



Lily Montessori Childcare Center Parent Handbook

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Lily Montessori Childcare Center Program Statement

“Our model of care will provide the best intellectual, social and physical child development, delivered by capable and nurturing personnel within the best environments”

Lily Montessori Early Learning and Childcare Centres provide a program and curriculum that is consistent with the Ministry of Education’s policy and guidelines. Our programs are consistent in our approaches with “How Does Learning Happen?” Ontario’s pedagogy and vision for the early years.

Our core principles mirror the Early Learning for Every Child Today (ELECT) guiding principles taken from “How Does Learning Happen?” Ontario’s Pedagogy for the Early Years. Our pedagogical approach requires educators to be partners, designers of the play environment, planners, recorders and communicators.

Lily Montessori offers a wide range of developmentally appropriate programs for children including Montessori, play based, emergent and fusion programs. With partnerships in curriculum, nutrition, technology and recreational fitness programming, we are committed to providing families with the very best care, programs and child development Canada has to offer.

Mission Statement

Lily Montessori Childcare acknowledges that children are Competent, Capable, Curious, and Rich in Potential. We celebrate the unique individuality of each child, and our nurturing environment at Lily Montessori empowers our young learners to embark on journeys of discovery, unveil hidden mysteries, and envision new possibilities. Lily Montessori provides a diverse range of developmentally appropriate programs for children, encompassing both child-initiated and adult-supported learning experiences.

Our dedicated team is committed to creating a well-rounded learning environment where children are encouraged to observe, question, experiment, and explore freely. Aligned with Ontario's vision for early learning and guided by the principles outlined in "How Does Learning Happen?" our programs are grounded in the following core principles, vital for children to thrive and reach their fullest potential:

- Cultivate the Mind
- Nurture the Body
- Grow the Spirit

At Lily Montessori Childcare, we wholeheartedly embrace these principles, shaping an exceptional early education experience that ignites a lifelong love of learning within each child's heart.

Cultivate the Mind, Nurture the Body, and Grow the Spirit

The following is how Lily Montessori Childcare Center's staff, students and volunteers will implement the program statement:

PROMOTE CULTIVATION OF THE MIND, NURTURING OF THE BODY, AND GROWTH OF THE SOUL

CULTIVATE

At Lily Montessori Childcare, we wholeheartedly embrace the mission of "Cultivating the Mind." Our commitment to nurturing young minds is reflected in our thoughtfully designed curriculum, which is age-appropriate, professional, and meticulously crafted to lay a robust foundation and foster a profound love for learning.

Our learning environment is deeply rooted in practical play-based exploration, empowering children to delve into the world of knowledge at their own pace. This approach not only encourages them to experiment with social roles but also equips them with essential problem-solving skills as they interact with their peers.

The cornerstone of this excellence lies in our dedicated educators, who are not only well-trained but also deeply passionate about delivering a superior level of instruction and guidance.

In our nurturing environment throughout the day:

- The educators will offer a wide spectrum of physical play opportunities under the Montessori philosophy, which serves as avenues for stress relief and emotional expression.
- Our educators will be harnessing the power of the children's imaginations, through guiding their play using Montessori activities so that they take charge of their experiences, make choices, and navigate the evolving narratives of play, fostering self-regulation.
- Staff will communicate and work with every child so that they experience a profound sense of belonging, forging connections with others, feeling valued, and forming meaningful relationships within their community and the natural world.
- Through the different activities throughout the center and the educators' encouragement to participate actively, every child has the opportunity for engagement and exploring their world, honing skills such as problem-solving, creative thinking, and innovation.
- Every child is encouraged by the educators to express themselves, whether through words, body language, or creative use of materials, thereby enhancing their communication skills, creativity, and problem-solving abilities.

The positive approach to early learning at Lily Montessori instills in children the confidence to confront challenges, overcome obstacles, and achieve success. We understand the profound impact that quality education can have on young minds, and we are unwavering in our commitment to upholding excellence within our childcare center.

In our pursuit of these ideals, we view pedagogical documentation as more than just a record of events or observations. Our educators are dedicated to gaining insights into how children think and learn, ensuring that the mission to "Cultivate the Mind" remains at the core of everything we do at Lily Montessori.

NURTURE

At Lily Montessori Childcare, the central theme of "Nurture the Body" stands as a cornerstone of our unwavering commitment to the well-being and safety of our beloved children. We believe that nothing should take precedence over ensuring the health and vitality of the young minds and bodies entrusted to our care.

Nutrition is paramount to this commitment. Our dedicated approach to nourishing young bodies begins with menu plans meticulously curated for the dietary needs of every child. These plans adhere to Canada's Healthy Eating Guidelines, providing our children with the essential nourishment their growing bodies' demand. Children are served nutritious morning and afternoon snacks, as well as a wholesome lunch. Our menus are readily available in our centers, and we collaborate closely with parents to accommodate any dietary requirements.

Safety is paramount in our centers, which are Nut-Free and Allergy Aware environments, ensuring the well-being of every child. Our programs emphasize the vital connection between physical health and outdoor play. Activity, fitness, and play are integral elements of our curriculum. Regular outdoor time and planned indoor activities provide children with opportunities for movement, dance, and recreation. Nutrition and physical fitness are seamlessly woven into our programs, as we firmly believe that active children are healthy children.

Our staff remain attentive to various aspects throughout the day that contribute to overall well-being, much like they do for safety:

- Staff position themselves strategically to ensure they have a clear view of the surroundings, always ready to respond to the needs of the children. We believe that maintaining a balance between observing and interacting with children is essential for their well-being.
- Our staff are always aware of the number and location of children.
- Our educators' commitment extends to planning and providing the necessary equipment and resources to support the children's well-being. Just as they promptly address hazards and maintain a safe environment.
- Educators are dedicated to creating a nurturing and respectful classroom atmosphere.
- We take a proactive approach. Staff regularly assess the need for new equipment and materials.

All children, weather permitting, spend a minimum of two hours outside each day, ensuring ample time for outdoor exploration and play.

Recognizing that not all children require midday naps, we acknowledge the importance of rest to balance active play. Parents' input is valued in determining a child's sleeping arrangements, and our Sleep Supervision Policy ensures that children are regularly monitored during rest times, with communication and adjustments as necessary.

Safety remains our highest priority, and we maintain stringent policies and procedures to ensure compliance with licensing legislation. Regular inspections by local Health and Fire departments, along with thorough educator training in Standard First Aid and Infant Child CPR, underscore our commitment to safety and well-being. Our center is licensed by the Ministry of Education, and we continuously review and update all policies to meet and exceed regulatory requirements.

At Lily Montessori Childcare, "Nurture the Body" is not just a mission statement; it's a daily commitment to the health, safety, and well-being of the children we serve.

GROW

At Lily Montessori Childcare, our unwavering mission is to "Grow the Spirit," fostering an environment that honors each child's individuality, encourages their creativity, and nurtures their sense of exploration. We are deeply committed to nurturing their social, emotional, and physical needs as they embark on their journey of growth and development.

Within our nurturing community, we promote the values of freedom and independence while also highlighting the significance of teamwork and social skills. At Lily Montessori, we celebrate the beautiful tapestry of differences, championing inclusion, and fostering a profound sense of connection within the communities we serve. Our interactions, both within our centers and classrooms, resonate with respect, reflecting our steadfast dedication to our core values.

In our pursuit of "Growing the Spirit," our educators understand the importance of self-regulation—the ability to effectively cope with stressors and rebound. This commitment to nurturing the soul of each child is realized through a positive child guidance model that centers on understanding the reasons behind a child's behavior and empowering them to self-regulate by offering choices. When circumstances warrant, children are provided with the opportunity to step away from the situation, guided by our educators, to reflect on their actions and consider more suitable responses.

Our educators embrace the following principles to "Grow the Spirit":

- Extending a warm welcome and farewell to the children, families, and colleagues.
- Exemplifying a calm and composed demeanor.
- Communicating in a clear, pleasant, and authentic manner.
- Utilizing language and directions that align with the child's developmental stage.
- Initiating and nurturing conversations with children.
- Actively listening to children and using questions to clarify their thoughts and feelings.
- Responding positively to children's emotions, helping them recognize and understand their feelings.
- Promoting self-confidence, self-esteem, and decision-making skills through positive reinforcement.
- Handling conflicts with composure and encouraging children to resolve issues when possible.
- Setting an example of positive and respectful relationships and interactions with colleagues.

