



Princess Margaret Nursery School

PARENT HANDBOOK

POLICIES AND PROCEDURES

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About Princess Margaret Nursery School

Princess Margaret Nursery School was established in 1982 under the direction of Mrs. Cathy Morrison and Mrs. Wendy Boyd. These two parents were concerned with the quality of existing nursery school programs in the area. With the support and encouragement of other mothers in the area, they opened Princess Margaret Nursery School. Mrs. Brenda Ede was the Executive Director from 1985 until her retirement in June 2019. Mrs. Danielle McIndoo has been the Executive Director since September 2019 and previously taught Kindergarten at St. George's Junior Public School. In 2024 Mrs. Danielle McIndoo developed The IBC Network Foundation Canada, a charity organization that is dedicated to funding life-saving research, driving crucial education, and unwavering support for those facing Inflammatory Breast Cancer. Mr. Kevin Ribeiro has taken over as Executive Director Since September 2024.

Princess Margaret Nursery School is a fully licensed non-profit organization. It is licensed annually by the Ministry of Education, Early Years Division (MEDU) under legislation of The Child Care & Early Years Act 2014 (CCEYA) which replaced the Day Nurseries Act.

Our caring staff meets all qualification standards established by the MEDU and The College of Early Childhood Educators (CECE). Early Childhood Educators must register with the College. Our teachers come from a variety of educational background and experiences. They engage with, observe and listen to children. They are trained to be attuned to what children know, what they wonder about and their working theories about the world around them. They are engaged in self-reflective, ongoing learning that relates to their practice in early childhood education. They are competent, caring and resourceful professionals.

All staff must have a valid certification in standard first aid, including infant and child CPR, issued by a training course approved by WSIB or a director. Additionally, a criminal reference check, including vulnerable sector screening, is required for all staff, volunteers and students on placement who work directly with the children. The criminal reference check must be valid within six months of starting with Princess Margaret Nursery School.

Princess Margaret Nursery School is managed by a volunteer Board of Directors consisting of parents with children in the program and interested community members. Each Director holds office for a twelve month term and is eligible for re-election. The Board meets approximately six times during the year.

Our Programs

Jr. Preschool Program

Jr. preschoolers have endless energy and curiosity, and our 2-day Jr. Preschool Program is set up to help children explore and understand the world around them. Our curriculum centers around building early developmental foundations. Teachers plan specific learning activities that incorporate our monthly themes and focus on the main areas of development (social, emotional, communication, language & literacy, cognitive, and physical). Concepts such as cooperation and sharing are introduced while children's growing independence is encouraged. At this stage Jr. preschoolers have developed an awareness of others and are learning how to successfully interact with one another as they develop their social skills. Children begin to make connections as they learn to explore their environments in a more purposeful way. Our goal is to provide a caring, safe and fun first school experience for your busy little learner!

Sr. Preschool 3 Day Program

Sr. Preschoolers are really starting to learn about making choices and how to interact with their friends. At this stage Sr. preschoolers are true inquirers and they delight in new challenges and in taking ownership over the learning process. Our curriculum builds on what they've been learning in our Jr. Preschool Program and helps to prepare them for Kindergarten. Planned activities continue to center around our monthly themes and incorporate all areas of development. Through play and both child and teacher directed activities, games, songs, stories and physical indoor and outdoor experiences, children will explore numbers, letter recognition and sequence, colours and shapes. We foster the development of social skills, problem solving and learning how to self regulate.

The 3 day Program is a good fit for families who aren't yet ready to send their children to school 5 days a week. Your child will receive many learning benefits, including building peer and teacher relationships, consistency of routine and actual learning. It is also an easy transition for these children when they are ready for the 5 day Program.

Sr. Preschool 5 Day Program

The 5 day program will help to ensure your child is prepared for their Kindergarten journey while still focusing on the developmental domains. It is a smaller class and tends to fill up quickly. The curriculum extends the learning already happening in the 3 Day class and focuses specifically on Kindergarten readiness skills (learning how to recognize and print their name, phonemic awareness, learning how to act in a classroom setting, how to self-regulate, ask questions for more information, use strategies to solve peer problems, follow multi step directions, etc). Our teachers guide children to play well together and to be independent while also expressing their emotions. The 5 day Program enables children to really settle into a consistent routine, social structure and the daily lessons so that they are learning and retaining as much as possible prior to Kindergarten. Attending school 5 mornings a week gives children more opportunities to explore, inquire and reinforce learning concepts. Our teachers understand that children develop at their own pace and are here to meet them where they are and support their individual learning needs.

Ages of Children

Princess Margaret Nursery School is licensed to operate a preschool program for 32 children (ages 31 months - 5 years) both Jr. and Sr. Preschool age.

The school accepts eight children in the two-day Jr. Preschool Program (Tuesday and Thursday) and sixteen children in the three-day Sr. Preschool Program (Monday, Wednesday and Friday). Provided there is enough interest, 8 of the 16 preschool children in the Sr. Preschool Program may choose to attend the 5 day program and will attend school Monday through Friday.

The child-teacher ratio is 8:1

Days and Hours of Operation/Holidays

The times of operation are from 9:00 a.m. to 11:30 a.m. Monday to Friday, from approximately the second week of September to the second week of June. All statutory holidays, Christmas break, Spring break Good Friday and Easter Monday are observed. A calendar of holidays is included with the registration package.

Periodically, program time and location changes may be necessary. Such changes may include Christmas events, picture day and graduation day. Parent co-operation is greatly appreciated.

Program Statement

Princess Margaret Nursery School is dedicated to supporting children's learning, development, health and well-being. Our programs are consistent with the Ministry of Education policies, pedagogy and curriculum. Some of the Ministry documents we reference in our programs include:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Ontario Early Years Framework
- Ontario Early Learning Framework
- Think Feel Act: Lessons from Research About Young Children
- Early Learning for Every Child Today

Our Program Statement is a guide for staff, regarding children's programming and pedagogy (how children learn). It outlines strategies, practices, and goals that guide our interactions with children, parents and colleagues to support positive, professional and respectful interactions.

