Parent Handbook

2024/25 Preschool Year

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**Little Mountaineers Coop Preschool**

**Parent Handbook**

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## Introduction

Dear Parents,

Welcome to Little Mountaineers Cooperative Preschool!

A safe and happy place to be, where children learn through play, and parents take an active role in their education.

Our Parent Executive Board and Early Childhood Educators would like to extend a warm welcome as you join our Little Mountaineers’ family, and we are pleased that you have chosen our program for your child. We are committed to providing a loving, safe and nurturing experience for your child and look forward to continued growth and communication in our new relationship with you.

This handbook will assist you in understanding the philosophy, policies and procedures of our child development program. Please read the handbook carefully and then complete, sign and return the form on the last page of the booklet.

Please feel free to contact us if you have any questions about the policies and procedures that are outlined in this Parent Handbook. They are in place to ensure that Little Mountaineers remains a safe and happy place for your family.

Thank you for choosing Little Mountaineers. We understand and appreciate the privilege we have in sharing this time with your child.

Heather Bruno

BA, RECE

**LMCP Pedagogy and Program Statement**

Section 46 under Ontario regulation 137/15 requires that every licensee shall have a program statement that is consistent with the Minister of Education's policy statement on programming pedagogy issued under Sub Section 55 (3) of the Child Care and Early Years Act, 2014. This statement is to be reviewed annually.

*"All children should have the opportunity to engage in activities that promote well-being, engagement, expression and belonging."*

*We believe, "Children succeed in programs that focus on active learning through exploration, play, and inquiry. Children thrive in programs where they and their families are valued as active participants and contributors." (How Does Learning Happen? Ontario's Pedagogy for the Early Years, 2014)*

**The goals that guide our program at Little Mountaineers Co-op Preschool (LMCP) are as follows:**

-We view all children as competent, capable, curious and rich in potential.

-We promote the health, safety, nutrition, and well-being of all the children. *(children are supervised at all times, monitored for illnesses, follow sanitary practices, served healthy food options, provided safe and clean play materials and apparatus, our preschool complies with accessibility standards, embraces diversity and supports inclusion.)*

-We support positive and responsive interactions with all children, parents, and staff. *(showing empathy, promoting helping, encouraging group activities, stating points of view, valuing children's ideas as contributions for program planning.)*

-We encourage the children to participate in positive interactions and communications *(including self-regulation, planning and decision-making via “plan-do-review” and HighScope approach to conflict resolution, inviting children to share their ideas and materials.)*

-We support the children's need for exploration, play and inquiry. *(by offering open-ended materials, allowing children the time to problem solve, asking questions, posing problems, providing choices, offering materials as tools for expression.)*

-We facilitate child-initiated and adult-supported experiences. *(offering materials to support play, using materials to extend interests and make connections to learning, provide opportunities for a reasonable degree of risk taking.)*

-We plan and create positive learning environments while supporting each child's development and which is inclusive of all children, including children with individualized plans. *(present children's ideas to others making learning visible in the classroom, provide observational instead of judgemental comments, present multi-developmentally appropriate materials including materials for sensory exploration, prepare and adhere to Individual Support Plans for children with special needs.)*

-We include active and quiet play into our program while considering individual children's needs. *(consistently offer materials, spaces and opportunities to foster active and quiet play.)*

-We engage and communicate with parents regarding our program and their child. *(open invitation to parents to stay and play, daily exchange of ideas, opportunities for parents to contribute to the program, various forms of documentation record children's development, ideas and learning both posted and through the use of technology.)*

-We involve community partners for support. *(from Community Living Hamilton in the form of Resource Teachers or Support Facilitators, enrichment materials from professional resource libraries, directing parents to/inviting support services outside to the preschool when necessary.)*

-All staff is committed to continuous professional learning. *(providing professional learning opportunities to staff, maintaining memberships with the College of Early Childhood Educators and adhering to it’s continuous professional learning mandate.)*

- We view ongoing documentation and review of above strategies as a means to study the impact of our program on our children and their families. *(encouraging self-reflection, discussion and ongoing collaboration among staff in order to best adjust practices, evaluating the physical environment and providing changes when necessary to facilitate active learning in all areas of the classroom.)*

(Policy created September 2015/revised September 2016/revised September 2019, reviewed annually and continued to be revised as needed.)

