

Welcome to Aspen Hill Montessori's Summer Programming!

Overview

Our common goal for the care of the children in our program is their emotional and physical safety and well-being at all times. The intention of our policies is to clarify for parents the practices that protect the children in our care. Policies are developed in consultation with Alberta Education, Alberta Childcare Licensing, Childcare Accreditation, and Alberta Family Services.

We ask that you read this policy manual with care, and abide by it at all times while your child attends our School. If you have any questions or concerns, please bring them to the staff's attention.

This manual was updated and verified as of June 10 2020, with additional review dates per section or policy as noted.

COVID-19 Policy

Created March 23 2020; updated May 4 2020; reviewed and updated June 10 2020

Our policies are based on our commitment to help families stay well and keep our Centre environment safe from COVID-19. **This policy remains in effect as long as a public health order is in effect for any of the City of Calgary, the Province of Alberta, and / or the country of Canada, and will go back into effect at any time if a new health order is issued specific to COVID-19.**

Symptom restriction

Please watch carefully for the following symptoms, **no matter how minor!**

- Feeling unwell / fatigued / cranky
- Runny nose / nasal congestion, even if clear
- Sore throat
- Red rash on torso or on toes
- Muscle aches
- Headache
- Fever
- Cough
- Shortness of breath / difficulty breathing
- Nausea / vomiting / diarrhea
- Conjunctivitis / eye irritation

If any symptoms appear, no matter how minor, DO NOT send your child to Aspen Hill Montessori. Please contact the Centre immediately at registrar@aspenhillmontessori.ca.

If your child arrives with any of the above symptoms at the Centre, or any additional symptoms as identified by Alberta Health Services, staff will refuse admittance to your child and send them home with the transportation person that brought them. The Centre also reserves the right to call the parent / guardian back to the Centre for pick up if the symptoms are noticed shortly after drop-off.

Please keep potentially ill children at home.

If your child becomes ill while at care we will notify you promptly so that arrangements can be made within a 30 minute window to take him/her home. If we are unable to reach you or you are unable to make plans to arrive within 30 minutes, we reserve the right to call your emergency contact person on your child's records to collect the child from the Centre. (Please make sure that all numbers and information are kept up to date, and that your emergency contact understands we may reach out to them). During this period, your child will be isolated with adult supervision, using social distancing parameters, to ensure the safety of our staff.

(continued)

Exposure restriction

If you or your children attending the program have had close contact (face-to-face contact within 2 meters/6 feet) with someone who is ill with cough and/or fever; OR, if you or anyone in your household been in contact in the last 14 days from the date of your attendance with someone that is being investigated or confirmed to be a case of COVID-19;

DO NOT send your child to care. Please contact the Centre immediately at registrar@aspenhillmontessori.ca.

Travel restriction

Self isolation may be required depending on your travel situation and the current state of COVID-19 in Alberta. Please check BEFORE travel; refer to <https://www.alberta.ca/isolation.aspx> for current requirements. **DO NOT send your child to the Centre if any of the requirements apply to your child.** Please contact the Centre immediately at registrar@aspenhillmontessori.ca.

COVID-19 testing requirement for ill children

If your child is ill regardless of symptom presentation, and you want them to attend care while symptoms are present, they must receive a test for COVID-19 before they can return to our Centre. To register for testing, visit <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>. Testing may take 24-48 hours; we recommend registering for a test as soon as any symptoms appear.

You do not need to test for COVID-19 if you keep your child at home until all symptoms are gone.

If a positive test is confirmed, families are obligated to advise the Centre in confidence at registrar@aspenhillmontessori.ca so other families can be informed to go for testing. *We will work with your family on a case-by-case basis on when your child will be able to return to Centre following health protocols in place by the Province.* The Centre will be closed for 24-48 hours to allow for complete disinfecting of the facility before care can resume. Pre-paid care during this time will be credited forward to the affected families' accounts.

If a negative test is confirmed, and evidence of the negative test is provided to the Centre, children can attend the Centre as long as symptoms do not prevent them from engaging fully in the program, and / or have received a note from a medical doctor (in the case of a bacterial infection).

Please see our regular Illness Policy regarding Administration of Medicine and children with severe allergies or asthma.

Health protocols

The Centre is required to follow enhanced sanitization procedures, screening procedures, and entry / exit protocols as established by Alberta Health Services and Alberta Provincial Childcare Licensing. These may change over the course of the COVID-19 pandemic.

Information on current health protocols will be sent to you via e-mail upon confirmation of attendance, with updates provided via e-mail as required. Your strict and continued adherence to these procedures is required to participate in all Centre programs.

If a family or staff member is not complying with the requirements as identified by our Centre, the Centre reserves the right to refuse care or work immediately without a refund/payment.

The Centre will follow and enforce all quarantine, closure and isolation requirements / recommendations made by Alberta Health Services, the Province of Alberta, the Canadian Federal Government, and / or the World Health Organization in managing and preventing the spread of identified pandemic and endemic illnesses that may affect our city. This may include refusing entry to the Centre for children that have been identified or potentially identified as having been exposed to the noted illness, for the time period recommended by these governing organizations.

In the event of a sudden closure without notice, notice will be posted on the Centre doors and added to our voicemail system accessible at 403-246-2794.

Refunds related to COVID-19

For Summer 2020 and Fall 2020-2021 programming, all families registered prior to April 1st 2020 have been provided with a limited time opportunity before June 30th 1PM MST to completely withdraw from contracted programming.

For all families that decline this opportunity to withdraw, or fail to respond, or register following April 2nd 2020, NO REFUNDS due to COVID-19 / COVID-19 concerns are provided. Our standard Centre policies apply for non-COVID related refunds and / or withdrawals.

If a child or member of the child's family contracts a confirmed case of COVID-19 through Alberta Health Services testing, and results are shared with the Centre; or
The Centre is not permitted to operate for in-person services OR on-line learning by Provincial Order due to COVID-19;

We will work with affected families on a solution to ensure that value is received for funds paid on a case-by-case basis.