At Lily Montessori Childcare, we uphold a strong commitment to our values and prioritize the spiritual and emotional growth of each child. Prohibited practices within our center include:

- Corporal punishment of any child.
- Physical restraint of children for discipline purposes, except when necessary to prevent harm.
- Locking exits to confine children, except during emergencies.
- The use of harsh or degrading measures, threats, or derogatory language that could harm a child's self-respect, dignity, or self-worth.
- Deprivation of basic needs, such as food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Infliction of bodily harm or forcing children to eat or drink against their will.

In the event that our management team observes or becomes aware of any practices inconsistent with Lily Montessori Childcare's principles, we will promptly address the situation with the staff member, in

accordance with our Behavior Guidance Policy and Disciplinary Policy. We are committed to providing a nurturing, respectful, and empowering environment to "Grow the Spirit" of each child under our care.

The Child Care and Early Years Act, 2014, S.O. 2014, c. 11, Sched. 1 and specifically Regulation 137/15 indicate the following prohibited practices:

Prohibited practices

48. (1) No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

(a) corporal punishment of the child;

(b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) inflicting any bodily harm on children including making children eat or drink against their will. O. Reg. 137/15, s. 48; O. Reg. 126/16, s. 34.

(2) No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home child care or in-home services at a premises overseen by a home child care agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care. O. Reg. 51/18, s. 19.

Activities off the premises:

No activities will take place outside the Lily Montessori premises

Lily Montessori Early Learning Program Overview

The Lily Montessori Curriculum was formed through in-depth and comprehensive research into early childhood learning and development. It sets a child up for success in life-long learning.

The Emergent Approach:

Our emergent curriculum approach allows the educators to plan the environment, giving the children choices, based on their interests, skills and needs. It is child initiated and allows for student-led expeditions, inquiries, and investigations. It further allows our educators to support children's learning and encourages consistent self-reflection and professional growth, so they may always improve the quality of the classroom experience



The emergent approach is successful because the learning process is more important than the end product and it allows the educator opportunities to reflect on what learning has taken place. The journey may occur over a series of days, weeks or months.

Another element of our emergent approach is "Project Work" which allows children to study a topic in more depth over a period of days or weeks and can involve a small group or the whole class. The projects focus on the children's questions and what they are curious about.

Documentation

Documentation is a means to study children and give visibility to their competencies. It is a means to understand what children think, what they know, what they know how to do and what they are curious about.

In order to record and document the children's learning experiences our educators engage with and observe the children on a daily basis and as they Reflect upon their observations, they are able to prepare and plan activities that support the children's interests and developmental needs.

Plan and Engage: What did I introduce/provoke?

Observe: What did I see? What did I hear?

Reflect: What can happen next?

Documentation brings visibility to the children's learning and allows our Educators to record the children's learning experiences in order to analyze and reflect on these observations.

Lily Montessori's Parent Communication App

makes the documentation and reporting of children's learning and development in alignment with "Early Learning for Every Child Today" (ELECT) quick and easy so that our educators can spend less time on documentation and paperwork and more time with children.

We use the parent communication app, along with Documentation Panels, to record the children's learning, and share with the children and their families.

Building Positive Relationships among Children, Families, Staff and Community.

Lily Montessori believes that children thrive in all areas of development when they are in an environment rich with positive relationships and strong connections to important adults around them. Social and Emotional learning is intertwined with all other areas of development and paves the way for success. The ability to form relationships, solve problems, self-regulate, and work co-operatively with others are all active ingredients to learning.

Our Educators will build relationships with children by:

- Positioning themselves at the child's level for face-to-face interactions
- Showing interest in children's activities through questions and positive observations
- Asking for children's input and listening to their ideas to expand learning
- Genuinely acknowledging the child's efforts
- Following the children's lead and interest during play and becoming an active play partner
- Providing a safe environment with materials that reflect the children's interests and supports their learning

How we support relationship building

- Educators will actively participate in children's play and use spontaneous interactions to build children's social emotional skills. Educators will facilitate developmentally appropriate play moving from independent to parallel to cooperative play.
- Children are supported in their efforts to form friendships through turn-taking games and sharing of materials as well as working together on common projects and goals. Educators set the stage for positive and responsive interactions among children by providing adequate materials and facilitating interactions among children
- Educators offer an abundance of opportunities for social play through small group activities where pro social behaviours such as turn taking, sharing and problem solving are practiced. Educators role model appropriate language in play situations and children have opportunities to practice skills in self-regulation.
- Educators involve children in problem solving to foster empathy, caring and cooperating with peers.

Relationships with families

Lily Montessori encourages regular and open communication with families. Our parent engagement tool allows our staff to provide detailed reports about the children's day regarding meals, rest, bathroom and activities. Our annual parent survey provides the opportunity for parents to provide feedback and suggestions to us, allowing us to develop and improve our programs and services.

Monthly calendars and newsletters are provided to families to keep them updated with up-coming events and other information pertaining to the center's operations.

Lily Montessori works closely with all local community agencies and partners to support children, families and staff and provide the very best care that we can. We are proud to work with local colleges to provide practical work experience to students on placement.

Professional Development

We recognize professional development as a key component of a high-quality early years program. Lily Montessori will provide opportunities for all staff to learn and develop in their role.

Professional development is ongoing for staff and where available we engage in local program development initiatives, to ensure a commitment to best practices and to continually develop and ensure high quality environments and interactions for children in our programs. Our RECE staff are required to take part in Continuous Professional Learning in order to maintain their membership with the College of ECE. Lily Montessori is committed to building the knowledge, skills and effectiveness of its staff through ongoing professional development that supports the achievement of our strategic directions and the aspirations of individual staff.

We believe that our Educators and children should be emotionally and intellectually engaged with each other in learning. Our Educators reflect and assess their program and environment daily to ensure that the program is meeting the individual needs of the children and the group and that their environment is set up according to the interests of the group.

Document and Review

In addition to the evidence of learning (pedagogical documentation) that is displayed in our centers, Lily Montessori will review the impact that our approaches have in regard to meeting our goals and the needs of the children and families. This will be achieved in part through an annual parent survey, where parents will be invited to evaluate our school in regard to the program offered, learning activities, the skills their child learns, communication, nutrition and more. The survey results give us an indication of the impact our strategies are having on the families and children.

The Program Statement is a living document and will be reviewed on a minimum of an annual basis to ensure it is meeting the needs of the children in our center.

ENROLLMENT POLICIES

Enrollment Forms: Documents for enrollment must be filled out and returned to the Centre on or before your child's first day. The information you provide to us is extremely important and will remain confidential at all times.

Attendance Days: The Centre will do its best to accommodate all enrollment applications, however if placements are unavailable. Part-time care is subject to Centre schedule/availability.

Custody Arrangements: If you have a legal agreement outlining custody or restraining arrangements, please provide the Centre with a copy for our records. Our Centre will only abide by what is outlined in the custody arrangement.

Parents/guardians are kindly requested to notify the Centre Director immediately if these legal circumstances change.

Change of Schedule: Changes and additional days are subject to availability and must follow our part-time policy. If you need to make any changes to your child's schedule, written notice must be provided on or before the 1st of the month prior to the requested change. For example, to change your child's schedule on May 1, a written request must be provided no later than March 31. This can include which days a week you require care, or full to part time, and vice versa. If your child needs additional days prior to the change you will be charged the daily drop-in rate for these days.

Temporary Schedule Change:

Part Time Enrollment: Part time care is offered. Part time refers to full days, but not full week. When enrolled on a part time basis if our enrollment requires the space to be utilized by a full-time family, you will be provided first right-of-acceptance to move to alternate days or full-time enrollment depending on availability. Should this not meet the needs of your family, we will provide you one month's notice that will allow you to accept your withdrawal from our program.

Part time children who attend days in excess of enrolled days will be charged based on drop in fees for additional time. Make up days are not offered. Fees are non-refundable for any circumstance.

There is a charge of \$15 to change a scheduled part time day within the same week. The request must be made in advance, for the current week, and does not apply to statutory holidays. Days cannot be carried over. Changes are subject to availability. Payment must be made at time of request by E-transfer, cheque or credit card.

Withdrawal from Program: A minimum of 1 full calendar months' written notice, to the end of the following month, is required to withdraw your child from the program. Written notice must be given by the last day of the month preceding the month you wish to withdraw.

For example, to withdraw your child on May 31, written notice must be provided by April 30. In the event of insufficient notice, the full fees for the required notice period will be charged.

