Maplewood Academy Parents Handbook

V 4.1

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COME GROW WITH US

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Introduction

First and foremost, thank you for considering Maplewood Academy for your childcare and early education needs. By considering us, you have embraced the idea of learning through exploration and discovery, as well as demonstrated a passion for seeing your child grow in a free-thinking, internationally-minded environment. At Maplewood Academy we are proud to be using a curriculum that was crafted by our own development team, and will continue to be developed by our very own staff and students. That's right, the students themselves will play a vital role in the ongoing development and evolution of their own learning.

The following Handbook is designed for the purpose of transparency, so that each parent, or prospective parent, is as informed on our policies and procedures as our own staff. It is important that each parent take the time to read through this handbook, and ask as many questions as necessary so that nothing is left as an uncertainty. We are here to help, so please feel free to ask our centre director, supervisor, or your class teacher any questions you may have.

The Maplewood Way

Our Mission

At Maplewood Academy, our school motto is "Simul Esse Independens", which means, "Be independent, together". With this in mind, our goal is to create a constantly evolving environment in which children are able to develop their inherent curiosity and inquisitive nature through exploration and discovery.

Our mission is to nurture the seeds of individuality, so that they may blossom into trees of charisma and wisdom. Each of our lessons embraces and encourages the creativity in each child, and allows them to explore that creativity in several different ways. The core Language and Math lessons foster basic logical thinking skills, whereas the Arts and Sciences lessons provide the children with opportunities to develop their critical thinking, social and interaction skills, as well as reflect on their individuality. Maplewood Academy offers all of the above in a safe, friendly and nurturing environment where they are free to play and learn with the guidance of our expert early childhood educators.

Our Philosophy

At Maplewood Academy, we hold both care and education to a very high standard. We firmly believe that, given opportunities, each of our students will grow to be respectful, open-minded, cooperative, adaptable, independent and inquisitive. These key traits are built into every lesson, as they are crucial to fostering the critical thinking skills necessary to be successful in every child's academic career, as well as life in general. Many early education experts have stated that children learn best through play, and Maplewood Academy agrees. We have spent many years developing a curriculum that encourages and spotlights this idea.

The Maplewood Academy logo was also designed to specifically highlight three major areas of our philosophy; growth and potential are represented by a sprouting tree, academics are represented by a quill pen and exploration represented by the atom. Here's why we chose those focal points:

Growth and Potential

Our classroom environment is purposefully designed to foster a passion for learning and developing oneself. We cater each lesson to develop the lifelong characteristics necessary for each child to be successful.

Academics

Our curriculum is broken down into exciting Themes meant to entertain and educate simultaneously. These 'big ideas' serve as a backbone for all of the lessons, which allows the students to focus in on topics that interest them.

Exploration

The different topics that our Themes are built around encourage free-thinking and creativity, which nourishes each student's individuality. Lessons are crafted so that the students are guided down a path of discovery. This way, they are learning how to find answers for themselves, rather than simply learning the answer itself.

Our Promise

At Maplewood Academy, we strive for excellence. This applies to students, educators, supervisors, custodial staff, administrators, everyone. Through daily, two-way communication, we will ensure all of our families are always up-to-date on everything going on within our centres, and that our educators are always up-to-date on the specific needs of your children. We support regular visits from various ministries and authorities to ensure we are always following all guidelines and regulations that are expected of us. Maplewood Academy always runs a clean, healthy and safe centre. If you see anything unhealthy, unclean or unsafe, please immediately inform any staff member so that we can remedy this immediately.

Our promise is this; every member of our staff has the same goals and priorities as you, the parent. We want what's best for your children socially, academically and developmentally. We're here for you, and will support your needs in any way we possibly can. We want your child to be the best astronaut ballerina archaeologist superhero the world has ever seen, just like you do. So, come grow with us.

Program Statement

Maplewood Academy is consistent with all of the Ministry of Education's policies and pedagogy. We make reference to, and strictly abide by the following throughout our programming:

- The Child Care and Early Years Act (CCEYA), 2014
- How Does Learning Happen? Ontario's Pedagogy for the Early Years, 2014
- Ontario Early Years Framework
- Ontario Early Learning Framework
- Think Feel Act: Lessons from Research About Young Children
- Early Learning for Every Child Today

Maplewood Academy uses the CCEYA "How Does Learning Happen" document as a guide to achieve the following:

i) **Promote the health, safety, nutrition and well-being of the children:** At Maplewood Academy, we firmly believe in a well-balanced, and well-rounded lifestyle. We also believe that this lifestyle can, and should be extended to home life as well. Our educators plan for daily physical activities, both indoor and outdoor, and incorporate these activities into the learning experience. Healthy habits are reinforced daily with all students, as Maplewood Academy holds health and wellness to a very high standard. Personal safety is a topic covered daily as well, as it is discussed during the structured Morning Circle time. The topic of proper nutrition is explored several times throughout the ILE curricular themes, and is reinforced daily during meal and snack times.

ii) **Support positive and responsive interactions among the children, parents, child care providers and staff:** Maplewood Academy promotes an environment in which communication is free and open. This includes dialogue between staff, educators, families and students alike. We firmly believe that communication is always key, and our educators and staff will dedicate themselves to supporting a positive learning environment.

iii) **Encourage the children to interact and communicate in a positive way and support their ability to self-regulate:** At Maplewood Academy, our educators invest several weeks each semester to 'build community'. During this important time, our learning goals revolve around encouraging each student to feel comfortable communicating with each other, with their class educators and other centre staff. When challenges arise between students, our educators will often spend time coaching them on self-regulation, independence and problem-solving.

iv) **Foster the children's exploration, play and inquiry:** Maplewood Academy uses the ILE curriculum, which focuses on the inherent curiosity in each and every child. This curiosity is used as the driving force when our educators are planning their lessons. Each lesson is crafted as an exploration of a topic rather than a lecture, which encourages children to feel comfortable asking questions. Children are guided through play, activity, project and interactive lessons and are shown how to discover answers to their own questions.

v) **Provide child-initiated and adult-supported experiences:** The ILE curriculum, as an emergent curriculum, is driven by the students' interests, and guided by our expert educators. Our Themes are delivered as an overarching 'Big Idea', which is broken down into smaller, bite-sized Topics, and then even further into individual lessons. Each of these lessons, whether they are play-based, project-based or interactive presentation, are crafted exclusively based on the documented observations of the children's interests in the given Topic and