The philosophy and practice of Princess Margaret Nursery School is based upon "How Does Learning Happen? Ontario's Pedagogy for the Early Years 2014" (HDLH). It is grounded in current research in early child development. To read the Minister of Education's Policy Statement please go to this link: <http://www.edu.gov.on.ca/childcare/pedagogy.html>

Both “How Does Learning Happen?” (HDLH) and “Early Learning for Every Child Today; A Framework for Ontario Childhood Settings” (ELECT) provide a framework for structuring the program and practices of Princess Margaret Nursery School. They provide goals for children and expectations for programs. ELECT sets out six principals to guide practice in early year’s settings.

Princess Margaret Nursery School’s programming seeks to foster:

- Positive experiences in early childhood that set the foundation for lifelong learning, behaviour, health and well-being.
- Partnerships with families and communities which are essential.
- Respect for diversity, equity and inclusion.
- An intentional, planned program that supports learning.
- Play and inquiring learning approaches that capitalize on children’s natural curiosity and exuberance.
- Caring, knowledgeable, responsive and reflective educators.

The document “How Does Learning Happen?” is organized around four foundational conditions of what children should experience daily;

- 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.

These four foundations are our goals for children and apply regardless of age, ability, culture, language, geography or setting.

Children are viewed as competent, capable, curious and rich in potential

Princess Margaret Nursery School plays an important role in supporting children’s learning, development, health and well-being. We believe that children grow, flourish and succeed in programs that focus on active learning through play, exploration, and inquiry. Through this active learning process, children learn that they are capable, and that they are able to make decisions and solve problems about activities that are meaningful to them. Children learn best when they are interested and engaged in play experiences both indoors and outdoors that encourage and support exploration and manipulation of materials of their own choosing.

PMNS will implement the following approaches to foster the children’s exploration, play and inquiry:

- A wide variety of interesting objects and open-ended materials will be provided for children to explore with their senses, manipulate and investigate
- Indoor and outdoor learning environments and experiences will be designed to spark curiosity and invite investigation with children as co-planers and co-learners

- Provide flexible program adaptation to ensure we provide equal learning experiences for all children
- Toys and materials will be provided that encourage construction and exploratory questions as well as awareness and understanding of literacy and numeracy development
- Ample opportunities will be provided through large blocks of time to engage in sustained complex play and inquiry

At all ages and stages children benefit from playing alone and exploring their own interests. When playing with other children, social skills are learned and practiced. Play is a child's most natural way to learn.

- play develops curiosity and self-determination
- play builds knowledge of ourselves and social relationships
- play builds self-esteem, a sense of personal power and problem -solving skills
- play builds language and communication skills
- play builds both large and small muscles



Our programs provide a variety of positive learning experiences that support child initiated learning and adult supported experiences, including indoor and outdoor play, active play and opportunities for rest and quiet time. Daily programming is developed and adapted by the staff to reflect children's individual stage of development and interests. These learning experiences are based on observations of each child and on the staff's knowledge and training regarding child development and learning. We believe that it is important to incorporate flexibility in our programming so that each child can indulge their curiosities and extend their capabilities.

Children can explore, try new things, all the while learning and developing at their own pace. PMNS staff are responsible to children's individual needs and strive to consistently provide a high quality early learning and care program to support children to reach their full potential.

A Typical Day

Our daily schedule may change on occasion depending on special planned activities and/or spontaneous activities initiated by the children and/or teachers.

Daily Morning Routine	
9:00 – 9:05	Arrival
9:05 – 10:00	Free Play (Children have the opportunity to explore toys and learning activities structured around language & literacy, arts & crafts, music & movement, science, sensory, dramatic & pretend play, blocks & construction)
10:00 – 10:05	Tidy Up
10:05 – 10:30	Circle Time
10:30 – 10:45	Snack
10:45	Washroom
10:45 – 11:10	Outdoor Play/Book Time/Free Play
11:10 – 11:25	Tidy Up/Circle Game or Story/Goodbye Song
11:25 – 11:30	Get Dressed
11:30	Dismissal

A typical nursery school day includes free play, creative activities, STEAM (Science, Technology, Engineering, Art and Math) activities, music, snack and outdoor play (weather permitting). Each day we get together as a group where songs, games, finger plays, cognitive activities and inquiries are presented and reflected upon. Free play includes the dramatic center, shelf toys, water and sand table, play-dough, puzzles and toys. Creative activities include cutting and pasting, colouring, painting, crafts and finger-painting. The music component includes singing, instruments and creative movement. Outdoor play provides opportunity for the development of gross motor skills. Large motor activities also take place in the classroom especially on days where we can't get outside. Communication, language and literacy skill development are incorporated in all program activities.

Thanksgiving, Halloween, Christmas, Hanukkah, Chinese New Year, Valentine's Day and Easter activities and other Multicultural holidays are also included and considered a fun and important learning opportunity for children.

Health, safety, nutrition and well-being of children

The health and safety of the children in our care as well as the staff and parents is of the utmost importance to us. PMNS meets and strives to exceed all health and safety requirements of the Ministry of Education and local government bylaws. This information is also discussed in our policy manual.

PMNS understands the importance of physical and mental health and wellness. We incorporate goals in our program that nurture children's healthy development and support self-care, sense of self, and self-regulation skills. PMNS staff observe patterns in children's health and provide consistency in programming, snacks and physical activity. We promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment, nutrition based on Canada's Food Guide, limited transitions, and unnecessary disruptions to play.

Each child is given individual attention during our program and made to feel comfortable and valued by our staff and their peers. As part of contributing to building a healthy, balanced sense of self and relationships with peers we foster positive character attributes such as respect, empathy, compassion and responsibility.

Relationships among children, families, staff and community partners

Princess Margaret Nursery School strives to provide a high quality, supportive, family-centered program in a warm, safe and responsible environment. We foster collaborative and co-operative relationships among families, children, staff and the school community. Our goal is to create sense of belonging and build a partnership with families by establishing trust and engaging in ongoing, positive and effective communication with parents about the program and their children. PMNS involves local community partners to support the children, their families and our staff. We reach out to community partners such as Families Together, Toronto Speech and Language, The City of Toronto (special needs support), Public Health and the local fire department. We share their resources with our parents through emails, newsletters and postings and/or handouts in the classroom and welcome discussion. PMNS has a strong relationship with the local public school (St. George's JPS) and we often encourage our families to participate in their events and activities. We share resources and have ongoing communication with the teachers, school administrators as well as with the before and after school program. For example, we participate in the school fire drills and social events such as the annual Halloween parade, which our parents support and look forward to.

