 11 :30 / casa: 9:00 to 12:00
- Extended Day session - 9:00 to 3:30
- Full Day session - (8:00 to 4:30) or (8:00 to 3:30) or (9:00 to 4:30)

Please check with a teacher in attendance both when you leave and when you pick up your child. If the child cannot be picked up at or before closing time, it will be the parent/guardian's responsibility to make other arrangements unless otherwise arranged; children will not be released to any person other than those specified on admission form. When sessions are in progress, please try not to interrupt, since this can break the children's concentration.

2. OBSERVATIONS: casa

Parent/guardian and visitors are encouraged to observe the program. Observations are from 9:30 to 10:30 in the morning. Observations start after October 31st and go on until June 1st. To schedule an observation time, please call a week in advance. For the bambino class please discuss observation with the teacher.

3. REGISTRATION AND ENROLMENT

Registrations are deemed to be completed only after you meet the following conditions:

- 1) The school registration forms and parent's agreement forms have been completed and signed.
- 2) The registration fees have been paid and all post-dated cheques have been sent to the school or direct deposit.

4. FEE REFUNDS, WITHDRAWAL, DISMISSAL

Please refer to Tuition fee schedule (schedule 3).

5. MEDICAL

Your child is required to have a medical check up before entering the **ORLEANS MONTESSORI CHILDREN'S HOUSE**, and once a year thereafter. A medical form required by the Ottawa Public Health authorities must be completed on line prior to admission. Administration of any medication is the responsibility of the parent/guardian. For administration of medication please fill required form (see class teacher or website). If a child is found to be sick, the school may request that the parent/guardian keep the child at home. This is to be fair to the other children at the school. Emergency medical treatment such as first aid will be provided by the school or at the Children's Hospital and parent/guardian will be advised as soon as possible. The school strongly suggests that you write your child's health card number on the registration form for such emergencies. Regulations require daily outdoor play for each child. Therefore, it is our policy that children too ill to play outside remain at home.

6. SNACKS:

Nourishing snacks for the children are provided by the parents. The school's policy for snack is to have mainly fruits and/or vegetables. Every child is asked to provide some food for different PL activities in the class one or two weeks a year based on a roster drawn up by the directress. Please advise us of any food allergies your child may have.

7. MEALS

Full day children have to provide their own lunch. (See schedule 5 for Requirements from the Ministry of Education and form to be completed).

8. CLOTHING

Please dress your child in sturdy play clothes suitable for the season and the weather. Please tag all garments with the child's name in indelible ink. (Most important the winter wear: mitts, hats, boots, etc...)

Please supply one extra outfit in case of an emergency. This should be put in a plastic bag, bearing your child's name.

9. OFFICE RECORDS

Regulations require that our record must be kept up-to-date at all times. Please notify us promptly about any changes to basic data such as address, telephone number, doctor, marital status, emergency telephone number and update your child's immunisation records as needed.

10. TOYS

We do not encourage the children to bring toys from home. If they absolutely want to bring in something, we ask that the child leave it in his/her cubby-hole.

11. BIRTHDAY:

On your child's birthday, the parent/guardian is encouraged to send some pictures of the child.

12. DISCIPLINE

Children are disciplined in positive manner at a level that is appropriate to their actions and their ages in order to promote self-discipline, ensure health and safety, respect of other children and maintain equipment. You will be notified of any minor or major behaviour problems that occur, so that the consistency between the parent and teacher will be evident to the child. Spanking or other forms of corporal punishment will not be tolerated. The following will not be tolerated: deliberate harsh or degrading measures to be used on a child that would be humiliating or undermining a child's self-respect; deprivation of a child's basic needs including shelter, food, clothing; and using a locked room to confine a child who has been withdrawn from the other children.

13. PARENT INVOLVEMENT:

Daily contact with parents will be supplemented by individual interviews. Parents are urged to attend all school activities and meetings therefore participating as Montessori parents in the progress and development of their child.

14. LATE FEES

School finishes at noon for the half-day children, at 3:30p.m. for the extended day children and **4:30 the latest** for the all day children. A penalty of **\$20.00** will be charged for late pick-up. Please be punctual.

15. STUDENT TEACHERS AND VOLUNTEERS

Student teachers and volunteers are never left alone with the children.

16. SERIOUS OCCURRENCE:

Serious occurrences are incidents at school which are important to mention to all parents. (abuse, death, serious injury, disaster, complaint...) When a serious occurrence occurs at school a notification is posted to inform all parents. The Ministry of Education is also advised of the situation.