Theme. We encourage each parent to spend time every day revisiting the Topic or Topics explored over the course of that day.

vi) **Plan for and create positive learning environments and experiences in which each child's learning and development will be supported, and which is inclusive of all children, including children with individualized plans:** At Maplewood Academy, our educators are experts in working with students of all shapes and sizes. Their experience, combined with the strengths of the ILE, ensures that each of our students are actively engaged in lessons of all sorts. We offer an environment where no student will feel excluded or marginalized, regardless of their gender, ethnicity, religious beliefs or any other factor. Individualized plans will be carefully created for those students who need additional or specialized care in any given area.

vii) **Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care:** Our daily agenda incorporates a balanced schedule of rest and play. Each student will participate in at least two hours of outdoor play daily, however, our educators will often plan for outdoor lessons if the weather allows. During rest time, students are encouraged to have a nap in their designated cot, with other quiet activities made available for those who prefer to be awake while their classmates nap.

viii) **Foster the engagement of and ongoing communication with parents about the program and their children:** The ILE relies heavily on review and reflection, both in-school and at home. Each Theme begins with an introduction letter which provides families an overview of the upcoming Big Idea. Also in this letter are suggestions for activities, conversations or reading that can be performed at home to encourage students even when they're not in school. Our weekly letters get sent home each Friday, and will provide families with a summary of the Topics and learning goals that were explored that week. These letters also offer opportunities to parents to reach out to us to address any questions they may have.

ix) **Involve local community partners and allow those partners to support the children, their families and staff:** Maplewood Academy is proud to be able to involve the local and extended community in our learning as often as we can. This involvement includes activities such as visits to the local fire department or police station, a campus visit from a storyteller, or a parent panel during career week.

x) **Support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning:** As a licensed childcare facility, Maplewood Academy supports everyone who has an impact on the development of our students' social or academic skills. This support begins within the centre, where staff are continuously challenged to better themselves by way of online learning, peer evaluations and coaching sessions from our leadership team. Our educators are encouraged to critique their peers with the objective of identifying strengths and areas of opportunity. Action plans are created on an individual basis, so that areas of strength are nurtured, and areas of opportunity can be reflected upon, coached and ultimately overcome.

xi) **Document and review the impact of the strategies set out in clauses (i) to (x) on the children and their families:** This Program Statement serves as a reference tool for staff and parents alike, as we all share a similar goal; Success for your children. We, just like you, share the view that all children are competent, capable, curious and rich in potential. To effectively review, reflect and improve upon our programming, Maplewood Academy documents as much as possible, saving this documentation either by soft copy, hard copy or both. This documentation is readily available to staff for personal and/or professional development.

Communication

Good communication is of the utmost importance. When a new family is accepted into our center, we like to be sure that we can share openly about any concerns or questions that may arise. It is important that there is a similar child care philosophy between the center and the parents. We welcome questions, feedback, and discussions of any kind that are oriented towards a positive outcome for your child. Sensitive issues will be discussed in private and our policy states that these issues will be handled with the utmost discretion and confidentiality.

Maplewood Academy is a place of compassion, care and respect. Our leaders are always available to discuss your family's needs, so long as these conversations are held with mutual respect and dignity in mind. Maplewood Academy does not tolerate racism, sexism, bigotry or hate in any form and anyone displaying these or any other form of disrespect will be asked to leave the centre grounds and continue the conversation via email.

For day-to-day communications, Maplewood Academy uses the Lillio application. This will be your main method of communicating with your child's teachers regarding regular daily activities, and for us to keep you updated on how things are going in and out of the classroom. For information on the Lillio app, please visit https://www.lillio.com.

Hours of Operation

Maplewood Academy offers a full-day program that operates from 7:30AM – 6:00PM.

Please consult Appendix B, titled 'Schedule of Fees' for details pertaining to Maplewood Academy's base and non-base fees, as well as details related to the Canada-Wide Early Learning Childcare (CWELCC) subsidy program.

Visitation

Though you are welcome to be in the halls to greet staff and other parents, parents are not permitted to enter any classrooms at our centres without express permission. Should you need to see your child during our regular hours, please make an appointment with the office so that we can make accommodations. Please remember that appointments of this nature create some disruption to our normal schedule, therefore, we would appreciate as much notice as possible so that we can plan around meals, sleeping arrangements, and any changes in activities that may occur.

We would appreciate your taking into consideration our schedule when making your appointment and remember that visitors usually cause children to react in an excited manner. Please understand that the behavior and energy level that you see in your child, as well as the other children, may not be truly reflective of their normal behavior while under the structure of regular routine.

If you call during the day, please be aware that we may be busy with the children and may not be able to answer the phone. Please give us a few minutes before calling back, or, alternatively, please feel free to email your campus Supervisor to make your appointment.

We will always try our best to arrange your visit, however, we ask for your understanding that we may not always be able to accommodate due to scheduling. As a general rule, our centre is not open during the hours of 11:30AM – 3:00PM as this is the children's lunch, nap and wake-up time.

Arrival and Departure

Children are expected to arrive clean and fed (unless arriving less than ten minutes before a meal time). We will be sending your child home with a clean diaper (if applicable) and would appreciate the same consideration when you drop off.

Although our schedule shows that arrival time ends at 8:45AM, we will happily accept late arrivals until 10:45AM. Maplewood Academy does not accept late students beyond 10:45AM, as this tends to create disruptions to the class that affect their classmates' lunch and nap, which, in turn, affects their emotional state for the afternoon.

It is normal for some children to have difficulty separating from parents, or cry when dropping off. Please make sure your drop off is brief, as the longer you prolong the departure, the more difficult it gets for your child. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is usually needed. Children are nearly always quick to get involved in play or activities as soon as parents are gone.

Please be brief at pick-up times as well. This is a time of testing, when two different authority figures are present (the parent and the provider). It is normal for children to test to see if the rules still apply. During arrival and departure, we expect parents to support our school rules (walking inside, etc.). Please be in control of your child during pick up times.

