

AVM MILTON

PARENT HANDBOOK

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Table of Contents

Mission, Vision and Values.....	5
Program Statement	5
Philosophy.....	5
Inclusivity	7
Program Goals.....	8
Ratios.....	11
Teacher-to-Student Ratios.....	11
AVMS Programs.....	12
Infant.....	12
Pre-Casa	12
Casa	12
Information for Parents	13
School Uniform Policy.....	13
Report Cards	13
Parent-Teacher Interviews.....	13
Student Cubbies and Sunscreen	14
Personal items and Toys	14
Lost and Found.....	14
Soiled Clothing Items	14
Loss of School Articles.....	14
Change of Information	15
Nap Policy	15
What will your child need to bring to AVMS?	16
For Infant and Pre-Casa	16
For Casa.....	16

Health and Safety	18
Outdoor Activity.....	18
Illness and Communicable Disease Policy.....	18
Medication and Allergy Policy	19
Emergency Management Policy	20
Lockdown Procedure	20
Criminal Reference Check	21
Parent Issues and Concerns Policy.....	21
Safe Arrival and Dismissal Policy.....	24
Video Camera Recording	26
Reinforcing Positive Behaviour Guidelines	28
Prohibited Practices	29
Food/Snack Drop off	27
Donations.....	27
Special Occasions/Events.....	28
Field Trips.....	28
Photography & Video Recording	28
Student/Volunteer Policy.....	28
Admission, Withdrawal and Attendance.....	30
Statutory Holidays.....	32
PA DAYS.....	33
School Closure.....	33
Camps.....	33
Waiting List Policy	34
Admissions Policy.....	33
Admission Fees	37
Refund/Withdrawal Policy.....	37

Tax Receipts	35
Returned Payments	38
Late Fee Policy	38
Hours, Access, and Security	40
School Arrival	40
Extended Hours.....	40
Parking	40
Entering School During Instructional Hours.....	40
Departure.....	41
Key Tag Access Policy.....	41
Inclement Weather	42
Social Media.....	42
School Events	42
Appendix A	43
Canada-Wide Early Learning and Child Care (CWELCC).....	43
Base Fee – Covered by CWELCC.....	43
Non-Base Fee – NOT covered by CWELCC.....	43
Program Fees	44
Appendix B.....	42
Toilet Training Policy.....	42

Mission, Vision and Values

Our mission is to provide the children in our care with a safe and nurturing learning environment where they receive the best possible foundation, on every level, so that they are inspired for a lifetime of learning and achievement.

The Angus Valley Montessori School (AVMS) program is based on the work of Dr. Maria Montessori who, through her research and studies, helped change the course of education in the early 1900s. Her proven methods are valid today. The Montessori Method of education concentrates on the child's experience, characterized by a focus on self-directed activity. Areas of activity include Practical Life; The Sensorial; Language Arts; Mathematics; and Cultural Activities. Individual plans are made by using the Montessori method and recognizing Gardner's Theory of Multiple Intelligence which, simply put, suggests children learn in different ways and will benefit from a balanced approach to learning.

We provide parents with reliable and supportive childcare in a building custom-designed by professionals who are fluent in creating physical spaces for younger age groups.

Program Statement

Philosophy

At Angus Valley Montessori Schools (AVMS) our program, philosophy, and approach to working with children are inspired by Maria Montessori. Children at Montessori Schools are active participants in their learning. We as educators provide the children with the tools and resources that lead the child into self-directed learning and problem-solving.

At AVMS we believe that every child belongs and is welcome. We understand that learning is an active process whereby opportunities to explore and interact with the environment, are key components in a child's growth and development. Underlying this, we understand that a child's growth follows a development sequence, but within that sequence, each child grows and develops at their own rate and in unique ways.

At AVMS we believe that learning is a shared responsibility between the home and the teachers. We know it is important to communicate relevant and important information about your child's experiences and accomplishments.

We at AVMS accept and appreciate your participation and input in your child's development because we strive to develop a learning environment between home and school.

Angus Valley Montessori Schools are committed to providing a fully inclusive environment that supports the health and well-being of every child in our care, in accordance with the provincial programming and pedagogy guidelines "How Does Learning Happen". This guideline is a professional learning resource that provides a common framework to help programs focus on knowledge – from research, theory, and practice – of what is most important to children. It encompasses a broad range of program philosophies and approaches. We are proud to be a part of this pedagogy and to create a Centre that follows it closely.

The four foundations apply regardless of the child's age, ability, culture, language, geography, or settings.

Belonging refers to a sense of being connected to others, being valued and forming relationships.

Well-being addresses the importance of physical /mental health, self-care, sense of self and self- regulation.

Engagement occurs when children are involved, focused and able to explore their environment with natural curiosity and exuberance.

Expression or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words and use of materials.



Inclusivity

AVMS is committed to the principles of equity. We believe that ethno-racial and linguistic diversity enriches and strengthens our community socially, culturally, and economically, and that inequality creates barriers for children, families, and communities.

We foster inclusive learning by setting our children up for success in our diverse world, beyond the Montessori, through exposure to different languages, family units, skin colours and abilities.

We believe that children are competent, capable, and curious beings with endless possibilities in their lives. We are committed to providing a learning setting that encourages, nurtures, and fosters early learning and balanced development.

In doing so AVMS follows the six **Key Principles** outlined in the Early Learning Framework.

1. The early years set the foundation for lifelong learning, **behaviour**, **health**, and **well-being**.
2. Partnerships with families and communities help early childhood settings to best meet the needs of young children.
3. Respect for diversity, equity and inclusion are vital for optimal development and learning.
4. A planned program supports early learning.
5. Play/work is a means of learning that capitalizes on children's natural curiosity and exuberance.
6. Providing teachers with tools and learning to make them succeed.

Program Goals

Our goal at Angus Valley Montessori Schools is to provide a program that:

- 1. Promotes the overall well-being of children. Health, safety and nutrition are crucial components of the program.**

Nutrition: We follow Canada's Food Guide when planning home-style cooked meals and snacks. We use locally grown (wherever possible), and seasonal vegetables and fruit purchased directly from the supplier. Teachers monitor lunches to ensure students are eating healthy, well-balanced foods.

Safety: All teachers and volunteers have Vulnerable Sector Checks completed prior to employment. The staff and students practice fire drills monthly, to understand what to do in the event of a fire. We maintain a clean, safe and hygienic environment by using disinfectants that have a Drug Identification Number (DIN). AVMS teachers are familiar with each child's medical information, exceptionalities, allergies, food restrictions, medication requirements, as well as parent's preferences with respect to diet, exercise, and rest time. Safety is a priority in and outside of the school, including while on outings.

Health: AMVS programs provide quiet time for both rest and recovery. Outdoor play provides gross motor movement, fun, exploration and recreation. AVMS staff and students practice safe and regular hand washing to ensure germs are kept at bay.

- 2. Encourages children to interact and communicate in a positive way and supports their ability to self-regulate.**

Approach: We give children advance notice on changes so that they are prepared for transition times. We understand that a child's growth follows a development sequence, but within that sequence, each child grows and develops at their own rate and unique way. Our classroom environment aids children in successful learning by creating mixed age groups, where children are free to develop at their own pace and learn from each other. There are also different "works" which promote learning of the same skills in different ways from easy to advance. Progress is tracked individually. One-on-one presentations are given to each child allowing the child-to-teacher relationship to grow and to have a better understanding of each child's learning style and individual needs. We discuss feelings when a child is upset and redirect. We also allow children to take classroom activities outdoors so that they can use them in different surroundings. We encourage active play by going outdoors twice daily participating in activities that provide opportunities for both free and structured **play**. Teachers encourage social interactions that helps the child develop socially **and emotionally**.