Termination of Care: Lily Montessori has the right to terminate the service of child care without notice, should you, or your child threaten the safety or welfare of others at the Centre which may include another child or personnel. All families must abide by the Operational policies of the Centre and all policies set forth; failure to do so may result in termination of child care services. All fees will still apply until the end of the month that the care was terminated on

Age Categories served:

Infants: 12 months - 18 month

Toddlers: 18 months – 30 Months

Preschool/Casa: 30 Months - 6 Years

TUITION, ASSOCIATED FEES & PAYMENT TERMS

Registration: (Base fee) Upon availability of a space for your child, the necessary fees must be paid which are a \$150 Non-Refundable admin fee + 50% of your tuition fee as a deposit are required to secure your child's enrollment. The deposit will be applied to your last month's fees. The deposit is fully refundable up to two weeks before the start of your child's program

Canada Wide Early Learning Childcare System (CWELCC): Lily Montessori has Not enrolled in the CWELCC at this time but is planning to enroll in the upcoming year. Will begin in the process of enrolling in the CWELCC program as soon as the License is provided.

Tuition Rates: Please see Appendix A for center specific tuition charts and details on our base fees and non-base fees.

Appendix A:

Lily Montessori 2024 Monthly Tuition

	5 Days	3 Days	2 Days
School Day Program 8:30am-3:30pm	\$1,600	\$1200	\$800
Full Day Program 8:30am - 5:00pm	\$1,730	\$1,300	\$865
All meals are included			

Base fees include **Registration Fees, Deposits and Monthly Tuition.**

Non-base fees include **Late Pick up Fees, Drop-in fees, and NSF Fees** as outlined within the parent handbook.

Increase in Fees: The Centre reserves the right to adjust childcare fees. Families will be provided with at least 1 month written notice to a change in childcare fees.

Payment of Fees: Full payment of childcare fees are due on or before the first day of your child attending. Tuition can be deducted either +/- 2 days from the beginning of every month or +/- 2 days on the 15th of every month depending on which day is closer to the date of enrolment. A Pre-Authorized Debit "PAD" form will be provided at your time of enrollment and is to be completed and provided to the Centre or a void cheque should be provided. If you wish to make your regular monthly payments by credit card a 3% fee will be applied. Should your payment be returned for whatever reason, a \$50.00 NSF Fee (non-base fee) will be added to your account and the full balance must be paid within the same month returned by interact, certified cheque or PAD to avoid childcare suspension or termination.

Vacations/Illness: Full monthly fees are required irrespective of days missed for vacations, illness, PD Day, or statutory holidays. The monthly fee covers both actual care and the guaranteed space. Credit will not be given for any missed days. If you wish to pause tuition you can do so by informing the center at least one month in advance and can be paused for a minimum of 1 month and a maximum of 2 months

Late Pick Up Fee: (non-base fee) When parents are late to pick up their children it causes hardships for Educators because they are unable to leave at the end of their scheduled shift. Our Educators have classes, families and regular personal commitments for which they are responsible. It can also be distressing for children to be left at the center after hours. Late pick-up is not a normal program option and should be considered an exceptional occurrence. *Please allow enough time at the end of the day to arrive at the Center, pick up your child(ren) and leave by closing time.* Families are required to sign the late fee acknowledgment when the child is picked up after closing time.

Families will be charged for pick-up after stated closing time as follows:

For full day and school day children, \$10 per child for the first 5 minutes or less, and \$25 per child for every additional 10 minutes or less thereafter, will be charged to any family who has not collected their child/ren from the Centre by closing time (as by the center tablet clock).

For example:

Full-Day

Pick up Time	Late Fee Charged per Child
5:15pm – 5:25pm	\$25
5:26pm – 5:36pm	\$50
5:37pm – 5:47pm	\$75
5:58pm – 6:10pm	\$100
Late fees will continue to accumulate at an additional \$20 for each subsequent 10-minute period or part of.	

School Day:

Pick up Time	Late Fee Charged per Child
3:45pm – 3:55pm	\$25
3:56pm – 4:06pm	\$50
4:07pm – 4:17pm	\$75
4:18pm – 4:28pm	\$100
Late fees will continue to accumulate at an additional \$20 for each subsequent 10-minute period or part of.	

If you know you are going to be late please contact the centre to advise them (Late fees will still apply) Weather, traffic etc. DOES NOT serve as an exemption for late fees.

The late fee is payable to the Centre directly, by cheque or debit (where available). Any outstanding late fees will be added to the following month's PAD.

Drop-In & Associated Fees: Lily Montessori offers drop-in. You may arrange set days you require drop in with the Centre Director or contact us as soon as you know you require care. Drop-in care is not guaranteed and is based on sufficient staff to maintain ratios and licensed space availability.

Drop-in must be paid on day of drop in by credit or debit, E-transfer, or Cash at the Centre. Drop-in rates are a flat \$86.5 which covers 8:30am - 5:00pm

BEGINNING YOUR JOURNEY AT LILY MONTESSORI

Orientation and Transition

Transition visits can be arranged to help ensure a smooth transition for your child. This experience is an essential part of ensuring that your child is comfortable during their first days of care. Orientation sessions are usually held from 9:00am to 11:00am and are based on availability, with parents pre-booking upon enrollment. Parent is required to stay on site as the child is not yet registered to the program.

We recommended that parents also arrange to adjust their own schedule, to allow them some flexibility, during their child's first days at the center.

First Day: What to Bring

- Indoor shoes (these are required to stay at the Centre)
- Rest time bedding: A blanket– that will be taken home every Friday for washing Diapers, wipes and diaper cream if applicable (ensure they are clearly labeled)
- Spare clothing
- Weather appropriate clothing
- Milk (if special type required) – please ensure this is labeled correctly with child's full name
- Hat and sunscreen in the spring, summer, and fall
- Family picture
- Medication form (if required)
- Water Bottle (ensure they are clearly labeled)

Do NOT Bring

- Toys from home
- Cell Phones and Electronic Devices
- Outside food (If Toddler)

Key Contacts

For any questions/concerns regarding the daily operations of the Centre

Phone Number: 1-613-222-3666

General Email: info@lilymontessori.net

Communication During the First Week

Our childcare educators understand that it is difficult for parents/guardians to leave their child for the first time and encourage parents/guardians to call throughout those early days to check on their child's progress. The center will provide parents/guardians daily updates in the form of reports through Parent communication app for toddlers and preschoolers detailing their daily activities including toileting, fluids intake, nap times, activities and other notes as applicable.

Updating Your Contact Information

It is the responsibility of the parent/guardian to ensure the Centre has correct contact information on file. Please keep us updated us with changes to your contact information, emergency contacts, mailing addresses (even if you leave Lily Montessori, specifically for your tax receipts), anything regarding custody or access to the child(ren), etc.

HEALTH & WELLNESS

Immunizations

The Centre is required to maintain up-to-date immunization records for all children attending the Centre.

Parents/guardians are required to supply proof of up-to-date immunization. Please advise the Centre of any updated immunizations. For parents who choose not to immunize, exemptions are to be documented as follows on a Ministry approved form:

- For medical exemptions, a legally qualified medical practitioner must complete the **“Statement of Medical Exemption Form”**.
- For religious or philosophical exemptions, a **“Statement of Conscience or Religious Belief’s Form”** must be completed by a “Commissioner for taking avadavat” (i.e. It must be notarised)

Illness and Communicable Diseases: The goal of our centers is to keep children healthy. Despite our best efforts, illnesses can occur in the childcare center or at home. The first line of defense in managing illnesses involves working with parents and Public Health. If an illness is serious or there's an outbreak, proper management will involve following policies and procedures for exclusion, reporting and communicating illnesses and outbreaks, enhanced handwashing and thorough cleaning and disinfecting.

Daily Health Checks: The Lily Montessori Centre must complete a daily health check of all children upon arrival to the center to identify any possible contagious symptoms.

Staff members will not admit any children showing signs of illness or communicable disease upon arrival at the center. We require the child to be symptom free for a minimum of 24 hours (48 hours for nausea, vomiting and/or diarrhea) or a doctor's clearance stating that they are no longer infectious before they can be re-admitted to the Centre. Please notify the Centre if your child has been exposed to or has a communicable disease.

We will advise parents/guardians of a communicable disease in the Centre by placing a notice in each room and emailing. The Centre Director reserves the right to send home or refuse attendance to any child that is considered not well enough to attend. If your child is unwell or showing signs of an infectious or contagious disease, we will contact you immediately and you will be required to pick them up from the Centre. You must then advise the Centre of the situation. If your child has been prescribed antibiotics, they must be on the medication for a minimum of 24 hours before returning to care.