Our normal procedure is to release a child only to his/her parents, or someone else the parents designate on the Authorized Pick up and Emergency Contact Form. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day, if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, we **MUST** have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if we do not know them then we will need to ask for identification. This is not meant to offend them. This is simply a measure taken for the child's protection.

Drop off and pick up are not good times to discuss serious concerns. Little ears and minds hear and understand everything. Your centre Supervisor can set up a time where the issues can be discussed in private.

Safe Arrival Policy

As of January 1st, 2024, mandatory 'Safe Arrival' policies came into effect. If your child has not been signed in at the centre by 10:45AM, and we have not received notice of lateness or absence, the Centre Supervisor will reach out to contacts listed on your child's emergency contact list to confirm the absence. This communication will serve as the sole notification from the centre, regardless of whether or not a response is received.

If your child will be late or absent, please contact the centre.

Absences

Due to the nature of our curriculum, as well as to maintain the child-educator bond, it is important that enrolled children attend as often as possible. This is to provide more long-lasting opportunities to build social skills, as well as to be kept up-to-date on curriculum lessons.

Childcare fees are based on enrollment (a reserved space), not on attendance. Please understand that your child's tuition fees apply regardless of attendance. If a prolonged absence is expected, for example, a long holiday is coming up, please speak with the centre Supervisor to see if accommodations can be made.

Holidays and Closure Days

Maplewood Academy observes all National and Statutory holidays, and will be closed on these days. Below is a list of all holidays that are recognized across Ontario:

New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day

If your family observes any other holidays, please let our centre Supervisor know during enrollment so that they are aware of possible future absences.

Maplewood Academy operates in the academic year format, from September 1st through August 31st of the following year. During this time, our centre is permitted to have up to 20 days of closure throughout the calendar year in order to support staff with professional learning opportunities, observe a prolonged holiday, or attend an organized event such as a graduation ceremony. As the fees for these days are already factored into monthly tuition costs, they are still charged for these days. The exact dates of these closures will be scheduled as soon as they are decided upon by the centre leadership team, giving as much consideration to the daily schedules of our families as possible.

For the 2025-2026 Academic Year, our scheduled closure days are as follows:

- September 1st, 2025 – Labour Day
- October 13th, 2025 – Thanksgiving Day
- October 24th, 2025 – Professional Development Day
- December 23rd, 2025 – January 2nd, 2026 – Christmas/New Year's Break
- February 16th, 2026 – Family Day
- April 3rd, 2026 – Good Friday
- April 6th, 2026 – Professional Development Day
- May 18th, 2026 – Victoria Day
- July 1st, 2026 – Canada Day
- August 3rd, 2026 – Civic Holiday

Enrolment Policy, Fees and Orientation

Orientation

When a new family is registered at Maplewood Academy, a special thing happens: A meeting will take place between your family and your child's new educators to begin growing the bond that will become crucial to their learning. They will discuss interests, and create connections between those interests to the current classroom layout, as well as past and future iterations of the environment. Your child's response to their new educators and classmates plays an important role in their early transition. Maplewood Academy's priority goal during this early stage is to make the transition as gentle as possible, and as positive an experience as possible. There are also many strategies involving homelife that can ease this transition as well, which are outlined in the Maplewood Academy New Student Checklist.

Enrolment

There are several forms that make up the Maplewood Academy enrolment packet. This enrolment packet must be completed and in our possession before we can assume the responsibility of caring for your child. This is to ensure that your child will get the very best care possible and satisfies the record keeping requirement of ministry licensing guidelines. All forms will be reviewed annually. If there are changes to any of the forms in the enrolment packet, please notify your centre Supervisor to update your records.

If you have any questions regarding the completion of these forms, please feel free to ask the Centre Supervisor.

Withdrawals and Termination of Enrolment

We reserve the right to terminate the enrolment of a child at the discretion of the Supervisor, Director or Licensee based on one or more the following reasons:

- An account has become delinquent for more than five business days (Please see "Late Payments and NSF Fees" For more detailed information
- Routinely late picking up a child
- Lack of parental cooperation, or failure to comply with the terms laid out in this handbook
- Failure of the child to adjust to the centre after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Serious illness of the child

We appreciate as much advance notice as possible when withdrawing, as we aim to provide the same courtesy in return. Parents are required to give a minimum of two weeks written notice when they decide to terminate child care. The two weeks will be paid in full, regardless of whether or not the child is in attendance.

If Maplewood Academy opts to terminate care for one or more of the above reasons, we will provide two weeks' notice of termination for which full tuition is due, whether or not the child is in attendance.

Maplewood Academy reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the staff or other children

in attendance. In the event of immediate termination, Maplewood Academy will provide a refund on a pro-rated basis for any prepaid tuition that will become unused.

Refunds

Refunds of tuition fees will be applied only in the event of a forced closure or a mandate from a governing body. Refunds will be processed within 30 days of the centre being fully reopened. Please see "Forced Closures" and "Reopening After Forced Closures" for further details.

Refunds for prepaid tuitions will only be applied in the event of immediate termination, as outlined in "Withdrawals and Termination of Enrolment".

Refunds are not applied towards uniform fees, however, exchanges of uniforms will be considered in the event of a factory flaw or defect.

Waiting List

When Maplewood Academy has reached its full capacity for a particular age group, a waitlist will be managed by the Centre Supervisor. Families requesting to be put on the waitlist will not be charged any fees to do so. Adding a child to the waitlist does not provide a guarantee of enrolment. Our waitlist operates as follows:

- Families will be added to the waitlist on a first come, first served basis only, based on the date of the inquiry. Exceptions may be made for families with children already enrolled and attending the same campus, or families with special care needs. Waitlist positions are not transferrable.
- A child may be added to a waitlist by the parent or legal guardian only.
- Maplewood Academy will ask for the child's name and date of birth, as well as a parent's name, telephone number and email address.
- When all information has been provided and a family has successfully been added to the waitlist, their exact position on the waitlist will be provided.
- A child is permitted to be on more than one waitlist at a time.
- Any family on the waitlist may contact the Centre Supervisor to request information on their position on the waitlist.
- Our waitlist will be stored in a confidential file only accessible to the Centre Supervisor, Director and/or Licensee.
- When a space becomes available, the Centre Supervisor will contact a parent using the gathered telephone number and email address. Maplewood Academy will attempt to contact the parent to confirm enrolment. If contact is unsuccessful at the end of the next business day, the position on the waitlist will not be forfeit, however, the Centre Supervisor will move to the next family on the waitlist.
- Upon successful contact and acceptance of enrolment, the deposit become due in order to secure the space.