- 3. Supports positive and responsive interactions among the children, parents, teachers, and staff.**

Approach: AVM schools provide an initial orientation with parents, to visit the classroom and view their child's schedule, prior to starting. In class, we work in smaller groups or one-on-one with children. Constant observation allows teachers to have an intimate knowledge of the child's emotional, physical and psychological state. We have an open-door policy that welcomes parents to drop into the classrooms (in a non-disruptive way) at the end of the day so that they can see what their child has done and is working on.

4. Fosters engagement and ongoing communication with the parents about the program and their children.

Approach: We wish parents to feel comfortable calling AVM Schools with questions. We also provide daily written communication, have holiday shows and family appreciation events. We ask parents to help with classroom activities such as collecting natural or recycling materials. By welcoming parents into Montessori, we create a sense of belonging. If parents feel like they belong, the children will be comfortable and well-adjusted individuals within the Montessori environment. Our goal is to create an environment that is a home away from home. Parents are also welcomed to come in and read a book or speak about a job and at the end of each day. Parents can also come into the class to pick up their children, observe what they are doing or join the activity.

5. Involves local community partners and allows those partners to support the children, their families and staff.

Approach: We have many special guests from the community come in throughout the year to run special interest days for our children. We also welcome local specialists to work with our children when necessary. We meet with the parents and these specialists together to set up appropriate plans and strategies as needed.

6. Fosters the children's exploration, play and inquiry by offering activities that are open-ended in all areas.

Approach: The Montessori environment is designed to develop a foundation for creative learning and a sense of independence. The diversity of the Montessori materials, activities and experiences foster physical, intellectual, creative, social, and personal skills. We believe it is important that children see there isn't always only one way to explore and only one outcome. We use different materials in art and allow children to access various others from the art area as they need. AVMS provides projects that allow parents to get involved with their child's activities. We believe that projects using recycled materials allow children to discover exactly what they want to do with the materials. We also allow children to leave their materials and later return to their play so that they can continue until they have finished exploring.

7. Provides child-initiated and adult-supported experiences by creating an environment that encourages staff and parents to get involved with their child's learning.

Approach: Our program plans are an offering of various open-ended activities that allow the children to discover that our teachers are there to ask questions. We use pictures to document activities within the classrooms so that parents can see what we are doing in the classroom and distribute monthly newsletters by email. We invite Casa parents into class to observe their children's work cycle once every year. We complete two progress report cards per year along with two parent-teacher conferences, where parents and teachers sit down to discuss the child's progress. Also, parents or staff have the flexibility to request a meeting at any time.

8. Plans and creates positive learning environments and experiences in which each child's learning and development will be encouraged and supported.

Approach: We do this by providing 30-45-minute music sessions each week with a professional music teacher or 20-minute French sessions twice a week in a smaller group setting. Various activities in the classrooms are available at different levels, keeping children with diverse interests engaged. We provide activities that allow children to explore and make mistakes. We do not limit what materials or activities children can use thereby allowing them to explore areas that they are interested in while still being surrounded by activities that may interest them at another time.

9. Incorporates the Montessori work cycle, indoor and outdoor play, as well as active play, rest and quiet time into the day and considers the individual needs of the children receiving childcare.

Approach: The daily schedule is a guide for outdoor playtimes and quiet times, as well as meals and snacks. Except for these scheduled times, all activities are open and available within the classroom.

10. Supports childcare providers, educators and other staff who interact with the children at school in relation to professional learning.

Approach: We support Montessori staff through both in-class support and observation. AVMS provides a developmentally appropriate curriculum to guide teachers, observation sheets, reviews of teachers' performance, constructive feedback, public speakers and available workshops through MOE and Public Health. We have at least three Professional Developmental Days scheduled in our yearly school calendar.

11. Documents and reviews the impact of the strategies identified in this program statement.

Approach: AVMS teachers document and review the impact of the strategies set out in goals one through 10, on the children and their families by, taking a minimum of 2 observations per week for Casa, a minimum 5 pictures each week for Pre-Casa and Infants, and posting them for families to see

under “How Does Learning Happen?” All previous pictures are stored in a binder so that children and families can access them regularly.

AVMS recognizes Pedagogical documentation processes, which our staff utilize to make daily observations of children and uses this information to develop their next plans.

Note: The Program Statement is reviewed by students and volunteers when they start their placement. The Board of Directors, staff and parents will review the Program Statement annually to ensure that it is aligned with the Ministry of Education’s policy statement.

Ratios

Teacher-to-Student Ratios

These are **minimum** requirements set by Child Care and Early Years Act, 2014 (CCEYA) and Ontario Regulation 137/15. AVMS will strive to ensure that the children in our care receive more attention and benefit from a variety of activities fully utilizing the talents of staff members.

Teachers are required to maintain Student-Teacher Ratios based on the Ministry of Education Child Care and Assurance Licensing Act.

The Teacher-to-Student ratio(s) are as follows:

- Infant Ratios 1:3, 2:6 or 3:10
- Pre-Casa 1:5
- Casa 1:8
- Kindergarten 1:13
- School-Age 1:15

AVMS Programs

Infant

Infants absorb effortlessly from their surroundings when they begin exploring their environment: to touch and manipulate objects, and to learn about the world around them. We help to maximize their potential through stimulation. We nurture and care for infants using a play-based philosophy in our relaxed, safe, and stimulating infant room. Rocking, holding, feeding, singing, and playing are just a few ways we will help your baby develop. We are happy to follow established routines from home, as closely as possible. Sensory development including songs, words, stories, and gestures along with activities to develop gross and fine motor skills and outdoor play are all part of their week. As children grow and become more independent, they gain skills for successful transition to a Pre-Casa room. (Infant program subject to enrollment)

Pre-Casa

Our unique, challenging, and diverse program combine professional childcare with early childhood education. This age group has a desire to learn, exhibited by their enthusiasm to explore the world around them. Skills are developed through a variety of planned learning activities. These include learning to count; music, art and movement, language skills, learning to formulate sentences, creative learning, free play and manipulative play. Children will develop independence, plus important social and language skills.

Casa

Casa children have tremendous abilities to learn and absorb. We introduce Montessori activities designed to stimulate the intellect, enhance the development of children's focus, concentration, task organization and cognitive order. They learn to order, classify, and describe sensory impressions. Oral language development, written expression and reading through phonetics and understanding are also introduced alongside the concepts of quantity, numeracy, sequencing, and mathematical operations. Teachers help Casa students discover History, Geography, and Life Sciences. Music, Art, Physical Education and Spatial Movement are part of the integrated cultural and sports program.

Information for Parents

School Uniform Policy

Our school uniform (grey and navy blue) is mandatory and worn by both the Casa and Pre-Casa students. Casa and Pre-Casa students are required to wear their uniforms 4 days a week (Monday, Tuesday, Wednesday and Thursday). Friday will be a casual day with no uniforms.

