



Parent Handbook

2024

Mountain Nursery School

Welcome to
Mountain Nursery School

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**MOUNTAIN NURSERY SCHOOL IS A MINISTRY LICENSED,
INDEPENDENT EARLY LEARNING AND CHILDCARE PROGRAM, AND IT
IS NOT A PART OF CANADA-WIDE EARLY LEARNING AND CHILD CARE
SYSTEM**

At Mountain Nursery School, we recognize the immense significance of the early years in shaping your child's lifelong journey. Through a thoughtfully balanced program that emphasizes learning through play, we aim to lay a solid foundation for your child's academic and personal growth as they embark on their educational journey.

We are deeply committed to providing every child with ample opportunities to explore, question, and engage with the world around them. Our philosophy revolves around nurturing creativity, critical thinking, effective communication, and problem-solving skills, all of which are essential for future success in both school and adulthood. Aligned with the renowned "ELECT" (Early Learning for Every Child Today) framework, our curriculum is meticulously designed and implemented to cater to the unique needs and developmental stages of each child. At the core of our approach lie four foundational pillars: Belonging, Engagement, Expression, and Well Being. These principles guide every aspect of our program, ensuring an environment that fosters optimal learning and development for every child, regardless of background or circumstance.

At Mountain Nursery School, we are committed to providing a stimulating environment that encourages active, creative, and meaningful play and inquiry. Our dedicated staff are here to support and guide your child, helping them discover new ways to achieve their goals and navigate challenges with confidence and resilience.

We firmly believe in positive reinforcement and empowerment, striving to enhance each child's self-regulation skills and equipping them with the tools to effectively cope with stressors and overcome obstacles in a positive and constructive manner.

Welcome to Mountain Nursery School, where we are dedicated to nurturing your child's growth, curiosity, and potential every step of the way.

Policy on Child Discipline and Care/Prohibited Practices

At Mountain Nursery School, we are committed to providing a safe and nurturing environment for all children entrusted to our care. Our staff, which includes volunteers and students on educational placement, adhere to strict guidelines regarding child discipline and care. Under no circumstances will our staff:

- a.) Use corporal punishment or inflict any bodily harm.
- b.) Use physical restraint of a child, such as confining them to a high chair, car seat, stroller, or any other device for disciplinary purposes or in place of supervision, unless absolutely necessary to prevent immediate harm to the child or others. In such cases, physical restraint will only be used as a last resort and until the risk of injury has passed.
- c.) Lock exits of the childcare center to confine a child, or confine a child in an area or room without adult supervision, except during emergencies as required by Mountain Nursery School's emergency management policies and procedures.
- d.) Use harsh or degrading disciplinary measures, threats, or derogatory language in the presence of a child that may humiliate, shame, or frighten them, or undermine their self-respect, dignity, or self-worth.
- e.) Deprive a child of basic needs such as food, drink, shelter, sleep, toilet use, clothing, or bedding.
- f.) Punish or reprimand a child for refusing to eat or drink, or force a child to eat or drink against their will.
- g.) Sexual abuse or harassment including but not limited to Criminal Code offences as described below:

- Section 152 Invitation to Sexual Touching

- Section 153 Sexual Exploitation

- Section 153.1 Sexual Exploitation of Person with a Disability

- Section 160(1)(2)(3) Bestiality

- Section 162 Voyeurism

- Section 162.1 Publication of Intimate Image without Consent

- Section 170 Parent or Guardian Procuring Sexual Activity

- Section 171.1 Making Sexually Explicit Materials Available to Child

- Section 172.1 Luring a Child
- Section 172.2 Agreement or Arrangement of Sexual Offence against a Child
- Section 271 Sexual Assault
- Section 272 Sexual Assault with weapon, threats to a third party or bodily harm
- Section 273 Aggravated Sexual Assault
- Section 281 Abduction of Person under 14
- Section 286.1(1) Obtaining sexual services for consideration
- Section 286.1(2) Obtaining sexual services for consideration from an individual under the age 18

These guidelines ensure that every child in our care is treated with respect, dignity, and compassion, fostering a positive and supportive environment conducive to their overall well-being and development.

