



TOWN CENTRE PRIVATE SCHOOLS®



**IB World
School**

PRE-SCHOOL PROGRAM STATEMENT AND PARENT HANDBOOK

In this Handbook, you will find answers to the most frequently asked questions regarding the operation of our School.

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PRE-SCHOOL PROGRAM STATEMENT

We wish to extend a very warm welcome to our students, parents and guardians at Town Centre Private Schools (the “School”). In order to ensure that both you and your children have a safe and successful school year, we have prepared this information handbook which we ask that you keep and read carefully.

The following information deals with the program, policies and procedures, general information, security, the rights and the responsibilities of staff, students and parents in our Schools. This booklet is provided to existing, new or prospective parents upon enrolment, re-registration or any time there are changes in policies within the school.

TOWN CENTRE’S MISSION STATEMENT

We at Town Centre Private Schools believe in developing the whole child. We engage our students through sound educational, social, and behavioural approaches to help our students grow into independent learners with the requisite skills to be active and lifelong participants in academics, athletics, and the arts within their own communities, and in the greater world around them.

SCHOOL PHILOSOPHY AND PROGRAM STATEMENT

Our aim is to create a pleasant and nurturing environment which is conducive for intellectual, social, physical and artistic learning and development. Parents, students and teaching staff share equally in the achievement of our aim. TCPS holds our students’ health, safety, nutrition and well-being as a paramount priority and our policies and guidelines reflect these concerns.

TCPS provides a unique program that includes Montessori programming alongside a solid Child Care program. The program is available for students beginning at 18 months through to 6 years of age. The program encompasses education, before and after school care, Music, and French as a second language. As required by the Ministry of Education, the lunch program is mandatory for all students in the Toddler, Casa NT and Casa programs, and is optional for all other programs. Parents will be responsible for creating an account with Kid’s Kitchen, the School’s lunch program provider, and determining their child’s individualised meal needs.

The school day is from 9:00 a.m. to 3:30 p.m. and our no cost extended care program is available from 7:00 a.m. to 6:30 p.m. By working with the standards of the Child Care and Early Years Act (CCEYA), and in keeping with the How Does Learning Happen (“HDLH”) as well as the Montessori methodologies and ideologies, we are uniquely placed to capitalize on our belief that children are curious, capable and rich in potential. To ensure high quality experiences that lead to positive outcomes in relation to children’s learning and development, HDLH describes the Four Foundations: Belonging, Well-Being, Engagement and Expression. In the school’s program statement, TCPS sets out goals to guide programming and teaching within the HDLH framework and the approaches implemented to meet those goals.



All Staff including student teachers and volunteers will receive and acknowledge our Program Statement prior to the beginning of each school year. The Program Statement will also be reviewed by students, and volunteers before the commencement of their placement. A copy of our Parent Handbook containing the Program Statement will be provided to all new and returning staff annually. The School will provide standard scheduling information, training and documents to incorporate daily, weekly, monthly and term expectations in classroom management and programming. New staff will receive orientation and all staff are required to sign an acknowledgement that they will follow our expectations and that they understand them. Any modifications to the Program Statement will be reviewed and acknowledged by all staff, student teachers and volunteers.

The strategies set out in the Program statement will be implemented as follows:

BELONGING

Goal: Support staff, home childcare providers or others who interact with the children at a childcare centre.

Implementation and Monitoring strategies: It is critical that our teachers and staff remain up to date in their skills and are challenged with new learning ideas and material. To facilitate this, general staff meetings are conducted on a monthly basis and individual department head meetings are conducted on a bi-weekly basis. In addition, continuous learning and development training programs are conducted regularly. Furthermore, it is important that staff have their first aid requirements. To that end, the School sends teachers and administrators to workshops, provides internal and review based workshops and provides first aid training for staff.

Goal: Plan and create positive learning environments and experiences in which each child's learning and development will be supported.

Implementation and Monitoring strategies: The Montessori program will capitalize on inherent abilities of our young students allowing them to grow as individuals. It is the role of the teacher to ensure that every student will be encouraged to grow their potential and be kept engaged and interested to enhance their curiosity and learning. They will be responsible to ensure that the Montessori learning environment is kept dynamic and interesting and that the students are encouraged to explore their environment in a positive manner. To ensure this, monthly lesson plans and seasonal Practical Life activity forms are reviewed by the supervisor/Vice-principals and the classrooms are monitored to ensure that these plans are strictly adhered to.



WELL BEING

Goal: Promote the health and safety, nutrition and well-being of the child.

Implementation and Monitoring strategies:

- TCPS understands that healthy, nutritious meals provided in a safe, clean environment are the building blocks for a child's health and well-being. In keeping with our goal to promote the health and safety, nutrition and well-being of the child, TCPS strives to align with and surpass the health and safety guidelines of the Ministry of Education, Public Health and Canada's Food Guide. The meals provided are based on meals that are culturally sensitive and therefore accommodate dietary food restrictions to cater to children from diverse backgrounds in our program.
- All healthy and nutritious meals are inspected and logged on a daily basis for correct temperature of the food content supplied in the Hot Meal program for the students. Furthermore, each classroom has a teacher who has a food handler's certificate. Parents can view the weekly menu on their child's parent communication board and on the web site.
- Outdoor playgrounds are inspected daily, weekly, and monthly by our maintenance division for compliance with all safety standards as per the ministry requirements.
- All entry and exits are locked during instructional hours from 9:00 a.m. to 3:30 p.m. Visitors are permitted in the building only through the main entrance and must report to the Office.
- Classrooms are inspected by the supervisor and/or Vice-Principals for cleanliness. All log sheets will be reviewed and signed off. All toys and Montessori materials will be regularly cleaned and sanitized, inspected and maintained.
- All washrooms will be regularly cleaned and sanitized, inspected and all supplies regularly maintained.
- Medication administration forms will be reviewed and signed off.
- Anaphylactic Policy: All staff, volunteers or supply staff will be trained at the annual meeting in September or at the beginning of their employment. Staff will be trained on communication skills, risk avoidance and emergency response procedures. Individual emergency plans for each child with an anaphylactic allergy will be signed off by all staff who come in contact with that child.

Goal: Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving childcare.