All families who choose to continue services with the Centre for the 2020-2021 learning season past June 30 2020 recognize and agree that in the event that in-person learning services become unavailable due to Provincial Order related to COVID-19, the Centre will immediately move to on-line / at-home supported learning. Refunds for early learning services and private ECS related to COVID-19 health orders for partial or complete closure will not be provided.

Families continuing to the fall learning session will be required to sign and return an acknowledgement of this policy.

Illness and Pre-Existing Conditions Policy

Reviewed June 4 2019; updated Nov. 19 2019; reviewed and updated Jan. 15 2020; reviewed and updated Mar. 9 2020; updated May 13 2020

Our policies are based on our commitment to help families stay well. When we keep our Centre environment safe, children can attend and derive the most benefit from their Montessori class time and parents can attend their own schedules consistently.

Endemic/Pandemic Illness

Added Mar. 9 2020; updated May 13 2020; updated June 10 2020

Please refer to our separate COVID-19 Policy specific to this identified disease.

Aspen Hill Montessori will follow and enforce all quarantine, closure and isolation requirements / recommendations made by any of Alberta Health Services, the Canadian Federal Government, and / or the World Health Organization in managing and preventing the spread of identified pandemic and endemic illnesses that may affect our city. This may include refusing entry to Centre for children that have been identified or potentially identified as having been exposed to the noted illness, for the time period recommended by these governing organizations.

Information about the requirements as well as measures and / or potential closures will be circulated to parents via our Centre e-mail system, Instagram and Facebook as well as posted on our Centre bulletin board.

In the event of a sudden closure without notice, notice will also be posted on the Centre doors and added to our voicemail system accessible at 403-246-2794 to the best of our ability.

Pre-existing conditions

Updated May 13 2020; updated June 10 2020

If your child has a pre-existing condition such as autism, epilepsy, febrile seizures; and/or seasonal allergies, asthma and/or other non-bacterial/viral presentation that could be mistaken for bacterial/viral, a note from a medical doctor that is current dated must be presented a minimum of 1 week BEFORE first day of attendance with the causing factors, symptoms, emergency plan, and expected outcomes.

This note must contain at minimum:

- Detailed description of symptoms
- Diagnosis and treatment in a non-emergency situation
- Diagnosis and approach in an emergency situation
- Medication provided to relieve or treat casual symptoms (inhaler, etc.)

Please ask the Centre for an Emergency Plan template to support you in getting an adequate doctor's note.

For children whose pre-existing conditions require at-Centre medication (EpiPen, ventilator, seizure rescue, etc.), dedicated Centre medication must be checked in via senior staff at the Centre on your child's first day. It must be clearly labelled from the prescribing pharmacy with the student's prescription and name. These will be stored out of reach of students, but within quick access if needed. Parents will need to complete a Medication Authorization Form for our files.

Parents remain responsible for replacing medication on-site before expiry dates.

The Centre reserves the right to refuse entry for care to children with pre-existing conditions who require on-site medication, if that on-site medication is not provided by parents and / or is expired.

Other illness

Updated May 13 2020; updated June 10 2020

Our Centre has a firm 'do not attend' approach for any illness, no matter how minor. This includes unusual crankiness, aching stomach without clear cause, clear runny nose and/or slight cough.

Staff will refuse admittance to your child and send them home with the transportation person that brought them. The Centre also reserves the right to call the parent / guardian back to Centre for pick up if any symptoms are noticed shortly after drop-off.

If your child becomes ill while at Centre we will notify you promptly so that arrangements can be made within a 30 minute window to take him/her home. If we are unable to reach you or you are unable to make plans to arrive within 30 minutes, we reserve the right to call your emergency contact person on your child's records to collect the child from Centre. (Please make sure that all numbers and information are kept up to date, and that your emergency contact understands we may reach out to them). Children who are waiting for pickup will be isolated with a supervising staff member in an area that is easy to clean upon departure.

Thanks for your support to keep Aspen Hill Montessori a safe and healthy place to learn.

Administration of medicine

The Centre does not administer over the counter medication (Tylenol, etc.) to children. If your child is not well, they should remain at home.

(Nov. 2019) If your child has been cleared from a bacterial infection by a medical doctor, and requires the remaining doses of an antibiotic to be administered at Centre, this will be considered on a case-by-case basis. Antibiotics will need to arrive in prescribed containers with dosing instructions, and parents will be required to complete a Medicine Administration Form to leave with the Centre.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Code of Conduct

Reviewed and updated Oct. 1 2018, reviewed Mar. 13 2018; June 4 2019; Nov. 19 2019;
Jan. 2020

By participating as a family at Aspen Hill Montessori, all Staff, Parents, Guardians, and representatives of children agree to hold themselves to the highest standards of conduct while in or near the School property, and in representation of the School brand.

By applying to and accepting registration / participation in this School, you acknowledge that:

- courteous and respectful communication is expected between Parents, Guardians, Staff, Students and / or Teachers at all times
- listening and appropriate respectful response is expected between Parents, Guardians, Staff, Students and / or Teachers at all times
- physical punishment and/or aggressive physical interaction on school grounds is not permitted by or between Staff, Parents, Students and / or Teachers
- raised voices / yelling, swearing, cursing, threatening or otherwise aggressive speech towards any member of the School administration or teaching staff is grounds for immediate termination of your child's placement (see Refunds and Withdrawals Policy for complete termination details)

As a Parent or Guardian, you also agree that your child will be taught about, and be held accountable, for age-appropriate applications of this Code of Conduct, and that you as Parent / Guardian will assist us in working with your child to uphold this Code of Conduct.

The School reserves the right to terminate employment of Staff and / or refuse further care or programming to any Parent, Guardian, or family members that breeches these terms.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Non-Discrimination Policy

Revised Sept. 1 2018; reviewed June 4 2019/Nov. 19 2019/Jan. 2020

Aspen Hill Montessori maintains and conducts all practices relating to enrollment, discipline, and all other terms and benefits of child care services in a manner which does not discriminate against any child, parent or family on the basis of:

- Race
- Colour
- Origin
- Nationality
- Immigration status
- Religion
- Marital status
- Sexual orientation
- Gender identity
- Socioeconomic status
- Disability

The School may decline admission to a student who is not within the age limitations of the program for insurance and licensing restriction reasons.