A family may be removed from the waitlist if:

- The child secures enrolment and has paid in full
- A parent requests to be removed from the waitlist
- The Centre Supervisor has been unsuccessful attempting to reach the parent, and the family has been skipped over, on two or more occasions.
- The child is no longer able to attend Maplewood Academy. For example, the child is older than six years of age.

Late Pick Ups

Maplewood Academy's regular hours of operation end at 6:00PM. Our staff's personal time is important to them, and as such, we ask that you respect this time by having your child picked up before closure. If you anticipate being late as a regular occurrence, please contact your centre Supervisor to discuss if options are available.

Forced Closures

In the unlikely event that Maplewood Academy is forced to close for five or more consecutive business days for reasons beyond its control (with the exception of inclement weather, or power outages due to "acts of God"), a credit will be issued towards the following payment for the value of these days of closure. Reasons for such closures may be events such as strike or labour challenges, fire, pandemic, war, government order or "acts of God".

Maplewood Academy is not liable for financial loss or damages beyond the scope of the tuition credit issued due to any forced closure.

Reopening After Forced Closures

Once Maplewood Academy is permitted to reopen at full capacity, all families will be notified and welcomed back to class. At this time, tuition fees will be reinstated, and unpaid balances will become due once more. If a family opts to not return, withdrawal procedures will commence.

In the event that the centre is permitted to reopen under the condition of reduced capacity, we must consider two possible scenarios; whether Maplewood Academy's pre-closure attendance is greater than or less than its new temporary capacity.

In the event that Maplewood Academy's new temporary capacity is greater than the pre-closure attendance, a return to school is strongly encouraged and welcomed, but not mandatory. If your family opts to not return, please understand that your child's spot will not be held. If another family enrolls, and your child's space is required, you will be notified of this, and provided with the options to either return or withdraw.

In the event that Maplewood Academy's new temporary capacity is less than the pre-closure attendance, spaces will be offered in priority following ministry and/or governmental guidelines. Families that are offered a space are strongly encouraged and welcomed to return to school, but this return is not mandatory. If any family opts to not return, they will be notified once the centre is permitted to fully reopen.

Once all priority placements have been offered, all remaining families will be asked about their intent to return under the temporary reduced capacity. Those families that would like to return will be placed in a randomized lottery, and all names will be drawn one at a time, and added to the Forced Closure Waitlist. Families will be contacted according to their position on this waitlist to fill any remaining spaces. When all spaces have been filled, the remaining families will remain on the Forced Closure Waitlist, following Maplewood Academy's waitlist procedures, until the centre is permitted to reopen at full capacity.

In either scenario, for the duration that Maplewood Academy is not permitted to operate at full capacity, tuition fees will be paused for any family who opts not to return until full capacity is permitted. Remaining tuition fees will be re-evaluated and calculated to determine balances due, if any, upon the centre's full reopening date.

Preparedness

First Day Preparation

Your child's first day will be very busy and full of questions. Please feel free to ask any questions you may have, but also understand that the classroom educators will be caring for other children as well and may not be able to answer immediately. In an effort to make the first day as seamless and worry-free as possible, please refer to the "Maplewood Academy First Day Preparation List" for a run-down of what to bring to school for drop-off in the morning, and what to be ready for during pick-up in the afternoon.

Clothing and Attire

Children should arrive dressed appropriately for the weather, ready to play. School Uniform days are Monday and Thursday. We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child's uniforms are laundered regularly. If a large or unusual mess occurs, we will ensure that your child's uniform is laundered at school, and, if possible, be ready to be worn by the end of the day. As the weather changes in the fall, please make sure to send your child to school with a hat, mittens or gloves, boots, scarf and a coat.

Personal Belongings

We prefer that children do not bring toys from home unless it is something that can be shared with the entire group (i.e. books, videos, etc.). Little ones can have a difficult time sharing with others, and it is even harder with their own special toys. If toys are brought, please note that they may be put away if they become the cause of distraction or disagreements among the children. Exceptions to this policy will be that a child may bring a comfort item for naptime only, and toys may be brought for show and tell activities. Please select these brought toys wisely, as we will try our absolute best, however, we are not responsible for any loss or breakage of personal items. All personal items must be clearly marked with your child's name.

Supplies

Parents are expected to supply the following items to be kept in their child's drawer (if applicable):

Diapers, wipes, pull-ups, creams, bottles, bibs, 2 blankets for rest time, and at least two complete changes of clothes (to be replaced when soiled), sunscreen & bug spray.

All personal belongings should be marked with your child's name. Eating utensils, cups and dishes will be supplied. If any of these items are brought, they must be marked with your child's name, to avoid mix-ups with other children.

Illness

Maplewood Academy is a "well-child care facility". At no time do we provide sick childcare. The following illness policies will be strictly enforced, for the health, wellbeing and safety of all concerned.

Sick Child Policy: Under no circumstances may a parent bring a sick child to daycare, if the child shows any signs of illness or is unable to participate in the normal routine and regular

day care program. Sick children have the risk of exposing all children and staff members who they come in contact with. These people can in turn expose the other children. Sick children want care from their parents in the comfort of their own homes. If other children become ill due to exposure to your sick child, either because he/she was returned to day care before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced. Because this is disruptive to other children and their families, your cooperation on this issue is extremely important.

Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices.
If your child is unable to participate in the normal activities of the daycare (including being able to play outside), then your child MUST stay home.

Children may be visually screened when they arrive in the morning. In the event that a child becomes ill and needs to be picked up, the parent(s) will be called and are expected to come pick the child up within one hour (60 minutes).

For the benefit of our staff and other children in our care, a sick child will not be permitted to return to care for 24 hours **after their condition has returned to normal**. There may be exceptions to this 24-hour return policy, such as flu season, where Peel Public Health recommends an extension to 48-hours. Parents will be notified via messenger when these changes occur.

