



Orange Seeds  
montessori centre

# PARENT HANDBOOK



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# WELCOME TO ORANGE SEEDS MONTESSORI CENTRE

Dear Parents,

Welcome to Orange Seeds Montessori Centre!

We are excited to welcome your family into our wonderful learning community. We understand for many children this will be the first time they are leaving the comfort of their own home, to discover who they are and the world around them. It is our mission at Orange Seeds Montessori Centre to create an environment where your child feels secure and comfortable to explore and be curious.

We ensure your child's transition from home to Centre goes as smoothly as possible. We believe that it is essential parents are involved in the child's journey, therefore, we make sure to keep you updated daily on your child's daily activities and achievements, as well as communicating observations regarding their development.

Orange Seeds Montessori Centre reviews and revises the guidelines and policies in this handbook annually, to ensure that our child care standards continue to meet and exceed the requirements established by our licensing bodies. Should there be any changes to our policies, you will be informed of the modifications that will impact you and your child.

Our team strives to provide our students with the highest quality care for your child. For any further inquiries please do not hesitate to contact us at [connect@orangeseeds.ca](mailto:connect@orangeseeds.ca) or call +1 437-776-7227.

We look forward to supporting you and your child on this incredible journey.

Sincerely,

Alena Kazantseva



Program Director  
Orange Seeds Montessori Centre



# THE PROGRAM

## PROGRAM STATEMENT

At Orange Seeds Montessori Centre we believe children are competent, capable, and curious individuals rich in potential. We strive to create and deliver a stimulating learning experience in a safe and healthy environment. Our responsibility is to ensure that the children's intellectual, social, emotional, and physical development is enhanced and supported. We recognize that every child is unique with their own interests, abilities, and disposition, thus we create inclusive, attentive, and engaging activities tailored to their individual development.

Orange Seeds Montessori Centre incorporates guidelines of the "How Does Learning Happen?" Ontario's Pedagogy for the Early Years Document (2014). The four foundations of this document include Belonging, Well-Being, Engagement and Expression which are all practices that are included in our learning programs. These conditions are the pillars of our pedagogy. We want children to feel sense of belonging when they build their relationships and contribute to the world around them. Developing skills of self-regulation, self-care and a sense of self are essential when addressing mental and physical health. Learning through play is a cornerstone of our program because it allows children to explore the natural world and fuel their curiosity which grants them the ability to develop skills like problem-solving and creative thinking. We encourage all children to communicate in a variety of forms and create a language rich environment in order to produce a foundation for literacy. In addition, we adhere to the six Early Learning for Every Child Today (ELECT) principles:

- Positive experiences in early childhood set the foundation for lifelong learning, behaviour, health, and well-being.
- Partnerships with families and communities are essential.
- Respect for diversity, equity, and inclusion is vital.
- An intentional, planned program supports learning.
- Play and inquiry are learning approaches that capitalize on children's natural curiosity and exuberance.
- Knowledgeable, responsive, and reflective educators are essential.

It is crucial that all of these conditions and principles are followed in order to build a foundation for the children's futures and help them succeed in life.

# THE PROGRAM

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## PROGRAM LAYOUT

Our program is created to nurture young minds in a safe and caring environment that features stimulating activities and sensory materials. We believe that at such an influential age it is important to focus on the academic growth of our children as well as their character development. We appreciate that every child is unique and deserve to discover their natural talents and interests through various activities that range from arts and crafts, music lessons, and theatre productions. In both programs we aid their emotional and physical development as well as encouraging curiosity, creativity, and imagination. We strive to deepen every child's engagement and understanding of the world around them.

We continuously aid in the development of the children's fine motor skills and gross motor skills whilst encouraging social and personal development. Once children enter our program for ages 31 months and above, we begin to hone in on their social skills and incorporate more opportunities for problem solving. We build a foundation for their literacy and numerical skills to ensure that we provide your child with the tools required to begin their learning journey and be successful at school.