Discrimination against any of the above listed items by any member of the teaching or administration staff is grounds for immediate dismissal with cause of the offending staff by the school.

Discrimination against any of the above listed items by the adult members of any family who's child attends the school against any other parent of or child who attends the school on school property is grounds for immediate termination of services provided to the family committing the offense. Children who commit discrimination offences without parental presence will:

1. First infraction: be guided according to Montessori principles for correction, with a note or comment home to parents
2. Second infraction: at school's discretion, be removed from the classroom setting and sent home to parents, with a sit down discussion and plan of action with the parents
3. Third infraction: at school's discretion, enactment of a school-initiated withdrawal (see Refunds and Withdrawals Policy).

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, the offline policy document will apply.

Immunization Statement

Created Apr. 11 2019; reviewed Nov. 19 2019 / Jan. 2020

We are committed to helping families stay well. When we keep our program environment safe, children can attend and derive the most benefit from their camp time and parents can attend their own schedules consistently.

We require all students in our School to carry current immunization status as recommended by Alberta Health Services, appropriate to their age group. Immunizations must be provided by Alberta Health Services, or a similar recognized governmental body.

Children who contract a reportable disease will not be allowed to attend school without full clearance from a licensed medical doctor. No refunds will be provided for children who miss school or must terminate care based on missing immunizations or reportable diseases.

This Statement may be converted to Policy at any time without further notice.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Program Fees Policy

Reviewed and updated Oct. 1 2018; June 4 2019; updated Nov. 19 2019; updated Jan. 2020

Summer program fees are collected for each student before programming begins. All fees are non-refundable regardless of reason once paid. The school reserves the right to not accept a child into programming if any program fees are not paid within the timeline indicated upon registration.

There are two types of program fees: the application fee and the program fees.

Application fee

The summer application fee is \$50, and is collected annually within 3 days of submission of a summer application form. This non-refundable fee applies only to students who are not part of our school year programming. This fee is subject to change annually.

Program fees

All programming fees are dependent on the program selected and the schedule chosen, and can be seen at www.aspenhillsummer.ca.

Once a child has received successful placement notice, program fees are due in full. The School may offer the opportunity to provide partial payment as a deposit, and final payment at a different date. Both amounts combine to form the complete program fee.

Payments for application and program fees are accepted by the following methods in order of preference:

- e-transfer via Internet banking to 'aspenhillmontessori@gmail.com', password 'ASPEN2020'
- PayPal (credit card)
- current-dated cheque(s)
- bank draft / money order / cash

An NSF fee of \$25 will be charged back to the family if incurred.

Program fees may change annually.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Schedule Change Policies

Added Dec. 10 2019; revised Jan 2020

A family may request to move their child's camp registration to a different week of programming. It is the School's discretion to accommodate changes to booked summer programming, based on availability and amount of notice provided.

At minimum, a full week's notice prior to the start date of the camp must be provided for a shift in booked weeks to occur. Please write registrar@aspenhillmontessori.ca for consideration.

For information on withdrawals from School, please see the Refunds and Withdrawals Policy.

School-initiated schedule changes

From time to time, the School will recommend a decrease in schedule for a student based on social, emotional or behavioral challenges. These cases will be considered on a per-child basis.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Weather and Outdoor Experiences Policy

Re-added and updated August 7 2019; reviewed Nov. 19 2019; revised June 10 2020

Aspen Hill Montessori is a nature-based program, with a deep appreciation for the benefits that time spent in the outdoors can bring. Children spend a significant amount of time in the outdoors each week, in most weather conditions. Time outside per instance can range from 30 minutes to 2 hours, depending on activities.

Children who attend Aspen Hill Montessori programs will have outdoor time each day. The Centre uses Environment Canada as our single weather resource for official decisions:

https://weather.gc.ca/city/pages/ab-52_metric_e.html

Outdoor time may be limited in length or cancelled for temperatures below -18 degrees Celsius including wind chill, above 28 degrees Celsius, or where conditions render any beneficial activity pointless or high-risk. The best interest of the children and the likelihood of ability to conduct beneficial learning activities will always be considered (for example, shaded activities and drinking plenty of water for hot days; shelter from wind and exposure to sun where possible for cold days).

Alternative arrangements to remain indoors are possible for *occasional instances* where children are unable to go outside (due to pre-existing medical conditions only).

All children attending our programs are expected to have full weather gear appropriate to the forecast on-site at all times. **Children who arrive without proper weather gear will be refused entry to the Centre at drop off to protect the child's best interests.**

Gear does not need to be new! Many good second hand and thrift stores are in Calgary to assist with used items. If you need assistance to locate gear, please contact the Centre **prior** to your child's start date.

Weather gear required for wet weather forecasts includes:

- Waterproof boots (not water-resistant) that fit properly
- Waterproof rain suit (rain pants and rain coat)
- Rain mittens
- Full change of clothing

DO NOT send your child in fashion spring coats, water-resistant boots like BOGS or non-waterproof hikers (choking hazard).

Weather gear required for winter weather forecasts (below 0 Celsius) includes:

- Waterproof winter boots that fit properly (SOREL or similar brand)

- Snow pants
- Snow jacket
- Waterproof snow mitts
- Toque
- Neck toque

DO NOT send your child in fashion toques, fashion coats, fashion boots or scarves (choking hazard).

Weather gear required for windy/overcast/cool and DRY forecasts (between -3 Celsius and +15 Celsius) includes:

- Sturdy outdoor hikers or runners with Velcro or slip on (NO LACES)
- Rain pants (for wind)
- Coat lined with polar fleece
- Light stretch mitts
- Toque

Weather gear required for sunny forecasts over +15 Celsius includes:

- Sturdy outdoor hikers or runners with Velcro or slip on (NO LACES)
- Sunscreen (optional)
- Sun hat (optional, please involve your child in selecting the hat to ensure they will wear it!)