Symptoms that may require removal of child from daycare:

- Fever: Fever is defined as having a temperature of 37 degrees or higher.
- Rash: any skin rash that appears to be active.
- Diarrhea: runny, watery, bloody stools, or 2 or more loose stools within 4 hours.
- Vomiting: 2 or more times in a 48-hour period. Note: please do not bring your child to school if they have vomited in the night.
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Runny nose (other than clear), draining, red eyes or ears.
- Pink-Eye: itchy, red eyes with thick discharge and/or crusting on eyelids or lashes
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.
- Child is irritable, continuously crying, or requires more attention than we can provide without sacrificing the health, safety or well-being of the other children in our care.

Curriculum Schedule

Maplewood Academy offers care and education to infants (6-18 months), toddlers (18-30 months) and preschool-aged children (30 months – 6 years). Children of all age groups enjoy a structured schedule that allows for some flexibility. A schedule helps the day to flow more smoothly and allows the children to anticipate upcoming events. We will adhere to our written schedule to the best of our ability, however, there will be times when we have to make impromptu adjustments. We appreciate families considering our schedule if the situation arises where you must drop your child off late, or pick them up early. Although the below schedule shows that arrival time ends at 8:45AM, we will happily accept late arrivals until 10:45AM. Maplewood Academy does not accept late students beyond 10:45AM, as this tends to create disruptions to the class that affect their lunch and nap, which, in turn, affects their emotional state for the afternoon.

Please see below a sample schedule representing a possible day at Maplewood Academy:

7:30 – 8:45	**Arrival**
8:45 – 9:30	**Morning Circle (Warm-Up/Story Time/Opening Activity)**
9:30 – 9:50	**Morning Snack**
9:50 – 10:25	**Theme Class (Science/Social Studies/Language Arts/Math/Visual Arts)**
10:25 – 11:20	**Outdoor Play (Weather Permitting)**
11:20 – 12:00	**Lunch + Healthy Habits**
12:00 – 2:25	**Nap and Quiet Time**
2:25 – 2:45	**Afternoon Snack**
2:45 – 3:20	**Theme Class (Science/Social Studies/Language Arts/Math/Visual Arts)**
3:20 – 4:40	**Outdoor Play (Weather Permitting)**
4:40 – 5:30	**Language and Literacy/Quiet Activities**
5:30 – 6:00	**Departure**

Activities

Our main objective is to have fun, improve social skills, and encourage creative expression. We will utilize a variety of activities to accomplish these goals. Free play, computer programs, reading, arts and crafts, music/singing, dancing, dramatic play/pretend, puzzles, and educational TV/videos are just some of the activities we will be doing.

Music helps to develop young brains and will play a strong role in day-to-day activities. We may have special music activities and may also play music during other activities, for example, during arts and crafts or meal times. Some of the music we will be using may include classical, children's songs (by a variety of artists), foreign language tapes and others.

Children of all ages will be taught age-appropriate curriculum daily. Our educational program is called the ILE. More information on ILE can be found in the ILE Intro Parents' Letter, as well as online, at www.maplewoodacademy.ca.

Health and Wellness

Meals, Snacks and Drinks

Maplewood Academy will provide lunch and snacks with our Meal Plan. Any parents who decline to participate must provide all meals and snacks. These meals and snacks must be clearly labeled with their child's name, as well as the date the item arrived at the centre. Parents must also ensure that ALL ingredients in ALL food supplied to the centre are listed and submitted to the Centre Supervisor for approval every day.

Maplewood Academy's Meal Plan will consist of lunch and snacks. Children who arrive after meal times should be fed before they arrive. Menus will be posted on the bulletin board as well as being part of the daily and weekly communication. Paper copies of the menu may be provided to parents upon request. We prefer that children do not bring food, drinks, etc. from home unless requested. Children tend to think that the "grass is greener . . ." when they see someone eating something different from them.

If your child has allergies, and requires a modified diet, we must be notified of this in writing. An appropriate substitution will be made, if possible. If a child has allergies that prevent him/her from eating from our menu, we may require the parents to provide his/her lunch and snacks.

We never force a child to finish what is on his/her plate, but we do encourage each child to try one or two bites of everything. Sometimes they are surprised by what they like! All eating patterns will be communicated to the parents.

Cleanliness and Hygiene

All teachers are trained in proper hygiene practices, which include hand-washing procedures, general infection control, safe food handling, and diapering and toileting procedures. It is our policy to maintain strict cleanliness and hygiene standards. Teachers will also engage children in learning activities designed to teach healthy habits. Adults are encouraged to sanitize their hands before entering classrooms and other common areas as an additional precaution to prevent the spread of germs; however, this does not replace hand washing with soap and water. Children's hands are washed before and after meals and after toileting. We use liquid soap for children to wash their hands and paper towels for drying hands.

The following duties are performed on a regular basis:

- Cups, bowls and toys are washed and sanitized regularly or after they have been soiled.
- Crib sheets, crib blankets, and machine-washable fabric toys are washed on a weekly basis or more often if needed.
- Blankets and washable toys that belong to children are sent home at the end of each week for washing.
- Diapering surfaces are cleaned and disinfected after each use.
- Food preparation surfaces are cleaned and sanitized before and after each use, including tables and high chair trays.
- Toilets, toilet seats, flushing handles, containers/lids used to hold soiled papers, water tables and water play equipment, play tables, and smooth nonporous floors are cleaned and disinfected daily or whenever there is visible contamination.

Nap / Quiet Time

There will be a designated nap/rest time each day. All children must nap, rest, read or play quietly and independently during this period. Rest time gives children a much-needed break during the day. Without a proper rest time, some children become cranky, and may act out. If we notice any trends in naptime and/or afternoon behavior, your child's teacher may reach out to you in an effort to discuss options that may be beneficial to your child.

Diapering

We are expecting Children to wear disposable diapers if necessary, and parents shall prepare enough diapers to ensure their child's drawer does not run out. Your teacher will keep you informed as to the status of your child's drawer. Children's diapers will be checked at least every two hours, and upon awakening, and will be changed promptly when soiled or wet. We understand that as part of the diaper-changing process, you may request that we use baby powder, however, it is our policy not to use baby powder. While using baby powder, it can get into the baby's lungs, causing swelling and irritation, and could lead to breathing problems. Upon request, diaper rash cream can be used as an alternative. Diapers will be changed in accordance with requests of families, consistent with children's physical and emotional abilities.