# THE PROGRAM

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## AGE GROUPS

Orange Seeds Montessori Centre offers exceptional early learning educational program based on Montessori methods for children aged 12 months to 6 years. There are two age categories: Infant/Toddler program for children from 12 to 30 months and Casa program for children from 31 month to 6 years. We have mix-age classes that allow children to stimulate each other's development. It is an opportunity for the older students pass on their knowledge and for the younger students to receive more help. This type of environment boosts self-esteem and confidence whilst increasing positive social interactions.



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# THE PROGRAM

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## HOURS OF OPERATION

The Centre offers a full day school program from 8:00 A.M to 3:30 P.M, Monday through Friday and a complimentary drop off and pick up between 7:30 A.M. and 5:30 P.M.

The Center is closed on the following days:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day
- PD Days

## FEES

- Orange Seeds Montessori Centre's Program fees are set according to the ongoing cost of operation. Fees are due on a first day on the month. Please refer to the Fee Schedule for further details.
- Once the space has been confirmed a 30-day deposit is required to secure the spot. The deposit is non-refundable and will be applied toward last month of tuition.
- In case of withdrawal, a notice is to be submitted 30 days in advance. Failure to submit the withdrawal notice on time will result in the forfeit of the deposit.
- The fees are paid by a pre-authorized debit or pre-authorized credit card bi-weekly.
- There is 3% service charge if you pay with a credit card.
- Failure to resolve any unpaid or overdue balances will ultimately result in termination of service.
- There is no reduction in fees if a child is absent for any reason.
- There is no reduction in fees if the Centre is closed due to weather, PD days, holidays, and any disruption outside of our control.

The Centre has opted for Canada-Wide Early Learning and Child Care Program.

# ENROLLMENT POLICY

## ADMISSIONS POLICY

At Orange Seeds Montessori Centre, we follow a comprehensive admission policy to ensure a fair and transparent process for enrolling children into our programs.

Children are admitted to all programs operated by Orange Seeds Montessori Centre on a first-come-first-served basis. When a space becomes available in the program, priority will be given to current students seeking a full-time spot and siblings of current Orange Seeds Montessori students. A playing session is a mandatory step in the enrollment process.

A child is deemed enrolled once the online application has been submitted, the registration fee and security deposit have been paid, and an admission letter has been issued.

## WAITING LIST POLICY

Orange Seeds Montessori Centre will strive to accommodate all requests for the registration of a child at the child care centre. Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed. No fee will be charged to parents for placing a child on the waiting list. The Admission Officer is responsible for managing the waiting list.



# ENROLLMENT POLICY

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## RECEIVING A REQUEST TO PLACE A CHILD ON THE WAITING LIST

- Admission Officer will receive parental request to place child(ren) on a waiting list via an online application, email, telephone or in-person meeting.
- Admission Officer will place a child on the waiting list in chronological order, based on the date and time that the request was received.
- Once a child has been placed on the waiting list, the Admission Officer will inform parents of their child's position on the list.

## OFFERING AN AVAILABLE SPACE

- Parents of children on the waiting list will be notified via email when a space has become available in their requested program.
- Parents will be provided a timeframe of two days in which a response is required before the next child on the waiting list will be offered the space.
- Where a parent has not responded within the given timeframe, Admission Officer will contact the parent of the next child on the waiting list to offer them the space. If Admission Officer is still unable to contact the parents after multiple attempts, the child will be removed from the waiting list.

## RESPONDING TO PARENTS WHO INQUIRE ABOUT THEIR CHILD'S PLACEMENT ON THE WAITING LIST

- Admission Officer will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
- Admission Officer will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.



# ENROLLMENT POLICY

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## MAINTAINING PRIVACY AND CONFIDENTIALITY

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

## WITHDRAWAL POLICY

A written notice must be provided to the Program Director at least 30 days in advance prior to withdrawal or making changes to the child's arrangements. If appropriate notice is not provided, the deposit will be forfeit.