There will be designated Formal Uniform Days throughout the school year when students are required to wear their full school uniform. Formal Uniform Days include:

- Mondays
- School picture days
- Special events
- Media events
- Parent-teacher interviews
- School presentations, ceremonies, or performances
- Any other occasions communicated by the school where formal attire is required
-

Families will be notified in advance of any additional Formal Uniform Days.

Report Cards

Daily reports are communicated and updated through Procasa. Term report cards will be sent out twice a year for Casa, twice a year for Pre-Casa and twice for infants at 12 and 18 months of age. Parents/Guardians will have an opportunity to discuss the report card with teachers at the Parent-Teacher Interviews.

Parent-Teacher Interviews

Parent-Teacher Interviews will be held once a year, at the time term one report cards are distributed. Students do not attend school on these days. Parents are asked to sign-up in advance to meet with their child's teacher. Second term report cards are issued in June, however meetings will only be held if a parent or teacher requests one. Parents are welcome to contact the office throughout the year if they wish to discuss something regarding their child.

Student Cubbies and Sunscreen

Your child will have a place for their belongings in the cubby area provided for each class. They will have a place for extra clothing and footwear as well as a hook to hang their coats and bags. Children are encouraged to keep things tidy and organized to minimize misplaced items. Please assist us by tidying up the area with your child at the end of each week and limit the number of items remaining.

Please note; parents must **not** leave sunscreen bottles and medicines in their child's cubby. Sunscreen bottles and medicines should be labelled with your child's name and handed over to the classroom teacher with the Medical authorization form, that can be obtained from the front desk.

Personal items and Toys

- Refrain from bringing or limit personal items at the school.
- Any items deemed necessary should be small enough to be kept in the cubby area.
- AVMS is not responsible for lost or stolen items
- The school provides suitable materials and activities
- Toy guns, other play weapons or any battery-operated toys are not allowed at the school.

Lost and Found

Lost and found items are kept in a storage box at the front desk. Please see admin staff if you require access to the Lost and Found.

Soiled Clothing Items

Any soiled items will be placed in a bag and will be returned to the child's parent/guardian when they come to pick up their child. These clothing items will not be cleaned by AVMS, they will only be placed in the bag by the teacher. No soiled clothing items will be kept overnight at AVMS. All soiled clothing items left after closing will be thrown into the garbage bin due to Health and Safety requirements.

Loss of School Articles

All articles which are the property of the AVMS must be properly maintained by the student. Parents/guardians are responsible for the loss or damage to articles and must replace the article at the value set by the AVMS.

Change of Information

If you have a change of address or telephone number, it is essential that we have that information in your child's file. It is the responsibility of parents/guardians to ensure we have the most recent information. All emergency information must be kept up to date, including your daytime telephone number and numbers of emergency contacts. We also need to know of any changes in who may or may not pick up your child from the school. Please remember to keep us informed immediately of any contact information changes so that we can reach a designated person, in case of an emergency. AVMS must be notified and provided appropriate paperwork if there are custody arrangements for a child.

Nap Policy

Infants will be able to sleep as often as required. Schedules are in place to provide a daily guideline to parents and staff. However, infants' needs are met individually first and as a group second. All Infants will be checked every 15 minutes, Pre-Casa children will be checked every 30 minutes and Casa children every hour while they sleep, and a log recorded.

All Pre-Casa children will have a two-hour sleep period after lunch. All children will be provided with the opportunity to sleep or engage in quiet activities based on their needs. You may bring a labeled blanket from home and/or a small pillow.

We ask you to launder the bedding at the end of each week and to return it for the beginning of the following week. When returning clean cot sheets, for infant children please deliver them to staff on duty to be placed in the cot room, rather than leaving them in the cubby area. Pre Casa and Casa student parents are asked to leave bedding in a labeled bag in their assigned cubbies. Please do not send your child with full sized blankets and pillows, as we do not have proper space for storage.

What will your child need to bring to AVMS?

For Infant and Pre-Casa

- **A copy of a child's immunization record is submitted with admission applications package. The office must receive a copy of any updated immunization records immediately.**
- Things to be brought to school all year-round:
 - Water bottle labeled with your child's name.
 - Indoor and outdoor shoes and socks (outdoor shoes must be running shoes for safety)
 - At least two sets of extra clothing placed in a Ziploc bag. The Ziploc bag must have the child's name written in black also label all your child's belongings (first name and last initial).
 - A sleeping sack for Infants.
 - Blanket (cot size), small pillow and cot sheet.
 - Diapers.
 - Wipes.
 - Diaper rash cream or ointment.
 - Bibs for infants
- Seasonal, Fall:
 - Both a light and a thick jacket for various temperature changes.
 - Mittens & Hat.
 - Sun Block.
- Seasonal, Winter:
 - Snowsuit/snow pants & winter jacket.
 - Waterproof mittens & winter hat.
 - Snow boots.
 - Neckwarmers

Important Notes:

- All personal belongings must be labeled.
- Student bedding will be sent home on **Fridays for washing**, to be **brought back on Mondays**.
- All water bottles and milk bottles will be sent home every day for sterilizing.

For Casa

- A copy of a child's immunization record **is submitted with admission package**
- Things to be brought to school all year-round:
 - Water bottle labeled with your child's name.
 - Indoor and outdoor shoes and socks (outdoor shoes must be running shoes for safety).

- At least two sets of extra clothing placed in a Ziploc bag. The Ziploc bag must have the child's name written in black also label all your child's belongings (first name and last initial). One set of extra clothing is to be a School Uniform.
- Blanket, pillow and cot sheet.
- Seasonal, Fall:
 - Both a light and a thick jacket for various temperature changes.
 - Mittens & Hat.
 - Sun Block.
- Seasonal, Winter:
 - Snowsuit / snow pants & winter jacket.
 - Waterproof mittens & winter hat.
 - Snow boots.
 - Neckwarmer

Important Notes:

- Casa children are required to be fully potty trained. The student may be permitted to Casa if not fully trained, based on supervisor/director discretion. If this is permitted, a 'diapering fee' will be applicable. Please reference the Toilet Training Policy included in this document.
- Diapering fee may be applied at any time of the year at teacher/supervisor/director discretion, should concerns present.
- All personal belongings must be labeled.
- Student blankets & bed sheet will be sent home on **Fridays for washing**, to be **brought back on Mondays**. Bedding will also be sent home if soiled and is expected to return the following day.

Health and Safety

Outdoor Activity

Children are required by provincial legislation to participate in outdoor activities twice daily, weather permitting. Children will remain indoors when temperatures reach -15° C or colder. Please provide weather appropriate clothing, always a hat and gloves as well as a supply of extra clothing. (Please refer to *What your child will need* for a complete list of items required).

Illness and Communicable Disease Policy

The AVMS Illness and Health Policy is carefully defined to ensure the health of the children in our care. Children who are ill should not be brought to the school, for their own benefit as well as that of our other children. Daily activity is too demanding to accommodate an unwell child. An unwell child is also more prone to infection and contagious disease. Young children are still building up their immune system.

- Children who are feverish, vomiting, have diarrhea and/or nausea should be kept at home.
- Any child who falls sick at the Montessori or home should be symptom-free for 48 hours before they come back to the school.
- If a child becomes ill during the day (fever, etc.), parents will be notified and may be asked to collect their child immediately. Symptoms will be recorded in the child's file.
- AVMS will send children home that they deem ill or unable to actively participate in program.
- Should there be an illness outbreak or case of contagion, the school will notify parents through e-mail and posting within the building.