Safety

Biting

Biting is a normal stage of development, commonly seen in infants and toddlers, and sometimes even among preschoolers. It is something that almost all young children will try at least once. It is a natural habit and not something to blame on children, families, or teachers. Still, when it happens it's scary, frustrating, and very stressful for everyone involved. Brief episodes of biting do not mean that a child is having a social or emotional problem. As with all developmental stages, biting soon ends. In all cases of biting, our response will be to care for the child who was bitten, and to help the biter learn a more appropriate behavior. Our focus will not be on punishment but rather on effective techniques that address the specific reason for biting. We encourage you to talk to your child about this behavior, but we also caution that delayed punishment at home, hours after the incident, will not be understood by the child.

Children's Injuries

If your child sustains a minor injury while at the center (e.g., scraped knee), you will receive an Accident Report outlining the incident and course of action taken by the staff member. Minor wounds, such as cuts, scrapes, or bites, will be washed and disinfected in accordance with the regulations of Peel Public Health. A dry bandage or dressing may be applied as appropriate. You will be contacted immediately if the injury produces any type of swelling, is on the face or head, or needs medical attention. If a serious medical emergency occurs, the child will be taken to the hospital immediately by ambulance, and a staff member will contact you (or a designated emergency contact if you cannot be reached).

Centre Rules

There are certain centre rules that all children will be taught and expected to follow. This is for the safety and wellbeing of everyone. That being said, we realize that we must expect a certain amount of wear and tear in the centre where children are concerned. Of course, deliberate destruction of school property will not be tolerated.

There will be no running permitted in the center. Hitting, pushing, grabbing, kicking, spitting, or pinching other children/adults will also not be allowed. Standing or climbing on chairs, tables or other furniture will also not be permitted. There will be no use of obscene, derogatory or disrespectful language. Simply put, we expect that the children will treat one another with the same courtesy and respect as we as adults are expected to treat each other.

No smoking is permitted on the premises; this applies to all parents, staff and visitors.

Fire Drills

Maplewood Academy will be performing one fire drill per month at each location. We vary the time of day to help the staff and children prepare to evacuate the building quickly and safely. We will not perform fire drills when the temperature is below 10 degrees or above 30 degrees.

Lockdowns and "Hold and Secure"

In addition to fire drills, Maplewood Academy performs lockdown and evacuation drills as part of its emergency planning and preparedness program. We ensure that our staff and students are fully prepared for these situations, however, for security reasons these procedures are not shared with parents or the community. In the event of a Lockdown or Emergency Evacuation, it is always best to have all communications filter through the centre Supervisor, or the local police. This is to avoid any confusion, conflicting or incorrect information that may be circulating amongst outside observers. Some situations may also require that information remain confidential in nature until the situation has resolved.

Maplewood Academy will always err on the side of caution, and respond quickly if there is reason to believe there is a danger to our students. Police will be called, and our staff and students will move to a pre-determined location. The doors will be locked, and no one is permitted to enter or exit the building until the police deem the situation to be resolved.

The centre Supervisor will be sure to communicate everything possible as quickly and as often as possible, beginning with an initial briefing and a designated parent meeting area. Please do not call the centre or centre staff, and please do not come to the centre. All phone lines must remain open, and roadways must remain as clear as possible for emergency vehicles. At the parents meeting location a designate and/or police officer will have further information and instructions. This delegate or officer will also provide instructions on what to do when the lockdown has been resolved.

In addition to lockdown procedures, the staff are also familiar with "Hold and Secure" procedures. These procedures are not for an immediate threat, however, are applied in situations where a danger has been verified in the local area. If this occurs, the doors will be locked and secured, and entries and exits to and from the school will be monitored closely. In most situations, classes and routines will continue as per the schedule unless instructed otherwise by local authorities.

Inclement Weather

Inclement weather is decided upon by local police, the Department of Transportation and other governing bodies. If inclement weather is declared, Maplewood Academy will close for the amount of time it is instructed to do so. If inclement weather is declared prior to the centre opening for the day, parents will be notified by email as soon as we become aware of the instructions for closure. If inclement weather is declared during our working hours, parents will be notified by telephone to pick up their child. Exceptions will not be made to Maplewood Academy's Authorized Pick up and Emergency Contact Form, so please arrange these pick-ups accordingly.

As a general rule, Maplewood Academy follows the Peel District School Board regarding acts of inclement weather. Parents are advised to check the PDSB website when inclement weather is expected.

Refunds and credits are not applied due to inclement weather, or power outages due to "acts of God".

Parental Involvement

There will be times and ways you can get involved in your child's daycare experience. You are welcomed and encouraged to participate in any or all of these. Some examples of ways to be involved include:

- Lending objects for units of study
- Coming and reading a story, organizing a craft, or talking about your job, when asked
- Helping your child at home with the concepts we are studying here (see monthly newsletter)
- Helping to provide treats or other items for our activities

When these opportunities present themselves, parents will be contacted by either the Centre Supervisor or classroom educators. These opportunities are always 100% voluntary, however, please understand that once agreed to, there will be many disappointed faces if cancellations occur, so please be sure your calendar is free before joining.

Indoor / Outdoor Play

Indoor Play

We provide a variety of age-appropriate toys for indoor play. Toys may be rotated or placed temporarily out of use so that the children do not become bored. Younger children have less-developed organizational skills and can get easily frustrated or upset when there are too many toys to choose from. It is also more difficult for them to help with clean up when there are toys everywhere, because it is so overwhelming to them. For this reason, during free play times, we encourage that each child choose only one or two things at a time to play with. They will be shown how to put those things away before selecting something else.

Outdoor Play

We will be playing outdoors for at least two hours every day, weather permitting. Please make sure that your child is appropriately prepared for outdoor play, and consider weather forecasts when deciding on appropriate attire for the day. Our activities may include walks, playground play, water play (sprinkler in summer), and other activities. We do not go outside when the temperature is below -10 degrees (including wind chill), or above 30 degrees (including heat index). Parents who feel that their child is not well enough to participate in outdoor activities must keep them out of daycare until they are able to participate in all activities.