Parents are welcome to arrange informal meetings with the staff to discuss any areas of concern and/or to share important information regarding their children. Families are also informed and invited to participate in the classroom and our Annual General Meeting. Families are valued as active participants and contributors. They provide diverse social, cultural and linguistic perspectives. We see families as experts who know their children better than anyone and have important information to share with us.

Along with Thanksgiving, Halloween, Christmas, Valentine's Day and Easter we like to integrate cultural events and religious holidays of the community Princess Margaret Nursery School represents. Parents wishing to share religious or cultural holiday traditions are welcome to come into the class and make a presentation and/or provide a craft or activity. These visits are always so meaningful and fun for the children. Please arrange a date with Mr. Kevn Ribeiro

Positive self-expression, communication and self-regulation

We promote children's communication, self-expression and self-regulation within all aspects of our programs. PMNS strives to be an inclusive environment that focuses on active play-based learning where children are naturally encouraged to express themselves in a variety of ways. We seek to be aware of, support, encourage, respond to and document the many ways in which children express themselves, articulate their ideas, the variety of strategies they use to communicate.

Our staff encourage the children to interact and communicate in a positive way and support their ability to self-regulate. Bulletin Board displays, photographs, and the children's work will help to document and communicate the children's expression of their learning.

We also seek to honour and reflect children's home language and culture in our programs. We welcome children of all abilities and believe that respect for diversity, equity and inclusion is vital for optimal development and learning. PMNS utilizes programming strategies such as individual support plans to foster an inclusive learning environment in which every child can participate. We view the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment.

Documenting and reviewing the impact of PMNS programming

Documentation is such a powerful tool for educators, families and the children in our care. We recognize that pedagogical documentation is a wonderful way for our staff to learn about how children think and learn. Program staff will use documentation through observation, planning, reflection and evaluation as a tool to capture the rich experiences and learning that occurs daily and to aid in their future planning. Documentation will be used to review the impact of the strategies on the children and their families as set out in this program statement.

Documentation also allows us to value children's experiences, reflect on those experiences, co-plan with the children about learning, to keep an open and ongoing dialogue with families about their children's experiences, as well as an opportunity for self-reflection for staff. PMNS's approach to documentation includes individual child portfolios, written and photographed documentation of learning experiences in the classroom shared with parents via our Remind app, newsletters to parents with opportunity for providing feedback, and displays of children's artwork and creations using building materials.

Our staff recognize and value the uniqueness in every child. They engage with the children as co-learners and provoke their curiosity while guiding positive interactions. They know how to support children's emotions, when to intervene and how to stimulate further thinking. Our staff are committed to building self-awareness and regularly reflect on the practices and the program as they engage in new learning experiences, both individually and with colleagues.

PMNS is committed to hiring, training and fairly compensating staff. We see our educators as knowledgeable, reflective, resourceful and rich in experience and we value the experiences and environments created for the children. We believe that good educators are always learning and support our staff with continuous professional development through meetings, workshops and seminars as the opportunities arise.

PMNS's Program Statement is reviewed on a regular basis with the staff at regular meetings to reflect on the impact of the strategies set out in the Program Statement on the children and their families. It is also reviewed annually by the Executive Director to ensure that it is aligned with the Minister's policy statement and any new and relevant legislation.

Fees

Understanding the fees:

A **base fee** includes:

- parent fees for anything a licensee is required to provide under the regulation (for example, supervision, play materials, bedding, development of individualized plans, and food where it is mandatory for parents and required by regulation for children under 44 months.)
- mandatory fees a parent must pay in order to receive care (for example, a registration fee or deposits)

Current Fee Schedule

Payment of fees are required at the welcome meeting in September as per the Fee Schedules below. All post-dated cheques are to be dated the first of the month, payable to Princess Margaret Nursery School.

Fee Schedule I

Payment of fees to be made in one lump sum:

Two Day Jr. Preschool Program	\$4250.00
Three Day Sr. Preschool Program	\$4400.00
Five Day Sr. Preschool Program	\$7200.00

Fee Schedule II

Payment of fees to be made by nine post-dated cheques, dated the 1st of each month.

First Cheque covers September and June Fees – dated September 1st:

Two Day Jr. Preschool Program	\$850.00
Three Day Sr. Preschool Program	\$880.00
Five Day Sr. Preschool Program	\$1440.00

Cheques two to eight – Payment for October, November, December, January, February, March, April and May:

Two Day Jr. Preschool Program	\$425.00
Three Day Sr. Preschool Program	\$440.00
Five Day Sr. Preschool Program	\$720.00

Please note the \$150 registration fee is additional to the fees listed above and due at the time of registration.

Fees are not pro-rated monthly but reflect the annual tuition costs and are broken down into monthly instalments for your convenience. Payment of fees is to follow the fee schedule outlined above.

Non-base fees are for optional items or optional services, such as, late fees or NSF fees in accordance with the terms of the agreement between the parent and licensee.

PMNS is not currently enrolled in the Canada Wide Early Learning & Child Care Program. It is unclear how the proposed funding model will address things like increased operating costs,

salary increases for employees who are above the CWELCC wage floor, as well as the question of how much autonomy we will maintain in our day-to-day operations. As a half-day nursery school, PMNS philosophies and programming differ greatly from daycare settings. As this is the just the first full school year of the CWELCC roll out, we feel it is necessary to have a better understanding of how participation in the CWELCC might impact the quality of our programs. As things continue to unfold, we will reevaluate our decision to apply at a later date and will continue to notify you as things progress.

Payment of a one-time, non-refundable registration fee is to be made at the time of the initial registration. This registration fee applies to each year of enrollment and to any subsequent children of a registered family who enroll in the school.