AVMS staff are not permitted to admit any child showing signs of illness upon arrival at the school. Symptoms may include, but not limited to: Vomiting, Diarrhea, Rash, Hives, Fever, Foreign matter/discharge in the eyes or ears, Head Lice, or Ringworm. Communicable diseases include: Chickenpox, Hand, Foot and Mouth, Thrush etc. AVMS shall contact the Public Health Department to report occurrences of communicable diseases.

Where parents are required to provide a doctor's note stating the child is well enough to return to the school, it is to be presented to the office prior to the start of the first day the child is to return.

In accordance with the CCYEA, a fully documented Immunization Record and an Emergency Consent Form must be provided on the day of enrolment. Children will not be admitted to the school until we have the completed forms. No immunization exemptions will be considered.

Medication and Allergy Policy

Staff will administer any current prescriptions or medications that the child requires, provided parents/guardians provide written instructions on a signed Medication Authorization Form.

If your child requires medication during school hours, the medication must be delivered directly to the teacher when dropping your child off at the school. A Medication Authorization Form must be completed prior to any new medication being handed over to the school. The completed form must be submitted along with the medication that has the child's name on it. Authorization forms are available at the front desk.

Any medication provided to the school by parents WILL ONLY BE ACCEPTED if in the following conditions:

- Original bottle/packaging
- Clearly labeled
- Loose pills.
- No Open package: syringes/needles.
- Complete and updated Medication Form
- Instructions from parents/guardians regarding administering medication
- Medication can only be provided as per instructions on bottle/prescription
- Appropriate and accurate measuring and administering devices must be provided

Staff will administer special creams for rashes or infections that have been prescribed by a doctor. It is our school policy not to administer non-prescription drugs unless they are part of a child's medical plan. Parents/guardians who provide emergency medication (including allergy, asthma, epilepsy, diabetes, or other medication that a prescribing medical professional determines must be readily available to prevent a significant risk to the child's health) must provide specific instructions from the child's physician and an Individual Medical Plan, where applicable. Emergency medications may be carried by a child, staff member, or provider where appropriate and will be managed to prevent access by other children while remaining readily available when required. Parents of children with anaphylaxis must provide a written step-by-step emergency procedure outlining how staff should respond to an allergic reaction prior to the child's first day.

Any medication/allergy medication administered at the school will be documented. Updated medical documentation must be provided as required for medical conditions, emergency medications, and any changes to a child's medication plan during the school year.

Emergency Management Policy

AVM Schools adhere to the Emergency Management Policy and Procedures as described in section 68.1 of the CCEYA, available to all families. In the event of an emergency, we may need to take your child to the hospital. In some circumstances, emergency help may be called before parents are notified. Every effort will be made to notify the parents immediately, first via phone call and second through email. In the event of an evacuation of the school, the children will be moved to a designated site.

The evacuation sites are as follows:

Primary Site: 55 Ontario Street South, Milton ON, outside on the playground along the fence
Backup Site: 55 Ontario Street South, Milton ON, parking lot

Note: all directions given by the emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed.

Lockdown Procedure

A lockdown is a precautionary measure in response to a direct threat to the school or in the surrounding community. During a lockdown:

- All school activities are moved indoors.
- Depending on the type of lockdown, interior and exterior doors on campus are locked.
- No one is permitted to enter or exit the building.
- Parents should not come to the school during a lockdown.
- Parents are discouraged from calling the school. Telephone calls will not be answered.

There are three lockdown codes:

- **Shelter in Place** – used when there is an environmental or weather-related emergency, where it is necessary to keep all occupants within the school to protect them from an external situation.
- **Hold and Secure** – used when it is desirable to secure the school due to an ongoing situation outside unrelated to the school. In this situation, the school functions normally, with all exterior doors locked until the situation near the school is resolved.
- **Lockdown** – will only be used when there is a direct threat to the school or in the immediate vicinity of the school.

Once a lockdown is put into place, police and school administrators work together to first ensure the safety of everyone in the school. Once the situation has been stabilized, a message on social media (Facebook and Instagram) and/or email will be sent to parents to inform them that the school was in lockdown, the nature of the incident, and the duration of the lockdown.

When a disaster occurs that does not require the evacuation of the school, AVMS must notify parents/guardians within 3 hours of the occurrence via social media and or email on the same day.

In an Emergency Lockdown, parents will receive multiple forms of communication. During an Emergency Lockdown, parents are advised to watch or listen to local media and social media for updates.

Criminal Reference Check

All prospective employees of AVMS that have direct, unsupervised contact with children will be required to consent to a Vulnerable Sector Check. Criminal information obtained will be kept confidential. All students and volunteers placed in AVMS also require a Vulnerable Sector Check. AVMS adheres to the Criminal Reference Check Policy available to parents at request so as to avoid situations of unsupervised children. All staff, students and volunteers are aware of this Policy.

Parent Issues and Concerns Policy

The purpose of this policy is for Angus Valley Montessori School to provide a transparent process for our parents/guardians, and staff to use when parents/guardians bring forward issues/concerns.

General

Parents/guardians are encouraged to take an active role in our school 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, and our staff, and foster the engagement of an 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.

This policy and procedure for Parent Issues and Concerns is intended to fulfill the obligations set out under Ontario Regulation (O. Reg. 137/15, s. 45.1) for childcare centers.

All issues and concerns raised by parents/guardians are taken seriously by Angus Valley Montessori School and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, 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

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

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, sleep arrangements, toilet training, 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 3 business days. 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.
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 supervisor or licensee.	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 10 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	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.	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 10 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.



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:
Student- / Volunteer-Related	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.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, with a supervisor/licensee of a AVM school they may escalate the issue or concern verbally or in writing directly to Angus Valley Montessori Schools.

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:

Director: Sam Hamid, Owner/Operator 647-988-7657

Director: Erum Mirza, Owner/Operator 416-878-3401

AVMS 1-833-819-2867 or info@avmschools.com

Ministry of Education, Licensed Child Care Help Desk: 1-855-457-5478

Code of Conduct

AVMS maintains high standards for positive interaction, communication, and role-modelling for children. Harassment and discrimination will not be tolerated. If a parent/guardian, provider, or staff

feel uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor and/or licensee.

Parents/Guardians must acknowledge that they play an important role in the education of their children, and they have a responsibility to support the efforts of all Angus Valley Montessori Educators and staff in maintaining a safe and respectful learning environment for all students. Therefore, parents and guardians are expected to;

- be engaged and show an active interest in their child's schoolwork and progress
- communicate regularly and respectfully with AVMS Educators and Staff
- ensure their child is appropriately dressed, including required uniforms
- ensure that their child attends AVMS regularly and on time
- encourage and assist their child in respecting and following behaviour expectations of AVMS
- never use disrespectful, disparaging, derogatory or abusive language towards any Educator, Staff or community member of AVMS
- never engage in or condone disrespectful, disparaging, derogatory or abusive behaviour towards any Educator, Staff or community member of AVMS
- support and model respectful behaviour in all communication and contact with all Educators, Staff and Community members of AVMS

Should any parent / guardian engage in behaviour, or disregards parent responsibilities as outlined above, further action will be required by Angus Valley Montessori schools. There may be disruption of care, or full withdrawal of care should parents / guardians create a dysfunctional working relationship with AVMS or creates an unsafe educational environment.