## A. Enrolling Your Child

Upon the decision to enroll your child, parents or guardians complete a Registration Package, and all schedules and protocols, policies and procedures, as well as a copy of our handbook will be provided. Unless previously completed and submitted, all forms would be filled out electronically and sent through email or mailed in. As a part of enrolling any child, parents or guardians will be scheduled for an in-person, small group tour with the Teachers on their first day at preschool where the child(ren) accompany their parents. We believe this provides the benefit for both parent and child to meet the Teachers and see the classrooms, and for parents to ask any questions they may have.

## B. Nondiscrimination Policy

At Little Mountaineers Cooperative Preschool (LMCP) we strive to ensure that our service is fully inclusive in meeting the needs of all preschool children. We believe that the services provide by LMCP must be accessible to all children and families regardless of fee subsidy status and/or special needs of the child or family. No child, individual or family shall be excluded from LMCP’s activities on the basis of age, gender, means, family status, marital status, race, sexual orientation, special needs, ethnic origin, colour, culture, or religion.

## C. Hygiene Measures and Procedures

1. Hand washing:Before the students enter the classroom, they will wash their hands thoroughly. Hands will also be washed frequently throughout the morning with soap and water for at least 20 seconds. Hand sanitizer will be used for our classes when soap and water is not readily available. Sanitizing stations are located throughout our facility.
2. Sanitizing/Disinfecting: All hard surfaces will be wiped down throughout the day, before and after use as well as at the end of each day. Any toys that go into a child’s mouth will be put into the disinfecting process as per usual (not returned to play until disinfected.) All surfaces and toys will be sprayed and wiped when deemed necessary throughout the morning.
3. Mask wearing: Although masks are no longer mandatory, staff members will be provided masks to wear each day at their own discretion. If you or a family member chooses to wear and needs a mask, please let us know, and masks will be provided for you to wear at drop off and pick up or during your volunteer days.
4. Physical distancing: Each classroom will be set up to encourage play areas and activities that give the children physical space to play. Children within each class will be encouraged to give their friends “space to play”.
5. Outdoor & Indoor Footwear/Extra Clothing: All children will take their outdoor footwear off and place them in their hallway blue bin before entering the classroom to change into a separate pair of indoor shoes during their morning inside. Since children spend time on the floor, we want it to be as clean and safe as possible. Also, please provide a change of clothes, and diapers/wipes if needed, to be kept in a bag (labeled with your child’s name) and remain at the preschool in your child’s blue bin.

## D. Inclusion Policy

To the greatest extent possible, children with special needs will be included in the full range of activities and services typically provided to children at our center by making necessary modifications to meet the child's needs. As a Cooperative, we rely on parent participation and may at times request additional support from parents to ensure our program suitably meets the needs of all children in the classroom.

## E. Fee and Payment Policy/School Terms, Hours and Holidays

***\*Little Mountaineers is enrolled in the Canada-Wide Early Learning and Child Care System (CWELCC)****. All base fees will be adjusted under CWELCC. All non base fees are not adjusted under CWELCC.*

Little Mountaineers enforces the following policies and procedures for tuition payments:

1. Monthly fees are cashed according to our cheque cashing schedule.
2. A $35.00 fee (non base fee) will be charged if a payment is declined.
3. There shall be a registration fee of $125 (base fee) for each child (this includes the compulsory insurance fee as well as the snack fee for the year.) There shall be an additional $50 (non base fee) monthly fee and limited openings for nonparticipating families.
4. The school year shall commence once the teachers have completed any applicable reopening training, the classrooms and school environment have been adapted to reflect all the current health requirements, Hamilton Public Health has conducted any mandated inspections, all parents have received and are in agreement with all new policies and procedures, and (barring any unforeseen circumstances) will continue until the last Friday in May or first Friday in June.
5. The Public School Holidays (Thanksgiving, Christmas Break, Family Day, March Break, Easter, Victoria Day) shall be observed with the exception of Board of Education P.A. Days. Two separate P.A. Days will be observed by Little Mountaineers’ staff members during the preschool year .
6. If you need to withdraw your child’s enrollment, a two-week notice is to be given to the Executive Board Treasurer and President. A parent may be required to withdraw their child due to the child’s inability to adjust or the parent’s failure to adhere to the by-laws or a parent causing duress in the school. In this case, the two-week withdrawal notice shall be waived.
7. Fees:

**FOLLOWING ARE A LIST OF FEES FOR THE PRESCHOOL YEAR** (September - May incl.) \**Little Mountaineers has opted in the CWELCC. All monthly base fees, including registration fees, are subject to adjustment under CWELCC. Non base fees are not adjusted under CWELCC.*