17. OUTINGS AND EXCURSIONS: No outing during covid

A parent signature is required on the Parent Agreement Form to authorize OMCH staff to take the children for nature walks outside the school's fenced in area. For any other outing by bus, parents are advised in advance on our monthly calendar and a parent signature is required for each outing.

18. PROHIBITED PRACTICES:

OMCH does not permit any of the following:

- a) corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);
- b) physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent).
- c) locking the exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision. Unless such confinement occurs during an emergency
- d) use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth
- e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f) inflicting any bodily harm on children including making children eat or drink against their will.

19. EMERGENCY MANAGEMENT POLICY:

OMCH has an emergency management policy in place and parents will be contacted by phone or email in case of emergency.

ORLEANS MONTESSORI CHILDREN'S HOUSE
DAILY ACTIVITIES
CASA CLASS

Due to the nature of the Montessori method, a detailed account of a typical day is not possible as each child is allowed to work at his/her own pace with various Montessori materials.

8:00 - 9:00	Greeting outside or inside
9:00	Casa children enter class
9:00 - 11:30	Individual or small group presentation** and individual work with Montessori material.
	Snack:
	Story time, Yoga, Library, Ski : choice of time and day is left to the teacher
	Circle* with the children: on occasion
11:30	Children get dressed to go outside.
11:30 - 12:30	Outside free play
12:00 -	Pick up for morning program children: Thursday : distribution of children's work for morning children
12:00 - 12:30	The extended and all day children come in and get ready for lunch.
12:30 - 1:00	Lunch.
1:00 - 1:30	Rest and/or quiet time for the children of the extended day and full day program.
1:00 - 2:30	Nap for the younger children. Younger children reintegrate the class as they wake up.
1:30 - 3:15	Individual and/or small group (2 to 3 children) presentation and individual work. **Twenty minutes group presentation sometime in the afternoon.
3:15	Responsibilities. The extended day children get dressed to go home; Thursday : distribution of children's work.
3:30	The extended day program children leave to go home.
3:45	Snack for the full day program children/
4:15 - 4:30(covid)	Outside or inside free play. The full day children go home. Thursday: distribution of children's work.
* Circle: songs, rhymes, discussion	
** Group presentation: calendar, discussion, information on a cultural theme.	

ORLEANS MONTESSORI CHILDREN'S HOUSE
DAILY ACTIVITIES
BAMBINO CLASS

Due to the nature of the Montessori method, a detailed account of a typical day is not possible as each child is allowed to work at his/her own pace with various Montessori materials.

8:00 - 8:30	Daycare inside
8:30 - 9:00	Greeting and enter class
8:30 - 10:15	Individual or small group presentation, concentration and individual work with Montessori material.
	Snack:
	Personal hygiene
10:15	Circle time: Story and songs
10:30	Children get dressed to go outside after bathroom routine is completed
10:45 - 11:30	Outside free play
11:30 -	Pick up for morning program children:
11:30	The extended and all day children come in and get ready for lunch.
11:30 - 12:30	Lunch and bathroom routine
12:30 - 2:30	Rest / Nap
2:30 - 3:15	Snack and bathroom routine
3 :30	The extended day program children leave to go home.
3:30 - 4:30(covid)	Outside or inside free play. The full day children go home.

Schedule 5
Orleans Montessori Children's House
1212 Arbuste Cumberland, On K4C 1C2

**FOOD REQUIREMENTS FOR CHILDREN ATTENDING
FULL AND EXTENDED DAY PROGRAMS**

The Ministry of Education requires that all children attending a school/daycare for six or more hours per day receive nourishment in the accordance with the Canadian food guideline outlined in the schedule below. The Ministry also requires that if these guidelines have not been met, the school/daycare will supplement the child's snacks and lunch.

Food Group	Range of serving for one portion	Amount offered per child in attendance for 6hrs + at OMCH
Milk and milk products	125 to 175 ml	175 to 375 ml
Meat and alternates	30 to 60 grams	60 to 90 grams
Bread and cereals	50 to 125 ml or (½ to 1 slice)	175 to 450 ml or (1½ to 2½ slices)
Fruits and vegetables	125 ml or (¼ to 1 whole fruit)	250 to 300 ml or (2 to 2½ whole fruit)

Ice pack needed in lunch box.

Label lunch box and each individual container inside with child's name.

Only glass containers can be heated in the microwave. Please identify if container needs to be warmed up.

Nuts and peanuts are not allowed at school.

Identify on the lunch box if it contains eggs or products that contain eggs.