1. Licensing

Mountain Nursery School is licensed by the Ministry of Education, Early Learning Division. Provincial Government standards are established to ensure that all our programs provide a safe, healthy and stimulating environment with quality care for the children they serve.

We are inspected annually to confirm compliance with the Child Care and Early Years Act.

The License and Licensing Summary Chart will always be posted near the main entrance.

2. Programs

1. Toddler Program: Ages 18 months to 30 months. Full-day care – With Ministry approval of a maximum 2 children under 18 months.
2. Preschool Program: Ages 2.5 years to 5 years. Full-day care.

You have three options:

- Option I: Full Time - Five full days a week. (M – F)
- Option II: Part Time - Three full days a week. (M - W – F)
- Option III: Part Time - Two full days a week. (Tu & Th)

3. Days and Hours of Operation

The Nursery School is Open:

Monday to Friday7:45am – 5:00 p.m.

However, we recommend that a child stays no longer than 8.5 hours. Should this policy be a problem, please talk to the supervisor.

The time of arrival and departure of a child will be recorded by the duty teacher.

It is important that all the children are at the nursery school by 9:30 a.m. Please review our safe arrival policy for more information.

4. Program Goals

- Ensure a safe, secure, and engaging environment for all children.
- Foster holistic development, empowering each child to excel in physical, intellectual, social, emotional, language, and creative domains.
- Provide comprehensive support to families connected with the nursery school.
- Cultivate partnerships within the community to enhance our educational offerings and resources.

5. Community Partners Policy

Mountain Nursery School has been providing services for our community since 1998. Recognizing the value of collaboration, we actively engage with various community agencies to enhance our program. Through special events and visits from community partners, we strive to offer diverse experiences for our children. Our commitment to working closely with community agencies ensures that we continuously seek their input to further enrich the quality of our services.

6. Parent Engagement and Off Premises Activities

At Mountain Nursery School, we value parent involvement and welcome visits at any time for observation and conversation with our staff and program supervisor. Parents are encouraged to take part in activities during our operating hours, and their suggestions for children's activities are always considered. We invite parents to volunteer during special events such as summer picnics, Halloween parties, and Christmas celebrations.

While we do not offer off-site trips, our spacious backyard allows us to host numerous special events on-site throughout the year. We often collaborate with entertainers and community partners to organize engaging activities, and parents are warmly invited to participate or volunteer during these events.

7. Staff

At Mountain Nursery School, our staff members are highly qualified and experienced in Early Childhood Education. We carefully select teachers who exhibit warmth, energy, and a positive rapport with both children and adults.

In accordance with the Child Care and Early Years Act, all staff must furnish evidence of being free from communicable diseases and maintain up-to-date immunization records. Additionally, all staff, including volunteers and students, undergo thorough criminal reference checks, which include vulnerable sector screening.

Staff Ratios:

Toddlers (18 months – 30 months) – 1 Teacher per every 5 children
Preschoolers (2.5 years -4y) – 1 Teacher per every 8 children

8. Student/Volunteer/Supervision Policy

At Mountain Nursery School, we are committed to providing a safe, nurturing environment where both children and volunteers/students can thrive. Please take a moment to review our policies to better understand what volunteers and students can expect and how to get involved.

Expectations for Students/Volunteers:

1. **Interview Process:** All students and volunteers will undergo an interview process to ensure alignment with our values and mission.
2. **Criminal Background Check:** For the safety of our children, students and volunteers are required to provide a criminal background check before beginning their service.
3. **Annual Policy Review:** Students and volunteers must review Mountain Nursery School policies annually to stay informed and compliant.

Behavioral Expectations:

We maintain a zero-tolerance policy for any behavior that compromises the safety or well-being of our staff, parents, or children. Students and volunteers are expected to conduct themselves professionally and respectfully at all times. Failure to adhere to these standards may result in dismissal from our program.