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Clothing Policy

Reviewed and updated Nov. 14 2018; June 4 2019; updated Jan. 2020; updated June 10 2020

What to wear

Participants in Summer Program are expected to wear the branded camp t-shirt or similar shirt, as well as comfortable bottoms that are appropriate for the weather and active play inside and out. We recommend bringing a zip-up sweatshirt or sweater for easy layering. **All clothing items must be labelled to prevent loss of items.** The school is not responsible to find or replace lost items.

Families are expected to have a complete change of clothing available in the child's backpack regardless of age in case of toileting or craft accidents.

If your child is chilly in the classroom, a thin long-sleeve shirt is recommended under the camp t-shirt.

Outdoor gear

Please see our separate Weather and Outdoor Experiences Policy. ****All children must arrive ready to be outside for 2-3 hours each day.**** Children who arrive improperly equipped may be denied entry.

Shoes

Students must have sturdy runners. On wet or muddy days, children must arrive in rainboots and bring indoor runners to put on. Please ensure that your child can put their boots and shoes on with minimal assistance. No decorated dress shoes, Crocs, slides / flip flops, or open-toed sandals please.

Backpacks and lunch kits

All students must have one SMALL backpack and a self-contained lunch kit to bring to camp each day. Ensure that the pack you choose is an appropriate size for your child. LL Bean, Indigo, Children's Place, and other specialty children's stores have appropriate backpacks and lunch kits.



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Illness and Pre-Existing Conditions Policy

Reviewed June 4 2019; updated Nov. 19 2019; reviewed and updated Jan. 15 2020; reviewed and updated Mar. 9 2020; updated May 13 2020

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In the event of a sudden closure without notice, notice will also be posted on the Centre doors and added to our voicemail system accessible at 403-246-2794 to the best of our ability.

Pre-existing conditions

Updated May 13 2020; updated June 10 2020

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- Detailed description of symptoms
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(Nov. 2019) If your child has been cleared from a bacterial infection by a medical doctor, and requires the remaining doses of an antibiotic to be administered at Centre, this will be considered on a case-by-case basis. Antibiotics will need to arrive in prescribed containers with dosing instructions, and parents will be required to complete a Medicine Administration Form to leave with the Centre.

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Refunds and Withdrawals Policy

Reviewed and updated Sept. 1 2018; June 4 2019; updated Nov. 19 2019; updated Jan. 2020; updated Apr. 2020; reviewed June 10 2020

As summer staff and supplies are committed to early in the season, summer fees are NON-REFUNDABLE once paid (excepting as noted in the COVID-19 policy).

If a family is unable to attend summer programming and contacts the Centre a minimum of one week prior to the program start date, the Centre will permit shifting the registration to a later week of summer programming within the current season if space permits.

- If space is not available, the Centre may provide credit towards programming for the following summer at its discretion (usually with a valid doctor's note only).
- If programming occurs at the end of the summer season, credit may be applied to the following summer season at the Centre's discretion (usually with a valid doctor's note only).
- If late notice is provided (less than one week before program start), a doctor's note will be required to shift the registration.

Summer fees cannot be credited towards regular-year programming.

Lack of comfort to attend programming due to child readiness or health aversions does not qualify for a refund.

Centre-Initiated Withdrawal

If issues are noted with the student or family's adherence to Centre policies, the teaching team and / or administrative staff will use any and all of the following to address the concerns:

- Working directly with the child on issue resolution methods
- Sending the student home for the day to the parent's care
- Discussing issues at pick up with the family
- Sending an e-mail and / or letter home to the parents
- Make outside-of-Centre appointments to sit and review the concerns with the family

In some instances, it may be decided that:

- The program is not the ideal fit for the emotional or social development of the child
- The family approach is not congruent with the approach of the Centre

In these cases, the Centre will issue notice of termination of provision of services via e-mail or mailed / hand delivered letter to the family. Refunds of partial and / or remaining fees for the program will be considered on a case-by-case basis at the Centre's discretion. Students who have

been terminated from services by the Centre are removed effective the date indicated in the communication.

Situations which are grounds for immediate termination at the discretion of the Centre include:

- The family directly violates the Code of Conduct of the Centre, or does not pay fees on the stated policy timelines
- The child is performing ongoing and documented / witnessed actions that violate the Code of Conduct of the Centre (hitting, swearing, bullying)

In these cases, the Centre will issue notice of termination of provision of services via e-mail or mailed letter to the family. No refunds for fees paid to date will be considered.

Acknowledgement of this policy occurs in our online Records application. In the case of discrepancy, this offline policy document will apply.

Custody, Parental Access and Parental Rights Policy

Created Oct. 23 2019; reviewed Jan. 2020

All information provided to the School regarding custody, parental access and judicial decisions are confidential and private to School administration and the family involved. Requests for the School to provide information to support a custody or access case is considered on a case-by-case basis, and is at the option of the School.

Parental rights

It is very important that all legal guardians of a student registered in our School have the right and the information in order to participate fully in their child's School experience if they choose.

As such, we require all legal guardians' contact information (full name, e-mail address, phone number, and mailing address) to appear on all registration / intake forms in our online system (<https://aspenhillmontessori.zohocreatorportal.com>) (most importantly, the user registration form, parent contact form, medical and emergency contact form).

If one of the legal guardians mentioned do not wish to be contacted about School items, potentially up to and including emergency situations, they must submit a signed letter (physical or via e-mail) to the School indicating what they are willing to be contacted for, and / or that they waive their rights to be involved (as they select) in the current scholastic year. This letter can be repealed at any time at the parent's discretion and must be updated yearly. Having this letter in the student's file releases the School from being obligated to involve or contact that particular parent.

If no letter exists, the School reserves the right to contact both or either legal guardian regarding information about their child, and to release information about the child's progress and activities at School to all guardians as requested.

If there is only one legal guardian for the child, the School reserves the right to request written confirmation via e-mail to stay on-file with the student.

Custody information

It is important that the School is aware of any separation or divorce situation that affects the living arrangements of the registered student. This is important insofar as it affects the primary parent from week to week and / or pickups from School, and who the School is allowed to release the child to. It is also important as it may relate to statements or behaviours that the child may make while in School.