Implementation and Monitoring strategies:

- Beyond the classroom, we are committed to encourage the students to play outdoors. Depending upon the attendance, students can spend up to 2 hours a day playing outside, weather permitting. Outdoor activity is critical in child development and increases a student's ability to learn, relax and provides time to interact with their peers on a different level. During outdoor play periods, each age group is separated by a schedule to ensure that the playground is occupied by students of similar ages and physical abilities. If weather conditions are not favourable for outdoor time, alternate schedules will apply to allow students access to the Gymnasiums. Students will also have free time to play indoors in various activities as they need to flow from activity to activity for maximum learning and enjoyment.
- During the afternoons, our students are required to have no more than 2 hours of sleep or quiet activity time, based upon their individual needs. Some children will require a nap while others thrive on a quiet activity schedule. Staff will perform a direct visual check of each sleeping child every 30 minutes by being physically present beside the child while the child is sleeping and look for indicators of distress or unusual behaviours. These checks will be recorded and filed monthly for easy reference. Any unusual behavior of sleep pattern will be documented in the staff communication logbook and communicated to the parent and adjustments will be made accordingly. Parents, administrators and teachers will discuss options and feedback will be provided as a child moves through different stages.

ENGAGEMENT

Goal: Foster the children's exploration, play and inquiry

Implementation and Monitoring strategies: The Montessori methodology provides a unique learning opportunity for students through the use of various Montessori materials in the classroom. Each activity that a child works on has a clear beginning and end goal which allows the child to learn and progress at their own rate. Students' progress is continually monitored and documented by their teachers and new concepts and ideas are introduced at the rate the students learn.

Goal: Provide child-initiated and adult-supported experiences

Implementation and Monitoring strategies: Teachers carefully monitor student progress to minimize frustration and to allow the students to succeed in their goals. The prepared environment in a Montessori classroom fosters a sense of independence and offers the children the freedom to explore their environment. The program allows the child to develop at his/her own pace by choosing any activity that has been introduced to him/her by the teacher. This freedom enables the child to acquire self-knowledge. It is the expectation of the teacher to ensure that the Montessori environment is kept accurate and up to date at all times.



Goal: Foster the engagement of an ongoing communication with parents about the program and their children

Implementation and Monitoring strategies: TCPS believes in clear and concise ongoing communication with parents about the program and the progress and well-being of the children. These are communicated through regular report card cycles, parent teacher interviews, memos, monthly bulletins, newsletters as well as discussions when students are dropped off or picked up. All field trips, visitors and special events are documented and captured in photographs and are communicated to the parents with the help of easy accessible displays. The School encourages parents to inquire about their children and for teachers to share information in an effort to maintain open and positive communication with all stakeholders. Parents are always welcome to schedule a meeting with the teacher regarding their child's progress and teachers are encouraged to speak to parents not only about concerns but student success as well. As well, all administrative staff, the supervisor and Vice-Principals are available during the school hours to address any concerns. Our Web site also allows easy access for any updates on our current activities and programs.

Goal: Involve local community partners and allow those partners to support the children, their families and staff.

Implementation and Monitoring strategies: The School firmly believes that even our youngest students have opportunities to learn about their community as well as people and services that are within them. Scheduled visits to the School from our local fire department, veterans' groups and community professionals allow our students to learn important lessons. Cultural partners such as local museums, the Chinese Cultural Centre, and Markham Theatre are examples of trips that provide wonderful learning and entertainment experiences. Finally, students learn about the power of giving. Fundraising for Terry Fox, Toy Drives for the Markham Stouffville Hospital and local fire department, as well as our local veterans, teaches our students about sharing with those in need. Community involvement is planned to complement the lessons learned in the classroom with goals of having students come away with experiences that will remain with them for a lifetime.

EXPRESSION

Goal: Support positive and responsive interactions among the children, parents, childcare providers and staff

Implementation and Monitoring strategies: The School believes in positive communication and supportive teamwork with our teachers, students and parents. To that end, staff consistently make anecdotal notes in their communication log books about the daily happenings of their classrooms. Communication should be done with that framework in mind at all times and it is our goal to have an open and responsive environment for all those who attend the program.



Goal: Encourage the children to interact and communicate in a positive way and support their ability to self-regulate:

Implementation and Monitoring strategies: Children are open to positive role modeling, and we endeavour that all our students interact and communicate in a positive way. Teachers will guide and monitor students' interactions and use various techniques to teach the students to self-regulate their words and behaviours ensuring that they contribute to the positive atmosphere that we continually strive for.

TCPS has always strived to create a positive learning environment that is safe, supportive, encouraging and fosters children's exploration, curiosity and well-being. The strategies set out in our Program Statement aim to create a safe and secure learning environment for our students, whether indoors or outdoors and will be ensured through the implementation of the Program Statement which will be in compliance with the CCEYA and the Ministry of Education requirements.

ABOUT MONTESSORI

Dr. Maria Montessori, the founder of the Montessori method of education was born in 1870. She was a brilliant and original educator, scientist, physician, humanitarian and philosopher. She was the first woman to practice medicine in her native country of Italy. She devised the Montessori method of education, which is one of the most widely used and successful methods of teaching around the world. Her innovative teaching methods focused on the child's ability to be independent, explorative, creative and self-taught, enabling a high level of confidence, self-discipline and concentration in the complex journey of learning.

TCPS has embraced this productive and encouraging method of education to develop behavioural patterns in a child that will be applied in the years ahead.

Montessori Curriculum

The Montessori classroom has 5 basic subject areas:

- 1. Practical Life***
- 2. Sensorial***
- 3. Mathematics***
- 4. Language***
- 5. Culture***

The Practical Life Activities in a Montessori classroom encourage and teach children the correct use of everyday materials. A Montessori teacher would introduce items that are actually used in the home. These items are scaled down to the child's size in order to teach the children their correct use.



Practical Life activities fall into 3 basic categories: Manipulative Skills, Self-development and Care of Environment. Manipulative Skills such as opening boxes, pouring, handling books, etc. are tasks that adults would commonly do for children. Self-development teaches children courtesy, manners and correct social behaviour. Care of Environment teaches children to clean up after they have completed an activity. It teaches them to put away materials after the completion of an activity or to put away utensils after a meal. In a Montessori class, Practical Life Activities aim to develop various aspects of a child's physical development. These activities aim to develop a child's fine and gross motor skills through activities such as the dressing frames that teach the many facets of dressing, e.g. buttoning, zipping, etc. They aim to develop coordination that is required when moving larger items such as activity trays, etc. and they also aim to develop self-sufficiency in learning how to handle things gracefully and carefully. But most importantly, the Practical Life activities aim to develop independence in a child.

Sensorial Materials are designed into activities with specific objectives that isolate the senses and initiate comprehension of various concepts. These materials lay the foundation of the child's intellect and help the child distinguish between qualities in objects. Sensorial materials are designed with a dual purpose. On a conscious level, these materials aim to develop the child's discrimination skills through the use of the senses. On a subliminal level they also prepare the child for later work in Writing, Mathematics, Geometry and Visual Arts.

The Mathematic Materials teach children using a hands-on approach. According to the Montessori philosophy and methodology, it is believed that numbers are absorbed while using the sensory materials in the two- to six-year-old period. The Mathematics materials help lead the child progressively from their initial encounter with numbers using the sandpaper numbers to doing complex Mathematics, abstractly. All this is done by the child through progressive manipulation of the extensive Montessori material in the classroom.