Safe Arrival and Dismissal Policy

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 childcare 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.

General

- All AVMS locations will ensure that any child receiving childcare at the school is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization for the child to be released to
- AVMS 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 to care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

PROCEDURES

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - It is the responsibility of the parent / guardian to share with the class teachers if there is a change in routine or change of individual picking up child
 - Where the individual picking up is not listed on the child's personal information, the parent/guardian must give written notice to the office, via email, immediately
 - Changes to the child's pick up should be received to the office not later than 3PM that day
 - Document the change in pick-up procedure in the daily written record, classroom logbook
 - 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 school and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, sent a message via Procare App, or advised the closing staff at pick-up the day prior), the staff in the classroom must:
 - inform all staff of the program room, and the site supervisor. The staff will commence contacting the child's parent/guardian no later than 10:00am. Staff shall communicate with the parent/guardian via phone call, email or messaging app.
 - all reasonable effort will be made to contact the parent/guardian, should staff be unable to reach the parent/guardian they will notify the office
 - Should a parent/guardian not be reached the day this child is absent, the staff member will follow up with reason for absence when the child is next in care
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, classroom logbook.

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 may be released to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within that time, or regular reasonable time frame for that family, the site supervisor or administration staff will be notified. The office will contact the parent/guardian via a phone call or message (regular communication for that family) and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff will leave a message. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm

pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

- Where the staff has not heard back from the parent/guardian or authorized individual, after reasonable time, who was to pick up the child, the staff shall contact the emergency contact listed with the child's personal information.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by closing time of 6PM, staff shall ensure that the child is given a drink and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the emergency contact listed on the child's personal information.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) 30 minutes after closing time, the staff shall proceed with contacting the local Children's Aid Society (CAS). Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

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

Video Camera Recording

Security video cameras are located inside and outside of the immediate School property and always recording. Due to privacy and confidentiality concerns, recordings are not live streamed or shared with parents. Video recordings are accessed by Management only.

Reinforcing Positive Behaviour Guidelines

AVMS believes that Positive Behaviour reinforcement is an integral part of our program as it complements our goals and philosophy. It ensures the smooth running of our programs and teaches children to learn to respect others, themselves, and property.

Prohibited Practices

Angus Valley Montessori Schools shall not permit, with respect to a child receiving childcare,

- corporal punishment of the child;
- 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;
- 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;
- 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;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- inflicting any bodily harm on children including making children eat or drink against their will;
- sexual abuse of a child;
- sexual misconduct involving a child; or
- prescribed sexual acts involving a child, as defined under the Early Childhood Educators Act, 2007.

Inappropriate Verbal Practices:

- Humiliation:
 - Threatening.
 - Swearing.
- Harassment:
 - Yelling.
 - Sarcasm.
 - Discussion of a child within any child's hearing.

Lack of Supervision including:

- Diverted attention for frequent or extended periods.
- Leaving children unsupervised, child unaccounted for.

Food/Snack Drop-off

AVMS Milton has a policy that does **not allow for outside food**, provided a few exceptions that allows food to be provided from home. Food provided from home for children must abide by the AVMS

Anaphylactic Policy and be free from anaphylactic allergens. Some strategies to reduce the risk of exposure to anaphylactic allergens are listed below:

- **We are a peanut and nut-free school.** Any food brought to school must be nut-free and packaged food must have a label indicating the ingredients. Otherwise, outside food will not be permitted in the school
- In cases where a child has food allergies, and the meals and snacks provided by Angus Valley Montessori cannot meet the child's needs, the child's parent must supply snacks/meals for their child to eat at school. All written instructions for diet provided by a parent will be implemented.
- Ensure the food brought to Angus Valley Montessori is labelled with the child's full name, the date the food arrived at the childcare centre and advise of all ingredients.
- Appropriate supervision must be maintained to ensure that food provided from home is not shared or exchanged between children.
- Parents who serve foods containing allergens at home must ensure their child has been rid of these allergens prior to attending Angus Valley Montessori (e.g., by thoroughly washing hands, brushing teeth, etc.)
- Food prepared from scratch in the home is not permitted

Donations

Any parents or guardians wishing to donate items such as toys or books must call AVMS prior to dropping off any items. Parents or guardians will be advised if AVMS will be accepting items or not. AVMS will NOT be accepting any clothing or food items for safety reasons.

Special Occasions/Events

Every child's birthday is special and is celebrated at the school. Due to many food allergies and restrictions, we ask that you speak to your child's teacher prior to bringing any food to the school, providing a minimum of two days notice. Unfortunately, any food brought into the school without prior arrangement with the teacher or supervisor will be discarded immediately.

Field Trips

AVMS will be taking students on short field trips to the local park, library, and excursions during the school year. All field trips will be planned and supervised by AVMS staff. Parents will be notified in advance of field trips that require vehicle transportation. A field trip consent form will be sent in advance with trip details.

Photography & Video Recording

Parents are not allowed to take any photographs or video recordings of students during school hours, without the prior consent of the school. To protect individual privacy, photos and videos cannot be taken with parents'/guardian's cameras.

Student/Volunteer Policy

With respect to volunteers and students. O.reg 262 under the CCEYA provides that:

- Only employees will have direct unsupervised access to children.
- All volunteers need to provide a vulnerable sector check in accordance with CCEYA 2014. A form will be provided to parents who want to apply, prior to the field trip.
- Volunteers and students may not be counted in the staffing ratios and will be supervised by a permanent staff member within the school. No child will be supervised by a person less than 18 years of age.
- If you become a parent volunteer, you will be responsible for several children and will be asked to remember their names and take a headcount of those in your group.
- The AVMS Monitoring Compliance and Contraventions Policy, as well all the other policies and procedure are reviewed and signed by all employees, volunteers, and students before they start and, at least, annually thereafter.
- Individual Anaphylaxis plans will be reviewed by all students and volunteers before they begin work.
- Volunteers must comply with the above terms for trips.

Angus Valley Montessori Schools adhere to the Supervision Policy for Volunteers and Students, available to families upon request, as set out in section 11.1(2) of the CCEYA. This policy outlines;

- (a) the requirement described in subsection (1);
- (b) the roles and responsibilities of the licensee and supervising employees; and
- (c) the roles and responsibilities of staff, volunteers and students.

As set out in section 11.1(1) Angus Valley Montessori Schools shall ensure that every volunteer or student on premises where it oversees the provision of childcare is supervised by an employee at all times and is not permitted to be alone with any child who receives childcare at the School. A staff member who is employed while also enrolled in an educational program and who are completing an educational placement in their current place of work may continue to be counted as a staff member throughout the duration of their placement.

Admission, Withdrawal and Attendance

If your child is going to be away or late on any day, we will require notification no later than 8:00 am with reason for absence or late arrival. The school will be closed for all Statutory Holidays, Staff Development Days and intermittent days during the Winter and Summer Breaks. School closures are accented for in tuition fees, and will not be deducted.