If you have a custody agreement involving your child, a digital or physical copy of this agreement is required to be on-file with the School at the time of registration.

If the agreement changes during the student's tenure, it is the obligation of one or both parents to provide the School with a new copy. If a new copy is not provided, the School reserves the right to maintain the custody information from the existing document for pickup authorizations and contact authorizations.

All custody agreements are confidential. No judgements about your situation / the student's situation are made at any time.

Parental access

Unless a custody agreement is on file with the School, the School is permitted to release the student to either of the listed parents / legal guardians on the registration forms without further confirmation.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Communication Policy

Reviewed and updated Aug. 1 2018; June 4 2019; Aug. 7 2019; Nov. 19 2019; updated June 10 2020

It is very important that all families are kept aware of our camp activities. The following communication vehicles are used to ensure families are informed:

- E-mail communications, sent through Constant Contact
- Mentioning important reminders at student pickup times

We want communication to be two-way between the school and our families. Please feel free to contact the school through e-mail at registrar@aspenhillmontessori.ca or phone: 403-246-2794 with any concerns or information about your child.

From time to time, the program will invite in guest speakers. These guests will always be supervised when with the children, and will be from qualified providers of educational programs for children.

Acknowledgment of this policy occurs in our online Records application. In the case of discrepancy, this offline policy document will apply.

Arrival and Dismissal Policy

Reviewed and updated Aug. 1 2018; May 8 2019; June 4 2019; Nov. 19 2019; updated Jan. 2020

Arrival Routine

Please follow all specific guidelines provided for mask use and entry related to COVID-19.

Unlike our school-year programming, the start time you choose for your child in summer is flexible. Our program opens at 8AM and formal activities begin at 8:30AM. We do recommend that children who require more time to settle in to a group arrive before 8:30. If you arrive past 9AM, come to the front glass doors of the Centre and buzz for admittance, as your group may no longer be inside the class.

Please call or e-mail the school if your child will not attend camp, as we are obligated by law to follow up on absent children.

Dismissal Routine

Please follow all specific guidelines provided for mask use and exit related to COVID-19.

Dismissal for morning children is at noon latest; and for full day children, 4PM latest. You are welcome to pick up before dismissal time; but please do not be late – *see below for our Zero Tolerance policy.*

Please arrive before or on time for pickup, preferably 5-7 minutes before dismissal time, so your child can see you there on dismissal. Children can become very nervous if they don't see their caregiver waiting. Please come promptly to the front lobby or the outdoor play space as signage indicates.

For your child's safety and protection, no child will be released to anyone other than a person whose name appears on the registration form or Emergency Information form, unless arrangements have been made in advance of pickup. Anyone picking up a child must be at least 18 years of age, and may be asked to present photo identification if unknown to staff. If your family situation presents concerns around restricted access to certain family members, please alert school staff with a photo of the restricted member to assist staff in maintaining your parenting arrangements.

Once a parent or guardian has arrived at the School, please promptly identify yourself to the teachers supervising and collect your child and their things. Once you have identified yourself to staff, the school is no longer responsible for supervising your child. Please do not allow your child(ren) to run inside of the building or play unattended inside or outside on the property, in the back play space, or in the parking lot. The school cannot be held responsible for accidents, injury or death that may result from lack of post-program supervision.

Zero Tolerance For Late Pickups

In order to provide our staff with reasonable work-life balance, it is important for our families to respect the working hours of the program. It is also important to respect the right of the child to develop trust in their caregivers for an on-time pickup.

Children that are not scheduled for extended care must be picked up promptly at noon or 4PM as specific to your child's schedule.

If you will be late, you must notify the School as soon as possible via 403-246-2794 or registrar@aspenhillmontessori.ca. If we have not received notification, the School administration will begin calling the emergency contacts on record for someone to retrieve the child as of 3:40PM. If emergency contacts and / or the family cannot be reached, Alberta Family Services and / or the Calgary Police will be contacted.

Regardless of notification, the School invoices at a flat fee rate *per child* for **any amount** of late time past 10 minutes past noon for morning children, or 10 minutes past 4PM for full day children. Please synchronize your time keeping devices with the School clocks and arrive before dismissal time to avoid unintended late fees.

Emergency care fees must be paid before attending program the following day. Attendance at camp will be denied to families who have un-paid emergency care fees.

The School may consider extenuating circumstances from time to time, especially if multiple families are affected (major accident in the neighbourhood, etc.) However, this is at the School's discretion.

Families that demonstrate a regular pattern of late or missed pickups may have their child's placement in summer program canceled without refund.

Acknowledgment of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Clothing Policy

Reviewed and updated Nov. 14 2018; June 4 2019; updated Jan. 2020

What to wear

Participants in Summer Program are expected to wear the branded camp t-shirt, as well as comfortable bottoms that are appropriate for the weather and active play inside and out. We recommend bringing a zip-up sweatshirt or sweater for easy layering. **All clothing items must be labelled to prevent loss of items.** The school is not responsible to find or replace lost items.

Families are expected to have a change of clothing available in the child's backpack regardless of age in case of toileting or craft accidents.

If your child is chilly in the classroom, a thin long-sleeve shirt is recommended under the camp t-shirt.

Shoes

Students must have sturdy runners. On wet or muddy days, children must arrive in rainboots and bring indoor runners to put on. Please ensure that your child can put their boots and shoes on with minimal assistance. No decorated dress shoes, Crocs, slides / flip flops, or open-toed sandals please.

Backpacks and lunch kits

All students must have one SMALL backpack and a self-contained lunch kit to bring to camp each day. Ensure that the pack you choose is an appropriate size for your child. LL Bean, Indigo, Children's Place, and other specialty children's stores have appropriate backpacks and lunch kits.