The Language Materials in a Montessori classroom are comprised of a large array of interesting and intellectually stimulating material. The child progresses from learning the phonetic sounds through the tactile sense by using the sandpaper letters to building non-phonetic words, sentences and sometimes even paragraphs. The Language material is made such that there is always something available for the child to do to enhance what he or she has already learned. For example, if a child has used the "small moveable alphabet" to build non-phonetic words and is ready to build sentences, the teacher in a Montessori class will introduce the child to parts of grammar, i.e. nouns, verbs, etc. to facilitate the child to form grammatically correct complex sentences. All this is made possible through the constant manipulation of materials ready and available in a Montessori classroom.

Culture Activities comprise of a combination of Science, Geography and History activities. Dr. Montessori believed that children have "absorbent minds" and can benefit from early exposure to all aspects of education. These activities help spark an interest in the children about their environment. They learn to see and analyse their environment scientifically and this helps form the foundation of analytical and scientific thought.

In addition to the typical Montessori program, we also introduce French and Music to all the students.



FRENCH

The French program emphasizes vocabulary to ensure its comprehension from as early as 2 years old and progresses on with the children according to their capability. The French program explores words, games, numbers, stories, songs and drama.

MUSIC

The Orff method of Music instruction integrates the everyday activities of young children with the basic elements of Music learning. This includes singing in groups, encouraging students to use their voices as instruments, using rhymes, playing instruments such as the xylophone, metallophone, glockenspiel and learning to play percussive instruments. Students are encouraged to be creative and are taught to improvise while playing instruments or singing. This gives the children a level of confidence and enjoyment and the realization that they can make Music as a group. Music also fosters in students the idea of cooperation, coordination and cohesion.

PARENT HANDBOOK

COMMUNICATION

If you have any concerns or questions, please call the numbers listed below. Questions of a **financial nature** should be directed to our HEAD OFFICE at (905) 470-1200 or via email to admin@tcmps.com.

To contact your child's Vice-Principal or Teacher, please call or email:

Amarillo Campus

Tel. (905) 474-3434

Fax (905) 474-3113

Head Office

Tel. (905) 470-1200

Fax (905) 470-0184

Email Inquiries:

shafia.ahmed@tcmps.com

joan.louis@tcmps.com

rita.thadani@tcmps.com

dennis.vanderlugt@tcmps.com

NOTIFICATION

If any student information changes, i.e. address, parental contact numbers, home, work or cell, marital status, pick up people or medical information, the School must be immediately notified in writing by completing the "Change of Information" form available in the Office. Administrative changes such as change of hours, fee payment options, etc. will take a minimum of 5 business days to process.

ATTENDANCE

If your child is unable to come to school or will be late for any reason, please advise the School by 9:00 a.m. that day.



TUITION, ADMISSIONS AND WITHDRAWAL POLICY

A student is accepted into the School when an enrolment form has been completed in full and signed by a School official. All required tuition and fees as outlined in the current school year's payment schedule including the prepaid tuition for June, OHIP number or proof of health insurance must accompany the enrolment form. Details regarding the current year's tuition are found in each enrolment package. Additional copies can be obtained either through the Office or on our Web site at: www.tcmps.com. New students must provide a copy of their birth certificate, proof of citizenship status and immunization documentation, as well as the above noted requirements. A letter of confirmation will be issued from the School.

Written notice of a student's withdrawal from the School must be received 1 month prior to the intended date of withdrawal. There will be no refund or transfer of the registration fee and or the June prepaid fee; however, the balance of the fees will be refunded from either (i) 1 month after the written notice of a student's withdrawal from the School has been received; or (ii) the date of the student's withdrawal, whichever is later, to the end of the school year, calculated on the number of full months remaining in the school year.

TCPS is officially enrolled in the Canada wide Early Learning and Child Care (CWELCC) "10/day Child Care Program." The CWELCC program will affect the tuition payments for our Toddler, Casa NT, and Casa Programs.

As of September 1st, 2024, the cost of student lunches will be included in the CWELCC discount.

WAITING LIST POLICY

A parent can request to have a child added to the School's waiting list. There are no guarantees as to when a position will become available. Positions are made available upon a first come, first served basis. A child's position on the waiting list will be maintained until they reach the top of the list and a position in the appropriate age group becomes available.

Once the child reaches the top of the list, the School will contact the parent to offer them the available spot. The parent has 48 hours to accept or decline the position. If a parent accepts the available position, they have 5 business days to complete the registration process. Should they not accept the space at the time, they can request their name remain on the list for the next available position with the understanding that there are no guarantees as to when another position will be available. However, a subsequent refusal will result in their name losing priority on the list.

Every reasonable effort will be made to contact the parent to offer the position. It is the parent's responsibility that they provide the School with current contact information and advise if any changes to their contact information are required. If there is no response within 48 hours, the School will assume that the position has been declined and remove the child from the waiting list.



RE-REGISTRATION

Re-registration takes place each January for the following school year. Tuition fees are subject to increase and are effective as of that time. Priority placement shall be given to students currently enrolled only until the end of January after which positions are filled on a first come, first served basis. The June prepaid fee is not transferable and non-refundable for any reason. Once registered, students remain in the same class for the entire school year. Mid-year transfers are not allowed. In particular, students in the casa non-toilet trained class who become toilet trained during the school year will remain with the current class for the rest of the school year.

All students entering preparatory or senior preparatory must be completely toilet trained and no exceptions will be made.

TAX RECEIPTS

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

INCLEMENT WEATHER

The Schools' policy is to attempt to remain open regardless of the weather conditions. However, there may be instances when the School will close due to weather for the safety of the students and staff. Parents are encouraged to use their best judgement to determine whether or not they are comfortable driving to and from school and should note that students will not be penalized for missing school due to inclement weather that affects driving.

In case of severe weather, the School will send school-wide announcements via the TCPS App and will contact CP24 and City Pulse News with any information regarding closures. There will also be an updated message posted on the school website, social media feeds and the voicemail system. Messages will be posted by 6:00 a.m. If there has been no announcement regarding a school closure, then it will be a regular school day.

PARKING

Parents and guardians are asked to park their cars while dropping off and picking up students. Parking in the main thoroughway or in front of school doors is prohibited. Please observe all posted signs, in particular, parents and guardians are asked not to park in the handicap spaces unless you have a valid permit.

Parking can be very busy between 8:30 to 9:00 a.m. and it is suggested that parents and guardians come earlier to school. Parents and guardians must park their car and escort their child into the School to their designated classroom. We also ask that parents or guardians not leave children unattended in their vehicles. The school is not responsible for children left unattended in any vehicle while on school property. No vehicle should stop or be left in front of the School.