Statutory Holidays

- Family Day
- Good Friday
- Easter Monday

- Victoria Day
- Labour Day
- Canada Day (July 1st)
- August Civic Holiday
- Thanksgiving Day
- Christmas Eve (early closing)
- Christmas Day
- Boxing Day
- New Year's Eve (early closing)
- New Year's Day
- ** Please see complete list of Closures on the School Calendar
- The School is also closed for Family Appreciation Day

PA DAYS

AVMS will be closed on the regional school board's designated PA days. AVMS uses those days for parent teacher interviews, staff training and development and for our building maintenance.

School closures and early dismissals, including PD Days may be changed with a minimum of 30 days' notice. Or sooner, if required by Public Health, Ministry of Education, local authority and for community health and safety reasons.

School Closures

Please note that school closures, early dismissals and PD Days may be changed given a 30 day notice, or less should it be required by Public Health, the Ministry of Education or any local authority for health or safety reasons.

Camps

AVM has three Annual Camps: Spring break, Summer, and Winter break camps. Camps are available at additional costs. If you require care for any of these weeks, please contact the office for more information. AVMS camps are filled with interesting hands-on activities with visits from special visitors and exciting field trips. Activities differ from one AVM school to another and subject to change, please contact the office for details prior to registration.

Waiting List Policy

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

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

General

A waitlist will be formed when an Angus Valley Montessori School program reaches full capacity of enrolment based on our campus location license.

- Angus Valley Montessori will strive to accommodate all requests for the enrolment of a child at any AVMS location.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- There is **no fee or deposit required** to have your child placed on Angus Valley Montessori Waiting list.

Receiving a Request to Place a Child on the Waiting List

The licensee or designate will receive parental requests to place children on a waiting list via; online application, telephone request, in person meeting after tour of AMVS campus.

1. School Tour

In order to have your child added to our waiting list, parents/guardians and child(ren) must first complete a tour of the school.

2. Complete Waiting List form

Forms include: Date of the Tour, Parents Name, Telephone, Email, desired enrolment Date and Child's current age.

3. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received with complete waiting list form.
4. Once a child has been placed on the waiting list, parents may request the place of their child(ren) on the list at any time and the AVMS campus will share that placement with the parents/guardians.

Determining Placement Priority when a Space Becomes Available

- In an event where a particular program reaches capacity a waitlist will be formed for that program. Siblings of our current students, who wish to enroll in an AVMS program at the same campus, will be given priority status over the “new” students on the waiting list.
- Children who are on the waiting list will be accepted into the program on a first come first served basis as spots become available.
- Once these children have been placed, other children on the waiting list will continue to be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via email that a space has become available in their requested program.
2. Parents on the waitlist will be informed that they have a 24-hour period to accept the placement in said program.
3. In an event that the parent has not responded back during the 24-hour period, AVMS will contact the next student on the waiting list.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. Parents/guardians are welcome to call the campus office for an update on their child's status on the waiting list at any time.
2. Administration staff or the campus Supervisor will only advise the number where the child is placed on the waiting list.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Admissions Policy

- A child will be considered for acceptance into the school only after the Application for Admission is fully completed, signed and all necessary documents required have been submitted together. Any outstanding documents will result in delay in admission to the school.
- Angus Valley Montessori Schools will not accept a registration fee without complete enrollment forms and signed Admission Agreement, nor will they accept signed agreements without the Registration Fee.
- AVM Schools will confirm with families via email, the completion of enrollment of their child(ren).
- A mandatory Registration Fee of \$250 (CWELLC Reduction \$131.88) Parent Contribution \$118.12 is required upon completing the Application of Admission. This fee is not refundable for any reason after submission. I/We understand that there are no prorated refunds for mid-month withdrawal.
- The school is closed for two weeks over the winter holiday (December/January) and one week in March or April, aligning with the regional public school calendar.
- In the event my child's information changes during the school term, I/we are required to submit in writing any changes that have occurred to administration office.
- Angus Valley Montessori School reserves the right to accept or reject an Application of Admission and/or request the withdrawal of a child, if it is in the opinion of the Supervisor and/or Teacher that the action is beneficial to the child or the children in the classroom as a whole.
- School tour and assessment: to have your child enrolled, the parents/guardians and the child must first have a tour of the school and assessment visit to ensure the school is a 'good fit' for their family.

Fees during Admission

- Registration fees, prepaid tuition complete Direct Deposit forms or all post-dated cheques are required upon registration and confirmation of placement within AVMS.
- These fees are due and payable within 24 hours notice of availability, before the space is offered to next child on the wait list.
- First and last months tuition fees are deposited immediately upon registration and confirmation of placement with AVMS.
- Prices subject to changes: As part of the on-going implementation of the Canada-Wide Early Learning and Childcare program all mandatory fees (including childcare and registrations fees) will continue to be adjusted as per the requirements of the program.

Refund / Withdrawal Policy

Withdrawal of a child, at any time, affects decisions and commitments regarding staff and class ratios that have already been established with great care. Therefore, once a child is enrolled or re-enrolled at AVMS, the parents/guardians are expected to make a financial commitment for the full year. However, serious or unforeseen circumstances may occur that cause a parent/guardian to permanently withdraw a child.

- A child is considered enrolled with an AVM School when the office receives a minimum of a complete and signed Admission/Re-Admission agreement, complete enrollment forms along with the Registration Fee. A school will not accept an Admission form without the Registration fee, nor the registration fee without a complete and signed Admission form.
- The School will confirm your child's admission after receiving and confirming completion of the required documentation.
- A School Year, Academic Session or time commitment on an Admission/Re Admission form is September through June of the upcoming school year.
- The months of July & August are considered Summer camp and require separate Admission documentation.
- Parents/guardians who withdraw a child at any time after enrolment/re-enrolment must provide a minimum of **two** calendar months written notice, to be received no later than the first day of the month.
- If withdrawal occurs prior to the intended start date/beginning of the school year the parent/guardian forfeits their Registration Fee, 1st months tuition and last months tuition, in full.
- If withdrawal occurs after the intended start date/beginning of the school year the parent/guardian forfeits their Registration Fee and last months tuition fee.
- If withdrawal occurs of Summer Camp, after any time after successful enrollment, or during the period of care (July & August) the parent/guardian forfeits two months (July and August) tuition fee.

- If a child has a temporary absence, the parent/guardian is required to inform the school in writing and continue to pay tuition installments for up to two months. After two months has lapsed, and the child has not returned to the school, the School Administrator will notify the parent that the child is withdrawn and no further installments are paid, and the child's space is made available to the next person on the waiting list.
- Should the Supervisor of the program decide that a child cannot adjust to the program, or that the needs of the student cannot be met by the program, the student will be withdrawn after two weeks written notice from the Administrator of AVMS.
- AVMS Milton reserves the right to

CWELCC, known as the Canada Wide Early Learning and Child Care Agreement is the agreement between Childcare Service Providers and the Federal government with the purpose of providing access to high quality childcare spaces, reduce childcare fees for families, increase childcare spaces, support the childcare workforce and support inclusive childcare.

- Angus Valley Montessori Schools have the choice of opting into a CWELCC agreement. Please see Appendix A in this document to read whether this School has opted in, and what is included in base and non-base fees.
- CWELCC's reduced fees does NOT apply to care that has yet to be provided, if a child has not yet utilized childcare that the 1st and last month's tuition is intended for, the School is NOT responsible for refunding CWELCC's contribution to Tuition Fees
- At the time of admission/readmission, prepaid tuition fees are not subject to CWELCC, therefore families are responsible for paying full tuition fee's, as outlined in the "Monthly Base Fee" column of the tuition fee Cards.