General Guidelines:

1. **Supervision:** Students and volunteers will always be under the supervision of a designated staff member. They will not be permitted to be alone with any child or group of children who receive childcare services.
2. **Staffing Ratios:** Volunteers and students will not be counted in staffing ratios. They will work under the direct supervision of our qualified educators registered with the College of E.C.E.

Roles and Responsibilities of Volunteers and Students:

1. **Following Instructions:** Following instructions from the teacher and other daycare staff carefully and promptly to ensure tasks are completed accurately and efficiently.
2. **Assisting with Daily Activities:** Assisting with various daily activities such as supervising children, preparing materials, setting up learning centers, and maintaining cleanliness and organization in the daycare environment.
3. **Engaging with Children:** Engaging positively with the children, building rapport, and interacting with them in a respectful and caring manner under the guidance of the teacher/supervisor.
4. **Respecting Confidentiality:** Respecting the confidentiality of sensitive information regarding children, families, and daycare operations, and maintaining professional discretion at all times.
5. **Seeking Guidance:** Seeking guidance and clarification from the teacher or other staff members when unsure about tasks or procedures, and being open to constructive feedback and learning opportunities.
6. **Adhering to Policies:** Adhering to all daycare policies, procedures, and safety protocols, including but not limited to child supervision, hygiene practices, and emergency procedures.
7. **Maintaining Professionalism:** Maintaining a professional demeanor at all times, including appropriate dress and behavior, and representing the daycare positively to children, families, and visitors.

Roles and Responsibilities of the Licensee and Supervising Employees:

1. **Supervising and Mentoring:** The teacher is responsible for supervising and mentoring the student/volunteer, providing guidance and support as needed.
2. **Assigning Tasks:** Assigning appropriate tasks and responsibilities to the student/volunteer based on their skills, abilities, and the needs of the daycare.
3. **Modeling Best Practices:** Modeling best practices in childcare and early education, demonstrating effective teaching techniques, positive communication with children, and professionalism in all interactions.
4. **Training and Orientation:** Providing thorough training and orientation to the student/volunteer on daycare policies, procedures, safety protocols, and emergency procedures.
5. **Monitoring Performance:** Monitoring the performance of the student/volunteer, providing constructive feedback, and addressing any concerns or areas for improvement promptly and professionally.
6. **Ensuring Child Safety:** Ensuring that the student/volunteer understands and follows all safety guidelines and protocols to maintain a safe environment for the children.
7. **Facilitating Learning Opportunities:** Facilitating learning opportunities for the student/volunteer to enhance their skills and knowledge in early childhood education, child development, and childcare practices.

9. Registration/Withdrawal

Parents and children are invited to come in and observe the activities at our nursery school. Simply call ahead to book a personal tour of our facility. Following that, a play visit will be scheduled.

Upon agreement to register your child, Enrolment Forms must be completed and returned along with an Immunization Record and a Registration Fee. This is NOT refundable.

The childcare fees are due in advance as per agreement.

If parents decide to withdraw a child/children, we ask for TWO-WEEK NOTICE in writing.

10. Waitlist Policy

Mountain Nursery School does not maintain waitlist. We offer our services on a first come/first served basis. However, when a full enrolment has been reached, a waitlist will be formed.

1. No fee will be charged to place a child on the waitlist.
2. Parents' and child's information will be collected.
3. When a spot becomes available, the family will be notified in order of their positioning on the waitlist.

Children will be removed from waitlist if:

1. The parent or guardian requests it.
2. The child becomes too old to attend our center.
3. The client is unreachable.

11. Fees

The supervisor will inform each family at the time of enrolment of the fees to be paid.

Fees are paid by weekly post-dated cheques. A series of 8 Post-dated cheques (covering 8 one week blocks of contracted care) 4post-dated cheques (covering 4two week blocks of contracted care) will be submitted to the supervisor prior to enrolment.

We must receive your post-dated cheques 3 days prior to each new period.

Please make cheques out to: Mountain Nursery School.

Cheques that are not used (ie. Termination) will be returned to you.

The following procedure will be followed in the event that a family fails to make their fee payments:

- * If a family is one week behind in their fees, the supervisor will give a reminder to the family to pay the fees.
- * If a family is two weeks behind, payment options must be agreed upon.
- * If a family is 3 weeks behind, the childcare service will be withheld.