PUNCTUALITY

It is our intention to give the students a sense of order and punctuality. School starts promptly at 9:00 a.m. and ends at 3:30 p.m. The morning session begins at 9:00 a.m. and ends at 12:00 p.m. The afternoon session begins at 1:00 p.m. and ends at 3:30 p.m. Please ensure that your child arrives and leaves on time.

A student arriving late for class is both disruptive to and distracting from the ongoing learning process. Late arrivals miss out on the excitement generated by the introduction of new topics and materials presented by their teacher. The student also misses detailed instruction and discussions and as a result, behave and produce work at a less satisfactory level. We very strongly urge parents to observe the school hours rigorously. Moreover, we count on this as yet another example of educational modeling.

The Before School Care program starts at 7:00 a.m. The After School Care program operates from 3:30 to 6:30 p.m. sharp. There is a late pick up charge which is applied at the rate of \$1.00 per minute after 6:30 p.m. or at any time that a staff member has to remain beyond established hours to care for a student due to a tardy parent.

DROPPING OFF AND PICKING UP STUDENTS

There are designated classrooms for student drop off in the morning and student pick up in the evening. A list of these classrooms will be posted in the front foyer of the school. In the mornings, parents or guardians must park and escort their children directly into the school to their designated classrooms.

In the afternoon, children must be picked up directly from their designated classrooms. The School does not allow students to wait in the hallways, or outside of the School for pick up, nor can parents and guardians “call ahead” to prepare students for pick up. Parents and guardians must enter the School and pick up their children directly from the designated classrooms. Parents and guardians who are picking up their children at 3:30 p.m. must wait outside of the classroom until the teacher has finished the lesson and has dismissed the students. Please note that students will not be released to siblings who are under 12 years of age.

Students may not be released to the parents or guardians of their classmates, i.e. “to go to a friend’s house”, without the prior written permission of their own parent or guardian. Students enrolled in any of the School’s After School Courses may not be picked up directly from the After School Course instructor. Instead, parents and guardians must wait until students are returned to their regular classrooms for dismissal. Should the need arise to pick up a student early, please come to the Office and someone from the Office will escort the student back to their regular classroom.



ENTERING SCHOOL DURING INSTRUCTIONAL HOURS

Other than drop off and pick up times, parents and guardians are not permitted to enter the School. If parents or guardians have to come to the School, they must report to the Office. Parents or guardians may not proceed directly to a classroom for any reason. If parents or guardians need to drop something off, they must go to the Office and a staff member will deliver the item to the classroom.

RELEASE OF STUDENTS

When anyone other than the parent or guardian, or other authorized adult who normally takes the student home is asked to pick up a student, the following procedures must be adhered to:

- 1) The Office must be given a signed letter, email or fax from the parent stating who will be picking up the student. It is NOT sufficient to merely say "The Grandfather" will be coming to pick him up; we need to know the person's name, relationship to student, and telephone number for proper identification. Also, the release list included in the enrolment package should include anyone's name and contact information that the student will be released to. Parents and guardians must immediately update the list in writing, throughout the year if there are any changes.
- 2) Parents and guardians are to inform the person picking up the student that they must have some form of photo identification with them as they will be required to show it to a staff member. We ask you to explain this procedure to anyone picking up your child so that they do not feel embarrassed when asked for their identification and realize that it is for safety and security reasons only.
- 3) The identification produced will be compared with the name given by the parent or guardian and only if they are the same, will the student be released. In case of any doubt, it is our policy NOT to release the student.

We urge parents to be very particular about giving us adequate and proper instructions as we want to be absolutely sure that each student goes home with the person designated to pick him or her up.

Changes in Custody and Restricting Access

The School will release students to the people indicated on the enrolment form. In the event there is a change of custody, or a need for restricted access, the School requires a copy of Court Order indicating restrictions or access changes. Please see a Vice-Principal for further clarification.

STUDENT HEALTH

This section covers various topics regarding the health and welfare of the children who attend our School. The School will strictly enforce the policies found here as it benefits both individual students and the student body as a whole.



A. Immunization

All students must be immunized according to the Ontario Ministry of Health regulations. All immunization records must be up to date, and proof of full immunization must be supplied to the School at application time. Students may not be admitted to the School until this information is supplied. Any new immunization information as it becomes available must be submitted to the School. Should there be an outbreak at the School for an illness that is preventable by immunization, and students have not been immunized, it is understood that York Region Public Health can issue suspension notices until the outbreak has passed.

B. Injury

Minor injuries such as scrapes or bruises will be treated at school. Parents will be notified for more serious injuries or should a student have a head injury. Should a situation be deemed a medical emergency, staff will respond accordingly and contact parents as soon as possible. Students will require a parent's or doctor's written consent to resume physical education or sports after being absent due to a physical injury.

C. Concussion Guidelines

Should a student sustain an injury that could result in a concussion, parents must be aware of school procedures and requirements. If the student develops any symptoms of a concussion, the school follows specific protocols immediately. If necessary, emergency services will be contacted. If not an emergency, the student's parents or guardians will be contacted to pick up the student. ***The school requires that parents or guardians of any student who has sustained a head injury and is exhibiting concussion symptoms be taken to their physician or the emergency department as soon as possible.***

The symptoms of a concussion can vary and can be difficult to detect. Students must be assessed and reassessed to ensure they don't become symptomatic. Symptoms of a concussion may include one, or a combination of symptoms from the list below. However, if doubtful, seek medical attention.

Physical Signs Observed by Teacher/Coach/Administrative Staff/Parent/Peer etc.

- a loss of consciousness/lack of responsiveness/seizure (911 immediately).
- poor coordination or balance
- decreased playing ability
- vomiting
- slowed reaction time
- slurred speech
- blank stare/glassy-eyed/dazed or vacant look
- lying motionless on ground or slow to get up
- grabbing or clutching head



Physical Signs Reported by Student

- headache or headache on opposite site of where head was hit
- pressure in head
- neck pain
- dizziness/ringing in ears/balance problems
- feeling off/not right/dazed or stunned
- seeing double, blurry/loss of vision/seeing stars or flashing lights
- nausea/stomach pain
- fatigue or feeling tired
- sensitivity to light or noise

Cognitive

- difficulty concentrating/easily distracted
- general confusion or dazed
- does not know time, date, place, class, type of activity in which they were participating
- delayed reactions to answering questions or following direction
- answers easy questions incorrectly

Emotional/Behavioral

- strange or inappropriate emotions (e.g. laughing, crying, getting angry easily), more emotional than usual
- not playing as well / depressed / anxious

School policy is that any student who has sustained a head injury and exhibits any symptoms of a possible concussion may not participate in any physical activity of any kind, until authorized from a physician. Specifically, students should not participate in recess, gym class, after school courses or any other physical activity until after the school has received a doctor's certificate stating the he or she may resume normal physical activities. **If the student who is symptomatic of a concussion is not diagnosed with a concussion, the parents/guardian must notify the school.**

Should a student be diagnosed with a concussion, the school will be advised as soon as possible. A "Return to Learn/Return to Play" protocol will be initiated. This protocol reintegrates a student who has had been diagnosed with a concussion slowly and safely back into activities through a 6-step process. A student must be symptom free to progress to the next step. Should a student exhibit reoccurring concussion symptoms, they will be withdrawn from all physical activity and parent will be required to take their child back to a physician to re-evaluate the student.