Tax Receipts

An official tax receipt for the previous calendar year will be issued by the school on the last business day of February.

Returned Payments

Payments or Cheques returned from the bank are subject to a processing fee, outlined with tuition fees of your AVM school. Notice will be sent to the parents to resolve any outstanding payments and will include the processing fee. Should the outstanding account not be settled by the deadline specified in the notice, the parent will have to relinquish the child's or children's space(s) with AVMS.

Late Fee Policy

Our school closes at 6:00pm, unless otherwise communicated. An industry standard late fee of \$2/minute will be charged to any parent/guardian that has not been picked up and remains in the School beyond their regularly scheduled program. Fees will be due by the 1st of the following month. The late arrival will be recorded and communicated via Procare. Should there be repeated occurrences, it may result in withdrawal of the child. If a child is picked up after the school has closed at 6:00pm, unless otherwise stated, parents/guardians are charged \$5/minute.

Please respect the school's closing time and remember that staff are on their own time after scheduled hours. If we have not received notification in advance from the parent(s) of their lateness after the official closing time, the following procedures will be taken:

- Between the time of 6:00pm to 6:15pm, the teacher will attempt to reach parent(s) and all other emergency contacts provided by the parent(s) at the time of registration.
- Children's Aid will be notified if the child(ren) after 6:30pm (1-800-718-3850) and the child will be released into their care.

Hours, Access, and Security

School Arrival

In order that your child receives the greatest benefit from our program, we strongly suggest that they arrive no later than 8:45 am. Staff are required to note each child's arrival and departure time in an attendance book or school communication app. Please aid your child changing into their indoor shoes and remove all outer wear. Parents/guardians are responsible for delivering their child to their designated teacher, prepared for the day. Parents are to drop their child at the classroom door, as **parents are not permitted access to the classroom**. Parents are asked to not linger and communicate with those inside of the classrooms, so as to avoid disruption. Please refrain from allowing children to run through hallways or enter other classrooms. Upon arrival to pick up, and the child has been signed out by their teacher, the child is the parent/guardian's full responsibility.

It is important that parents/guardians advise the Teacher if their child has any injuries, bruises and possible illness before leaving the child at the school. Please ensure their belongings are in the proper designated place. If you arrive later than 9:00am, you may be asked to wait at the front desk as to not disrupt students and classrooms.

Extended Hours

The school is open from 7:00am to 6:00pm, Monday through Friday to serve you better. Our core school hours are from 8:00am to 3:45pm. Parents/guardians have the option to select early or late extended care, beyond the core hours. For further information on hours and prices, please contact admin for support.

Parking

Parents are asked to park their cars in the designated parking spots while dropping off and picking up students. Parking in the main thoroughway is prohibited. Parking can be busy between 8:00 am - 9:00 am, please park your vehicle and accompany your child in and out of the school. Please do not park in the handicap spaces unless you have a proper handicap parking pass.

Entering School During Instructional Hours

Other than drop-off and pick-up times, parents/guardians are not permitted to enter the school between the hours of 9:00 am - 3:15 pm. If a parent arrives at the school during these times, for any reason, they need to report to the office immediately to sign in. If you need to drop something off, please go to the office and a staff member will deliver the item to the classroom.

Departure

When picking up your child, please allow a few minutes for your child to finish up an activity and tidy up, or to show you something special they completed that day. If you are arriving to pick up your child prior to 3:15pm you may be asked to wait in the front area to avoid disturbing other children and classrooms.

Parents are not permitted access inside of a classroom. Parents are asked to not linger and communicate with those inside of the classrooms, so as to avoid disruption. Please refrain from allowing children to run through hallways or enter other classrooms. Upon arrival to pick up, and the child has been signed out by their teacher, the child is the parent/guardian's full responsibility.

If you have arranged for anyone else to pick up your child:

- ✓ You must notify the school in writing
- ✓ The person picking up your child is required to show photo identifications
- ✓ Please include any alternate pick-up people on your registration form.

Persons not listed on your child's registration package as authorized to pick up, will not be permitted to pick up your child.

Important Note: If your child is going to be away or late on any day, we will require notification no later than 8:00 am

Key Tag Access Policy

AVMS offers key tag access at the front of the building. Parents are to use the front door only. Upon enrollment, all parents/guardians are given two key tags. The cost of the key tag is \$25/each and all tags are the property of AVMS and must be returned upon request. The cost of the key tag is fully refundable should you withdraw from the program. The cost will be paid to you in cash if the tag is in good condition at the time of return. The key tag must be returned 3 days prior to your child's last day at AVMS. Should any tags be lost or stolen, you must report the matter to the Supervisor immediately so they can be voided from the system. The cost to replace lost or stolen key tag is \$25. If your key tag is lost or stolen, then your original paid deposit of \$25 for your old card is not refundable upon withdrawal from the school. Key tags are not transferable once issued.

You may not give your key tag to anyone else (i.e., grandparents, friends). When visitors or authorized alternate pickups arrive at the school without a key tag, they must buzz in. Staff will then open the door

using an internal door release button. This is for visitors only; parents are to obtain a key tag for daily use.

Please Note: For security reasons, all individuals with a key tag must tap in when entering the school. Please do not just follow the individual in front of you to enter the school without tapping in (piggybacking).

Inclement Weather

In the case of severe weather conditions, stayed tuned in for communication via email, Procare messages and the School's Social Media platforms. There are no refunds for missed days due to inclement weather.

Social Media

We are active on social media and encourage you to interact with us on Instagram at @AVMMITLON. Please like and follow us to remain updated.

School Events

AVMS has school events such as: Open House(s), Family Appreciation Day, Annual Holiday Concerts, Community Events. All parents will be notified and will be invited.

Appendix A

Canada-Wide Early Learning and Child Care (CWELCC)

As of December 2022, AVMS Milton has enrolled with the CWELCC Program, with the Region of Halton. This program offers parents enrolled in a licensed Childcare facility which participates in this program, reduced fees for care.

A reduction of base fees from April 2022 through December 2022 was 25%. As of December 31, the reduction on base fees is 52.75% until there are indications of any further reductions.

Please note the reduction of fees only applies to the Base Fee's listed below and does not apply to such things as uniforms, field trips and extra curricular programs etc. **Please note the Base Fee's and Non-Base Fees below.**

Base Fee – Subject to CWELCC Reduction

- Tuitions Fees based on **Full Day Program Hours of 8am to 3:15pm** – refer to your AVM school tuition fee cards
- Play materials, equipment, and furnishings; cot, crib, bedding and play materials
- Supervision by an adult and lesson execution during operational hours
- Development and implementation of individualized plans (Medical, special needs, anaphylaxis)
- Registration fee
- Last month's deposit
- Morning snack, Lunch and Afternoon snack
- Stationary and all other work material
- Music class and French class/instruction
- Report cards

Non-Base Fee – NOT subject to CWELCC Reduction

- Late pick-up fees for childcare provided beyond scheduled/operational hours as outlined in Parent Handbook
- NSF fines on tuition or late/missed tuition
- Field Trips
- Optional Transportation
- Diapers, sunscreen

- Family Appreciation Day & Winter concert
- Facility Access Card (FOB)
- Uniforms + Summer Camp Shirts
- Extra Curricular Activities
- Child Care Software (monthly subscription)

Program Fees

Appendix B

Toilet Training Policy

Potty training can be an exciting and challenging time in both your and your child's life. If you and your child decide to embark on the adventure of potty training while at school, please notify your child's teacher. We are happy to work with you and your child during his/her potty-training stage. For the highest success rate, we encourage potty training to take place over a holiday, long weekend, or break, to make the transition easier.