Fees shall be set prior to the commencement of school. Please refer to our “Fee Schedule” for the current school year fees. Upon request, the Executive Director shall provide a receipt for payment and the receipt will be provided free of charge.

Payment

Full payment of fees are required at the welcome meeting in September as per the current Fee Schedule. It should be clearly understood that your commitment for enrollment is for the entire school year. Payments can be made in one lump sum or monthly, by post-dated cheques or email money transfers to princessmargaretns@hotmail.com. If you are paying monthly, we require the **first payment dated September 1st to include both the September and June fees**. The remaining 8 payments should be dated or scheduled for the 1st of the month from October through to May as per the Fee Schedule. Cheques are payable to Princess Margaret Nursery School.

Registration Fee: Due on the day the registration form is submitted, non-refundable

Program Fees (lump sum): Due for the 1st of September

Program Fees (post-dated cheques): Due for the 1st of each month

An administration fee of \$25.00 will be charged for late EMT payments and cheques that are returned (NSF) to us by your bank. If a family is consistently late with payments, we reserve the right to refuse care until payment is provided and may permanently terminate the care of any child or children if fees are in arrears.

Admission and Discharge Policy

Families who are offered a space and wish to enroll their child in school will be given a Registration Package along with our Parent Handbook and any other necessary information. A reasonable period, to be determined by the Executive Director, will be allowed for the return of the registration forms. The registration fee is to accompany the registration forms in order to hold a child's place in the program for September.

A meeting will be arranged in early September to familiarize you and your child with the facilities, answer questions and review completed admission forms prior to the commencement of school. Please note: The Ministry requires a completed immunization record for each child prior to enrolment. This health form must be included at the meeting in September or your child will not be admitted to the Nursery School until such information is provided.

Although many policies are reviewed with each parent during the welcome meeting, parents are responsible for reading **all** policies and procedures found in the Parents' Information Binder located in each portable. In the signing of the registration form, parents agree to comply with all policies of Princess Margaret Nursery School. Failure to comply may result in the withdrawal of your child.

Written notice of permanent withdrawal must be given three weeks in advance. Full refunds will not be given after October 31. Withdrawal from the program after October 31 will result in a fine equal to one fee installment, as per the Fee Schedule. Upon receiving written notice, a prorated refund from the "Balance of Tuition" will be given (including post-dated cheques where applicable.) Should Princess Margaret Nursery School be forced to close due to circumstances not of their own making or to circumstances beyond their control, fees for lost days will not be refunded. Should a child be accepted to Princess Margaret Nursery School after September registration, the principle governing the Withdrawal Policy will be applied. Registration is contingent upon agreement to these conditions through the signing of the registration form.

Pick-up Policy and Late Pick-up Charge

If for any reason your child is to be picked up by someone other than the parent or designated guardian (according to the child's registration form), staff must be notified in writing of this change. In the event of an emergency change in plans, please call the Nursery School at (416) 233-8213 during school hours and/or send a message on the Remind app or email princessmargaretns@hotmail.com after hours.

Nursery School finishes at **11:30 a.m.** At this time, a staff member will open the door and call the child by name. Each child is released on an individual basis. Please ensure that a parent or caregiver meets the child at the door and is available to help them down the stairs.

Please make the effort to be on time. Please keep in mind that all staff have other commitments that depend on your **prompt** arrival. If a parent is consistently late, one warning will be given. Then a charge of \$1.50 per minute will be made. We recognize the fact that emergency situations may arise. One teacher is prepared to stay late if necessary. A phone call to report any emergency would be appreciated by the staff. If an older sibling is to be picked up at the same time, please arrange your timetable so that the child at Princess Margaret Nursery School is picked-up prior to 11:30 a.m.

Safe Arrival and Dismissal Policy

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 the child care centre 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

- Princess Margaret Nursery School will ensure that any child receiving child care at the child care centre 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.
- Princess Margaret Nursery School will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the child care is no longer responsible for that child upon their dismissal.
- 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.

Procedures

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 the emergency contact card and listed on the Parent Code of Conduct, 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 the child care centre 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:
 1. inform the **supervisor**, and they must commence contacting the child's parent/guardian no later than **10:00 am**. Staff shall telephone call, send text message, send remind message or email. Staff must call at least once and leave a message or make contact with a parent/garden or adult on emergency contact list to confirm absences.
 2. Staff must attempt a remind message and/or Text message followed by a telephone call and leave a message on voicemail.
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 **11:45pm** the program staff shall contact the parent/guardian by phone call 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 call again and leave a message for the parent/guardian as well as leave a Remind message to the parent/guardian. 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 contact emergency contact, wait until program closes and then refer to procedures under “where a child has not been picked up and program is closed”.]

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 12:00pm (noon), 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 **contacting authorized individuals listed on the child's file.**
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by **12:30**, the staff shall proceed with contacting the local Children's Aid Society (CAS) **416-924-4646**. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

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.

Wait List Policy

PMNS will implement transparent, effective and equitable wait list procedures that will ensure that spaces available in our programs are open to all families in our community. Where the maximum capacity of the program has been reached and spaces are unavailable for new children to be enrolled, the wait list procedures set out below will be followed.

Families with children currently enrolled in the school will be given a registration form in January if they wish to enroll that child for the next school year. Names will be entered on the pre-registration list according to the date the form is received by the Nursery School. A reasonable period, to be determined by the Executive Director, will be allowed for the return of

forms. Open registration (the waiting list) will take place in January or February after the deadline for pre-registration.

Every family interested in registering their child at the Nursery School will be put on the waitlist in the order of the date they contacted the Nursery School. When spaces are made available, they will be filled in the following priority order:

- Children with siblings currently attending PMNS
- Families with children who were previously registered at PMNS
- Children on the Wait List

Families are given 48 hours to respond. If there is no response from the family after the 48 hours, it will be assumed that the family is no longer interested, and the Executive Director will offer the spot to the next family on the waitlist. If a parent declines a space in the program when it becomes available, they move to the end of the wait list.