# ENROLLMENT POLICY

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Orange Seeds Montessori Centre is a new environment for your child, with new people and new routine. It can be very emotional time for parents and their children. At our Centre we make sure that new parents and their children feel at ease and welcomed. Therefore, every child needs to become familiar with the classroom and teachers in order to feel confident and secure. The settling process can take up to two weeks or longer as it depends on child age and personality. If the settling in process is rushed and your child is not ready it could have a negative impact on your child's emotional comfort at the Centre.

- The first visit to the Centre will be referred to as a "stay and play" session, which usually lasts for up to an hour. This session provides an opportunity for your child to familiarize themselves with the classroom, meet and play with other children, and start building relationships with the teachers. At the end of the session, the teacher will discuss with you how your child coped.
- Based on the assessment, the teacher will discuss with you the number of settling-in sessions required and make arrangements accordingly. Please ensure that you arrive on time for the settling-in sessions.
- We recommend gradually increasing the duration of visits to the center. It will help your child smoothly transition to the new environment and feel more comfortable in the new setting. The teachers will also monitor their progress and give you regular updates on how they are coping with the transition.
- If, at any point, you would like to discuss the settling-in process with the teacher, please feel free to approach them or the supervisor. They will be happy to address any concerns you may have.

# ENROLLMENT POLICY

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## WHAT TO BRING?

Please ensure that you bring the following items for the child:

- Favorite toy/ blanket/ pillow
- Pacifier, if applicable
- A pair of indoor shoes
- Water bottle
- Two sets of changing clothes packed in individual ziplock bags with a name on each
- Family photo
- Appropriate weather gear (e.g., hat for summer, scarf, mittens - for winter time, etc.)
- Medication, if applicable



# ARRIVAL AND DEPARTURE PROCEDURES

It is our policy to ensure the safety of each child when they arrive at the Center and to ensure that all children depart safely at the end of the day.

- Entrance into the Centre is secured with a video intercom system which allows staff to speak to visitors through the speaker before providing access to the Centre. Staff can access the Centre using a digital key.
- Parents can access the Centre using a digital key.
- Visitors must ring the door bell and wait for the door to be opened. This is to be done in order to minimize the risk of unauthorized people in the Centre.
- Parents are asked to be careful when arriving and departing and not to open the door for any other parents and visitors.
- The visitors are required to sign in using a QR code. All visitors will be asked to provide photo ID before entering the Centre.
- Upon registration parents must provide names and contact information for other people who can collect their child in cases of emergency.



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# ARRIVAL AND DEPARTURE PROCEDURES

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## ARRIVAL

- Our facility opens its doors at 7:30 A.M. for drop-off. Each room has a recommended drop-off time to ensure a smooth transition for all children.
- Upon arrival, a designated staff member will warmly welcome the child, conduct a quick observation for any signs of sickness symptoms, and then escort the child to their respective classroom.
- To maintain a healthy environment, children will not be allowed to attend the Centre if their temperature upon arrival is 37.5 degrees Celsius or above, and/or if they exhibit symptoms of cold and flu.
- Parents are required to sign in their child using a parent app. Currently, parents are not permitted to enter the classrooms.
- Parents are encouraged to communicate any specific information about their child to the teacher via the parent application or designated channels for effective communication.

## DEPARTURE

- Only authorized individuals can pick up a child from the Centre.
- Parents must arrive in good time to ensure collection before respecting timeline..
- Parents arriving 15 minutes late will incur a late collection fee of \$20.00.
- Parents have to sign out the child from the Centre using the parent app.