For home baked goods, please identify that they do not contain nuts/peanuts

OMCH Nutritional Regulations Form

Parent/guardian have read and understand the Ministry of Education nutritional requirements for pre-school children. Parents agree to allow OMCH staff to supplement my child's lunch or snack if needed to ensure that these requirements have been met. Available for your child, if needed, at any time.

Chicken/rice soup and whole wheat bread
Cereals (cheerios) and 2% milk
Fruit salad
Water

tuna and crackers
oatmeal and 2% milk
fruit sauce
2% milk

baked beans

Child Care Centre

Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Orleans Montessori Children's House Inc

Date Policy and Procedures Established: Nov 17, 2023

Date Policy and Procedures Updated: Nov 17, 2023

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at **OMCH** as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- **OMCH** will ensure that any child receiving child care at **OMCH** is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- **OMCH** will only dismiss children into the care of their parent/guardian or another authorized individual. **OMCH** will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone

other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on **OMCH Leave with document** or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).

- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at OMCH and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the **school directress** and they must commence contacting the child's parent/guardian no later than 10:00. School directress will make contact with parents by calling or emailing parents and will leave message to get a response asap.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up (5 min after school hours), staff or school directress shall contact the parent/guardian **by phone** and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must inform school directress. Where the individual picking up the child is an authorized individual and their contact information is available, the staff

shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall inform school directress who will stay with the child until child is released to parent or other authorized individual on child's list.

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5 min after closing time, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall **contact** the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian].
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact emergency contact name for that child.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file : the emergency contacts. by 20 min after closing time; the staff shall proceed with contacting the local Children's Aid Society (CAS) 613-747-7800 Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Option 1: Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

OMCH waiting list policy

OMCH does not charge a fee or collects money for the placement of a child on our waiting list.

Children are placed on our waiting list according to age and spoken language. To maintain our Montessori principles of mix age group and bilingual environment the age and spoken language of the child is important. Spots will be available on a first come, first serve order as long as the age and spoken language are appropriate at time of availability.

The waiting list will be kept in the office to maintain privacy of the child listed on it, but parents or guardians can be informed of the position of a child on the list. The wait list is reviewed every February.

Once a spot is offered to a child the parent is asked to pay the registration fees to secure spot.

OMCH Parent Issues and Concerns Policy and Procedures

Name of Child Care Agency: Orleans Montessori Children's House Inc.

Date Policy and Procedures Established: August 12, 2017

Date Policy and Procedures Updated: August 28, 2017

Purpose

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

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each home child care agency it operates (i.e. the operator).

Home Child Care Provider: The individual with which the home child care agency has established an agreement for the provision of child care in their home premises.

Staff: Individual employed by the licensee (e.g. home visitor).

Policy

General

Parents/guardians are encouraged to take an active role in our home child care agency and regularly discuss what their child(ren) are experiencing with our staff and child care providers. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by School directress 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. 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 3 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, child care providers, other persons in the child care premises, 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 agency 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, child care provider and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the child care agency head office.

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.asp>

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Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
Program-Related E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to – the child care provider directly or – the school directress.	– Address the issue/concern at the time it is raised; or – arrange for a meeting with the parent/guardian within [3] business days.
General, Agency- or Operations-Related E.g: fees, placement, etc.	Raise the issue or concern to: – the school directress	Document the issues/concerns in detail. Documentation should include: – the date and time the issue/concern was received; – the name of the person who received the issue/concern;
Provider-, Staff-and/or Licensee-Related E.g: conduct of provider, home visitor, agency head office staff, etc.	Raise the issue or concern to – the individual directly or – the school directress All issues or concerns about the conduct of the provider or staff that puts a child's health, safety	– the name of the person reporting the issue/concern; – the details of the issue/concern; and – any steps taken to resolve the issue/concern and/or information given to the parent/guardian

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
	and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.	regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter.
Related to Other Persons at the Home Premises	Raise the issue or concern to – the child care provider directly - or – the school directress All issues or concerns about the conduct of other persons in the child care premises that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.	Ensure the investigation of the issue/concern is initiated by the appropriate party within [3] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer- Related	Raise the issue or concern to – the person responsible for	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
	supervising the volunteer or student or – the school directress Note: All issues or concerns about the conduct of students/volunteers that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to School directress.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 must be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333
or childcare_ontario@ontario.ca Licensee Contact(s): Doris Jordan, RECE/ÉPEI Program

Advisor, Ottawa Region Child Care Quality Assurance and Licensing-Early Learning
Division, Min. of Education Office 613-787-5278 /Toll free 1-800-267-5111 ext
5278 Doris.jordan@ontario.ca

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care agency it operates and each premises where the licensee oversees the provision of child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.