No fees are charged to be placed on the PMNS wait list. Families on the wait list are not permitted to switch spots amongst themselves. Parents are welcome to enquire about their child's status on the wait list at any time. Please note that PMNS will not disclose any personal information of any other families on the wait list, you will only be provided with your child's numbered position on the wait list.

Snack

Princess Margaret Nursery School will be providing a **nutritious snack and water, milk or pure fruit or vegetable juice**. Each family will be responsible to contribute to the snack on a rotational basis for the entire class. You will be emailed a snack calendar each month with your child's assigned snack dates. Along with the snack menu. Parents are encouraged to contribute to the snack with a healthy well-balanced snack item that will provide not only nutrition but will also allow children to taste a wide variety of foods.

Our snack foods will be easy for the child to handle and not detrimental to dental health. Proper hydration is important for children. Drinking water is always available. A snack calendar and menu is posted for each month (as well as a copy e-mailed or sent home.)

Rules for Parents for snacks brought from home

To ensure a safe environment and safe snack choices, **no cut fruit, or vegetables will be accepted. However, it would be greatly appreciated if all fruits and vegetables were washed. All snacks must be brought in their original unopened packaging.** No "homemade" snacks will be accepted. Please read all packaging carefully and regularly. Allergies will be noted on the calendar. Please read this information. It is **imperative** that snack choices **DO NOT** include peanuts, peanut by-products, tree nuts (almonds, hazelnuts, pistachios, macadamia, walnuts, cashews and pecans.) and all other allergens. A list of allergies will be

provided to the families at the beginning of the school year, as well as on the monthly calendar. Do not include any food with the label “May contain” or “Made in a facility that uses nuts.” Parents are encouraged to read and follow the “Canada’s Food Guide” when providing snacks.

SAFE SNACK EXAMPLES		
School Safe Products by Treasure Mills	Mini Bagels (Cinnamon Raisin)	Crackers (There are a variety that are nut free.)
Mini Croissants	Cheese	Cheese sticks
Cookies (occasionally)	Yogurt, yogurt drinks	Jello Cups
Apple Sauce	Bananas	Strawberries
Grapes (red and green)	Baby Carrots	Grape/Cherry Tomatoes
Oranges	Clementines	Cereal Bars
Raisin Bread	Bread Sticks	Nut Free Granola Bars
Fish Crackers	Dried Fruit (raisins, cranberries, apricots, etc.)	Cereal – Cheerios, Shreddies, etc.

Birthdays

Birthdays are celebrated at Princess Margaret with song and special recognition. To enhance this celebration for your child you may wish to include a special treat for the class such as peanut/nut free pre-packaged cupcakes. However please still bring the regular snack, fruit and beverage. Please check the snack list for notification of your child’s birthday snack day.

Hand Hygiene Practices

To help reduce illnesses caused by common bacteria, each parent is required to either take their child to the washroom and wash the child’s hands using soap and water or use the hand sanitizer provided in the portable. This is to be done prior to 9:00 a.m. entry into the classroom. Parents are advised that the Nursery School uses hand sanitizers prior to sensory activities that the children take part in. Our staff will ensure that proper hand hygiene is practiced often and when necessary (upon arrival, before and after eating, after using the bathroom/diaper changes, after covering a cough or sneeze). Frequent and proper hand hygiene (hand washing/hand sanitizing) is the best way to stop the spread of germs.

Washroom Routine

The washroom facilities to be used by Princess Margaret Nursery School are located in the main school building. **Parents are requested to ensure that their child uses the facilities prior to 9:00 a.m.** Children will then be taken to the washroom at regularly scheduled times throughout the morning and at any other time they need to go. We do not require children to be toilet trained, but we are happy to support your child with this when they are ready.

Outdoor Play and Neighborhood Walks

Outdoor play will occur daily depending on weather conditions. Please ensure children are dressed appropriately. Perhaps a sweater or light jacket could be left in the child's bag for those days when the weather changes. During the winter months, please make sure the child has **warm** outside wear (hat, mitts, scarf, **snow pants** and boots.) Winter weather conditions must be conducive to outside play. During warm weather days please provide children with protective clothing and administer sunscreen lotion just prior to school entry.

At times, under the supervision of program staff, children go on neighborhood walks, visit the park and natural outdoor experiences (such as the treed green space) near the school during program time. These walks provide a safe and stimulating outdoor play and learning experience for children. Children are supervised at all times. You will be asked to give permission for these neighborhood walks during the registration process.

Clothing and Possessions

Please dress your child in comfortable, washable play clothes. Clothing that is appropriate for physical activity, crafts, the weather and the season. **A second set of clothing and a pair of indoor shoes must be kept at the nursery school.** We recommend getting a small back pack to keep extra clothes, diapers and wipes in. **Children must wear shoes at all times. PLEASE LABEL ALL CLOTHING.**

Classroom Entry

The class room door will remain **closed** until 9:00 a.m. At this time, **a staff member will open the door** to welcome the children. Parents are requested to remain outside the class room until the door opens. Staff uses the time prior to school commencement to prepare the day's activities and discuss theme units. Parents are welcome to wait in the hallway of the main school building adjacent to the portables if early and in inclement weather.

Classroom Safety Practices

The portable doors may be locked after 9:00 a.m. entry. For entry, please knock and identify self and purpose of visit. Upon verification, a staff will open the door. Should staff feel unsafe or cannot verify identification; the door will not be opened. If necessary, a 911 call will be made or security called to ensure the safety and well-being of children, staff and visitors.

Infection Prevention and Control

Many infectious diseases and illnesses can be prevented through appropriate hygiene, sanitation and infection/control practices. For this reason, a policy has been put into place to ensure that all staff, volunteers and parents understand and adhere to the directives established by Toronto Public Health. Princess Margaret Nursery School will take every reasonable precaution to prevent the risk of communicable diseases, injury and infectious diseases within the classroom. Please refer to our “*Infection Prevention and Control Policies and Procedures*” in the Parent Information Binder for more information.