Food and Healthy Eating Policy

Reviewed June 4 2019; revised Nov. 19 2019; reviewed Jan. 2020

Aspen Hill Montessori creates a healthy eating environment by role modelling healthy eating behaviours and allowing children to decide how much to eat from what is offered. Teachers supervising snack and lunch sit at the level of the children and eat with them, offering support as requested and monitoring for safe food intake. Supervising teachers do not use bribes or rewards to pressure children to eat. We encourage mealtimes that are pleasant with positive conversations, and focus on independence of eating and selection. Children must remain seated while eating, and are given at least 20 minutes to eat snacks and meals.

Children attending in morning only camp are asked to bring a hearty, healthy snack for a mid-class break. Full day participants are asked to bring their own healthy lunches as well as a morning and afternoon snack. Children are required to have a non-spill water bottle that they can open themselves at all times, in all class levels.

We encourage snacks and lunches to be balanced nutritionally, with as little sugar as possible. Please do not send more than one pre-packaged 'snack' in a lunch (granola bars, chips etc.); fresh food in resealable containers is best. Juice boxes, pop, chips, cookies, cake/cupcakes, excessive pre-packaged food, and candy are not considered healthy.

Good ideas for children are:

- Pasta in a Thermos
- Pretzels
- Berries
- Yogurt
- Applesauce / fruit sauce
- Cheese cubes
- Crackers
- Slices of meats
- Cold pasta salad
- Hamburger pieces
- Bread / bun / pita

Please make your child's lunch as 'self-serve' as possible. Pre-heat food and send in temperature-controlled Thermos-brand containers, rather than sending heating instructions. Ensure containers are easy to open, and work with your child on how to open items themselves. We also recommend a cold pack to keep lunches cool, as we do not refrigerate items.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Nut-free policy

Updated Nov. 25 2018; reviewed June 4 2019 / Nov. 19 2019 / Jan. 2020

Aspen Hill Montessori is a nut-free environment during program hours. Please do not send snacks or lunches containing nuts or nut by-products, or they will be returned home with your child. Our teaching equipment and furniture is used exclusively by the school, and is sanitized regularly to ensure a clean environment. The kitchen surfaces that we use are disinfected once per week on Monday mornings with bleach.

As our building is a public-use facility, we cannot be held liable for activities that occur in the building space during non-school hours. As such, we cannot guarantee the absence of nuts during non-school hours.

If your child has a nut allergy, please advise staff upon admission to the school so urgent care steps can be registered as part of the school's response plan, should allergy response support be needed.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Discipline, Grievance and Incident Policies

Reviewed and updated Nov. 15 2018; June 4 2019; Nov. 19 2019; reviewed Jan. 2020

Discipline

Added May 7 2005, revised Nov. 2018

Discipline in our summer program is a positive way of teaching children how to manage their own behavior. In the best interest of the children, we help develop the ability to express their wants and needs appropriately by giving them a variety of tools. The children will then learn to express their emotions and solve problems by making appropriate choices. If a resolution cannot be developed by the child taking ownership for the challenge, the child will be redirected to other areas in the program where they can be successful. If the issue involves another child, we will ensure that both children have the venue to express their concerns and apologize mutually to each other. Methods like space by yourself, redirection, and discussion are used; punitive punishment such as time-outs and any physical admonishment are not used in Montessori education. We do have a Peace Table available for children to sit and relax or reflect. This is a standard Montessori practice.

If a child is experiencing ongoing behavior issues in the program, the teacher will schedule an appointment with the parents to discuss solutions. If parental support is not gained, and a child's behavior is disruptive to the program environment, the School reserves the right to take additional steps with appropriate notice / opportunity to the family to take action; up to and including removal from the program without refund of fees. Please refer to our Refund and Withdrawal Policy.

Incident reporting

At Aspen Hill Montessori (AHM) we are required to immediately report any incident listed below that occurs while your child is attending our program that may seriously affect the health or safety of your child. An initial report may be made by telephone to the local Child and Family Services Authority's licensing office, however within 2 days of the incident occurring, an Incident Report form must be completed and submitted to the local licensing office. The following incidents must be reported.

- An emergency evacuation
- Unexpected program closure
- An intruder on the program's premises

- A serious illness or injury to a child that requires the school to request emergency health care and/or requires the child to remain in the hospital overnight.
- An error in the administration of medication by a program, a child that is injured or ill and requiring first aid, or the school requesting emergency health care and/or requires the child to remain in the hospital overnight.
- An unexpected absence of a child from the program (ie. a lost child)
- A child removed from the program by a non-custodial parent or guardian
- An allegation of physical, sexual, emotional abuse and/or neglect of a child by a staff member or volunteer.
- A child left on the premises outside of the program's operating hours.

Allegation against a staff member or the School

Specific to potential abuse

If an allegation is made against a member of staff it may come from a parent, another co-worker or from a child's disclosure. It must be reported in the same way as any other child protection referral. If it appears from the result of the investigation that the allegations are justified, the Director will instigate disciplinary procedures. This will always be done in full consultation between the Director and Legal Counsel. It is important to remember that allegations do not always mean that the alleged incident has taken place. The staff member concerned must be supported and treated with concern and respect. False allegations are very upsetting and stressful, and it is important that the staff member is not judged until the result of the investigation is made known.

A parent who is uneasy about any aspect of the school's provisions should first discuss these concerns with the school's Director. We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community, and we welcome suggestions on how to improve our school program at any time.

General grievance procedure

Added May 7, 2015; updated June 4 2019

Individual concerns should be brought to the attention of the program teachers. If it is beyond the teacher, or if the parent does not feel comfortable approaching the teacher, the Administrative Director can be contacted. If needed, a third-party mediator will be retained and involved to help all parties come to an abiding, written agreement on how to proceed. Collaboration between all parties is essential.

The School reserves the right to return all refund-allowed payments as per signed student contract and cancel the enrollment of a family with due process and notice to said family if a mediated agreement cannot be abided, or if the School feels that the child's needs cannot be best met by the School.



Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Emergency Policies

Reviewed and updated Nov. 15 2018; June 4 2019; expanded Sept.10, 2020; reviewed Jan. 2020

Portable records

Updated Nov. 19 2019

In order to meet with licensing requirements, Portable Emergency Information Records for each child are maintained for each child at AHM. These emergency records are easily accessible to the staff in case of an emergency. These records are taken off the school premises on nature walks, during fire drills, during outdoor gym classes and in the event of an emergency evacuation. It is very important to keep us informed of any change in your child's information as they occur by notifying registrar@aspenhillmontessori.ca .

