



Parent Handbook
Islamic Montessori and Daycare
6521 Mississauga Road
L5N1A6

CLG has enrolled in the Canada Wide Early Years Child Care Program

Contents

1. Vision.....	4
2. Mission.....	4
3. Program Statement.....	4
4. About CLG.....	4
5. Curriculum	5
6. Hours of Operation	6
7. Arrival and Dismissal	6
8. Late Pick Up:	6
9. Daily Schedule	6
10. Food & Nutrition.....	7
11. Allergies.....	8
12. Drug Administration	8
13. Clothing.....	8
14. Jewelry and Toys	8
15. Items left behind	8
16. Photo sharing App.....	9
17. Nap Time	9
18. Outdoor Play	9
19. Field Trips.....	9
20. Scholastic Book Club.....	9
21. Holidays and Professional Development Days.....	9
22. Summer camps.....	9
23. Sick Leave and Vacation	10
24. Emergency Management and School Closure	10
25. Contacting parents in case of an emergency	10
26. Admission and Discharge Policy	10
27. Placement students, Volunteers and guests.....	11
28. Toilet Training	11
29. Privacy Policy.....	11
30. Reporting Child Abuse	11
31. Fees	11
32. Waitlist.....	11

33. Discipline and Guidance	12
34. Prohibited Practices	12
35. Parent’s Grievance Resolution Procedure.....	12
Appendix 1. CLG Program Statement	13
Appendix 2. Waiting List Policy and Procedures	17
Appendix 3 Parent Issues/Concerns Policy and Procedures	19
Conduct	19

1. Vision

To provide engaging Islamic education alongside traditional education in an environment that instills the love of Allah and His Prophet. We envision a school that gives parents and families peace of mind and heart, because they know their child is getting the best of *deen* and *duniya* in a loving and caring environment.

2. Mission

- To use best Montessori and Preschool practices to educate children
- To make Islamic and traditional education fun and relevant for children
- To use nature as a tool for educating children

3. Program Statement

Children's Learning Garden has put together this Program Statement as required by Ontario Regulation 137/15 of the Child Care and Early Years Act. In order to make this program statement, the following documents and resources have been consulted:

- Child Care and Early Years Act
- Ontario's Pedagogy for Early Years 2014, "How Does Learning Happen"
- Think, Feel and Act; Lessons from Research about young children 2013

CLG has set the goals for the children to be consistent with the Ministry of Education pedagogy that reflects the view of the children as competent, capable, curious and rich in potential. Our view of the child is as follows:

- Every child has a sense of belonging when he/she is connected to others and contributes to their world.
- Every child develops a sense of self, health and well-being.
- Every child is an active and engaged learner who explores the world with his body, mind and sense.
- Every child is a capable communicator who expresses himself/herself in many ways.

CLG has set forward the goals as prescribed by the CCEYA and described below are the approaches that will be taken to meet the goals. See Appendix 1 for the complete Program Statement.

4. About CLG

Alhamdulillah, CLG is a dream come true. CLG started as a home-based Islamic Montessori in 2016. We wish to teach Islam and Quran to children using age appropriate and engaging methods. We want children to learn Islam in a fun way naturally without the burden of textbooks and tests. Children should be taught Islam by modelling and to do that Islamic knowledge should be integrated into all parts of the curriculum so that children see it as a way of life and not just an isolated subject.

We hope and pray that at Children's Learning Garden while children learn to read or write English and Arabic and do math operations, they develop a love for Allah, His Messenger, Prophet Muhammed (SAW) and His religion Islam. In sha Allah.

5. Curriculum

The goal with our curriculum is to ensure children develop a love for Allah, His Messenger (SAW) and our beautiful *deen*, through our Islamically Integrated Montessori Curriculum. It is based on a solid foundation of the following core subjects.

Practical Life: Activities from daily life will be integrated with the basic etiquettes of Islam. The purpose is to help children concentrate and improve their fine motor skills.

Sensorial: These activities help children to use their senses to make decisions about their surroundings and their environment. Students will be sorting material according to size, color, shape, sound and texture.

Language: Phonics are taught using hands on materials. Children are guided to join sounds to make words and eventually become fluent readers.