Please refer to Toronto Public Health’s “Guidelines for Common Communicable Diseases” which can be found by following this link: <https://www.toronto.ca/community-people/community-partners/early-learning-child-care-partners/infection-prevention-control-for-child-care-centre-operators/guidelines-for-common-communicable-diseases/>

Here you will find 3 charts that describe common illnesses and diseases along with information about the various signs and symptoms associated with them, how they are transmitted, what the infectious period is, whether to exclude children from the program and if so, for how long. Please take a moment to familiarize yourself with this valuable resource and perhaps consider printing out the charts for future reference.

Exclusion of Ill Children and Staff

When a child has a temperature, heavy nasal discharge, diarrhea, vomiting or symptoms of any contagious disease, the child **must** be kept at home. In the case of a contagious disease or communicable disease (Covid-19, Chicken Pox, Measles, etc.) please let the Executive Director know immediately. The Nursery School is responsible for informing Toronto Public Health of communicable diseases.

A daily observation is made of each child before they begin to interact with other children in order to detect possible symptoms of ill health. This ensures the good health of the other children, their families and staff and minimizes the spread of illness.

Children who become ill while attending school will be isolated from the other children and supervised by a teacher until a parent or guardian can take them home. Parents are requested to pick up their sick child from school as soon as possible.

Children should not attend school if they are showing any signs of illness or are generally feeling unwell. Children will be excluded if they have any of the following new or worsening symptoms including, but not limited to:

- Fever (temperature of 37.8°C or greater)
- New or worsening cough
- Difficulty breathing
- Loss of taste or smell
- Nausea/vomiting, diarrhea

Returning After Illness

A child must be kept home for a minimum of 48 hours once antibiotics or other medication has been prescribed and started. For fever, diarrhea and/or vomiting, children must be kept home and **be symptom free for 24 hours prior to returning to school.**

Injuries

If a child receives an injury during program time parents are notified and a copy of the completed accident report will be provided to parents.

Pediculosis (Head Lice)

If your child does have head lice, please contact the school immediately. Treatment should be given immediately. The child must remain at home until appropriate treatment is completed. The confidentiality of the child will be respected. Contact your physician for advice and assistance or call the Toronto Public Health Department.

Medication

Princess Margaret Nursery School agrees to the administration of drugs or medication necessary **only** for chronic or severe allergic reactions that can be life-threatening. Conditions as mandated by the **Child Care & Early Years Act 2014** must be adhered to; medication must be in the original container and must be affixed with the pharmacist's label indicating the name of the child, the medication prescribed, dosage and expiry date, as well as how the medication should be stored. In addition, parents must complete a Parent Authorization to Administer Medication form. One staff member will be in charge of medication. Non-prescriptive drugs will not be administered by the staff during the school period.

Please note our "*Medication Policy*" is included as part of the Parents' Information Binder.

Sunscreen and Over the Counter Products

Please note, we provided half day programs and as such, PMNS staff do not administer sunscreen and over the counter products listed below:

- Sunscreen
- Moisturizing skin lotion
- Lip balm
- Insect repellent
- Diaper cream

Parents and Caregivers should administer these products prior to the start of school. We thank you kindly for your cooperation with this.

Individualized Plan for Children with Medical Needs

PMNS will develop an individualized plan for each child with medical needs to support that child's medical needs and to ensure his or her inclusion in the Program. The review of each individualized plan (by staff, students and volunteers) supports the child(ren)'s ability to participate in the program, and provides staff with all necessary information to deal with any medical situation pertaining to the child.

Anaphylactic Policy

Strategy to Reduce the Risk of Exposure to Anaphylactic Caustic Agents

Princess Margaret Nursery School recognizes the potentially serious consequences of children with allergies. These allergies may include a condition known as anaphylaxis. Anaphylaxis is a serious allergic reaction. It can be life-threatening. Food is the most common cause of anaphylaxis but insect stings, medicine, latex, chemicals, fabrics or exercise can cause a reaction. To reduce the risk of exposure to these potential allergens, all staff, volunteers and parents must read and comply with the policies and practices set out by Princess Margaret Nursery School, in accordance with the CCEYA. **No peanut, peanut by-product or tree nut products are permitted** at Princess Margaret Nursery School at any time.

Please note our "*Anaphylactic Policy*" is included as part of the Parents' Information Binder.

Communication Plan

Information from Anaphylactic Canada provides staff, parents, volunteers and supply staff with general information on life-threatening allergies including anaphylactic allergies. A copy is posted in the Parent Information area.

When parents register their child(ren) at Princess Margaret Nursery School, the parents are responsible to identify their child's medical condition including whether the child(ren) are at risk of anaphylaxis. This information must be written on all the registration material as well as verbally notifying the Executive Director. The Executive Director will advise staff, parents and volunteers that there are children attending Princess Margaret Nursery School who are at risk for potentially life-threatening allergies and the foods and/or causative agents to be avoided. This information will be posted on the Parent Information Board. Individualized Emergency Plans including a recent photo of the child will be posted in the snack areas. A listing of all known allergies of enrolled children will be posted for parents and staff in the snack area of each portable on the Parent Information Board.

Training

When a child with a serious allergy is enrolled at Princess Margaret Nursery School, training is to be provided by the parent or a physician on emergency procedures to be followed including how to recognize the signs and symptoms of anaphylaxis and administer medication. An Individualized Emergency Plan is developed with the parent for the child. On the child's admission to Princess Margaret Nursery School, the Executive Director and all staff working with that child will receive training and a demonstration of an epinephrine auto-injector (also known by their trademark as "Epipen tm"/"Twinject tm") administration by the parent. Both the parent and staff must sign to indicate that training has been done.

The individual plan for a child with anaphylaxis and the emergency procedures in respect of the child shall be reviewed as follows:

- By all employees (staff and volunteers) before they begin their employment and at least annually thereafter.
- By volunteers and students who will be providing care or guidance at Princess Margaret Nursery School before they begin providing that care or guidance and at least annually afterwards.

The policy and procedures will be reviewed annually by all staff and volunteers who will sign off to indicate their compliance. The Executive Director, Supervisor, R.E.C.E. staff and assistant teachers are required to maintain Emergency First Aid Certification. This must include training and review of anaphylactic reactions and Epipen administration.

The complete Anaphylactic Policy is included as part of the Parents' Information Binder and as such all parents are instructed to read and comply with policy and procedures contained therein as a condition of acceptance.