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# WELL-BEING POLICY

Orange Seeds Montessori Centre is committed to providing and promoting a clean and hygienic environment to safeguard the physical and emotional well-being of all children, parents and staff. The safety and security of the children in our care is our utmost priority and we have a number of policies and procedures to reinforce this:

## HYGIENE AWARENESS

Nurturing good hygiene practices is necessary for a child's development. Learning self-hygiene tasks helps to prevent the spread of disease, and encourages children to develop lifelong positive hygiene habits. Our teachers will promote good hygiene practices and explain the children why they are important. All children will be encouraged to follow the basic hygiene rules independently when they are at an appropriate age. Every day we help them to:

- Wash their hands often and diligently with soap and water,
- Use the toilet and wash their hands after,
- Clean their noses with a disposable tissue and to put it in a rubbish bin,
- Shield their mouths when coughing or sneezing,
- Understand the importance of not sharing cups and utensils,
- Avoid touching things that may be potentially infectious.



# WELL-BEING POLICY

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## SANITARY PROCEDURES

- A designated staff member carries out a daily cleaning routine of all play areas, toilets, kitchens, and diaper-changing areas. They also regularly check all cleaning equipment to ensure it is clean and suitable for use.
- Tables and surfaces frequently used for children's activities are cleaned regularly throughout the day, as well as before and after meal times, using detergent and water. Floors are swept after meals or messy activities.
- All rubbish is disposed of safely to prevent children from accessing it. Toilet facilities are stocked with paper towels.
- Hand sanitizers are strategically placed around the center for easy access.
- All teachers are responsible for maintaining a sanitary environment in the classrooms and ensuring the overall tidiness of the center.
- Teachers conduct daily checks on all toys, learning materials, and outdoor play equipment for any defects. At the end of the day, all toys and learning materials are disinfected, the classroom is tidied up, and preparations are made for the next day.
- To ensure hygiene, any toys or learning resources that cannot be easily cleaned are temporarily packed away.
- Items that have been sneezed on, coughed on, or put in a child's mouth are immediately removed from the play area. A designated and clearly labeled basket/container is maintained for separating such items.

## ANAPHYLACTIC ALLERGIES

Before attending the Centre, the Admission Officer will meet with the parents of a child to obtain information about any medical conditions. If a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child in consultation and collaboration with the child's parents and a health professional involved in the child's care. Please refer to Appendix A for further details.

# WELL-BEING POLICY

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## FOOD HANDLING

- All areas where food is prepared will be thoroughly cleaned before and after food preparation using appropriate disinfectants.
- Both adults and children will be encouraged to wash their hands before handling or consuming food and after meals.
- Staff involved in food preparation will receive clear instructions and adhere to good hygiene practices. They will also follow guidelines for proper food storage.
- When serving food, teachers will ensure hygienic practices by wearing gloves and using tongs or serving spoons. If children are sharing food from a common plate, they will be taught to use appropriate utensils to take the food they want to eat.
- Teachers will be diligent in following proper hygiene practices when handling food for children with allergies.
- To maintain safety, milk will not be reheated due to the potential for bacterial growth.
- Regular monitoring and review of food handling procedures will be conducted to ensure ongoing compliance with hygiene standards.
- All feeding equipment will be stored appropriately, sterilized before use, thoroughly cleaned if dropped on the floor, and cleaned after each use.





# WELL-BEING POLICY

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## SLEEPING AND REST

All children have individual sleep and rest requirements. At Orange Seeds Montessori Centre children have opportunity to sleep and/or rest in relax environment in accordance with their individual needs. The teachers will consult with parents about their child(ren) sleeping and resting needs. In addition, the teachers will:

- Create a relaxing atmosphere for resting children by reading stories, turning off the lights, playing quite music, changing children into comfortable cloth.
- Provide individual cot in clean and good order.
- Provide bed linen in clean and good order. Bed linen is for use by an individual child and will be washed before use by another child.
- Arrange cots to allow easy access for children and teachers.
- Maintain adequate supervision during the rest period.