Registration fee - $125.00\* (base fee) for all programs adjusted to **$60** under CWELCC

2 Year Old Program - Monday and Tuesday Mornings from 9:15 - 11:30

Children will turn 2 during the first half of the preschool year (by the end of December)

$215.00 per month\* (base fee) participating members adjusted under CWELCC to $12.70/day or **$101.60 per month**

3 Year Old Program - Wednesday, Thursday and Friday Mornings from 9:00 - 11:45

Children will turn 3 during the first half of the preschool year (by the end of December)

$250.00 per month\* (base fee) participating members adjusted under CWELCC to $12/day or **$144.00 per month**

*Limited spaces for nonparticipating members\*\*.*

'Participating' means that the parent/guardian will carry out volunteer days in the classroom on some of the days their child attends school (typically 2 days per month). \*\*There is an additional monthly (non base) **$50 per month** fee for nonparticipating families.

All families have a 'membership job' to carry out throughout the school year whether or not they are participating.

## F. Admission/Exclusion due to symptoms of illness/Health Regulations

1. A complete and up to date Vaccination Form is required for each child.
2. It is **extremely** important that parents monitor their children’s health, keep their children home at any sign of fatigue or ill health, and report signs of illness to the school.

Children who are exhibiting symptoms of illness; fever, cough/shortness of breath, decrease or loss of taste or smell, sore throat/difficulty swallowing, runny or stuffy nose, headache, nausea, vomiting, diarrhea, extreme tiredness or muscle aches (or any other signs of illness, i.e.- ringworm, head lice, chicken pox, measles, mumps, pink eye, fever over 100.4 (37.8) degrees, etc.) will not be admitted to the program. It is a danger to other children and staff members at our facility. If you have any doubts about your child’s health, please call us at 905 389 5592, or email lmcooppreschool@gmail.com, or notify through the Seesaw app to be sure they may attend. If your child appears to be sick or has any of the above while at school, **we will isolate the child (under supervision) and notify the parent or guardian immediately, and it is necessary that the child be picked up.**

1. If a child, or anyone in their household, is showing COVID-19 symptoms and testing positive for COVID-19 (fever, cough, shortness of breath, etc)  **we ask you to keep your child home.** It is recommended that they are tested for COVID-19 if they show symptoms and they must be excluded from preschool for a minimum of 7 days after symptom onset.

**We ask that all parents and staff let us know of any potential exposure immediately.** A potential exposure means being a household contact or having close contact within 6 feet (without proper PPE) of an individual with confirmed or suspected COVID- 19. The timeframe for having contact with an individual includes the period of 48 hours before the individual became symptomatic.

## G. Parent Meetings/Jobs in Membership/Volunteer Information

As a Cooperative, we have approximately three Parent Membership meetings throughout the school year. While in this phase of operation, meetings may be in an online format. ie “Zoom” or “Microsoft Teams”, or may be in person as deemed appropriate by our Parent Executive Board.

As a Cooperative, each member is required to preform a “job” within the membership. A list of “job” options detailing their responsibilities will be made available in the Registration Package information.

To volunteer in the classroom, all parent volunteers must provide a Police Check, called a Criminal Reference Vulnerable Sector Check (VSC).

Apply online at

[www.policesolutions.ca/checks/services/hamilton](http://www.policesolutions.ca/checks/services/hamilton)

Complete and submit the supplied **Volunteer Request letter for VSC Police Check** when making the application and submit the Criminal Reference Vulnerable Sector Check when received.

All parent volunteers must also provide a health check detailing results of a negative TB test and personal immunization dates including 2 doses of the Covid-19 vaccine.

Complete and submit the supplied **Health Check form.**

**LMCP Supervision Policy for Volunteers and Placement Students**

Little Mountaineers Co-op Preschool (LMCP) has a duty of care to provide all persons with a safe and healthy environment. Every child who is in attendance at LMCP shall be supervised by an adult at all times.