Parents as Partners

We believe in strong, respectful and reciprocal relationships with our families. These relationships start with regular discussions and connections with our program staff, whether in person or by other means (i.e., notes, emails or positive information newsletters).

Your knowledge about your child's learning strengths and preferences and day-to-day experiences is extremely important to success in the program. We are eager to hear from you about how to provide the best possible learning experience for your child, and how to work together in this important collaboration. Program staff will share information with you regularly.

Parents wishing to visit the school may do so at any time. Please arrange a date prior to your visit with your child's teacher. Visiting Parents are required to sign in upon arrival.

Parents who wish to speak to the staff at the end of the school day are kindly requested to **please wait outside the portables until all the children have been dismissed safely.**

Parent Communication

Ongoing parent and staff communication contributes to continuity between the child's home and the Nursery School. Please take the time to read all Newsletters sent home or e-mailed. As well, the "Parent Notice Board" is a source of information. On it you will find the monthly calendar of events, the snack calendar, Program Outline and any items that may be of interest to parents. As well, please check the "Parent Table" located in each portable for Safety Alerts, parent/child information, health information and the Scholastic Book orders.

Upon enrollment, parents will receive a class code to sign up for the Remind communication system app! Remind is a free, safe and simple messaging service that enables users to send and receive text-based messages via text, push notifications or email. Class accounts are PRIVATE and only the families of the children in the class are able to access/read the Remind feed. Teachers use the Remind accounts as a quick and direct means of communicating, to share pictures of special moments and to help you feel connected to our classrooms.

Addressing Concerns and Conflict Resolution

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

Parents/guardians are encouraged to take an active role in our nursery school and regularly discuss what their children are experiencing with our program. 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. 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 the Program Staff, Executive Director and Board of Directors 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 5 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.

Should we feel that a child is not in the program best suited to his/her needs, the school may request an interview with the parents and a change of program may be suggested. Consultation and resolution are the goals. We will make every effort to meet the needs of your child which

may require the assistance of an outside agency. If the needs of your child or family cannot be appropriately met and/or if certain behaviours still occur and it is deemed by the discretion of the school that we are unable to meet the needs of you or your child, the school reserves the right to withdraw or deny services. In extreme cases of violent or threatening behaviour by either a child, a parent, or a caregiver where the safety of other children or staff are at risk, discharge may happen immediately. The Executive Director will meet with the parent and the child will be required to be withdrawn from Princess Margaret Nursery School.

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 school 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 Executive Director or Executive Director or Designate.

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/childrensaids/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Executive Director or Designate in responding to issue/concern:
Program Room-Related E.g: schedule, toilet training, indoor/outdoor program activities, snack, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or <ul style="list-style-type: none"> - the Executive Director or Designate 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 5 business days. Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - 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 regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 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.
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the Executive Director or Designate 	
Staff-, Executive Director or Designate-, and/or Executive Director or Designate-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or <ul style="list-style-type: none"> - the Executive Director or Designate or <ul style="list-style-type: none"> - The Board of Directors <p>All issues or concerns about the conduct of staff, etc. that puts a child's health, safety and well-being at risk should be reported to the Executive Director or Designate as soon as parents/guardians become aware of the situation.</p>	
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the Executive Director or Designate. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Executive Director or Designate as soon as parents/guardians become aware of the situation.</p>	

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 the Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should 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

Executive Director: Danielle McIndoo 416-233-8213

Designate: Barb Pawluka 416-233-8213

President of the Board of Directors: Bill Epner 416-780-5533

Code of Conduct

Sharing, caring and respect for others and ourselves is a goal we strive for at Princess Margaret Nursery School. It is what we expect from our students, parents and staff. Parents and any and all adults that will be involved in your child's experience at Princess Margaret Nursery School are required to read and sign the Parent Code of Conduct. Staff are required to sign and follow behaviour as outlined in The Behaviour Management Policy. In the event where serious problems occur, parents will be contacted. Further consultation may be required with staff and parents. In order to affect true change, parents and school must work together to support behavioural expectations and consequences.

Behaviour Management & Discipline

The staff of Princess Margaret Nursery School are trained and personally accountable to provide a warm, nurturing environment for all children. Discipline therefore becomes an extension of teaching children that behavioural actions and reactions have natural consequences. Communication of expectations of age appropriate behaviour is ongoing. Our goal is to provide a variety of intellectually and socially interesting play experiences in order to minimize conflict. However, when conflict does arise it is dealt with in a manner that is consistent to age appropriate behaviour that promotes self-discipline, self-esteem, respect for others and conflict resolution skills.

To protect the emotional and physical well-being of children the following practices are NOT PERMITTED under any circumstances:

- Any form of corporal punishment;
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Confinement in any locked room or structure or being left without supervision. Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- Verbal, physical or emotional punishment or use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Deprivation of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

Methods of discipline are discussed at staff meetings and consistent disciplinary measures are agreed upon. The use of praise and positive encouragement are employed by all staff members. Staff members, students and volunteers are required to abide by the Behaviour Management Policy of Princess Margaret Nursery School.

It is recognized that in some extreme situations (wherein a child is endangering his/herself or others) staff may find themselves having to respond to a crisis situation using physical guidance as a method to defuse and/or de-escalate a volatile situation.

At Princess Margaret Nursery School, we support the social and emotional development of children in our care by working as partners with families to promote, strengthen and develop children's positive behavior self-regulation and social skills. All staff receive training to better understand the stages of early child development, as well as positive approaches to behavior management.

Research, resources and strategies are used to support children's attempts to regulate their behavior, emotions, attention and overall well-being. We attempt to prevent conflicts using the learning environment and self-regulation including the following:

- Predictable routines
- Giving children choices about learning activities and during transitions
- Minimizing waiting times before getting started on activities
- Helping children identify and express their feelings
- Creating learning environments that promote self-regulation for children.