Offsite Activities

As part of our mission to create an immersive learning environment, we recognize that our local community is a valuable learning resource as well. Over the course of each semester, we look forward to taking regular opportunities to explore and visit locations such as libraries, fire stations, museums and parks. Rest assured that each of these outings are planned well in advance, and all parents will be informed with enough notice as possible. This notice will cover important information for the day's events, such as a written request for permission, parent volounteer options, a notice for any applicable fees, the day's expected schedule, contact information and options (if applicable) for care for students who opt to not participate in the outing. It is extremely important for all families to respect the departure timeline, as buses will often not wait for long past the intended departure time.

Discipline and Prohibited Practices

Maplewood Academy maintains a positive discipline policy, which focuses on prevention, redirection, love, consistency and tenderness. We stress two main patterns of behavior: respect for people and respect for property. The children are explained the expectations of the centre frequently so that they are all familiar with the guidelines. Please keep in mind that there WILL be disagreements between children. It is common for young children to have a difficult time expressing their feelings. Sometimes they hit, throw toys, bite, etc. We will always do our best to prevent problems, redirect when appropriate, discuss inappropriate behavior, and encourage making amends when a situation involves another person. An example might be where a child is misusing a toy, then he/she will not be allowed to play with that toy for a period of time. The use of time outs will be rare except when a brief cooling off period is needed for personal reflection. If a time out occurs, the teacher will discuss positive changes that may be required in order for the child to continue playing with the group. Please note that a time out simply means that the child may be sat at a table, or another area of the carpet. They will never, under any circumstances, be removed from the classroom or isolated as a form of discipline.

Maplewood Academy follows all procedures and protocols set in place by the Child Care and Early Years Act, specifically Ontario Regulation 137/15. Subsection 6.9, Section 48 discusses Prohibited Practices in the following manner:

> (1) No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,
> (a) corporal punishment of the child;
> (b) 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;
> (c) locking the exits of the child care centre or home child care premises 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;
> (d) 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;
> (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.
> (2) No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home child care or in-home services at a premises overseen by a home child care agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care.

If a disciplinary challenge arises that does not conform to the above-mentioned techniques, we will hold a conference with the parents. Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents us from being able to properly care for the other children. If the problem continues, other arrangements for the care of the child may have to be made, for the safety and wellbeing of all.

Additional Policies and Procedures

Volounteer and Student Teacher Policies

In an effort to promote growth and passion for early education, Maplewood Academy offers opportunities for those seeking careers in our industry. These may be either volounteer teachers, or practicum Students. Student Teachers and Volounteers are supervised by the classroom educators and the Centre Supervisor. All student teachers and volounteers are interviewed and screened in the same manner as our classroom educators.

Student Teachers and Volounteers will not have unsupervised access to our students, nor do they count towards Ministry regulations for student/teacher ratio.

For full details on these policies, please contact your centre Supervisor to request the form entitled "Supervision Policy for Volounteers and Placement Students".

Anaphylaxis Policies

Maplewood Academy recognizes that Anaphylaxis is a serious allergic reaction that can be life-threatening. In an effort to maintain a safe environment for all staff, students and families, Maplewood Academy does not serve peanuts, tree nuts or shellfish on its regular menu. If you have opted out of the meal plan, it is your responsibility to ensure that these items are not included with your child's meal or snacks.

Any food items brought to the centre must be clearly labeled with your child's name, as well as the date the item arrived at the centre. Parents must also ensure that ALL ingredients in ALL food brought to the centre are listed and submitted to the Centre Supervisor for approval.

Please discuss the specific medicinal needs of your child with the Centre Supervisor during enrolment.

For full details on these policies, please contact your centre Supervisor to request the form entitled "Anaphylaxis Policy".

Medication Policies

We recognize that some children require regular administration of medications. If this is the case for your child, these needs must be discussed with the Centre Supervisor during the enrolment stage. Our staff are authorized and trained on administering non-prescription medication, prescription medication, ointments and creams, and are happy to help if needed. All consent forms are available through the Centre Supervisor, and are required before we can begin caring for your child.

For full details on these policies, please contact your centre Supervisor to request the form entitled "Medication Policy".

Policies for Parent Concerns or Complaints

Maplewood Academy understands that there will be differences of opinion or disagreements from time to time. Rest assured that we have the same priorities as you when caring for your child. If you have a concern regarding our staff, programming or facility, please let us know as soon as possible so that we can identify the key issue and problem-solve possible resolutions. When raising a concern, rest assured that you will be treated with respect and

courtesy, and no judgement will be held. At your request, Maplewood Academy will maintain confidentiality throughout the problem-solving phase as well as after the conclusion, unless it must be disclosed as required by law.

For full details on how Maplewood Academy responds to concerns, please continue to Appendix A for our complete "Parent Issues and Concerns Policy".

Emergency Management Policies

Maplewood Academy takes Emergency Management very seriously. Our focus is to be prepared, as unlikely as any given situation may be. As part of our policies, all staff are required to be prepared for:

- Lockdown
- Hold and Secure
- Bomb Threat
- Disasters Requiring Evacuation
- Disasters due to External Environmental Threat
- Natural Disaster – Tornado/Tornado Warning
- Natural Disaster – Major Earthquake

In the event of any emergency requiring a lockdown or evacuation, the appropriate emergency service will be contacted, and an action plan will be relayed to our centre by emergency services personnel. This information will then, in turn, be relayed to all families by group text message. Families who do not have a contact number on file with text messaging capabilities will be contacted directly by telephone.

All staff are fully trained on procedures before, during and after any emergency situation, as well as how to contact the proper authorities for each situation.

For full details on these policies, please contact your centre Supervisor to request the form entitled "Emergency Management Policies".

Maplewood Academy Schedule of Fees

Definitions of Terms:

Product Fee: A fee for a tangible product, such as uniform or craft material.

Base Fee: A fee for required services.

Non-Base Fee: A fee for services that are optional, occasional, or supplementary.