Reporting Absences: If your child is going to be absent, **you must notify the Centre no later than 9am.** If your child is ill, please notify us as to the nature of the illness, particularly if it is contagious.

Outbreak of Illness/Communicable Disease: An outbreak is defined as a sudden rise or incidence of a disease.

In the case of an outbreak at the Centre we will inform all families and provide information relating to the disease. Thorough sanitization practices will take place daily during the time of the outbreak. Children will be excluded from the program until symptom free for a minimum of 48 hours or as instructed by Public Health or advised by the family physician.

Common Illnesses

Fever: If your child develops a fever above 100 degrees Fahrenheit (37.8 Celsius) you will be required to pick them up from care.

Your child must be fever free for 24 hours before returning to care.

Common Cold: Symptoms include mild cough, runny nose, sneezing and possibly fever. Your child can attend the Centre if they are well enough to take part in all activities including outdoor play. If they are running a fever, are lethargic or generally unwell they should remain at home as this is in the best interest of your child and the other children in the Centre.

Pink Eye: Symptoms include swollen eye lid(s), itchy sore eye(s) and yellowish puss-like discharge. As it is contagious, children must be excluded from the Centre for at least 24 hours after their first dose of antibiotic treatment.

Strep Throat & Scarlet Fever: Symptoms include a fever, sore throat, pus on tonsils, tender nodes in the neck and sometimes a fine rash develops known as Scarlet Fever. A child may return to the Centre after 24 hours of antibiotic treatment, if they are well enough to participate in all Centre activities including outdoor play and they are fever free.

Head Lice: Head Lice and their eggs (nits) can be seen at the nape of the neck, and behind the ears. They can vary in colour from white to brown to dark grey. The eggs are tiny round or oval shapes that are tightly attached to the hair near the scalp and do not slide up and down on the hair. Frequent scratching may cause broken skin or sores to form on the scalp. The damaged skin may weep clear

fluid or crust over, and it may become infected. In response to infection, the lymph nodes behind the ears and in the neck, may become tender and swollen. Children with head lice can return to the Centre after their second treatment of head lice medication.

Hand Foot and Mouth Disease: Hand foot and mouth disease is an illness that causes sores in or on the mouth and on the hands, feet and sometimes the buttocks and legs. The sores may be painful and the illness usually doesn't last more than a week or so. It is common in children but can also occur in adults. It can occur at any time of the year but is most common in the summer and fall. Children are most likely to spread the disease during the first week of the illness. To help prevent the disease from spreading please keep your child at home, wash your hands frequently, don't let children share toys and speak to the Director about when your child can return to the Centre.

Diarrhea/Vomiting/Fever: A child has diarrhea if there are more bowel movements than usual, or if stool is unformed, loose and more watery than usual. Other symptoms that may accompany diarrhea may include fever, loss of appetite, nausea, vomiting, and stomach pains. Your child must be excluded from the Centre until the bowel movements have been normal for at least 48 hours, vomiting has ceased for 48 hours or until a physician declares they are well enough to return. If your child has a fever at the Centre, you will be required to pick them up immediately; your child will not be able to return to the Centre until fever free for 24 hours. In the event on an outbreak Public Health may require extended exclusion periods.

Accidents and Injuries: Even in the safest environments accidents and injuries do occur. Any accidents that may occur at the Centre are recorded on an Incident/Accident Report. If your child has been injured during the day you will be required to sign the Incident/Accident Report, indicating that you have been made aware of the incident. Parents will be notified immediately if there is an injury to the head. If necessary, you will be contacted to pick up your child. If you cannot be contacted and your child requires medical attention, we will take the necessary required steps. A copy of the incident or accident report will be scanned to you for your records.

Hygiene

We ask that all children and parents/guardians wash or sanitize their hands when arriving at the Centre.

Strict hand washing procedures are implemented. Children are required to wash and dry their hands before and after meals, after using the toilet, wiping their nose, coming in from outside and after messy activities. Our Center provides children with an alternative option of sanitizing gel for when they are in an environment without access to running water (e.g. the playground).

Medication

The administration of medication is considered a high-risk practice and carries an obligation for both personnel and parents/guardians. Administration of medication requires attention to detail, excellent record keeping, teamwork and common sense. Incorrect administration has health risks and personnel must be trained to reduce health risks. Parents are expected to complete medication forms accurately in order to protect against any instructions that could be misunderstood. Personnel must ensure that documents are accurate before any medication can be administered. It is the parent's

responsibility to inform personnel of any medication that has been administered while child(ren) is not attending the Centre such as prior to arrival.

All staff are trained in Standard First Aid and Infant Child CPR, and Centre Directors, Assistant Directors or designates are responsible for administering medications, with the exception of emergency medications, which can be administered by all staff.

If your child requires medication, you must complete a "Medication Permission and Administration Record" detailing the following important information:

- Name of medication
- Dosage
- Time medication is to be administered
- Time of last dose
- Parent/guardian signature
- Doctor prescribed label on the bottle

No over the counter medications will be administered unless prescribed by a doctor. The Medication Form must be completed for all medications including over the counter medications such as Tylenol, Advil, etc. Medication must remain in its original named container and clearly labeled with the child's name, dosage, and specific instructions to administer the medication. If the form is not completed, we are unable, by legislation, to administer the medication to your child. Any medication must be handed directly to the Centre Director or Assistant Director in charge of your child's group or the Head Teacher responsible for your child, so that it can be stored in an area inaccessible to children, in a locked box. Parents/guardians are requested to collect medication from this area on departure. Please ensure that no medication, creams, etc. of any kind are left in your child's bag. Management, or designates will administer all medicine. If any further health needs are to be provided, please contact the Centre Director.

Any emergency medication, such as EpiPens and puffers are not locked, and are stored in the child's room in an emergency backpack and out of the reach of all children.

Diaper Cream: If required, parents are responsible for supplying their child's diaper cream as follows:

- The diaper cream must come in new and un-opened
- The cream must be clearly labelled with the child's name.
- An expiry date (if applicable) must be clearly listed.
- Prescribed diaper rash creams will require an additional medication form to be completed.
- Permission form must be completed in full.

Anaphylaxis, Allergies and Medical Conditions

Purpose

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at the child care centre.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with [Sabrina's Law, 2005](#).

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

Policy

Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before attending the child care centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.
- Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation (the form in Appendix A of the Anaphylaxis, Allergies and Medical Conditions may be used for this purpose).
- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the child care centre and will be kept in each child's personal file.
- **All** individualized plans and emergency procedures will be reviewed with a parent of the child every academic year to ensure the information is current and up to date.
- Every child's epinephrine auto-injector must be carried everywhere the child goes.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.

- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

Rules for Parents Who Send Food with their Child

- Ensure that parents label food brought to the child care centre with the child's full name and if applicable, the date the food arrived at the child care centre.
- Parents must advise the child care centre of all ingredients in food supplied by the parent or any ingredients/foods to which children may be allergic (e.g., peanuts, tree nuts, dairy)
- To uphold the safety and well-being of all children in our childcare center, we kindly request parents to adhere to the following food safety rules when sending food with their child:

Parents must provide information about any specific allergens to which their child may be allergic, even if those allergens are not present in the food they supply.

Parents are encouraged to take steps to prevent cross-contamination when preparing and packaging food.

Clearly indicating any allergy-friendly items and keeping them separate from potential allergens can help reduce risk

- In case the bagged lunch is forgotten or does not meet nutritional requirements which is required for a child's nutritional needs for the day, the childcare center shall provide the child with the nutritious food required and the parents will be charged the full price of the food provided for that day.

Communication Plan

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic (e.g., peanuts, tree nuts, dairy)
- Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through the method of most convenience for the parents such as cellphone call or email.
- A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.
- The caterer, cook, individuals who collect groceries on behalf of the child care centre and/or other food handling staff, where applicable, will be informed of all the allergies at the child care centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the caterer or cook as soon as new allergies are identified. The supervisor or designate will communicate with the caterer/cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.
- The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.
- This communication plan will be continually reviewed to ensure it is meeting the needs of the child care centre and that it is effectively achieving its intended result.

Drug and Medication Requirements

- Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.
- Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.

Training

- The Manager will ensure that the supervisor/designate and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.
- Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.

- Training will be repeated annually, and any time there are changes to any child’s individualized plan and emergency procedures.
- A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training. The form in Appendix B of the Anaphylaxis, Allergies and Medical Conditions may be used for this purpose.