If a student suffers a concussion outside of school, it is the parents' responsibility to notify the school and must provide the school with the information as well as provide a physician's note when the student can return to school. The school's "Return to Learn/Return to Play" protocol will apply.



The signs and symptoms of a concussion often last for 7 to 10 days but may last much longer. In some cases students may take many weeks or months to heal. During this time they are more vulnerable to a second concussion. Therefore teachers and parents must continue to observe students for symptoms when returning from a concussion, even after they have been cleared by a physician to resume physical activity.

D. Administering Medication

Medication should only be brought to school if it is necessary for it to be administered during the school day. Each class has two separate types of forms. The Authorization to Administer Medication Form is for students who will be receiving medication at a set time, for a predetermined set of dates such as in the case of a course of antibiotics. The Authorization to Administer Medication for Special Circumstances Form is for students who will need prescription medication should they require it, such as a child who may occasionally need an inhaler but does not require it regularly.

The medication must be given to the teacher and be in its original container and must have the student's name on it. Parents must leave detailed instructions for administering the medication which include:

- Name of medication.
- Dosage and time of day to be administered.
- Start and end date.
- Date of purchase.
- Side effects.
- Storage instructions. Medication that requires refrigeration will be stored in the Staff Room and all other medication will be locked in the medication box in each classroom.
- Medication cannot be stored in a student's personal belongings. All medication must be given directly to the teacher. Staff will check students' belongings to ensure that there is no cough syrup or cough drops or any other medication. If found, it will be removed, and parents will be advised not to repeat the practice.
- Surplus medication will be returned to the parents.

If a parent has not written instructions and signed the form, no medication can be given to a student. Antibiotics will not be administered unless they have already been given to the child for 48 hours and children must be kept at home for this 48-hour period to ensure that they are well enough to return to school.

If a child becomes ill while at school, or has an accident, the Teacher will contact the parents if there is a concern. Students with a fever, or are vomiting, have diarrhea or a head injury must be picked up by the parent as soon as possible. Staff will not accept students who are ill into class.

Children returning to school must be well enough to participate in their regular programming, including outdoor playtime and physical education, i.e. grade 1 students. If a student is not able to resume outdoor or physical activity, please provide a doctor's note.



E. Allergies and Asthma Allergies

Within our school community there are a number of students who have a potentially life-threatening allergy, known as anaphylaxis, to foods, predominately to peanuts and nuts. The risk to human life presented by anaphylaxis is severe and we feel the best way to reduce the risk of accidental exposure to these students is to respectfully ask for the cooperation of the parents and guardians within this school community to avoid sending peanut butter or products with peanuts or nuts listed in the ingredients.

The School is not a “nut free” or “allergen free” environment; however, we do ask for your voluntary support in reducing the risk for these students who have anaphylactic allergies. As well, a list of ingredients must be provided for all food brought to the classroom for all special

Asthma

Asthma is a chronic lung disease that can make it hard to breath. People with asthma have sensitive airways that react to triggers of many kinds. As stated above, the School is not an allergen free environment; however, the School will work with those students to provide a safe environment as is possible.

Allergies or Asthma If a student has or develops allergies or asthma, parents or guardians must provide a doctor’s note detailing the allergy or triggers, symptoms, and any required medication. All allergies or asthma diagnosis must be listed in the student’s enrolment form.

If a student requires an epi-pen or puffer, the medication must not have passed its expiry date and must be left at school at all times. **Please note that the school requires 2 up to date epi-pens or puffers for students who have anaphylactic allergies or asthma.** It is the parents’ or guardians’ responsibility to ensure that the medication has not passed its expiry date. An “Administration of Prescription Medicine” form, which will be provided by the Main Office, must be completed each year.

F. Communicable Illness and Outbreak Policy

If a student has had a reportable communicable illness, such as chicken pox, pink eye, he/she must bring a doctor’s certificate upon returning to school, stating that he/she is now free of the communicable illness and is able to attend school again. Students who are brought to school and are still ill, or do not have the required doctor’s note, will be sent home. Students who are at school are expected to be well enough to fully participate in all school activities, including recess.

Fevers

Parents are advised not to administer medication for fever to their child and then have them attend school. Students who develop a fever while at school must be picked up immediately. Students who have been ill should be fever free for 24 hours before returning to school. Medication will not be administered at school to reduce a fever.

Outbreak Policy

Students with a fever, cold or flu should not be brought to School. Students who become ill while at School will have to be picked up by their parents or an emergency contact as soon as possible. Under no circumstances can an ill student stay at school.



Should the School experience an outbreak of a reportable illness, an illness that is preventable by immunization or enteric (stomach) illness, additional measures will be taken to protect all staff and students. Measures will include additional specialized cleaning of classrooms; communication to parents; suspension of certain activities, more frequent health checks; exclusion of students or staff at risk; and any additional measures as set out by York Region Public Health.

LUNCH TIME

At TCPS we believe in fostering a healthy and supportive environment for our students. As part of our commitment to their well-being, we have implemented a mandatory catered meal program for our Toddler, Casa NT and Casa students to ensure that each child receives nutritious and balanced meals during their time at school. Food is prepared, packaged and delivered in accordance with all food safety standards and regulations and, in accordance with early childhood nutrition policies and local Public Health Guidelines

We understand that individual preferences and dietary needs may vary, and we strive to accommodate these differences. If, however, your child has specific restrictions, such as being a picky eater, having allergies, or preferring home-cooked meals, we kindly ask that you provide a written notice to the school explaining the reason for opting out of the catered meal program. This letter will be securely kept in your child's file for Ministry inspection purposes.

Students who are in preparatory, senior preparatory and grade 1 have the option of participating in the catered lunch program or they may bring their own lunches. Students are supervised at all times during lunch hour and receive assistance when needed. Students who are not participating in the catered lunch program should bring their lunch and snacks in the morning. Parents are discouraged from delivering lunches at noon. For health reasons, students may not exchange food or drinks with other students. Baby bottles will not be allowed in the classroom.