12. Safe Arrival Policy

Date Policy and Procedures Established: January 1, 2023

Date Policy and Procedures Updated: January 1, 2024

At Mountain Nursery School, the safety and well-being of your child is our utmost priority. We are committed to taking all necessary measures to ensure the safety of your child upon arrival and dismissal. We kindly request you to familiarize yourself with our Safe Arrival Policy, which outlines the collaborative efforts between our staff and your family to uphold your child's safety.

Procedures

We kindly request all parents/guardians to ensure your child are dropped off by 9:30 AM. If you anticipate being unable to arrive by this time, please notify the Educator via phone, text, or by calling the office at 905-318-9466. In the event your child is absent after 9:30 AM without prior communication from the parent, the Educator will diligently attempt to reach out to the family.

Accepting a child into care

1. When accepting a child into care at the time of drop-off, it is our policy that:
 - Program staff will greet the parent/guardian and child within their designated classroom, please **do not** leave your child unattended in the foyer of the building.
 - Program staff will ask the parent/guardian if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on our enrollment form and/or emergency card or

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

- Document the change in pick-up procedure in the daily written record.
- Sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

2. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the supervisor and begin contacting the child's parent/guardian no later than 10:00am via phone call or text.
 - If the immediate family members cannot be reached, additional steps will be required including: contacting every person on the contact listed on the emergency card.
 - If no contact has been established, next steps taken will be notifying the Ministry of Education and the Police.
3. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

We kindly request all parents/guardians to ensure your child has been picked up by no later than 5:30 PM. If you anticipate being unable to arrive by this time, please notify the Educator via phone, text, or by calling the office at 905-318-9466.

1. It is our policy to ensure your child's safety that only the designated staff member may release your child from our care to the designated parent or guardian at the time of pickup.
 - In the event that someone else will be picking up your child, you must provide notice to the designated teacher or supervisor via phone call, email, or written note informing of the change. It is further our policy that photo identification is **required** upon pick up of your child to confirm the individual against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

- Where a parent/guardian has not yet arrived to pick the child up our staff will begin to call parents and emergency contacts until 6:00pm. Staff shall ensure that the child is given a snack and activity, while they await their pick-up.
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) and follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

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

13. Lateness Policy

In the unfortunate circumstances of a child not being collected by 5:00 p.m., the staff will:

- * Begin to call parents and emergency contacts and will continue to do so until 6:00 p.m. Late charges will be incurred.
- * If no contact has been made either way (ie. Parents to Staff and Vice versa), Staff will then contact the Children's Aid Society and report the situation who will take control of the situation if necessary.

Parents who failed to pick up their children before the centres closing time of 5:30pm, will be fined at the rate of **\$0.50 per minute**. Money is to be paid to the supervising teacher in respect for their time.

14. Absences and Holidays

At Mountain Nursery School, we maintain consistent fee policies to ensure the smooth operation of our services and to provide clarity to our parents/guardians. Please note the following:

1. **Absences, Sick Days, and Vacation:** There will be no reduction of fees for any absences, sick days, or vacations taken during the school year when the facility is open.
2. **Statutory Holidays:** Fees will not be reduced for statutory holidays when the school is closed.
3. **Holiday Closure:** Mountain Nursery School will be closed during the week between Christmas and New Year. No fees will be charged for this week.

These policies are in place to uphold the quality of our services and to maintain fairness and consistency for all families enrolled at our school.

15. Centre Closures Due to Inclement Weather

In the event of inclement weather, Mountain Nursery School will follow the closure decisions of all public and separate schools. If these schools are closed, our nursery school will also be closed. No refunds will be issued for the closure of a single day unless the closure persists for more than two consecutive days.

16. Nutrition

We Provide:

- * Morning Snack/Breakfast
- * Hot, Nutritious Lunch
- * Afternoon Snack

Our menu at Mountain Nursery School is thoughtfully crafted by our supervisor and cooked in alignment with the Canada Food Guide. We rotate the menu every four weeks and adjust it seasonally to offer a variety of nutritious options.