Princess Margaret Nursery School staff use a positive structured process to support children with challenging behaviours. We understand that all behavior occurs for a reason. Once we

identify the reason, we can use this information to develop strategies for success. Our staff use the following approach to resolving conflicts:

1. Approach calmly, stopping any hurtful actions.
 - Staff place themselves between the children, on their level.
 - They use a calm voice and gentle touch
 - They remain neutral, rather than taking sides.
2. Acknowledge children's feelings.
 - "You look really upset."
3. Gather Information.
 - "What's happening? Why are you upset?"
4. Restate the situation.
 - "So, what's happening is... You are upset because..."
5. Ask for ideas for solutions and choose one together with the children.
 - Staff engage with the children to develop child-initiated solutions.
 - "What can we do to solve this problem?"
6. Be prepared to give follow-up support.
 - Staff stay near the children.
 - "You solved the problem together!"

Supervision Policy for Volunteers and Students

Volunteers and students help support the safety and well being of children at Princess Margaret Nursery School. Under the CCEYA 2014, every child who is in attendance in a day nursery is supervised by an adult at all times. Only employees of Princess Margaret Nursery School will have direct unsupervised access to the children at Princess Margaret Nursery School. Volunteers and students will not have unsupervised access to children at Princess Margaret Nursery School. No child is supervised by a person under 18 years of age. Volunteers and students may not be counted in staff ratios.

Parents/Caregivers are welcome to visit the program and are required to sign in upon arrival.

The Executive Director or designate is responsible for orientation procedures to help volunteers and students understand the operation of the program and the expectations for their volunteer experience/student placement. The orientation will include policy and procedure reviews set out in the CCEYA 2014. This policy is reviewed at least annually, prior to placement and volunteers and students must sign and date the review as with other reviews. A criminal reference check, including vulnerable sector screening, is required for all volunteers and students on placement who work directly with the children. The criminal reference check must be valid within six months of starting.

The complete **Supervision Policy for Volunteers and Students** is found in **The Parents Information Binder**.

Emergency/Evacuation Procedures

Princess Margaret Nursery School is under the care and supervision of The Toronto District School Board. Should an Emergency Situation arise, the children will be transported from St. George's School to Richview Collegiate, 1738 Islington Avenue, (416-394-7980) Once settled, each parent will be contacted by phone and required to pick up their child as soon as possible from the alternate location. All children will continue to be supervised by their own teachers until parents arrive. However, should a localized emergency evacuation be required, the students of Princess Margaret Nursery School will be relocated to St. George's Jr. School. Parents will be contacted by phone if this situation should arise. Princess Margaret Nursery School's complete Emergency Management Policy and Procedures can be found in the parent binder.

Serious Occurrences Posting

Serious occurrence reporting is one tool that provides licensed childcare programs with an effective means of monitoring the appropriateness and quality of service delivery. The CCEYA 2014 ensures that:

- (1) Written policies and procedures are in place with respect to serious occurrences policies (see Serious Occurrences, Enhanced Serious Occurrences and Serious Occurrences Notification Posting in the Parent Information Binder.)
- (2) A Ministry program advisor is notified of any serious occurrence at Princess Margaret Nursery School within 24 hours of its happening.

Effective November 1, 2011, all child care operators are required to post a high level Serious Notification Form in a visible area for ten days when a serious occurrence has happened. The posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by Princess Margaret Nursery School will also be included to help prevent similar incidents in the future, where applicable.

The SONF is posted on the Parent Information Board near the Childcare License & Licensing Summary Chart by each portables front door.

School Closing Due to Weather (or unsafe conditions.)

It is to be expected of the parents that they will use good discretion in picking up their children when the weather causes road conditions to become hazardous. In extreme weather conditions the school will not open. Parents will be notified of any school closing by phone. Should the Toronto District School Board close their facilities, Princess Margaret Nursery

School will also be closed. Local radio and television stations give updates on school closures.

Change of Address or Telephone

The school must be notified **immediately** of any change of address and telephone numbers, either at parents' home or work. We also need to be notified of any changes in pick-up privileges.

Licensed Child Care Website (Child Care Inspection Findings)

The Ontario Government (MCYS) is committed to increasing transparency and parent access to information about licensed child care programs (services offered, contact information, license status, date of last licensing inspection, compliance level, summary of inspection findings i.e. nutrition, health and medical supervision equipment etc.) Licensed child care programs are required to publicly post the results of annual licensing inspections. This information is posted on the Parent Information Board near the portables front entrance (Licensing Summary Chart.)

More information about childcare and licensing is available at:

www.ontario.ca/licensedchildcare

Junk

What you may think of as “junk”, we can probably use! The following are some examples:

old beads	used bows/ribbons	pine cones	buttons
macaroni/pasta	discarded jewelry	boxes	fancy paper
dried beans	egg shells (clean)	sea shells	feathers
magazines	scraps of material	spools	
paper towel rolls			

Scholastic Book Club

Book order forms are located on the “Parent Table” at the back of each portable and orders may also be submitted online. Our school code is **RC242234**. Every time parents order books, PMNS earns rewards that we can use towards purchasing books and educational resources for the classrooms! Your support is greatly appreciated.

No Smoking

Smoking is strictly prohibited on school property at any time (inside or outside the grounds including the playground and parking lot). No person is allowed to smoke or to hold a lit cigarette, e-cigarette, cigar or pipe on the property. Staff, students and volunteers will ensure the safety of children during our hours of operation by notifying the Executive Director if they observe anyone smoking in the parking lot or anywhere else on the property.

Parking

Parents are requested to park in St. George's designated parking area or on Princess Margaret Blvd. Please do not block the bus route, as this creates transportation problems for the regular school population. **Please note; The Metro Police and The Toronto District School Board will ticket cars parked in "NO PARKING/NO STOPPING" zones.**

Staff

Staff members for September are as follows (depending on enrollment):

Mr. Kevin Ribeiro
Ms. Barb Pawluka
Miss Allison Topp
Miss Abi Valliere
Miss Rebecca Barnes

Contact Information

In closing, if you have any questions concerning Princess Margaret Nursery School, our Policies or Procedures, please do not hesitate to speak to us by calling the nursery school at 416-233-8213 during school hours or emailing princessmargaretns@hotmail.com at anytime.

We trust that your child will have a very enjoyable and challenging learning experience with us at Princess Margaret Nursery School.