BIRTHDAYS

If you would like your child to celebrate his/her birthday in the classroom, please let the teacher know well in advance. Parents are welcome to bring in birthday cakes or pizza, preferably cheese, for the occasion. For the toddler, Casa and Casa NT students, food must be purchased from a licensed restaurant or grocery store. Napkins, paper plates and plastic cutlery, must be provided; **however, loot bags and balloons are not permitted.**

A list of ingredients must be provided for all food brought to the classroom. To avoid disruption, parents or siblings of students celebrating a birthday are not permitted to attend the party.

It is the responsibility of the parent or guardian to ensure that the pizza company has the teacher's name and room number. Please ensure instructions of payment are clearly written for the teacher.



PHOTOGRAPHS and VIDEO RECORDING

Photographs or video recordings of students are not allowed to be taken with parents' or guardians' cameras. An exception will be made for concerts, recitals, observations and sporting events.

APPROPRIATE CLOTHING

During winter, students must have boots, coats, hats, scarves and mittens or gloves. All items must be **LABELLED** with the student's full name. During Summer Camp, students should wear comfortable clothes, such as T-shirts, shorts, hats as well as sunscreen products. For outdoor field trips during warmer months, parents and guardians should apply insect repellent to students before they come to school. Please note that school staff will not be applying repellent to the students.

Proper Footwear: All students must have running shoes if they are to participate in sports activities. If students do not have their running shoes they will **NOT** be allowed to participate in any physical activities. No fancy or dress shoes with heels, no flip flops and no crocs are allowed. If students do wear any of these for any "special event" days, i.e. Valentine's Day, they **MUST** bring in their running shoes in order to participate in any physical activities.

Change of Clothing: All students in pre-school must have a complete change of clothing at school every day, **including underwear**. Remember to bring a set of clean clothes if the previous ones were taken home to be washed. All clothing must be clearly labelled with the student's name.

To avoid a strangling hazard, the strings from hoods of students' coats must be removed. Students who are not toilet trained are required to bring the following **LABELLED** items to school:

- Two (2) complete changes of clothes including socks.
- Running shoes.
- 1 bag of diapers.
- 1 box of wipes.
- Diaper cream, if required.
- All medicated diaper cream will have to be registered in the class medical book using the same procedure for administering medication

*****PLEASE NOTE: Pacifiers (aka Soothers) and baby bottles are not allowed in the classroom.*****

SLEEPING IN THE AFTERNOON

All toddler, Casa NT and Casa students will be required to have a rest period in the afternoon in accordance with the Child Care and Early Years Act. The following is an outline of our sleeping policy for students.

The parents must purchase a fitted sheet for the cot from the School at a cost of \$10. All personal items must be clearly labelled with the student's name. All students who will be resting in the afternoon must have a pillow and blanket. These items must be taken home each



Friday and prior to school holidays to be washed and should be returned the next school day. Students will have assigned cots which are labelled with the students' names.

In an outbreak situation, all cots and linens must be cleaned and disinfected more frequently and immediately after being soiled by a child.

Staff will perform a direct visual check of each sleeping child every 30 minutes by being physically present beside the child while the child is sleeping and look for indicators of distress or unusual behaviours. Any unusual behaviour of sleep pattern will be communicated to the parent and adjustments will be made accordingly.

Senior preparatory students are being prepared for grade 1 and it is encouraged that they do not sleep in the afternoons.

Staff will follow parent's instructions with regards to sleeping arrangements. Parents will be consulted at enrolment and at the time of transition (re-registration) regarding their child's sleep arrangements.

SCHOOL CALENDAR

The school calendar is provided annually in September to all parents as well as new or prospective parents. It outlines the events of the school year as well as listing planned school closures, and holidays. It is our policy to notify parents or guardians of all events, trips or visits, planned by the School. Please check the School calendar regularly for holidays, Parent Teacher Interviews, Professional Development Days (PD Days) and other special events. The statutory holidays that the School observes are:

- Labour Day
- Christmas Day
- Family Day
- Easter Monday
- Canada Day
- Thanksgiving
- Boxing Day
- Good Friday
- Victoria Day
- Civic Holiday

A copy of the calendar can also be found on our Web site at www.tcmps.com.

REPORT CARDS

Report cards will be sent home 3 times a year. Parents and guardians will have an opportunity to discuss the report card with the teachers at the Parent Teacher Interviews.

PARENT TEACHER INTERVIEWS

Parent Teacher Interviews will be held 3 times a year. Students do not attend school on these days. Parents must sign up in advance to meet with the students' teachers. Parents will receive communication with access to the teacher's calendar where they may schedule an interview.

SCHOOL TRIPS, EVENTS AND VISITORS

TCPS encourages students to participate in the many field trips and in-school presentation programs. The cost of these activities are factored into the Student Activity Fee. These trips or presentations are considered part of the school curriculum and for pre-school and elementary are scheduled approximately once a month. High School students have field trips less frequently.



Students in Toddler and Casa NT classes will not leave the School property for field trips, rather, they will attend in-school events. Students from Casa to Grade 12 will regularly participate in either off site field trips or in-school presentations.

Details for each of these events will be communicated to parents / guardians in a timely manner. Trip or event information will include date, time, transportation (if any), the activities students will participate in and associated risks for the event.

For students to be able to participate, parents will be required to sign a permission form that will include a Waiver and Indemnity Agreement in favour of the School. These trips are voluntary and conditional on the execution of the trip's Waiver and Indemnity Agreement. If parents do not wish to execute the permission form and the Waiver and Indemnity Agreement, then the student will not be able to attend the trip and parents will be required to make other supervision arrangements for that day. As trips and school presentations are reserved and paid in advance, there will be no refund should a student miss or be unable to attend a trip for any reason whatsoever. Should an unforeseen scheduling issue occur, the School will re-schedule the event for the students.

LOSS OF ARTICLES BELONGING TO THE SCHOOL

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

HOMEWORK (Senior Preparatory)

Homework is defined as out of class tasks assigned to students. Homework will reinforce material studied in class and promote regular study practice ensuring the development of independent learning. Moreover, it also helps parents and guardians to become acquainted with content being covered in class. It is important that students be in class when homework is assigned or receive instruction on homework before it is attempted; therefore, if the student is absent during the day that homework is assigned, homework will not be sent home or emailed. Students will make up homework after they have returned and have received proper instruction from the teacher on the specific assignments. No homework study packages will be prepared for students taking extended leave for any reason whatsoever.

AFTER SCHOOL COURSES

After School Courses are available to students to complement the student's day program. Students who are not toilet trained are unable to participate in the After School Courses. We strive to offer a variety of types of courses, and they are subject to change at any time. These courses are offered over two terms per year and are available at nominal costs. Information and registration packages concerning these courses are distributed in September and January. Registrations are accepted on a first come, first served basis. Spaces are usually very limited in After School Courses. Refunds and fee transfers are not allowed after a student has started a course. Students may start a course after the term has begun, depending on the course and availability of spaces. The School reserves the right to cancel an After School Course at its discretion.