Confidentiality

- Information about a child’s allergies and medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

Procedures to be followed in the circumstances described below:

Circumstance	Roles and Responsibilities
<p>A. A child exhibits an anaphylactic reaction to an allergen</p>	<ol style="list-style-type: none"> 1. The person who becomes aware of the child’s anaphylactic reaction must immediately: <ol style="list-style-type: none"> i. implement the child’s individualized plan and emergency procedures; ii. contact emergency services and a parent/guardian of the child, or have another person do so where possible; and iii. ensure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services, or in accordance with the drug and medication administration policy). 2. Once the child’s condition has stabilized or the child has been taken to hospital, staff must: <ol style="list-style-type: none"> i. follow the child care centre’s serious occurrence policies and procedures; iv. document the incident in the daily written record; and v. document the child’s symptoms of ill health in the child’s records.
<p>B. A child is authorized to carry his/her own emergency allergy medication.</p>	<ol style="list-style-type: none"> 1. Staff must: <ol style="list-style-type: none"> i. ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication; vi. ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g. in the child’s cubby or backpack);

	<p>vii. ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their close proximity so that other children do not have access to the medication; and</p> <p>viii. Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the centre supervisor/designate and the child's parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.</p>
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Nutrition

Lily Montessori has partnered with a Registered Dietitian to ensure that all meals and snacks meet the highest nutritional value. Our Center prepares meals both in-house and through a catering service where a four-week rotating menu consisting of morning and afternoon snacks, and lunch.

Dietary Restrictions and Food from Home

If your child requires a special diet for cultural or medical reasons, we will do our best to accommodate you. However, please be advised that we may not be able to supplement everything. Please speak to your Centre Director and they will work with you to accommodate as they can.

For toddlers, except children with severe allergies or food restrictions, outside food is not permitted at the Center. This includes all homemade goods, as well as store bought food.

When providing food from home please note the following:

- **Please note, any food you supply must be nutritious and follow Canada's Food Guide.**
- **Appendix B Special Dietary and Feeding Arrangements must be completed.**
- Packaged food substitutions should be brought into the center in their original un-opened packaging that lists all ingredients and possible allergens and each item or container must be labelled with your child's name.
- Any food that is homemade will require a food substitution label to be completed.
- All homemade food substitutions must be fully cooked and prepared ready to eat (i.e. cut to size etc.). We will then warm and serve it to your child.
- **Peanuts, tree nuts, and nut products/oils are not permitted in the center under any circumstances. This includes items that say, "may contain peanuts or other nut products".**
- In the event that the food substitution you have provided cannot be served, for example not properly labelled, not nutritionally suitable, contains an item listed above, is expired or spoiled etc. you will be contacted immediately.
- Any changes to your child's dietary needs require an update in writing, this form completing and a new review of the menus.

- Any changes to our menu will require a new review of the menus.

Requests for any other accommodations regarding dietary needs must be discussed with the center director. For children with allergies, restrictions or other dietary considerations, **Appendix B Allergy and Food Restrictions** must be completed in full prior to your child commencing enrollment.

CHILD BEHAVIOURAL GUIDANCE

Lily Montessori is committed to providing a safe, nurturing, and bias free environment for the children in our care, while encouraging them to show respect for themselves, others and their environment. Our Educators make every effort to ensure that no child feels unsafe and use proactive strategies to promote socially acceptable and age-appropriate behaviors in children by setting reasonable limits and boundaries.

Throughout the day, there may be times when children have difficulty coping with a situation. In these circumstances guidance will be:

- a. Related to the nature of the troublesome behavior;
- b. Appropriate to the developmental level of the child;
- c. Used in a positive and consistent manner and;
- d. Designed to assist the child to learn an appropriate behavior

A child experiencing an ongoing pattern of inappropriate behavior may result in one or more of the following:

- A meeting with the parents and caregivers to develop an action plan, including with parental permission, referrals to outside agencies as necessary.
- A condition of care letter may be implemented with terms regarding the action plan and the child's ability to remain at the Centre.

In some situations, group care may not meet the needs of every child. When a child's behavior threatens the safety of other children, staff or volunteers and/or poses an ongoing disruption to the program, the child may be suspended and/or removed from the program. Removal from the program is only considered in more extreme situations, and after all other options have been considered.

KEY POLICIES

Arriving at the Centre/Signing In: Please keep your child with you at all times, especially when exiting your vehicle in our parking lot. Do not leave children, regardless of their age, unattended in your car when dropping off or picking up. Lock your car, as we cannot be responsible for any personal belongings taken from your vehicle while it is on our property. You are required to sign in your child on arrival on the tablet and staff then sign your child in on the classroom attendance record. This ensures

that we have a record of all children in attendance each day. Before leaving the Centre, **ensure that communication has been made with the Educator in the classroom.**

Picking up your Child: When you arrive to pick up your child, allow time for your child to complete whatever activity he or she is participating in. Please remember to let the childcare educator know your child is leaving so that they can sign your child out, and to sign out on the tablet as you exit the building. Once transfer of care has taken place and the possession of the child has changed over, all responsibilities lie with the parent. We must ask you to make every effort to pick up your child before closing time. Late fees will be charged to any family who has not collected their child(ren) from the Centre by closing time. This late fee must be paid to the Centre directly and not the educator. If you are going to be late, please call the Centre immediately. If we do not receive a call from you and cannot reach your emergency release contacts, we may be required to call local authorities to assist with the situation. Members of our team are not permitted to take your child home with them.

Please note that drop off or pick up of your child(ren) may be in a different room and with Educators other than their assigned class. This is usual only for the first hour and a half and the last hour and a half of the day, as staff arrive or finish for the day.

Releasing your Child: We will only release your child to his or her parents/guardians and the authorized persons listed on your child’s Enrollment Form. Transfer of care is once the child has been signed out of classroom and into parent(s) possession. We require any release authorizations to be given to us in writing prior to releasing your child to any persons who are not listed on your emergency contact. Government issued photo identification must be shown for any person not positively known to us before we can release your child. We will not release a child to anyone (other than a parent/guardian) under the age of sixteen (16) including siblings. If a parent/guardian wishes Lily Montessori to release their child to anyone under the age of eighteen (18), written permission will be required. If there is an emergency situation and you are unable to submit a written request authorizing someone to pick up your child who is not listed on your emergency contact, we will use your personal information to verify their identity.

Indoor and Outdoor Activities

All children enrolled at our center are required to have a minimum of 2 hours of outdoor play every day weather permitting.

Although the following guidelines are in place, the final decision regarding outdoor play will always be at the discretion of the Centre Director or Designate.

Winter Weather (including wind chill)		
Age Group	Temperature	Duration of each Outdoor Playtime
Toddlers, Preschool, Casa	-15 degrees Celsius or warmer	Full Hours
	-16 to -20 degrees Celsius	Reduced outdoor time

	Below -20 degrees Celsius	No outside time
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Summer Weather (including humidex)		
Age Group	Temperature	Duration of each Outdoor Playtime
All Ages	30 ° Celsius or cooler	Full Hours
	30 to 40 ° Celsius	Reduced time
	40 ° Celsius or above	No outdoor time

Our educators will ensure that children take their water bottles outside and water breaks will be scheduled on a regular basis during hot weather.

Sun Smart: We aim to promote a positive attitude towards skin protection and take effective measures to ensure the children’s safety from the sun. Sunscreen must be applied to your child prior to drop off in the morning. The educators will re-apply sunscreen when needed prior to afternoon outdoor play. Sunscreen and insect repellent must be supplied by the parents/guardians in the original bottle, labelled with each child’s full name. Please provide a hat for your child each time they attend, and our educators will ensure that your child is wearing it prior to going outdoors.

Appropriate Clothing: During the day, your child will participate in many different activities, and it is important that they are dressed in appropriate clothing. Remember, children are hard at “work” while they are with us and often the most beneficial learning experiences come from messy play. We encourage children to wear aprons when painting or participating in other messy activities. Children are encouraged to wear proper footwear and comfortable casual clothes, which are suitable for climbing, running, or painting. Overalls and suspenders are not recommended as children find them difficult to handle and will not be able to get in and out of them easily when they need to go to the washroom. Please remember to send along a change of clothes every day.

It is the parent/guardian’s responsibility to ensure the child wears appropriate clothing for all weather conditions.

Indoor Shoes: All children enrolled in our Centre are required to have a pair of indoor shoes or slippers to be worn in the classroom only. A separate pair of shoes or boots should be available for outdoor play. All shoes, both indoor and outdoor must be fitted securely to the child’s foot. Flip flops/open backed shoes will not be allowed as indoor or outdoor shoes. Please keep in mind that during outdoor play your child is running around and climbing on the outdoor equipment so outdoor shoes should be conducive to this type of play.