**Orientation:**

Orientation of parent volunteer parents shall be as follows:

* Receipt of Orientation letter in the August mail-out which outlines their role as volunteer in a Co-op situation and informs them of the upcoming, mandatory Orientation Meeting prior to the start of the school year.
* Attendance at the Orientation meeting in early September which outlines expectations with regard to volunteer days, police check, health check, and the following polices and procedures: **LMCP Program Statement, Outdoor and Playground Safety Policy and Procedures, Volunteer Supervision Policy, Fire Drill Policy, Sanitary Practices Policy, Anaphylactic Policy, Serious Occurrence Policy, Medication Policy, Staff Training and Development Policy, Process for Monitoring Compliance and Contravention, Waiting List Policy, Parent Issues and Concerns Policies and Procedures, Emergency Management Policies and Procedures, COVID-19 Response Protocols, COVID-19 Immunization Disclosure Policy and Criminal Reference Check Policy**. If attendance is not possible, alternate arrangements for Orientation must be made with the RECE/teachers before volunteer days can be performed.
* Receipt of Parent Handbook (online access) which details expectations with regard to child supervision.
* Continual/ongoing assistance/guidance from the RECE/teachers before and during class time, as well as postings in the classroom which outline duty expectations for the day.

**Supervision and Mentoring of Parent Volunteers:**

         The RECE/teachers will be responsible for supervising at all times and mentoring the parent volunteers as well as completing a LMCP Program Implementation Checklist for each parent volunteer to be kept in their child’s file for the duration of the school year.

**Placement Students/ Assistant Staff Members:**

         We currently do not accept placement students. We may have up to two teacher’s assistants as staff members depending upon the needs of the program.

**Staffing Ratios:**

* Our staffing ratio is 2 teachers for every class. (With a maximum of 10 children for the 2 year-old program and 16 children per class for the 3 year-old program.) Volunteers are never alone with the children and are not counted in ratios.

**LMCP Program Statement Policy:**

* All parent volunteers will review the LCMP Program Statement Policy before starting to work with the children and will be monitored for program statement implementation practices according to this policy.

**Individual Emergency Plans/Anaphylaxis/ ISP and Medical ISPs Policy:**

* All parent volunteers will review the individual emergency plan for any children with anaphylactic causing allergies before starting to work with the children as outlined in the Anaphylaxis Policy. All allergy and medication/emergency plan information shall be posted in all program rooms. All volunteers will read and sign for each Individual Support Plan and Medical ISP for each child with special needs in the program.

**Criminal Reference Check/VSC “Police Check”:**

* All parent volunteers must submit the results of a Criminal Reference Check (Vulnerable Sector Check). Reference Check letters are distributed in the Registration Packages and results are expected before volunteering commences.

**Health Check**

* All parents volunteers must have record of a clear TB test and all immunizations as recommended by Public Health.

**LCMP Fire Drill Policy/Emergency Management Policies and Procedures:**

* All parent volunteers will review and abide by the LCMP Fire Drill Policy and Emergency Management Policies and Procedures.

(Policy created August 2011/revised May 2016/revised September 2016/revised September 2017/revised September 2019/revised September 2020/revised September 2021.)

***As of September 2021, all volunteers must show proof of COVID-19 Immunization and adhere to all Public Health directives, including screening, training, and wearing all appropriate PPE when deemed necessary.***

**LMCP Program Statement Implementation**

* Supervises children at all times, promoting health, safety, nutrition and well-being
* Guides in a positive manner while allowing children to do as much as possible for themselves
* Encourages positive behaviour, including statements to the children about the effect of their decisions
* Encourages self regulation, including time for exploratory play, including children in decision-making, engaging children in conversation, including “plan-do-review” daily (making choices and plans), playing self regulation games at group time
* Supports emotional and behavioural self control where, limits are explained, children are redirected if support is needed, given a choice of alternate activities, facilitates the children to take an active role in their own conflict resolution, encourages the children to help their friends
* Supports child-initiated activities; “what do you want to play today?”
* Shows genuine interest in the children and their individual needs
* Facilitates positive interactions between children
* Prohibited Practices as follows:

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 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.

* Staff and volunteers are expected to comply with the program policies. Failure to comply could result in:

1. Verbal warning
2. Written warning
3. Dismissal

Monitoring:

All staff, volunteers, and students (if applicable) shall be observed a minimum of once a year. (Completed in November and January for staff, January for volunteers) Observations shall be completed and placed in the appropriate file (either parents’ child or staff members’.) Teachers or executive shall complete observations as appropriate.

(Policy created September 2015, revised September 2016, revised September 2020, revised September 2021, revised as needed.)

## H. Arrival and Departure Procedures

Our program is operational from 9:00 am – 11:45 am, Monday through Friday. Our 2 year old class will attend on Mondays and Tuesdays from 9:15 – 11:30. Our 3 year old class will attend Wednesdays, Thursdays and Fridays from 9:00 am – 11:45 am.