Students enrolled in any of the After School Courses must not be picked up directly from the After School Course instructor. Instead, parents and guardians must wait until students are returned to their regular classrooms for dismissal. Should the need arise to pick up a student early, please come to the Office and someone from the Office will escort the student back to their regular classroom.

SPORTS ACTIVITIES, INTRAMURALS AND RECREATIONAL ACTIVITIES

Throughout the school year, students will have opportunities to participate in various activities that involve physical activity. Some of these activities are part of the school calendar such as special event days, intramural games or the Terry Fox Run.

Parents and Guardians will receive information regarding these activities and will be required to execute permission forms and a Waiver and Indemnity Agreement. For students to participate in these activities, executed permission forms and Waiver and Indemnity Agreement in favour of the School are required. If the activity is part of the school calendar, and parents or guardians do not wish their child to participate, they must clearly communicate to the school that their child will not be participating.

RELIGIOUS ACCOMMODATION

The School is non-denominational and recognizes and values the religious diversity within its community and is committed to providing a safe, respectful and equitable environment for all.

While the school and its staff will take all reasonable steps to ensure freedom of religion and religious practices, it is expected that students and their families will help the school to understand their religious needs and will work with the school and its staff to determine appropriate and reasonable accommodations.

It is the role of the school and its staff to ensure equity and respect for the diverse religious beliefs and practices for everyone in the school. School staff however will not be placed in the position of monitoring or enforcing a child's compliance with a religious obligation.

BEHAVIOUR AND ATTITUDE

Aggressive Behaviour

The School has a strict policy against aggressive and violent behaviour amongst its student body. Students may not engage in verbal, including swearing and profane language, mental or physical abuse or bullying against another person. Students demonstrating such behaviour may face expulsion from the School.

NOTE: Roughhousing and play fighting will not be tolerated. These actions can lead to accidental injuries and damage to School property.



Code of Behaviour of Town Centre Private Schools • We always observe the School rules and routines.

- We respect our parents, teachers and each other.
- We care about the feelings and belongings of others.
- We always keep our School neat and clean.
- We are friendly, polite and use appropriate language.
- We are open minded and appreciate new people, new ideas and new experiences.
- We will do our class work and homework to the best of our ability.
- We are responsible for our actions.

Theft and Vandalism

Students may not steal, vandalize, nor willfully damage property on the School premises or in the neighbourhood. Any student stealing or vandalizing is subject to expulsion from the School, and the student, parent or guardian may be held liable for damages.

Arson and Fire Alarms

Students must not start fires or tamper with any fire prevention, detection alarms or fire fighting equipment.

BEHAVIOURAL MANAGEMENT & PROHIBITED PRACTICES

Town Centre Private Schools follows a progressive discipline protocol that utilizes a variety of interventions, supports and consequences to address inappropriate behaviour and to build strategies to encourage positive behaviours and teachable moments. Teachers will have opportunities to discuss behaviour with the student and resolve minor issues in the classroom. Other strategies include:

- Discussions allowing students to rethink and redo their choices.
- Contact, either verbal or in person, with parents of the student.
- Conference involving student, teacher and administrative employees as well as parents, when age appropriate.
- Request for parents to seek counselling, to be done with administrative staff.
- Short-term suspension.
- Expulsion.

The School also has prohibited practices that the staff must adhere to. Anyone who has concerns regarding staff behaviour should speak to a Vice-Principal immediately. Prohibited practices are:

- Corporal Punishment.
- Deliberate use of harsh or degrading measures on a child that would be humiliating or undermine their self-respect.
- Depriving the child of basic needs including food, shelter, clothing or bedding.
- Physical restraint of a child, such as confining a child to a highchair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself or herself or someone else and is used only as a last resort and only until the risk of injury is no longer imminent.



- Locking the exits for the purposes of confining a child.
- Using a locked or lockable room or structure to confine a child if they have been separated from other children.
- Inflicting any bodily harm on children including making children eat or drink against their will.

Should the School become aware of a possible contravention of our policies, an immediate investigation will commence. Parents will be notified if not already done and outside authorities will be contacted if necessary. The School has various ranges of disciplinary actions that are possible depending on the situation and circumstances and will ensure that the rights and safety of our students and employees are paramount in consideration of those actions. Follow-up discussion, further training, inspections and monitoring are also options for the School; however, serious contraventions can include suspension or termination of an employee. Incidents are taken seriously, and reports will be kept on file regarding contraventions of policies. The reports are property of the School; however, parties involved will be provided with results of the investigation and outcomes.

The School has both student teachers and volunteers who work at the school. It is prohibited to leave students alone with either student teachers or volunteers.

VOLUNTEER AND CO-OP STUDENT SUPERVISION POLICY

The School has developed and implemented a policy for supervision of volunteers and co-op students in our school. Please note that volunteers and co-op students will not be counted in our staffing ratios. Vulnerable Sector Screening and medical check are required before beginning care or guidance. All volunteers and co-op students must have read, understood and agree to the Personnel Policies and Guidelines of the School prior to starting their program at the School. Under no circumstance will a child be supervised by a person under 18 years of age, a volunteer or a co-op student. Volunteers and co-op students will be supervised by the teacher.

RESPECT FOR OTHERS

We expect all members of the School to respect each other and to address each other in a polite and friendly manner.

Aggressive behaviour or foul language is not accepted at any time or under any circumstances.

RESPECT FOR PROPERTY

We are proud of our School, and we want to keep it clean. Students are expected to do their own part in maintaining the cleanliness of the School environment by placing their waste in garbage bins. Students must take responsibility for the cleanliness of their classrooms by putting all lunch waste in garbage bins and cleaning any spills they make. All food and beverage containers must be taken home every night.



MARKING POSSESSIONS

All items brought to School must be clearly labelled. The student's name, in full, should go on all clothes, boots, shoes, lunch box, pillow and blanket, etc. The School is not responsible for any lost articles.

STUDENTS' PERSONAL PROPERTY

Students are not permitted to bring toys related to war to School. It is our policy to remove all toys related to violence and war. The School is not responsible, under any circumstances whatsoever, for lost, stolen or damaged personal property. All personal items of an expensive replacement value should not be brought to school.

SCHOOL PRIVACY POLICY

At registration or re-registration time, and throughout the course of the school year, families of students and members of staff are asked to provide personal information. The School has a solid track record of respecting privacy and safeguarding personal information. As a result of federal legislation, we have further strengthened our commitment to privacy by informing you the reason and method we collect, use and disclose your personal information. The School may use the personal information it collects to provide services for which you have registered, to protect the safety and well being of students and to assist in creating new services that will better serve your family. Personal information will not be disclosed to any other organization or individual outside the School unless it is to provide you with services from the School, or when required by law.