# WELL-BEING POLICY

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## SICKNESS

At Orange Seeds Montessori Centre, we strive to keep our children safe and healthy, therefore, we ask parents to keep children at home if they have the following symptoms:

- Have a fever of 99°F (37°C) or higher.
- Are experiencing vomiting or diarrhea.
- Have persistent coughing or difficulty breathing.
- Have an undiagnosed rash or skin irritation that could be contagious.
- Exhibit signs of fatigue or lethargy.
- Show mild symptoms such as an ear infection, ear pain, or drainage.
- Show symptoms of an eye infection, including redness, discharge, sensitivity to light, or a runny nose.
- Are experiencing a sore throat or swollen glands.
- Experience pain or discomfort that is not relieved by over-the-counter pain medication.
- Cannot comfortably participate in regular activities, including going outside.
- Require more care than the caregiver can provide without affecting the health and safety of other children.

To ensure the health and safety of all children, it is necessary for a child to stay home until they have been symptom-free, without medication, for at least 24 hours. If a child develops symptoms such as a cold, cough, breathlessness, or fever during the day, they will be taken to the staff room under the supervision of the designated supervisor. Parents will be promptly notified, and they must arrange for their child to be picked up within one hour. The child will be able to return to the facility once they have been symptom-free, without medication, for at least 24 hours.



# OFF THE PREMISES ACTIVITIES

Orange Seeds Montessori Centre is active in the local community. We may schedule field trips which include visiting community-based programs. We aim to offer a fun and educational experience for the children by providing an opportunity to attend these field trips. Parents will be asked to sign a Field Trip Permission Form. In the event that permission is not submitted, parents may be asked to make alternate arrangements for the day. Children will be supervised by staff and parent volunteers and will be transported by a School Bus Company. All activities, special events, and field trips are contingent on enrollment, availability, and weather, and are subject to change with little notice. Orange Seeds Montessori Centre reserves the right to change schedules and programs as it deems necessary.

On field trips staff will:

- Take a cell phone.
- Take the phone number for the bus company and the bus number located on the outside of the bus if travel plans need to change.
- Make a note to all parents volunteering letting them know where, when, and cost if applicable.
- Send home a note to parents letting them know the time the bus is leaving and the time the bus is picking them up and an emergency number if you need to get hold of them.
- Verify the bus times before the trip.



# SUPERVISION OF VOLUNTEERS AND STUDENTS

Every volunteer or student at the Centre is supervised by an employee at all times and is not permitted to be alone with any child who receives child care at Orange Seeds Montessori Centre. All students and volunteers are required to provide confirmation of a clear vulnerable sector criminal reference check and medical assessment prior to commencing placement at the Centre and to review and sign Centre policies prior to the start of their placement.

## PARENT ISSUES AND CONCERNS POLICY

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

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

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

An initial response to an issue or concern will be provided to parents within 3 business day(s). The person who raised the issue or concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

# PARENT ISSUES AND CONCERNS POLICY

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## CONFIDENTIALITY

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents, children, staff, students and volunteers, except when information must be disclosed for regulatory reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

## CONDUCT

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

## PROHIBITED PRACTICES

The following practices are prohibited and not permitted at any time under any circumstances (O. Reg. 126/16, s. 34) at our Centre:

- Corporal punishment of the child.
- Physical restraint of the child, such as confining the child to a highchair, car seat, stroller, or other device for the purpose of discipline or in lieu of supervision.
- Locking the exits of the childcare premises for the purpose of confining the child or confining the child in an area or room without adult supervision unless such confinement occurs during an emergency and is required as part of the emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine a child's self-respect, dignity, or self-worth.
- Deprivation of a child's basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Inflicting bodily harm including forcing children eat or drink against their will.

# EMERGENCY POLICY

## COMMUNICATING WITH PARENTS DURING AN EMERGENCY

Our primary concern at the Centre is the safety of our children and staff during an emergency. Our staff are trained to keep your children calm and following our policies based on the emergency. Notifications will be sent via the parent application in the event of bad weather and emergencies or any other situation where the Centre will be closing or unable to open.

During an emergency, parents will receive a notification from the Program Director or Supervisor via email, text message or phone call. We will inform what we know about the situation and what procedures are being taken. The children will be taken to the designated evacuation site. We will inform parents whether they will be required to pick up their children. During an emergency, we request that that you refrain from calling the Centre as it may need to keep the phone lines open.