During the summer and fall, we highlight locally sourced products whenever possible. It is our commitment to prioritize purchasing local food whenever feasible.

17. Sleep time Policy

At Mountain Nursery School, we prioritize meeting the individual sleep needs of each child in our care.

We offer a 2-hour rest period for children attending the full-day program, with flexibility to accommodate variations in sleep patterns.

A parent will be consulted about the child's sleeping routine:

1. At the time of enrollment.
2. Every time a staff member notices any changes in the child's sleeping pattern.
3. At the time of transition to another age group.

Upon enrollment and at any time there are changes in a child's sleep routine or transition to a new age group, our staff consults with parents to develop an individualized sleep plan.

Each child is provided with an individual cot for sleeping, along with sheets and blankets which are washed and dried weekly by our staff.

During sleep time, our dedicated staff perform direct visual checks on every child every half hour, recording their findings in a sleep log book.

Any concerns or changes in sleeping patterns are immediately communicated to parents. If needed, we develop and implement individualized sleep plans, recording daily adjustments in the child's log book.

This comprehensive approach ensures that your child's sleep experience at Mountain Nursery School is safe, comfortable, and tailored to their unique needs.

18. Clothing and Diapers

At Mountain Nursery School, we encourage parents to include a labeled set of spare clothes in their child's bag(s). Any soiled clothes will be returned home with the child for

washing. We advise parents not to dress their children in clothes they are concerned about getting dirty, as children may participate in messy activities during their time with us.

Please note that the nursery school does not supply diapers for children who are still in diapers. We kindly ask parents to ensure their child is equipped with extra diapers and wipes.

19. Illness and Medication/Anaphylaxis Policy

The well-being of our children is our highest priority. In accordance with health regulations, sick children are not permitted to attend our child care center to prevent the risk of cross-infection. Should your child fall ill while at the nursery school, you will be promptly notified and requested to pick them up at your earliest convenience.

If your child requires medication prescribed by a doctor during their time with us, you are responsible for:

- Informing our staff promptly
- Completing and signing the necessary authorization form.

Furthermore, staff will

Anaphylaxis Policy

Anaphylaxis presents a serious risk of life-threatening allergic reaction. To ensure the safety of your child, please familiarize yourself with our policies and procedures.

- Before your child attends our child care center or if we discover they have an anaphylactic allergy, we will create an individualized plan and emergency procedures. This will be done in consultation with you, the child's parent, and any regulated health professional you believe should be involved.
- Each plan will include specific symptoms of anaphylactic reaction for your child and the appropriate steps to take in case of an allergic reaction or other medical emergency, based on the severity of symptoms.
- The plan will also provide information for those who have regular contact with your child, including allergy type, monitoring and avoidance strategies, and proper treatment.
- Special attention will be given to severe allergies, including anaphylaxis. An individual plan will be developed for every child with severe allergies, incorporating information provided by parents/guardians and doctors. This information will be

documented in the child's file and copies will be posted in the entrance area, as well as in each classroom and kitchen.

- Parents will be responsible for training the supervisor and the child's teacher in administering the medication. They will also sign a consent form allowing staff to administer all medication prescribed by the doctor. The supervisor will then train all other staff, students, and volunteers.
- Staff supervising children with medical conditions that might require emergency medication including but not limited to allergy, asthma, epilepsy and diabetes will have immediate and readily available access to all those medications at all times including outdoor play. The staff will ensure that those medications are easily accessible to supervising staff but **not** to children.
- Parents are required to review all information and the plan every six months or more frequently if changes occur.

Mountain Nursery School is a peanut-free environment. Do not send any snacks or treats to school that have peanut ingredients or peanut traced ingredients.

Never Leave Medications in Your Child's Bag

20. Serious Occurrence Policy

This policy has been established to clearly guide staff, students, and volunteers on how to identify, respond to, and report serious occurrences at the daycare center. In accordance with this policy, any accidents will be promptly recorded, and a copy of the accident report will be provided to the respective parents or guardians.