Walking Children to School – Weather: Lily Montessori leaves the decision of walking children to the school completely up to the discretion of Centre’s management, knowing that the decision will be made with full consideration towards the safety of children and educators.

Weather monitoring will begin by Centre management at -27 degrees Celsius (without wind-chill consideration) using the Weather Network APP. Considerations for wind-chill, weather advisories and distance to schools will be accounted for in the decision to walk children to school or remain at the Centre.

If the decision to walk the children to school is made, Centre management and educators will use caution and best judgement to ensure children are dressed appropriately to be taken outside. The decision to walk the children will be made at approximately 6:30 am.

If the temperature (including wind chill) drops below -39 degrees Celsius, the decision to withhold children from walking to school will be automatically enforced due to the safety of our children and educators. If the decision to withhold children from walking/transporting to school is made, reassessments can be made throughout the day by periodically checking the weather and monitoring for the temperature to rise above -27 degrees Celsius. The decision to continue with the afternoon pickup will be made on this basis as well.

EMERGENCY POLICIES

We have an Emergency Management Policy that provides clear direction for staff to follow and deal with emergency situations. Our child care center has designated evacuation sites. In the event of an emergency situation parents will be notified as soon as possible by one or more of the following methods: phone, email or through the Parent communication app

Safe arrival and dismissal policy

All parents/guardians are asked to notify the school when their child will be absent. Please call 613-222-3666 or email info@lilymontessori.net to notify the school of your child's absence

In the case that a child has not arrived 1 hour before their scheduled arrival time and the schools did not receive any notification from a parent/guardian, the school will call home to find out the reason for the absence.

No-Show policy

A Parent is considered a no-show when she/he does not appear on-site at Lily Montessori 1 hour after her/his scheduled pick-up time without contact with family or any of the emergency contact people.

In the event of a no-show:

The Educator and child(ren) will remain on the premises. The Educator may not take a child(ren) off the premises.

The Educator will contact, in order, one of the following:

a) Program Manager

b) Director of Children's Programs

c) Admin Manager

In the event that this is necessary management will make alternative arrangements for the child.

If we have not heard from the parent/guardian/emergency contact 1 ½ hours after closing or scheduled pick up time, the CAS will be contacted and the child will be released to their custody

Late fees will still apply

Communicating with Parents and Guardians During an Emergency

Our primary concern at the Centre during an emergency is the safety and well-being of the children and personnel. Our personnel are trained in case of an emergency and are keeping your children calm and following our policies based on the emergency. Notifications will be sent through Lily Montessori's parent communication application in the event of bad weather, emergencies, power outages or any other situation where the Centre will be closing or unable to open. Parents/guardians may receive an email from head office in the event of an emergency. We will advise what we know of the situation, where the children have relocated (where applicable), and what procedures are being taken. If parents/guardians are required to pick up the children, we will advise this as well. We ask that you refrain from calling the Centre as they may need to keep their phone lines open. You may reach head office or the Centre's Director if you need more information.

You are required to provide us with your email address; this allows us to inform all parents of emergency situations in a fast and effective manner vs. spending time making phone calls. Lily Montessori head office may resort to use of social media (such as posting to Facebook pages managed by the company) to further ensure as many outlets to communicate are available to parents/guardians.

Severe Weather and Centre Closures

Lily Montessori will follow the direction of the local district school boards (public and/or separate school boards) in regards to closing the Centre due to severe winter weather. If the local school board closes their schools, then Lily Montessori Childcare Centre within the same school board district will also be closed. Please check with the Centre as to the School Board for your child's center or school. Announcements are made on the local news and TV channels.

Centre Director will post a message on the Centre voicemail and will also send an email via Lily Montessori's Parent communication app to parents advising them of this decision, therefore it is imperative that we have an up to date email on file, and one that you have ready access to.

**Full program fees are charged on days of closure due to severe weather.

Evacuation

In the event of a fire/emergency situation, the Centre Director will inform the classroom educator that the Centre will be evacuated. If it becomes necessary to remove the children from the property, each Centre has an emergency evacuation (muster point) site. An emergency evacuation plan is displayed in each classroom and foyer. Once a month, the Centre conducts a fire drill. The aim of these drills is to ensure that in the event of an emergency, the children can be evacuated quickly and easily. If you are present at the Centre during the fire drill, you are encouraged to participate in this procedure. The evacuation (muster point) site is posted in all rooms and foyers.

Security Threats and Lockdowns

In the event there is a security threat in our Centre or in close proximity to our Centre, Lily Montessori's policy is to go into Hold and Secure or lockdown the location, following the advice of the local authorities. This includes, but is not limited to, locking all external entry points such as doors and windows and no one will be permitted to enter or exit the building under any circumstance. This policy is very similar to most schools and should there be a lockdown at a school Lily Montessori services, the personnel member whom normally receives the children will await the school's lockdown to be lifted and children will be picked up and returned to the Lily Montessori location.

Please note that our first concern is the children's safety. Cell phone usage by personnel is not allowed during a lock down, and we ask that you refrain from calling the Centre as they may need to keep their main phone lines open.

GENERAL POLICIES

Appropriate Language: Parents/guardians and their guests must use appropriate language while on our property. Foul language of any kind is not permitted on Centre grounds, which includes our parking lots and playgrounds.

Cell Phones and Electronic Devices: Children are encouraged to keep cell phones or any electronic devices at home including iPads, iPods, hand held game systems, etc. If these items are brought to the Centre, we ask that they are stored in your child's backpack. Please note the Centre will take no responsibility for the loss or damage of any of these devices

Water Bottles: *A water bottle, labelled with your child's name, should be provided daily.* These are kept accessible to your child both in the classroom and on the playground. As many of these bottles are spill proof and have components that must be taken apart, they will need to be taken home daily for proper cleaning.

Lost Property: Please check the lost property box regularly. Labelling all your children's clothing including socks, shoes and underwear assists childcare educators in locating the owner.

Personal Toys: Children should not bring toys or valuables from home unless they are required for a special event. No toy weapons or actions figures of any kind that promote violence are to be brought to the Centre. Toys from home can become lost or broken and it saves a lot of heartache if these items are left at home. We encourage the children to bring nature items and other items of general educational interest. Comfort toys – soft toys or a blanket are more than welcome.

Photograph & Video: From time to time, children may be included in photographs taken by team members at Lily Montessori and used for display within the Center. Lily Montessori may share pictures from our Center on Social Media platforms, however we ensure that photographs shared online do not include the children's faces, unless we have consent from their parents/guardians.

Lily Montessori conducts regular reviews and evaluations of our childcare educators and their work with the curriculum. At times our classrooms may be videotaped during their regular activities. These will become internal teaching tools for Lily Montessori. The videotapes will remain the property of Lily Montessori Kids.

Smoking and Vaping: Smoking and vaping is prohibited on all Centre property, including parking lots and playgrounds. No one is permitted to smoke anytime with or in the presence of a child or in view of the Center.

Statutory Holidays and Centre Closures: Our Center will be closed during the following statutory holidays:

New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labor Day, Thanksgiving Day, Christmas Day, Boxing Day.

The center closes at 2pm on Christmas Eve when the day falls on a regular business day.

The center will be closed for the days between Christmas and New Years.

We may also need to close due to staff shortages, extreme or dangerous weather conditions, power/heat/AC failure, and/or security threats as per Emergency Management Policies. Fees remain payable in full on ALL days of school closure.

Staff Personal Development Days: The center may schedule some personal development days for the staff the Last Friday of June and the Last Friday of August and depending on the staff's needs during the rest of the months.

Students & Volunteers: Lily Montessori accept students/volunteers from local colleges and/or high schools. The students are placed with one of our full-time personnel to learn about and experience what working in a childcare facility is like. The following policies are in place for students and volunteers:

- Only paid personnel over 18 years of age will have direct, unsupervised access to the children.
- Students and volunteers are not counted in staffing ratios at any time during their placement at the Centre.
- All students and volunteers will be supervised by an employee at all times.

- All students/volunteers must have a current criminal reference check, including Vulnerable Sector screening, completed within the last 6 months.
- All students/volunteers must provide proof of up-to-date immunization prior to being placed at the Centre.
- Students/volunteers are never left alone with the children
- Students/volunteers must review the Program Statement and all policies as required under the CCEYA prior to commencing their placement.