Mathematics: Children will be introduced to the concept of quantity, followed by an introduction to the symbols. The decimal system is taught using hands-on manipulative materials that give a concrete understanding of quantity.

Nature Studies: Nature studies is a unique adaptation of the culture subject of the Montessori program and special to Children's Learning Garden. Hands on activities and materials from nature will be used to teach students about meteorology, botany, zoology, geography and astronomy. The aim is to help children realize the blessings that Allah has given us, to be grateful to Allah, and to love Him.

Arts and crafts: Children will be engaged in a variety of arts and crafts activities on a regular basis to explore various mediums of expression.

Islamic Studies: Islamic studies will be taught by the following means:

1. Modelling
2. Hands on activities
3. Stories
4. Integration of the Montessori Curriculum
5. Poetry and Songs

Content:

- Reciting and memorizing short surahs from the Quran
- Reciting short ahadith of the Prophet Muhammed (SAW) with translations
- Duas/Prayers: Reciting everyday prayers and participating in remembrance (dhikr) of Allah and His Prophet (SAW)
- Age appropriate Islamic history and stories from the Quran
- Age appropriate Seerah (Biography) of the Prophet Muhammed (SAW) and Islamic heroes

Arabic: Learning to read Arabic using phonics. Initially the focus will be to familiarize children with classical Arabic by using vocabulary from the Quran that the children can understand.

Themes: There will be monthly themes that will coincide with the seasons and other events so that nature studies can be effectively enjoyed practically.

Songs and movement: Children will be learning traditional and Islamic songs both in English and Arabic which will be accompanied by actions and movements that are not to be confused with dancing. Every effort will be made to use songs with minimum or no music.

Use of technology: At Children's Learning Garden, children learn by moving around, exploring and discovering, thus any form of screen watching will be very limited. Occasionally short videos, pictures or presentations will be shown to the children either on an iPad or on a projector screen.

6. Hours of Operation

Children's learning garden operates five days a week from Monday to Friday between 7:30 am to 5:30 pm from September to June. CLG will run summer camp during July and August.

Program	Start Time	End Time
Before School	7:30 am	8:30 am
Morning Half day	8:30 am	12:15 pm
Afternoon Half day	12:45 pm	3:30 pm
Full Day	8:30 am	3:30 pm
After School	3:30 pm	5:30 pm
Extended Day	7:30 am	5:30 pm

7. Arrival and Dismissal

Arrival Time: Children may be dropped off between 7:30 am, and 8:30 am depending upon their program. All children must be accompanied by an adult into the centre and handed over to the staff.

Dismissal Time: Children may be picked up any time after 3:30 pm or at 12:30 pm by an authorised individual, as mentioned on the registration form. If for any reason another caregiver is required to pick up the child, a written notice or phone call is required to allow the unauthorised person to pick up the child. The identity of the person will be checked to ensure the safety of the child.

8. Late Pick Up:

Children get distressed when they are the last ones to leave. Therefore, on-time pick up is a must. There is a 10-minute grace period for pick up. Parents coming later than 12:25 pm and 3:40 pm will be charged a flat afterschool fee of \$15. Late pick up of \$15 will be charged after 5:35pm.

Parents are required to email/call the centre to inform the centre of any delay. The flat afterschool fee would still be charged. This is to ensure staff are compensated for their work.

Afterschool staff can take the payment via the Square POS app, using a debit or credit card or cash. A receipt can be emailed through the app.

9. Daily Schedule

Toddler Extended and Full Day Schedule:*

Time	Activity
7:30 am	Before School care
8:00 am	Before school snack
8:30 am	Arrival
9:30 am	Outdoor play
10:30 am	Arabic circle
11:00 am	Lunch
11:30 am	Nap
1:30 pm	Snack

2:00 pm	Outdoor
3:00 pm	Activity time
3:30 pm	Dismissal
3:30 pm	After school Care
4:30 pm	After school Snack
5:30 pm	Dismissal

Preschool Extended and Full Day Schedule: *

Time	Activity
7:30 am	Before School care
8:00 am	Before school snack
8:30 am	Arrival
9:30 am	Montessori Time
11:00 am	Arabic Circle
11:30 am	Lunch
12:00 pm	Nap
2:00 pm	Snack
3:00 pm	Outdoor
3:30 pm	Dismissal
3:30 pm	After school Care
4:30 pm	After school Snack
5:30 pm	Dismissal

Preschool Morning Half day schedule: *

Time	Activity
8:30 am	Outdoor
9:30 am	Activity Time
11:00 am	Circle Time
11:30 am	Lunch
12:15 pm	Dismissal

Preschool Afternoon Half day schedule: *

Time	Activity
12:45 pm	Activity Time
2:00 pm	Snack
2:30 pm	Circle Time
3:30 am	Outdoor & Dismissal

* These are sample schedules which can be changed depending on the requirements of the program and the needs of the children.