Product Fees

Uniform Fees

There is a $200 non-transferrable, non-refundable uniform fee per child at the time of enrolment. This fee is exempt from HST. This uniform fee includes:

1 summer uniform (shorts & polo shirt)	2 uniform t-shirts	1 uniform hoodie
1 winter uniform (active pants and sweater)	1 backpack	

Base Fees

Enrolment Deposit

The deposit amount is $600, and is payable upon registration. This deposit amount is refunded at the end of the month of the child's final date in attendance. Should a parent cancel enrolment prior to the child's first day in attendance, this deposit is refunded in full so long as Maplewood Academy is provided with at 30 day's notice. The deposit is refunded at 50% if less than 30 day's notice is provided. If more than 30 day's notice is provided.

Tuition fees must be paid in full according to the enrolment forms prior to your child's first day at Maplewood Academy. Please note that Maplewood Academy will not accept cash payments for any offered services, either in full or partial.

Tuition Fees

Our tuition fees are inclusive of Maplewood Academy's meal plan (morning snack, lunch and afternoon snack). Tuition fees are not subject to HST, however, it is applied to Occasional Services, Late Payment and NSF fees.

Non-Base Fees

Over-Time Fees

Any late pick-up after 6:00PM will be charged at $1 (+HST) for each minute. These fees will be due within 24 of the invoice being created, and must be paid via e-transfer.

Late Payments and NSF Fees

Maplewood Academy drafts tuition invoices on the first business day of each month. Any payments that are received more than 24 hours after the invoice has been sent, or are returned as NSF (Non-Sufficient Funds) will incur a $35 (+HST) Late Payment charge. In the event of this charge, Maplewood Academy will re-draft a new invoice, including the fee, which will again become due within 24 hours of the invoice being sent. Your child is welcome to continue attending their regular program while we resolve this payment issue. If, after five business days, Maplewood Academy has not received the fees owed, including any Late Payment Fees incurred, Maplewood Academy reserves the right to terminate childcare for your child, as well as pursue legal action for collection of fees owed and additional costs as allowed by law. If 3 or more payments are late or returned NSF in a rolling 12 months, Maplewood Academy may ask for future payments to be made in advance via money order.

Canada-Wide Early Learning and Child Care Act (CWELCC) Subsidy

Maplewood Academy has opted in to the CWELCC program, and is collaborating with the Federal, Provincial and Regional governing bodies in every way we can to benefit, support and grow our local school community. For further information on the CWELCC subsidy, please visit https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement.

- All enrolled children under the age of six are eligible for the CWELCC subsidized discount.
- All enrolled children who turn six years of age between 01/01/2023 – 06/30/2023 are eligible for the CWELCC subsidized discount until June 30th, 2023.
- All enrolled children who turn six years of age after June 30th, 2023 are eligible for the CWELCC subsidized discount until the end of the month that they turn six.
- All enrolled children who receive the CWELCC subsidized discount are not automatically disqualified from other Federal, Provincial and/or Regional subsidies. These are all viewed on a case-by-case basis.

Tuition Fees Chart

The below Tuition Fees Chart is applicable for the 2025-2026 academic year, unless otherwise advised. Our tuition fees chart is as follows:

CWELCC Approved Base Tuition Rates				
	Full Tuition Fee	CWELCC subsidized discount	Final Base Tuition Fee after CWELCC subsidy	Calculated daily rate based on 21.75 days/month
INFANT	$1870/month	$1391.50	$478.50	$22
TODDLER	$1770/month	$1291.50	$478.50	$22
PRESCHOOL	$1670/month	$1191.50	$478.50	$22

Maplewood Academy reserves the right to charge its full tuition fee (as detailed above) if funding is not received by the 1st of the month. In the unlikely event of this situation, Maplewood Academy will provide as much notice as possible, based on the notice provided to us by the Federal, Provincial or Regional governing body.

Maplewood Academy also reserves the right to opt-out of the CWELCC Program and revert to its full tuition fee (as detailed above) if it feels that the program is no longer in alignment with Maplewood Academy's core values and/or goals. In the unlikely event of this situation, Maplewood Academy will provide a minimum of 60 days' notice.

Processing of Fees

Non-Recurring Fees

Maplewood Academy accepts payment for non-recurring fees such as deposit, uniform or late pick-up fees by way of e-transfer. Please ensure that a comment is left on the transfer with your child's first and last name, their class group and what is being paid for. Payments missing the required details may result in a late payment charge if they cannot be traced back to the payer.

Recurring Fees

Maplewood Academy processes all recurring fees, such as tuition fees, via the Lillio app. It is the parent's responsibility to ensure that all app permissions and options are set to allow for monthly recurring fees to be made (autopay). Please review the Lillio Autopay Contract and Lillio Parent's Letter for assistance with the app. Though Maplewood Academy will try their best if a technical issue arises with the app, the best technical support for the Lillio app is provided by Lillio themselves.

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Maplewood Academy
Date Policy and Procedures Established: July 12, 2022
Date Policy and Procedures Updated: July 12, 2022

Purpose

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

Definitions

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

Staff: Individual employed by the licensee (e.g. program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, 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 Licensee, centre Supervisor or delegate 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 1 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit
http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx

Procedures

<table>
<tr><th>Nature of Issue or Concern</th><th>Steps for Parent and/or Guardian to Report Issue/Concern:</th><th>Steps for Staff and/or Licensee in responding to issue/concern:</th></tr>
<tr><td>Program Room-Related

E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</td><td>Raise the issue or concern to
- the classroom staff directly
or
- the supervisor or licensee.</td><td rowspan="4">- Address the issue/concern at the time it is raised
or
- arrange for a meeting with the parent/guardian within 1 business day.

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;
- 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 [insert number] 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.</td></tr>
<tr><td>General, Centre- or Operations-Related

E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</td><td>Raise the issue or concern to
- the supervisor or licensee.</td></tr>
<tr><td>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</td><td>Raise the issue or concern to
- the individual directly
or
- the supervisor or licensee.

All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</td></tr>
<tr><td>Student- / Volunteer-Related</td><td>Raise the issue or concern to
- the staff responsible for supervising the volunteer or student
or
- the supervisor and/or licensee.
-
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 supervisor as soon as parents/guardians become aware of the situation.</td></tr>
</table>

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 centre Supervisor, or, if the concern relates to the centre Supervisor, the Licensee.

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: [insert information, e.g. agency/organization contacts, supervisor and/or individual who oversees the programs, ministries and local authorities, professional membership bodies]

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Licensee: Shawn Elliott – 647-967-7400, s.elliott@maplewoodacademy.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.