PARENT CODE OF CONDUCT

Lily Montessori Childcare Corp. recognizes the important role parents play in helping us maintain a safe, nurturing, and community-focused environment in which all children can learn, play, and thrive. All parents, caregivers, and visitors of Lily Montessori collectively agree to act in a manner that emphasizes mutual respect, fairness, and equality. Individual needs and differences are recognized as being part of this collective process and all individuals are required to work out all concerns and differences in a clear and reasonable manner. Lily Montessori will not tolerate incidents of expressed bias, discrimination, prejudice, or harassment.

All parents, caregivers, and visitors must agree to abide by the following Code of Conduct.

Communication and Addressing Concerns: Open and clear lines of communication between Directors, Supervisors, staff, and parents/caregivers is essential to creating the type of environment we value at Lily Montessori. As such, we require parents to communicate with staff in an open, non-confrontational manner when expressing concerns about their child or the program. We expect that parents will voice their concerns in a professional and polite manner as soon as they arise. We also expect that parents will not get involved in other parents' concerns unless they directly involve them or their child.

Our **Parent Issues and Concerns Policy** clearly outlines the steps to be taken in bringing concerns forward. **Terms:**

Parents, guardians, and visitors agree to:

- Support a friendly and nurturing environment
- Maintain positive communication during interactions
- Follow the recommended procedures of addressing concerns
- Refrain from gossip and public criticism of Lily Montessori's employees, the children in Lily Montessori's care and Lily Montessori families. Discussion of concerns and issues will be with management and staff and not with other parents in the center or via social media channels such as Facebook, twitter or personal blogs, etc.

If any parent, guardian, or visitor fails to abide by the Code of Conduct the following procedure will be followed:

1. The concern and any inappropriate behavior will be documented and communicated to the Director.
2. The Director will set up a meeting with all parties involved to gather more information and determine if the Code of Conduct was violated.

3. The information will be used to reach a decision, and should it be determined that there was a violation of the Code of Conduct the Director will consult with the Admin Manager.
4. If a breach of the Code of Conduct is verified, the Director and/or Admin Manager have the right to terminate care immediately.

Threats and Threatening Behavior: We have a responsibility to provide a safe environment for our personnel, the children we serve, and other adults. Therefore, we have a zero-tolerance policy regarding threats or threatening behavior in our Center, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. Violation of this policy may result in immediate withdrawal from the Center.

Physical and Verbal Punishment of Children on Centre Property: We do not allow parents/guardians to use any type of corporal punishment on any child, whether enrolled in our program or not, while on Center property. This includes parking lots, playground, and within the Center. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent/guardian to verbally abuse their child while on our premises. Doing so can cause undue embarrassment and emotional distress to a child. Violations of this policy may result in immediate withdrawal from our program. Parents/guardians are also prohibited from addressing or disciplining a child that is not their own. If you have a concern about the behavior of another child at our Center, please bring your concern to the Center Director who will address your concern and resolve it.

Professional Relationships: We ask our employees to maintain professional relationships at all times with families, even in their personal lives. Due to the professional conflict of interest created, Lily Montessori employees are:

- not permitted to communicate or socialize with parents/guardians through social media outlets, such as Facebook, Instagram, and Twitter.
- not permitted to solicit or accept offers of personal childcare services (baby-sitting, nanny services etc.) with parents of the center.
- not permitted to accept employment by Lily Montessori center families (either current or not current) for a period of twelve months following the end date of the employee's employment. This provision may be waived only with prior written consent of Lily Montessori.

LILY MONTESSORI'S CORPORATE STANDARD

It is Lily Montessori's corporate standard that every Center be licensed. Provincial licensing sets out the minimum standards that must be met in a licensed childcare program to ensure that the health, safety and developmental needs of children are met.

Provincial licensing requirements and strict enforcement of standards are in the best interest of all children. Our Center meets or exceeds applicable licensing regulations and standards. These standards relate to our facility, educators, health and safety procedures, nutrition, educator/child

ratios, and record keeping. Our Center is subject to inspection by provincial, health, fire and licensing officials.

It is the right of the provincial licensing agency, as well as Child Protective Services, Social Services or Children and Family Services to perform their duties as follows:

- Privately interview children and/or educators without prior notice or parental/guardian consent.
- Inspect, audit, and copy child and educator records, without prior notice or parental/guardian consent
- Observe the physical condition of the child, including conditions that could indicate abuse, neglect, or inappropriate placement and if determined necessary, provide protective custody and /or have a licensed medical professional physically examine the child.

The Center has carefully developed systems to ensure the comfort and protection of your child. As a parent/guardian, you can always expect our Center to adhere to all the provincial regulations governing safety, fire, nutrition, and child/educator ratios. Our goal is to provide a safe and nurturing environment for all children with programs to suit each developmental level. We welcome your comments and suggestions that may help us achieve these goals.

Licensing Ratios and Maximum Group Sizes

General Description	Age of Children	Primary Staff Member to Child Ratio	Maximum Number of Children in a Group
Toddlers	18 months to 30 months	1:5	15
Preschool	30 months to 6 years	1:8	24

Reduced Ratios: Reduced ratios apply during the first hour and a half when the center is open, and the last hour before closure.

Ratios can also be reduced during rest time, where the children are not engaged in active play (e.g., sleeping, resting, or engaged in quiet, inactive play).

Name of age category	Number of Children in Room	Number of Staff Required
Toddler	1-8	1
	9-15	2
Preschool	1-12	1
	13-24	2

In the rare case that there is not enough staff to meet ratios parents will immediately be informed and children will be sent back home on a first come first serve basis

Alleged Intoxification, Drugs or Alcohol, Suspected Medical

Lily Montessori has a legal responsibility to the extent possible to not release a child to an authorized person who seems to be unable to adequately care for a child. If a permanent personnel member believes that a pick-up person is impaired or appears to be having a medical episode, the Centre Director or personnel member will offer to call a relative/friend to pick up the adult and the child.

If the pickup person is driving a vehicle, the personnel member will explain that driving under the influence of drugs or alcohol is not only against the law but Lily Montessori is obligated to ensure the safety of the child(ren) and adult. If the alleged person chooses to get into the vehicle with or without the child the personnel member is obligated to notify the police immediately.

Confidentiality of Information

Information pertaining to a child and his or her family is kept confidential at all times. Occasionally, records may be reviewed by regulatory agencies for information that may be pertinent to a child's well-being or requested by a legal subpoena. The children's files are otherwise confidential and monitored only by the Centre Director and Admin Manager. If your child is involved in an incident involving another child, our educators will not reveal the other child's identity.

Mandated Reporting of Suspected Child Abuse or Neglect.

As caring and concerned childcare educators, we take our responsibilities seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families, from all walks of life, and in varying degrees. When abuse occurs, both children and parents/guardians are victims and need support, understanding, and help. Our educators have been trained to recognize the signs and symptoms of abuse and neglect.

Under section 72 of the Child and Family Services Act, every employee of Lily Montessori Childcare who has reasonable grounds to suspect that a child is or may be in need of protection must promptly report the suspicion and the information upon which it is based to a Children's Aid Society.

Parents/guardians may ask the Center Director for a confidential referral for outside intervention and suggested resources for prevention and assistance in dealing with this sensitive matter.

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.

Serious Occurrence Reporting

The safety and well-being of our children is the highest priority and Lily Montessori ensures that they comply with the Ministry of Education legislation in regard to the reporting of Serious Occurrences. To provide greater transparency, Lily Montessori Childcare Center, posts a Serious Occurrence Notification Form to keep parents informed of Serious Occurrences.

PARENT AND COMMUNITY ISSUES AND CONCERNS POLICY AND PROCEDURES

Purpose

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

Definitions

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

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

Policy

General

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

All issues and concerns raised by parents/guardians are taken seriously by **the Licensee** 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 2 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 the parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be

disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidd/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:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>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.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>-</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

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

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

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

Contacts:

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

Owner of LILY MONTESSORI CHILDCARE CORP. (Roula Diab): 613-407-0344 or info@lilymontessori.net

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 Center's Director.

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

WAITLIST POLICY & PROCEDURES

Policy

1. Determining Admission Order:

Priority for admission will be determined based on factors such as date of application, sibling enrollment, and special needs requirements.

Applications will be processed in the order they are received, with consideration given to the stated criteria.

2. Privacy and Confidentiality:

Personal information provided during the application process will be handled in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and other applicable privacy laws.

The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

Waiting list information will be accessible only to authorized staff for administrative purposes.

3. Position Ascertainment:

Parents/guardians may request information about their child's position on the waiting list by contacting our administrative office.

We will provide general information about the child's position without disclosing personal information of other children or families.