In order to protect the personal information of parents and guardians, students and staff, the School will process and store information in a secure and confidential manner, with strict access controls. In order to process information, we might ask for your express consent in writing, on an application form, in person or over the telephone. The School may determine that, by parents and guardians enrolling their child, or staff joining the School, consent has been implied for the School to deal with personal information in a reasonable manner. We are committed to treating personal information of all members of the school community with respect and confidentiality. Please contact a Vice-Principal at your Campus if you have questions or concerns about the policies above.

SCHOOL EMERGENCY PLANS AND HOLD AND SECURE DRILLS

In addition to providing excellent quality of education to all students at Town Centre Private Schools, the safety and security of our students is of the utmost importance. The school has carefully instituted various levels of security within the school premises and outlying playfields.

Just as we have always had fire drills as part of our Fire Safety Plan so that students will know what to do in the event of a fire at school, we will also practice throughout the year how to respond to different types of emergencies such as a hold and secure event or an evacuation. Teachers will not release students during an evacuation. Should a parent be at the school while the classes have to evacuate and have not picked up their child, please note that students will only be released once they have returned to their classrooms.



These additional levels of security will undoubtedly reassure parents and allow individual students to pursue their academic studies with the knowledge that they are safe and secure at all times.

SECURITY POLICIES

In addition to the already mentioned policies and procedures for student safety, the Amarillo Campus has policies to increase security during the school day. These policies assist in making our school environment, and your children, more secure.

During instructional hours, 9:00 a.m. to 12:00 p.m. and 1:00 to 3:30 p.m. the back gates leading into the School from the side and back parking lots will be locked. The only accessible entrance to the School will be the main door. Anyone entering during instructional hours must report to the Office.

Please note the gates will be open during the follow times:

- 7:00 to 9:00 a.m. for morning and full day students.
- 12:00 p.m. for picking up of morning students.
- 1:00 p.m. for dropping off of afternoon students.
- 3:30 to 5:30 p.m. for picking up of afternoon and full day students.

Please note that the gates will be locked at 5:30 p.m. every evening and parents picking up after that time must come through the front doors.

The School has emergency management policies and procedures that must be followed. First and foremost, our responsibility is to the students. Initial communication and updates will be provided as soon as possible. Parents will be notified of an emergency via the School App, the changing of our school voicemail message, school Web site and/or telephone.

QUALITY ASSURANCE POLICY

It is important to Town Centre Private Schools that our program meet or exceed quality standards and support the social, physical, intellectual, creative and emotional development of the child. It is imperative to assess our program throughout the year through formal assessments, monthly staff meetings, parent feedback, environmental assessment tools, health and safety monitoring and professional development.

PARENT ISSUES AND CONCERN POLICY

Purpose

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

Definitions:

School: The agency licensed by the Ministry of Education responsible for the operation and management of the school.

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



Policy

General

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

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



Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related E.g., schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Promptly raise the issue or concern to the classroom staff directly or the Vice-Principal/supervisor.</p>	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 5 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related E.g., childcare fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Promptly raise the issue or concern to the Vice-Principal/supervisor.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Promptly raise the issue or concern to the individual directly or the Vice-Principal/supervisor.</p> <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 promptly reported to the Vice-Principal/supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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



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

Contacts:

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childcare_ontario@ontario.ca

PARENT / GUARDIAN BEHAVIOUR POLICY

TCPS believes that all members of the School community should treat each other with courtesy, respect and tolerance in keeping with the Code of Conduct that we have established for the students. Staff, parents and children are entitled to a safe and nurturing environment in which to grow as a community.

It is expected:

- That adults set a good example to children, showing them how to get along with all members of the School and the wider community.
- That abusive or insulting language, verbal or written, physical attacks and threatening behaviour towards any staff, other parents or any other member of the School community will not be tolerated.

Examples of behaviour that are not in keeping with our Code of Conduct include, but are not limited to:

- Disruptive behaviour which interferes or potentially interferes with the operation of a classroom, office or other area of School grounds;
- Loud or offensive language, swearing, cursing or displaying temper;
- Speaking in an aggressive/threatening tone or being physically intimidating e.g. standing very close, shaking or holding a fist towards another person;
- The use of physical aggression towards another adult or child. This includes physically punishing your own child on School premises.
- Inappropriate posting on Social Networking sites or sending abusive or threatening emails, text/voicemail/phone messages or other written communication;
- Defamatory, offensive or derogatory comments regarding the School or any of the students/parents/staff at the School made on social media sites or in other public venues.
- Gossiping amongst parents about students, staff or other parents is particularly divisive.
- Damaging or destroying School property;
- Smoking, or consuming alcohol or drugs on School property or School events;



All students, families, staff and volunteers at TCPS should have and use the established means of expressing frustration, disagreement in our Dispute Resolution policy.

TCPS believes that a positive and constructive working relationship between the School and the parent community is essential. Therefore TCPS reserves the right not to re-enrol a student or serve notice that a parent/guardian is not allowed to enter the School premises if the School reasonably concludes that the actions of a parent/guardian make a positive and constructive relationship impossible or otherwise seriously interferes with TCPS's accomplishment of its educational purposes.

The School reserves the right to take any necessary legal actions to ensure that the members of the School community feel safe. Unacceptable behaviour may result in the school contacting the appropriate authorities and, if necessary, banning the offending adult from the entering the School grounds – these actions are defensible under both the Education Act and the Ontario Human Rights Code.

DISPUTE RESOLUTION

Any individual wishing to raise a concern or express dissatisfaction should discuss the matter first with the person most directly responsible for or capable of resolution.

- for concerns regarding a student or classroom, the teacher would be most appropriate;
- for concerns regarding teachers or other staff, or other families, a Vice-Principal or Principal would be most appropriate;
- for concerns regarding a Vice-Principal, Principal or School policies, will be referred to the Director. Concerns will be investigated and concerned parties will be contacted directly to address the situation

SERIOUS OCCURRENCE NOTIFICATION FORM POSTING

A Serious Occurrence Notification Form will be posted in a visible location for 10 days in the event of a serious occurrence happening at Town Centre Montessori Private Schools. A serious occurrence is defined as a serious injury to a child, fire or other serious event on site, or a complaint about service standards.

CONCLUSION

We are really looking forward to another successful school year at Town Centre Private Schools. If after reading this handbook you require further clarification on our School guidelines and policies, please do not hesitate to contact your Principal or Vice-Principal. Thank you once again for choosing us as your family's educational partners!