While onsite screening is not currently required, prior to drop-off each morning, parents must continue to self-assess their child and other family members daily. Do not attend if symptoms are present.

● Please enter and use the hallway to help your child with their coats and shoes and bring them to their classrooms.

● Sanitizing gel is located in the hallway. Please wash hands on arrival/before starting preschool each morning.

● Adults, it is your choice if you wear a mask while in the hallway during drop-off and pick-up times.

Little Mountaineers Cooperative Preschool

Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Little Mountaineers Cooperative Preschool

Date Policy and Procedures Established: November 16, 2023

Date Policy and Procedures Updated:

Purpose

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

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

Policy

General

• Little Mountaineers Cooperative Preschool 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.

• Little Mountaineers 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 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:

o greet the parent/guardian and child.

o 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 their Registration Forms or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note, email, or Seesaw message).

o document the change in pick-up procedure in the daily written record.

o 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, email or message on Seesaw, or advised the staff at pick-up the day prior) the staff in the classroom must:

o commence messaging the child’s parent/guardian no later than 10:00 am. Staff shall message on Seesaw at least once and leave message.

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);

o confirm with another staff member that the individual picking up is the child’s parent/guardian/authorized individual.

o 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 noon)

1. Where a parent/guardian has not picked up the child by noon, the supervisor, or program staff shall contact the parent/guardian and/or emergency contact via phone call and advise that the child is still in care and has not been picked up.

Where a child has not been picked up and the program has ended and it is noon.

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by noon, and cannot be reached, and emergency contacts cannot be reached, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

2.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) 905 522 1121. Staff shall follow the CAS’s direction with respect to next steps.

## I. Visitors

Outside visitors will be permitted by appointment only. Representatives from Hamilton Public Health and the Ministry of Education will be permitted if they pass screening procedures and follow protocol.

## J. Field Trips/Special Events

Parents will be made aware of any planned field trips or special events throughout the preschool year. Permission forms must be signed for children to attend field trips and parents are required to attend with their child.

## K. Parties and Celebrations

Birthdays- If you wish to celebrate your child’s birthday at Little Mountaineers, please check with your child’s teacher at least one week in advance with what your plans will be for that celebration and **the teachers will pick up your special treat for you**.

Note: All birthday treats must be nut-free, and pre-packaged as opposed to homemade.

L. Communications

All communications with our Little Mountaineers’ families will be done via the Seesaw app or will move to an online format via email; newsletters, updates, etc. or in person as deemed appropriate by our Parent Executive Board. Please make sure we have an accurate email address, check your emails regularly and sign up to the new school year on Seesaw when prompted.

Little Mountaineers has Emergency Management Policies and Procedures. Parents will be notified via phone call, email, and/or Seesaw message when needed and as directed by our Parent Executive Board President.

**Parent Issues and Concerns Policy and Procedures** 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). Supervisor

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

*Policy* Parents/guardians are encouraged to take an active role in our preschool 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 all program staff and Supervisor 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 two business days. 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](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/CASLocations.aspx) (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

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Staff and/or Licensee in responding to issue/concern: |
| --- | --- | --- |
| Program Room-Related  E.g: schedule, toileting, indoor/outdoor program activities, feeding arrangements, etc. | Raise the issue or concern to   * the classroom staff directly   or   * the supervisor or licensee. | * Address the issue/concern at the time it is raised   or   * arrange for a meeting with the parent/guardian within one 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 two 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   * the Parent Executive Board |
| Staff-, volunteer parent-, Supervisor-, and/or Licensee-Related | Raise the issue or concern to   * the individual directly   and   * the supervisor or Parent Executive Board.   All issues or concerns about the conduct of staff, volunteer 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. |
| Student- / Volunteer-Related | Raise the issue or concern to   * the staff responsible for supervising the volunteer or student   and   * 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. |

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 Parent Executive Board President.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15should 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: [e.g. agency/organization contacts, supervisor and/or individual who oversees the programs, ministries and local authorities, professional membership bodies]