Extreme weather days

Reviewed Sept. 15 2018; expanded Sept. 2019; updated Jan. 2020

There are days when weather makes travel difficult or attendance unsafe. The School follows the recommendations of Environment Canada, Alberta Childcare Services, and Alberta Health and Safety when we make decisions that affect our School community. On these days of extreme or severe weather, classes may not be held or care may be ended early at the School's discretion. Please watch your e-mail for official notice of closures and early end days.

Refunds are not provided for occasional days when the school is closed due to weather. While the School attempts to provide reasonable notice (24-48 hours) prior to closure, sudden changes in temperature or weather conditions can lead to less-than-ideal notification windows. The School reserves the right to make these closures in extreme situations as needed to protect our vulnerable School population, and for the safety of the entire School community.

In the case of severe rain/wind or other emergencies, a same-day early closing may become necessary. If this should become necessary, parents will be informed and asked to pick up their child(ren) early.

Security procedures

Updated Nov. 19 2019; Jan. 2020

Your child's safety is maintained as the highest priority at all times, both on and off the school premises. Every attempt is made by enforcing our security procedures and the exit/entrance procedure to ensure the security of the children is maintained at all times.

An intruder can present an emergency situation in any school setting. The Staff at AHM is trained to approach all unidentified or unauthorized persons as intruders. Even a parent can present a severe threat. For instance, if a non-custodial parent appears to up a child, there is a potential for a crisis.

In order to prevent instances of unwelcomed intruders, we facilitate and are strict with our locked door policies and our parent identification requests.

Camp arrival times are relaxed, but we will lock the door after 8:30AM. If you arrive past that time with your child, please call the School at 403-246-2794 and enter through the glass front doors.

If you plan to pick up your child before 3:30PM, please call the School at 403-246-2794 at least 15 minutes before you will arrive so we can get them ready.

You must populate your 'approved pick up' people at the start of the School year on our online application system, and validate it each year. Approved pickup people still must show ID at pickup if they are not known to School staff. We highly recommend advising the teachers at drop-off if someone other than a parent will be picking up your child, to avoid end of day confusion. Please advise your person picking up that they may be asked to provide ID. If teachers are unsure of the pickup arrangements, we will phone and confirm with a parent before releasing the child. We appreciate your patience as we work to keep your child safe.

Emergency Plans

Added July 2nd, 2015; updated Sept. 5 2018; reviewed Nov. 19 2019

We follow these steps in any emergency:

1. Assess the seriousness of the situation.
2. If required, call 911 and secure everyone's safety.
3. Give assistance to victims.
4. Follow appropriate procedures as per First Aid Training and CPR.
5. Notify families of students/staff involved. This shall be done by the Director, or person designated.
6. Reassure the children.
7. As soon as possible, fill out a report and notify the proper officials (Child and Family Services).

All staff are trained in CPR and First Aid, which are administered by staff members when necessary. The staff will treat minor injuries and the child will remain at school or a parent may be called at this time. The injury will be reported to the parent when they pick up their child. At the discretion of the staff dealing with the emergency, 911 will be called. Every injury and the

treatment are recorded on an Incident Report. The staff will give a copy of the report to the parent. Major injuries requiring medical treatment or hospitalization are also reported to Child and Family Services.



Emergency Evacuation

Revised July 2nd, 2015, reviewed Sept. 5 2018; reviewed Nov. 19 2019

Please see the fire evacuation plan and the fire extinguisher placement floor plan posted throughout the school.

Aspen Hill Montessori practices unannounced fire drills monthly with the children. A fire drill may occur on your child's camp week. Additionally, the staff conduct a fire drill review monthly to ensure all staff are comfortable with the procedure in the case that a real fire should occur. At monthly meetings the staff go over the previous fire drill and record notes in the monthly meeting minutes. Evacuation routes are posted in each room to ensure clarity for all persons working at the time.

All staff have been provided with the employee handbook that has the outline for emergency evacuations. The emergency contact binder and the first aid kit are located in the outside backpack and are taken during evacuation.

The children will evacuate the school immediately if the fire alarms sound regardless of the situation. Depending on the severity of the emergency, one of the following plans would be taken:

Plan One:

The children are taken to the far corner of the parking lot as we are located on a 6 acre parcel.

Plan Two:

The children are taken to St. Michael's Church on 85th St. SW.

If the school is deemed safe, we will return to regular classes. Parents/guardians will then be notified at pick up time. Should an evacuation occur for an extended period of time, parents or guardians of the children will be contacted from the evacuation site (St. Michael's) by telephone. The situation will be discussed and where the children can be picked up from. In the event that parents/ guardians cannot be reached, the emergency contacts will be notified.

Missing child

Updated Nov. 19 2019; Jan. 2020

If a child cannot be located within 5 minutes and after a complete search of the building, we call 911 immediately. We would provide the following information:

- Child's name and age
- Address
- Physical and clothing description of child, including any distinguishing marks, such as visible birth marks or scars
- Medical status if necessary
- Time and location the child was last seen
- Person with whom the child was last seen

A search party would be organized immediately to rule out the possibility of the child hiding nearby.

Uncollected children

Reviewed and revised Nov. 1 2018; updated Nov. 19 2019

If a parent or caregiver fails to collect a child, the following procedure will be followed:

- Telephone the parent or caregiver
- If they are unable to be reached, we will then call one or both of the emergency contacts on the child's online application form.
- We will keep trying until someone is reached and the situation is resolved.
- In the event that a parent or an emergency contact cannot be reached within a 30 minute period past the closing of the School, we will call Child and Family Services as well as Calgary Police.

Reporting child abuse

Updated Nov. 19 2019

We are required by law to report any reasonable suspicion of child abuse or neglect to the Child and Family Services. The teachers do not to investigate or determine whether or not child abuse has occurred. It is important for parents and guardians to understand when school authorities call CFS to report incidents of possible abuse, they are prohibited from informing the child's caregiver, parent or guardian that a report has been filed. Once the report has been filed it is in the hands of the CFS to decide what appropriate next steps to take are. CFS decides when and how the parents are informed that a report was made.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.