Successful independent toileting is defined as the child having the ability to lower his/her underpants (as well as deal with other clothing), completing the act of urinating and/or defecating in the toilet, wiping themselves, flushing and re-dressing themselves.

Potty training should be a positive experience for everyone involved. It should only take a short period of time when your child is truly ready. At times parents can be too ambitious and try training before the child is truly ready, which leads to more challenges and a pro-longed training experience. Potty training readiness should only be determined on an individual basis, much like learning to walk or talk. No two children will potty train in exactly the same time frame or even in the same manner.

It is the belief of AVM Milton that potty training or toilet learning should begin at home with the child's parents or caregivers and at a time when there are not a lot of changes in the child's life. Life must be fairly stress free during this time for the child. We will assist your child in becoming potty trained once the signs of readiness are observed. *(Signs of readiness are listed below in the potty-training readiness information page) These should have been observed by the parents, as well as the classroom teacher.

Many children may show these signs of readiness at home, but not at school and sometimes vice-versa. It is encouraged that the first steps towards potty training begin at home, during a stretch of time that you, the parents, are able to devote your time to helping your child on this journey. When your child is successful for a full week, your child can attend school in underwear.

Please notify your child's teacher the morning that your child has underwear on and not a diaper or Pull-up, as to minimize any surprises and the teachers will be prepared for the day. At that time, the teacher will gently remind your child from time to time to remember to go in and use the potty. Please remember that it is nearly impossible for a busy teacher to remember to remind a child (or perhaps several children) every half hour to hour to go in and use the potty, while also caring for others in the class. For that reason, your child needs to be able to communicate the need to go potty his or herself without reminders from an adult. There are times in the daily schedule that teachers remind the

children to go use the washroom – the reminders also come naturally throughout the day such as before rest time and outdoor time.

We request that the following guidelines are followed when children are potty training or wearing underwear at school:

1. Your child **MUST** wear clothing that is easy for the child to pull up or down.
2. **NO** overalls, pants that require the use of a belt, button, or pants with snaps and zippers that the child cannot get in and out of easily.
3. A few sets of extra clothing, underwear, and socks that are kept in your child's cubby in case of accidents. One set must be uniform from (September-June). Please remember to replenish extra clothes at school as soiled ones are sent home.
4. Bring an extra pair of shoes if available, as these can get wet too.
5. Keep a small supply of Pull-Ups available at school for days when it is necessary, along with a pack of wipes to help clean up any accidents. We also suggest Training pants (the thick 5 layer underwear) if available. Children wear undergarments when training as a health and sanitary precaution.
6. If your child is male, inform the caregiver if your son will be training using the sitting or standing method. This really should be determined right from the beginning of the potty training process. It is recommended that boys first learn to sit and pee in the potty. This will also lessen problems with learning to put BM's in the toilet and will also avoid constipation issues.
7. Keep a small supply of Pull -Ups (with detachable straps) until the child has shown naptime dryness for a week. Your child will be in a Pull-Up during naptime until he or she has shown that they can stay consistently dry for that time.
8. We do not rinse out or wash soiled clothing so any clothing that becomes soiled during the day will need to go home that afternoon. Your child's teacher will place them in a plastic bag and will put them on your child's cubby.

Please keep in mind that often children will show readiness and have success for potty training at home before the signs are seen at school. There may be a period of time where your child is potty trained at home and not at school. That is perfectly normal and has been seen quite often as the environments are very different.

This policy is in place because these classrooms are operated in true preschool class setting. If your child comes to school with underwear on and has 2 accidents in a day, a diaper or Pull -Up will be put on your child and we can try again another day when he or she shows signs of being ready at school. If the teachers feel that your child is not quite ready for the challenge, we will let you know. Potty accidents are time consuming for the teachers; they take the teacher away from others within the classroom and can be a sanitary/health hazard issue.

Pre Casa's

If you feel your child is secure in his/her potty training efforts then fabric underpants may be worn. When your child is successful for a full week at home, your child can attend school in underwear. If a child soils his/her clothes two times in a day, your child will be returned to a diaper or Pull-Up for the remainder of the day. Potty training one-on-one at home can frequently be much more effective than

the 3:15 ratio and the very busy, fun and easily distractible environment in a classroom. If a child has accidents for two or more school days in a week, the child will need to return to disposable undergarments while at school and we can revisit when the child is more secure with independent toileting. Some indicators of a child's readiness are listed below.

Verbal Stages of Potty Training Readiness

1. Basic verbal skills – the child is able to speak in three to four word sentences.
2. The child tells you when he or she has wet his/her diaper (recognizes he or she is wet).
3. The child tells you when he or she is wetting his/her diaper (recognizes the sensation of wetting a diaper).
4. The child tells you that he or she needs to go to the bathroom (can control self and go to use the toilet).

Physical and Psychological Signs of Potty Training Readiness

1. Child stays dry for a long time – able to hold their urines or bowel movements.
2. Has bowel movements at regular times. The child chooses when to have a bowel movement.
3. Adult can recognize when the child is having a bowel movement.
4. The child can undress and pull up their own clothing/pants.
5. Child initiates using the toilet and asks to wear underwear. This is also a sign of wanting to be independent, which is very important.
6. Emotionally ready and open to learning.
7. Can follow three to four step instructions. This is critical to learning to pee, wipe, flush, and wash hands.

ALL CASA Students

Children in all CASA classes are expected to be able to completely use the toilet independently (as described in the above paragraph). This policy is in place because these classrooms are operated in true preschool classroom settings. The Casa classrooms are not equipped with a diaper changing table/station or diapering supplies.

If a child has accidents for 2 or more days in a week, a probationary warning will be issued. This can be verbal by teachers and supervisors. If further accidents occur during the probationary period, the child will be required to wear Pull-Ups until the child is secure with independent Toileting and a Diapering Fee will be applied. If the child continues to not be fully trained, they will have stay home until securely potty trained. The child's place will be held for maximum one month and tuition will still be applicable. Required potty training is standard practice among area schools. A diapering fee may be applicable at any time during the year and at the discretion of the supervisor or director.

***If your child is joining the CASA Classroom, please note that they must be potty trained prior to being enrolled in this classroom. The child will be permitted to move into the Casa Classroom once potty training is complete. We will not be able to hold a child back in the Pre-Casa Classroom unless there is an available spot.

We do understand that accidents happen. Any child who has an accident will be removed from the classroom discreetly and escorted to the bathroom by a teacher or assistant. The soiled clothing will be returned to the child's school bag/Cubby in a plastic bag. The teacher will check the child for sufficient cleanliness and assist as necessary. The teacher will assist the child in getting dressed as necessary. We want the potty training process to be a happy and successful phase of your child's life.

Please keep in mind that this policy is in place not only for the teachers, but for all of the students in the program as well. Potty accidents are time consuming for the teachers; they take the teacher away from others within the classroom and can be a sanitary/health hazard issue. If you have questions regarding this policy please ask one of the management.