## EVACUATION

In the event of an emergency situation, the Program Director will inform staff whether the Centre will be evacuated. If it becomes necessary to evacuate the children from the property, the Centre has an emergency evacuation site at 690 Dorval Drive. The emergency evacuation plan is displayed in every classroom and throughout the Centre along with the evacuation site. The Centre conducts fire drills on a monthly basis. The purpose of these fire drills is to ensure that in the event of an emergency, the children can be evacuated efficiently.

## SECURITY THREATS AND LOCKDOWNS

If there is a security threat in or near our Centre, Orange Seeds Montessori Centre's policy is to lockdown the location. This includes, but is not limited to, locking all external entry points such as doors and windows and no one will be permitted to enter and exit the building under any circumstances.

Our priority is the children's safety therefore cell phone usage by staff is prohibited during lock down. Thus, we ask that you refrain from calling the Centre as it may need to keep their phones lines open.

# APPENDIX A

## ANAPHYLACTIC POLICY AND PROCEDURES

Name of Child Care Centre: Orange Seeds Montessori Centre ("Centre")

Date Policy and Procedures Established: 4/12/21

Date Policy and Procedures Updated:

### PURPOSE

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

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

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



## POLICY

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

- Before attending the Centre, the supervisor will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.
- Before a child attends the Centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation.
- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the Centre and copies will be kept in each child's file, emergency pouches, and posted in every room, including the office.
- All individualized plans and emergency procedures will be reviewed with a parent of the child yearly and as directed by the parent or physician to ensure the information is current and up to date.
- Every child's epinephrine auto-injector must be carried everywhere the child goes. Each child must have two (2) Epi-pens on-site at all times. Staff will check Epi-pens for expiration dates and notify the parents if necessary
- Children with allergies, attending off-site excursions must be accompanied by staff member with their Epi-pen in case of emergency.



## STRATEGIES TO REDUCE THE RISK OF EXPOSURE TO ANAPHYLACTIC ALLERGENS

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

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

## COMMUNICATION PLAN

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

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

## DRUG AND MEDICATION REQUIREMENTS

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

## TRAINING

- The Program Director will ensure that the supervisor and all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.
- Where only the supervisor has been trained by a parent, the supervisor will ensure training is provided to all other staff, students and volunteers at the Centre.
- Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.
- A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training.

## CONFIDENTIALITY

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

Procedures to be followed in the circumstances described below:

CIRCUMSTANCES	ROLES AND RESPONSIBILITIES
<p>A child exhibits an anaphylactic reaction to an allergen</p>	<ul style="list-style-type: none"> <li>• The person who becomes aware of the child’s anaphylactic reaction must immediately:                             <ul style="list-style-type: none"> <li>◦ Implement the child’s individualized plan and emergency procedures;</li> <li>◦ Contact emergency services and a parent/guardian of the child, or have another person do so where possible; and</li> <li>◦ Insure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services, or in accordance with the drug and medication administration policy).</li> </ul> </li>   <li>• Once the child’s condition has stabilized or the child has been taken to hospital, staff must:                             <ul style="list-style-type: none"> <li>◦ Follow the Centre’s serious occurrence policies and procedures;</li> <li>◦ Document the incident in the daily written record; and</li> <li>◦ Document the child’s symptoms of ill health in the child’s records.</li> </ul> </li> </ul>
<p>A child is authorized to carry his/her own emergency allergy medication.</p>	<ul style="list-style-type: none"> <li>• Staff must:                             <ul style="list-style-type: none"> <li>◦ Ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication;</li> <li>◦ Ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g. in the child’s cubby or backpack);</li> <li>◦ Ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their close proximity so that other children do not have access to the medication; and</li> <li>◦ Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the Centre supervisor and the child’s parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.</li> </ul> </li> </ul>

## GLOSSARY

Anaphylaxis: a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock.