4. Communication and Transparency:

Parents/guardians inquiring about enrollment will receive information about our waiting list policies and procedures. Clear instructions regarding required documentation and any specific details for prioritization will be provided

5. Notification of Admission Offer:

When a spot becomes available, parents/guardians will be contacted via the contact information provided in the application.

Parents/guardians will have a period of [3] business days to confirm their acceptance of the admission offer.

6. Updating Waiting List Information:

Parents/guardians are responsible for notifying us of any changes to their contact information or other relevant details. Failure to update information may result in the child's removal from the waiting list.

7. Application Fees

No application fees will be collected in order to be admitted into the waiting list

Security and Protection of Privacy

The video/audio recorder will be kept secure in either its own locked cabinet or a locked room which has restricted access. L.M.C. implements security safeguards to protect the CCTV equipment and recordings at a level appropriate to the sensitivity of the information. Access to the system's controls and reception equipment, and to the recordings it captures, will be limited to authorized persons.

Recordings will be securely held, and access within the organization limited to the purposes described in this Policy. Cameras should be positioned as best they reasonably can to reduce the likelihood of capturing individuals not intended to be filmed, while achieving the objectives of this policy.

Authorized persons will only access the recordings in the case of suspicion or allegation of a significant incident or complaint, for supporting training regarding program delivery, or for reasonable maintenance, installation, or configuration of the CCTV systems.

Authorized persons include the following who will be provided access strictly on the basis of need-to-know:

- Centre Director (CD);
- Admin Manager;
- Chief Operating Officer (COO);
- President

Location

The following areas are covered by CCTV:

- Classrooms;
- Front door;

- Outside play areas;
- Parking lots;
- Any other area where coverage is appropriate, except for those locations listed below as not covered.

The following areas will not be covered by CCTV:

- Children’s toilet area;
- Staff room;
- Director’s office; and
- Adult bathrooms

Lily Montessori Childcare Center Smooth Transition Plan for New Students

Introduction

Welcome to Lily Montessori Childcare Center! We are delighted to have your child join our community. To ensure a smooth and comfortable transition for your child into our environment, we have developed a phased integration plan. This plan is designed to gradually introduce your child to our routines and surroundings, helping them feel secure and confident. Below is the detailed plan based on the duration of the transition period.

Transition Plan Overview

Duration	1 week	2 weeks	3 weeks
	Students coming in 5-days/week	Students coming in 3-days/week	Students coming in 2-days/week
Phase 1	1 hour a day for 2 days	1 hour a day for 2 days	1 hour a day for 2 days
Phase 2	Pick up before lunch (12:00 pm) for 3 days	Pick up before lunch (12:00 pm) for 3 days	Pick up before lunch (12:00 pm) for 2 days
Phase 3	Full Time at the center	Full Time at the center	Full Time at the center

Detailed Phase Descriptions

Phase 1: Initial Introduction

Objective: To acquaint your child with the new environment, teachers, and peers in a short and manageable timeframe.

Schedule:

- Students coming in 5 days/week: Your child will attend the center for 1 hour a day over 2 days.

- Students coming in 3 days/week: Your child will attend the center for 1 hour a day over 2 days.
- Students coming in 2 days/week: Your child will attend the center for 1 hour a day over 2 days.

Activities: During this phase, children will engage in light activities designed to familiarize them with their surroundings and the daily routine.

Parental Option: Parents have the option to stay with their child during the 1-hour sessions to provide additional comfort and support.

Phase 2: Extended Stay Before Lunch

Objective: To extend your child's time at the center gradually, building their comfort and routine familiarity.

Schedule:

- Students coming in 5 days/week: Your child will stay until just before lunch (12:00 pm) for 3 days.
- Students coming in 3 days/week: Your child will stay until just before lunch (12:00 pm) for 3 days.
- Students coming in 2 days/week: Your child will stay until just before lunch (12:00 pm) for 2 days.

Activities: Children will participate in morning activities and group sessions, allowing them to adjust to the social and educational setting before having lunch at home.

Phase 3: Full-Time Integration

Objective: To fully integrate your child into the daily routine at Lily Montessori Childcare Center.

Schedule:

- Students coming in 5 days/week: Your child will begin attending the center full-time.
- Students coming in 3 days/week: Your child will begin attending the center full-time.
- Students coming in 2 days/week: Your child will begin attending the center full-time.

Activities: Your child will participate in the full range of activities offered at the center, including learning sessions, playtime, meals, and rest periods.

Additional Notes for Parents

Communication: We encourage open communication. Please feel free to speak with our Head teachers and management about any concerns or observations you have during this transition period.

Comfort Item: Bringing a familiar item from home, such as a favorite toy or blanket, can help ease your child's transition.

Consistency: Consistent attendance according to the chosen plan is crucial for helping your child adjust smoothly. In the case that a student adjusts quicker than the proposed schedule they can start attending their full schedule as normal.

When to Keep Your Child Home From Child Care

Childcare centers are environments where children interact closely, making it easy for germs to spread. It's important to know when to keep your child home to protect other children and allow your child to rest and recover. Here are the guidelines for keeping your child home from child care based on common illnesses and symptoms.

Illnesses Requiring the Child to Stay Home

- **Respiratory Illness with Fever:** Any child with symptoms such as cough, runny nose, or sore throat, and a fever should stay home. They can return once their fever has been gone for at least 24 hours without fever-reducing medicine.
- **Severe Illness Symptoms:** Unresponsiveness, irritability, excessive crying, difficulty breathing, or a quickly spreading rash.
- **Fever:** A temperature above (37.8°C) with behavioral changes or other symptoms like sore throat, rash, vomiting, or diarrhea. For infants under 2 months, a fever above (37.8.0°C) requires urgent medical advice.
- **Diarrhea:** More frequent and loose stool than usual, not contained in a diaper, or causing accidents if toilet-trained. More than 2 stools above normal in 48 hours, or stool containing blood or mucus.
- **Vomiting:** Vomiting 2 or more times in the previous 48 hours unless caused by a non-infectious condition and the child is not at risk of dehydration.
- **Abdominal Pain:** Persistent pain for more than 2 hours or recurring pain with fever or other symptoms.
- **Mouth Sores:** Unless cleared as non-infectious by a doctor.
- **Rash with Fever or Behavioral Changes:** Until a primary care provider confirms it's not a communicable disease. A rapidly spreading rash resembling bruises or small blood spots requires immediate medical attention.
- **Weeping Skin Sores:** On exposed parts of the body that cannot be covered with a waterproof bandage.
- **Head Lice, Scabies, Ringworm:** Until completely cleared.
- **Chickenpox:** Until completely cleared by a doctor
- **Pink eye:** The whites of the eyes are pink or red. The eyelid may also be slightly swollen. Pus or discharge from the eyes can make the eyelids sticky during sleep. The child can return to the center either with a doctor's not stating that the condition is not infectious, or when symptoms have completely cleared.

Illnesses That Do Not Require the Child to Stay Home

- **Coughs or Colds Without Fever:** As long as the child feels well enough to participate.
- **Runny Noses:** Regardless of color or consistency of nasal discharge.
- **Ear Infection:** Unless accompanied by a change in behavior or inability to participate.
- **Fever in Older Children:** Fever above 37.8°C without other symptoms or behavior changes.
- **Rash Without Fever or Behavioral Changes:** Except rapidly spreading rash resembling bruises or blood spots.

- **Asymptomatic Carriers of Germs:** Except for specific infections like STEC, Shigella, or Salmonella Typhi, which follow health department guidelines.

Communication and Reachability

Ensure the child care center has a way to contact you at all times in case your child shows signs of illness. Always consult your child's pediatrician if you have any questions about their symptoms and whether they should attend child care.

Steps taken by Staff

1. Observation for Symptoms:

- Children must be observed for symptoms of illness before they start playing with or being around other children.

2. Separation and Documentation:

- If a child appears to be ill, they must be separated from other children, and the symptoms of the illness must be noted in the child's records on the app.
- Symptoms of ill health identified during daily observation must be recorded in the child's records on the app, including any information about symptoms provided by parents.

3. Parental Notification and Pickup:

- Parents should be notified of atypical behavior or signs/symptoms of ill health as mentioned in the "Illnesses Requiring the Child to Stay Home" section, and children with symptoms of illness should be taken home by their parents.

- Parents must pick up the child if any of the symptoms outlined in the "Illnesses Requiring the Child to Stay Home" section are observed.

- If it is not possible for a parent to take the child home or if the child requires immediate medical attention, the child must be examined by a legally qualified medical practitioner or a registered nurse.