Furthermore, in the event of a serious occurrence such as death, a missing child, injury requiring medical attention, abuse, or a disaster on the premises, specific procedures must be followed. These procedures outline the steps to be taken to ensure the safety and welfare of all individuals involved, as well as the reporting process to the Ministry of Education for further review and action.

By adhering to these guidelines, we strive to maintain a safe and secure environment for all children and staff members, promoting their overall well-being and ensuring compliance with regulatory standards.

This policy has been designed to follow the obligations set out under Ontario Regulation 137/15 for policies and procedures with respect to serious occurrences for child care centers.

Identifying a Serious Occurrence

A serious occurrence is defined as a traumatic event affecting a child while under the care of the childcare center. The following instances necessitate the submission of a Serious Occurrence Report:

1. The death of a child receiving care at the childcare center.
2. Instances of abuse, neglect, or allegations thereof concerning a child in the care of the childcare center.
3. Life-threatening injuries or illnesses occurring to a child under the care of the childcare center.
4. Confirmed cases of coronavirus (COVID-19) among:
 - Children under the care of the childcare center
 - Staff members at the childcare center
 - Students at the childcare center
5. Incidents involving a child under the care of the childcare center going missing or being temporarily unsupervised.
6. Unplanned disruptions to the normal operations of the childcare center posing risks to the health, safety, or well-being of children under its care.

Reporting a Serious Occurrence

Serious occurrences will be meticulously recorded and documented on a Serious Occurrences Summary Notification Form, adhering to the Ministry of Education's guidelines. Additionally, a copy of the accident report will be provided to the respective parents or guardians.

Procedures for Handling Serious Occurrences:

- Staff members are required to promptly inform the supervisor or their designate upon becoming aware of any serious occurrence.
- All serious occurrences must be reported to the Ministry of Education via the Child Care Licensing System (CCLS) within 24 hours of becoming aware of the incident.
- The serious occurrence reports submitted to CCLS will not contain identifying information such as children or staff names.
- In the event of CCLS inaccessibility, the supervisor or designate will notify the program advisor (PA) assigned to the license by email or telephone within 24 hours of learning about the occurrence. A serious occurrence report will be submitted in CCLS once access is restored.
- If direct contact with a Ministry of Education PA cannot be established via telephone, a voicemail message will be left to apprise the PA of the incident.
- Any updates pertaining to serious occurrences will be promptly reported in CCLS through update reports until the incident is officially closed by the Ministry of Education.
- Upon request from the Ministry of Education, updates regarding serious occurrences in CCLS will be expediently provided through update reports.
- Serious occurrences reported to the Ministry of Education will be duly documented in the daily written record.

Posting a Serious Occurrence Summary (Notification Form)

- Within 24 hours of being informed about a serious occurrence, the program supervisor or director will complete a Serious Occurrence Notification Form either through the Child Care Licensing System (CCLS) or by utilizing the provided form in Appendix A.
- The form will entail a brief overview of the serious occurrence along with any measures undertaken by the childcare center in response.
- To preserve the privacy of those involved, the summary will abstain from including identifying details such as names, ages of children, staff, or specific program rooms. Gender-neutral language will be used.
- Mountain Nursery School will complete the Serious Occurrence Notification Form and post it on the bulletin board next to the main entrance, alongside the license and licensing summary chart. This form will remain posted for a minimum of 10 business days and will be updated and reposted if necessary for another 10 days.
- In cases where a serious occurrence undergoes updates or revisions, the summary will be promptly amended to reflect these changes.
- All serious occurrence summaries will be archived for a period of 3 years from their creation or last modification date, whichever is more recent, and will be available to parents upon request. Licensing and Municipal Children's Services Staff will also have access to these records upon request.

21. Harassment Policy

At Mountain Nursery School, our utmost priority is to ensure the safety and well-being of all our students, parents/legal guardians, and staff members. In the event of disrespectful, violent, or threatening behavior exhibited by a child, parent, or caregiver, jeopardizing the safety or welfare of others within our community, we reserve the right to refuse our services to the individuals involved.