Symptoms can vary for different people, and can be different from one reaction to the next, including:

- **Skin:** hives, swelling, itching, warmth, redness, rash
- **Breathing (respiratory):** coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness/swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing), trouble swallowing
- **Stomach (gastrointestinal):** nausea, pain/cramps, vomiting, diarrhea
- **Heart (cardiovascular):** pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock
- **Other:** anxiety, feeling of "impending doom", headache, uterine cramps, metallic taste in mouth
- **Causative Agent (allergen/trigger):** a substance that causes an allergic reaction. Common allergens include, but are not limited to:
  - eggs
  - milk
  - mustard
  - peanuts
  - seafood including fish, shellfish, and crustaceans
  - sesame
  - soy
  - sulphites which are food additives
  - tree nuts
  - wheat
  - latex
  - insect stings
- **Epinephrine:** A drug used to treat allergic reactions, particularly anaphylaxis. This drug is often delivered through an auto-injector (e.g. EpiPen or Allerject).



# APPENDIX B

## SUPERVISION OF STUDENTS AND VOLUNTEERS POLICY

Name of Child Care Centre: Orange Seeds Montessori Centre (the "Center")

Date Policy and Procedures Established: 4/21/21

Date Policy and Procedures Updated:

### PURPOSE

The Center welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs.

This policy will provide supervising staff, students and volunteers with a clear understanding of their roles and responsibilities.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for child care centres.

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

### POLICY

#### General

- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care.
- Students and volunteers will not be counted in staff to child ratios.
- Student and Volunteer Supervision Procedures: Roles and Responsibilities

The licensee must:

- Ensure that all applicable policies, procedures and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies, procedures and individualized plans to support appropriate implementation.
- Ensure that all students and/or volunteers have been trained on each child's individualized plan.
- Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the Centre's criminal reference check policy and procedures and Ontario Regulation 137/15.
- Ensure that expectations are reviewed with students and/or volunteers including, but not limited to how to report their absence; and how to report concerns about the program;
- Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.
- Appoint supervising staff to the students and/or volunteers, and inform them of their supervisory responsibilities.
- Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child and Family Services Act.

The supervising staff must:

- Ensure that students/volunteers are never included in staff to child ratios.
- Ensure that students/volunteers are supervised at all times and never left alone with children.
- Introduce students and/or volunteers to parents.
- Provide an environment that facilitates and supports students' and/or volunteers' learning and professional development.
- Provide students and/or volunteers with clear expectations of the program in accordance with the established program statement and program statement implementation policy.
- Provide students and/or volunteers with feedback on their performance.
- Work collaboratively with the student's practicum supervising teacher.
- Monitor and notify the Centre supervisor/director of any student and or volunteer misconduct or contraventions with the Centre's policies, procedures, prohibited practices or individual plans (where applicable) in accordance with the Centre's written process for monitoring compliance and contraventions.

Students and/or volunteers must:

- Maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan.
- Notify the supervisor or designate if they have been left alone with children or have any other concerns about the child care program (e.g. regarding staff conduct, program statement implementation, the safety and well-being of children, etc.).
- Submit all required information and documentation to the licensee, supervisor or designate prior to commencing placement or volunteering, such as a valid VSC.
- Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.
- Review allergy lists and dietary restrictions and ensure they are implemented.
- Respond and act on the feedback and recommendations of supervising staff, as appropriate.
- Report any allegations/concerns as per the "Duty to Report" under the Child and Family Services Act
- Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the Centre's criminal reference check policy.
- Provide an offence declaration to the supervisor as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.

## GLOSSARY

**Licensee:** The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

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

**Student:** Individual who is enrolled in an education program/school and is completing a placement.

**Volunteer:** An individual who participates in the child care program and interacts with children in care but is not paid by the licensee (e.g. parents assisting on an occasional or recurring basis with child care programming, such as excursions, field trips, etc.).