Extended Care Policy

Added April 13 2015, revised July 22 2015, revised September 1 2018, reviewed and updated May 8 2019; reviewed June 4 2019; updated Nov. 19 2019; reviewed Jan. 2020

We are pleased to offer extended care for our summer students from 4-5:30PM for an extra fee each week. Our extended care program is available on a pre-arranged and pre-paid basis only.

Due to required staff planning to maintain child to teacher ratios, we do not offer drop-in care. Emergency/last minute drop-in care will be charged at Emergency Care rates.

Emergency Care (revised Oct. 1 2018, revised May 8 2019)

Emergency care occurs when a parent is late to pick up, and no notice has been given, or if it occurs more than once in a camp week. See our Arrival and Dismissal Policy for Emergency Care policy and fees.

Acknowledgment of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Photography and Tours Policy

Reviewed and updated Oct. 1 2018; June 4 2019; revised Nov. 19 2019; reviewed Jan. 2020

Marketing our school is an important and continued part of our growth plan. From time to time, there will be photos taken by hired professionals and / or staff of program activities to showcase our work on social media accounts and to prospective parents.

If you are willing to have your child be featured as part of our School family, you must sign an Image Release form, held on record with the school for the duration of attendance. This is done as part of your application in our online system. If you decline for your child to participate, you agree that your child may be removed from group photos and / or have their face hidden if a picture including them is featured online.

You can change your child's Image Release status at any time.

School Tours

Touring interested parents through our school is an important and continued part of our growth plan. From time to time, there will be personal tours hosted by staff or school administration during school hours. Tours are limited in length and are scheduled to minimize disruptions to the program. Privacy and safety is of utmost importance to our school, and no guests will ever be left unattended or unescorted in the student environment.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Supervision, Participation and Observation Policies

Reviewed and updated Nov. 15 2018; reviewed June 4 2019; updated Nov. 19 2019; reviewed Jan 2020

Supervision of children

Every child in our summer program is supervised constantly, actively and diligently. This involves ensuring staff members are always in a position to observe each child, respond to the individual needs and able to immediately intervene if necessary. Our supervision tactics include:

- Arranging the classroom that enables close monitoring of the children working
- Accounting for the number of children entering the classroom at start times and
- referencing attendance records throughout the day at key points of entry / exit into class
- Providing an appropriate ratio for supervision of teachers to students as per Alberta Government standards
 - o A minimum of 8 to 1 for ages 3-6, and 6 to 1 for ages 20 months to 3 years.
- Ensuring that doors to the upper floors and outside rooms are secured and / or monitored
- Educating children about the importance of informing staff members before leaving the classroom space to the bathroom
- Engaging each student regularly throughout the day
- Visibility and accessibility in areas in which the children are engaged in activity and lessons, including calling for an additional staff member when necessary to observe all the children is another staff member needs to leave the area, such as assisting a child in the bathroom
- Being alert to and aware of the potential for incidents and injury throughout the classroom
- Ensuring that no child or group of children are left alone at any time throughout the day
- Supervising children's daily departure from the school and being aware of the person who has authority to collect the children
- Evaluating supervision practices regularly

All staff members must complete and clear a Criminal Check Record including sensitive categories before being employed by the school.

Outdoor play area

Updated June 4 2019

The safety of the children is of paramount importance. The children will be lined up at the front doors of the school before they go outside and lined up at the sidewalk entrance on their return to the classroom, to enable the staff to count them in and out. If you are picking your child up from our fenced area at day's end, please be sure to make contact with the teachers to let them know that you are leaving with your child. If you pick up your child from the outdoor play area at the end of their day, please note that once the transfer of responsibility is made from teacher to parent the school is no longer responsible to supervise your child. Please depart the outdoor play area promptly upon pickup.

Parental involvement

Added May 7, 2015, reviewed Oct. 2018; updated June 4 2019; updated Nov. 19 2019; updated Jan. 2020

Our summer programs are non-parented. However, there will be times and ways you can get involved in your child's summer experience. You are encouraged to participate in any or all of these; watch for invitations via our e-mail system. Volunteer parents are required to have a valid (within 3 years) criminal background check and to sign in and out. Please ask administration at the School how you can secure a police check.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.



Transportation Policy

Reviewed and updated July 2018; reviewed June 4 2019/Nov. 19 2019/Jan 2020

At this time we are unable to provide transportation for our students. Parents must arrange for their own transportation needs; we encourage reaching out to other families at the school to discuss carpooling options if required.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.

Birthdays and celebrations policy

Updated May 1 2019; reviewed June 4 2019; updated Nov. 19 2019; reviewed Jan. 2020

We look forward to celebrating your child's birthday during our summer program. Please email the school at least 1 week prior to your child's week of camp. Parents are invited to join us for the short celebration.

To support the Montessori style of celebrating birthdays, please bring a poster board with 1 to 3 photos pasted on of your child from each year of their life, including the current year. **Please do not bring snacks or juice.** If you would like to bring something to give away to each child in the classroom, please ask for suggestions. Usually, there are approximately 30 children in our program.

Montessori birthday celebrations focus around a ceremony called a 'Walk Around the Sun'. The children sing a special song, and the celebrated child walks one year around a symbolic sun for each year of life. On each circulation, the child and teacher shares memories from that year of life, assisted by the picture board and the parent. We find that this is a wonderful way to recognize the journey of the child as a person and their accomplishments to date.



In order to avoid the 'tourist trap' approach to multiculturalism, we do not celebrate any cultural holidays or holy days in our program (for example, Ramadan). If you would like to share your family's culture with our school, please speak with your child's teacher. We would love to work with you to include every-day ways to showcase and share language, imagery, cultural dress and celebrations in our teachings to help your child embrace their culture.

Acknowledgement of this policy occurs in our online Student Records application. In the case of discrepancy, this offline policy document will apply.