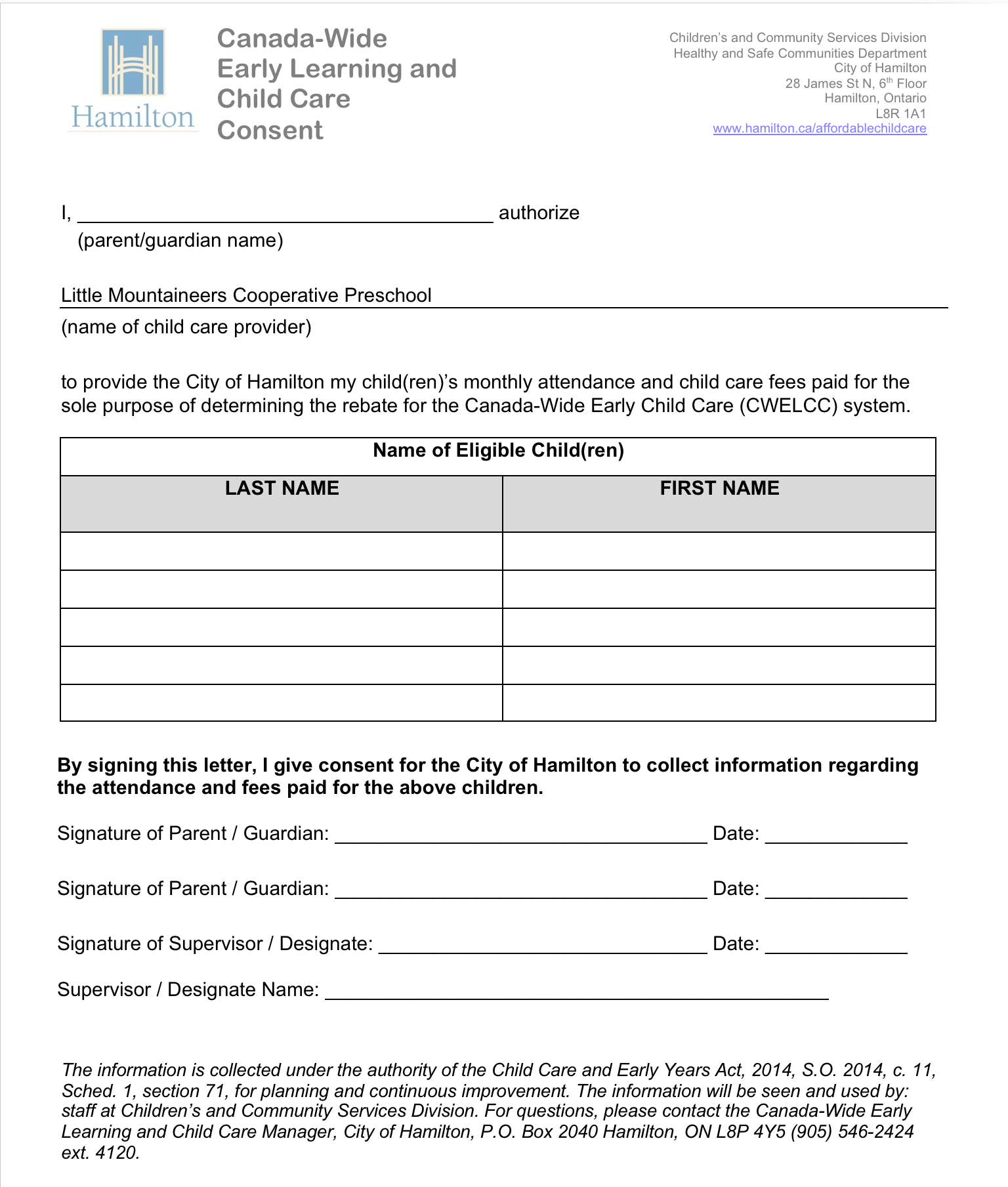
Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

President of the Parent Executive

Supervisor Heather Bruno

RECE designate Cathy McNabb

Program Advisor (Ministry of Education)

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**Little Mountaineers Cooperative Preschool**

**Parent or Guardian Handbook Receipt Form**

Parents or Guardians,

Please thoroughly review the Parent Handbook edition for the 2023- 2024 school year, which contains the policies and procedures for Little Mountaineers Cooperative Preschool. After reading the handbook, please complete this form and return it to the school via email as soon as possible. This form will be kept in your child’s file for the duration of the school year.

Thank you in advance for your cooperation.

Sincerely,

Heather Bruno

BA, RECE

Little Mountaineers Coop Preschool

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (print your name), the parent/guardian of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (print child’s name), hereby acknowledge receipt of Little Mountaineers Cooperative Preschool’s Parent Handbook 2023-24 edition. I have read and agree to adhere to all the policies and regulations set forth in this handbook.

Parent/Guardian Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_