# APPENDIX C

## PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Name of Child Care Centre: Orange Seeds Montessori Centre ("Centre")

Date Policy and Procedures Established: 07/18/21

Date Policy and Procedures Updated:

### PURPOSE

The purpose of this policy is to provide a transparent process for parents, the child care licensee and staff to use when parents bring forward issues or concerns. We work towards addressing the parents' concerns in order to work together with the families with a sense of fairness, respect, comfort, and clarity about the expectations and what is considered to be accepted.

### POLICY

#### General

- Parents are encouraged to take an active role in our Centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents, child care providers and staff, and foster the engagement of and ongoing communication with parents about the program and their children. Our staff are available to engage parents in conversations and support a positive experience during every interaction.
- All issues and concerns raised by parents are taken seriously by the employees and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.
- Issues or concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parents will respect and maintain the confidentiality of all parties involved.
- An initial response to an issue or concern will be provided to parents within 3 business days. The person who raised the issue or concern will be kept informed throughout the resolution process.
- Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

## CONFIDENTIALITY

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents, children, staff, students and volunteers, except when information must be disclosed for regulatory reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

## CONDUCT

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

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

## CONCERNS ABOUT THE SUSPECTED ABUSE OR NEGLECT OF A CHILD

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

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

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

For more information, visit

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

## DEFINITIONS

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

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

## PROCEDURES

NATURE OF ISSUE OR CONCERN	STEPS FOR PARENT AND/OR GUARDIAN TO REPORT ISSUE/CONCERN:	STEPS FOR STAFF AND/OR LICENSEE IN RESPONDING TO ISSUE/CONCERN:
<p><b>Program Room-Related</b> E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• the Program Director or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>• Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• Arrange for a meeting with the parent within three business days.</li> </ul>
<p><b>General, Centre- or Operations-Related</b> E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• the Program Director or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>• Document the issues/concerns in detail. Documentation should include:                             <ul style="list-style-type: none"> <li>◦ the date and time the issue/concern was received;</li> <li>◦ the name of the person who received the issue/concern;</li> <li>◦ the name of the person reporting the issue/concern;</li> <li>◦ the details of the issue/concern; and</li> <li>◦ any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> </li> </ul>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• the Program Director or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Program Director as soon as parents become aware of the situation.</p>	<ul style="list-style-type: none"> <li>• Provide contact information for the appropriate person if the person being notified is unable to address the matter.</li> </ul>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• the Program Director and/or licensee.</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Program Director as soon as parents become aware of the situation.</p>	<ul style="list-style-type: none"> <li>• Ensure the investigation of the issue/concern is initiated by the appropriate party within three business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</li> <li>• Provide a resolution or outcome to the parent(s) who raised the issue/concern.</li> </ul>

## ESCALATION OF ISSUES OR CONCERNS

Where parents are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Program Director.

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

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

## CONTACTS

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

Alena Kazantseva, Program Director:  
1-437-776-7227 or [alena@orangeseeds.ca](mailto:alena@orangeseeds.ca)

# APPENDIX D

## SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

Name of Child Care Centre: Orange Seeds Montessori Centre ("Centre")

Date Policy and Procedures Established: 12/1/2023

Date Policy and Procedures Updated:

### PURPOSE

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

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

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

### POLICY

#### General

- Orange Seeds Montessori Centre will ensure that any child receiving child care at the centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care center may release the child to.
- Orange Seeds Montessori Center will only dismiss children into the care of their parent/guardian or another authorized individual. The center will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## PROCEDURES

### Accepting a child into care:

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the parent app 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.
- ensure the child is on the classroom attendance record.

### Where a child has not arrived in care as expected:

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 program director and they must commence contacting the child's parent/guardian no later than 10:00 am.

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:

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, the program staff shall contact the parent/guardian by phone and advise that the child is still in care and has not been picked up.

- Where the staff is unable to reach the parent/guardian, staff must call again and leave a voice message. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the center.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

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

Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5.45pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.

If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact authorized individuals listed on the child's file.

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 6pm, the staff shall proceed with contacting the local Children's Aid Society (CAS). Staff shall follow the CAS's direction with respect to next steps.