Should the decision be made to decline services to these clients, we are committed to providing them with reasonable notice to facilitate the transition to alternative care arrangements. This approach aligns with our dedication to maintaining a secure and nurturing environment for all members of our community, promoting the overall welfare of those entrusted to our care.

22. Unusual Situations

Although we are dedicated to meet the needs of every family, there may be unusual situations when group needs have to be chosen over individual needs. Therefore, Mountain Nursery School reserves the right to request that a child be removed from the school either on temporary or permanent basis if the child consistently exhibits behaviour that is disrespectful, unsafe or destructive to him/herself or others.

23. Service Delivery to all Families

At Mountain Nursery School, we are dedicated to providing quality service to all families in our community. Enrollment operates on a first-come, first-served basis. We offer an inclusive program, collaborating with the City of Hamilton and community partners to support children with special needs to the best of our ability.

We welcome all families to tour our center and review the Mountain Nursery School Parent Handbook. Upon expressing interest in enrolling their child(ren), families are invited to participate in group activities while parents remain on-site.

For children with special needs, parents will meet with the center supervisor and classroom teacher to discuss specific requirements. While we endeavor to accommodate every child, there are limitations, such as small group sizes and building accessibility, that may prevent us from meeting certain needs. Therefore, we reserve the right to deny enrollment to a child with special needs if we are unable to adequately support them.

If concerns about a child's development arise while they are enrolled at Mountain Nursery School, we will collaborate with Community Living and other agencies to provide necessary support. However, if a child's safety or well-being is compromised and their needs cannot be met, we may request their removal from the center. We will provide a minimum two-week notice to the family and assist in recommending alternative care options.

24. Policy Regarding Parent's Concerns and Issues

At Mountain Nursery School, we are committed to fostering open communication and transparency between our childcare center and parents/guardians. We believe in providing a clear and accessible process for addressing any concerns or issues raised by parents/guardians.

Guidelines:

1. **Active Engagement:** We encourage all parties involved to actively participate in our childcare center community and to openly discuss any observations or concerns they may have.
2. **Serious Consideration:** All issues and concerns brought forward by parents/guardians are taken seriously by our staff members and are given due attention.
3. **Communication Channels:** Parents/guardians may choose to communicate their issues or concerns either verbally or in writing.
4. **Documentation:** Every step taken in addressing an issue or concern will be diligently documented by a staff member.
5. **Response and Outcome:** Responses and outcomes to the raised issues will be provided either verbally or in writing upon request.

6. **Timely Response:** An initial response to an issue will be provided as promptly as possible, within a reasonable time frame, but no later than 5 business days from the date of the initial report.
7. **Informed Communication:** Throughout the resolution process, the individual who raised the issue or concern will be kept informed of progress and any developments.
8. **Fair and Respectful Investigation:** Any investigation into an issue or concern will be conducted in a fair, impartial, and respectful manner, ensuring the rights and dignity of all parties involved.

This policy reflects our commitment to maintaining a supportive and responsive environment for all members of the Mountain Nursery School community, fostering mutual trust and collaboration between parents/guardians and our childcare center staff.

Regarding Confidentiality: Every issue/concern will be kept confidential except when information must be disclosed for legal reasons. Mountain Nursery School maintains a high standard for positive interaction, communication, and problem-solving. Therefore, harassment and discrimination will not be tolerated from any party.

Concerns About Suspected Abuse or Neglect of a Child: All Mountain Nursery School staff or professionals who work with children are required by law to report suspected cases of child abuse or neglect. Issues/concerns may be reported to relevant regulatory bodies (e.g., local public health department, police department, Ministry of Labour, College of Early Childhood Education) where appropriate.

25. EMERGENCY POLICY AND PROCEDURE

Mountain Nursery School has EMERGENCY POLICY AND PROCEDURE in place. In case of an emergency, we will evacuate children and staff to:

C.B. STIRLING PUBLIC SCHOOL
340 QUEEN VICTORIA DR. HAMILTON ONT. L8W 1T9

In case of an emergency, parents will be notified immediately via preferred way of communication by the child(ren) teacher or supervisor.

Mountain Nursery School

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