10. Food & Nutrition

Children's Learning Garden will be providing fresh, healthy and halal food to the children. Children in the full day will be served a morning snack, lunch and an afternoon snack. Half day morning program includes one snack and lunch. Afternoon program includes one snack. Please do not send any food with the child. The menu is based on Canada's Food Guide after consultation with a nutritionist and will be posted in the centre for your information.

Extra snack will be provided for children attending before school and after school program.

11. Allergies

CLG is a nut free facility. If your child is allergic to any food or substance, please fill out the related medical forms and provide detailed instructions along with the medication. No outside food or drinks are allowed in the centre. Any gifts if given should be non-edible items.

12. Drug Administration

Parents' written permission and a physician's prescription is required for any medication to be administered to a child. This includes over-the-counter medication. The medication must be labelled and given to the staff for safe storage. Any leftover medicine will be returned to parents.

During the summer months, a sunscreen may be needed for outdoor activities. CLG provides the sunscreen.

CLG's Drug Administration Policy will be followed for any drug administration. It can be shared when required.

13. Clothing

Children's Learning Garden does not have a prescribed uniform however parents are requested to follow the following guidelines:

- Clothing with simple logos and texts are acceptable.
- Avoid clothes with pictures of animals or cartoon characters that might be a cause of distraction or competition among children.
- Shoes should have Velcro and not laces.
- No clothes with loose strings.

Summer Clothing Guidelines: Comfortable clothing for outdoor play is acceptable. Avoid spaghetti straps or tank top, as they pose a risk of sun burn in hot weather.

Winter Clothing Guidelines: Snow boots, snow pants, jacket, scarf, hat and mittens are required during the winter season so that children can enjoy playing outdoors.

Extra Clothes: Please send an extra pair of labelled clothes (pants, shirt, undergarments and socks), in a Ziplock, to be kept at the centre.

Indoor shoes: Children need to have a pair of indoor shoes to be kept at the school for the whole academic year that can be taken home at the end of the year. Indoor shoes cannot be flip-flops or slippers that would hinder indoor physical activity or could pose a tripping hazard.

14. Jewelry and Toys

Children should not bring any jewelry or toys from home as they cause distractions and are prone to get lost or broken. If there is a show and tell activity planned, staff will inform parents about it beforehand.

15. Items left behind

When any child is discharged from the program such that any of his/her belongings are left behind, they will be kept only for a month to allow parents to pick them up. After that they will be disposed off or donated to a goodwill program.

16. Photo sharing App

At CLG, we use Bublup to share photos/videos of children with their parents. the photos are shared in a common class folder. Parents need to download the app and wait for an invitation from staff to join the rooms. Please refer to the Program Statement to see the frequency of the sharing. This is not a means of regular or confidential communication with staff. For such communication, parents should either email us at info@childrenslg.com / clgsupervisor@gmail.com or call us at 905-821-3424 to book a meeting.

17. Nap Time

Children will be provided with individual sleeping cots and sheets to be used for nap time. Sheets will be washed once per week. All children are required to rest during nap time. Children older than four who find it hard to nap will be allowed to do quiet activities after taking a short rest. During nap time, the recitation of the Quran will be played at low volume.

18. Outdoor Play

Children will be going outdoors to the playground daily for up to two hours. In case of rain or very cold weather children will be participating in an indoor physical activity.

19. Field Trips

Planned field trips will be organized and might require the help of parent volunteers. Parents will be advised of dates and extra fee for any field trip.

20. Scholastic Book Club

CLG runs the Scholastic Book Club. Monthly reminder of the new flyers will be sent electronically for parents to choose and order books.

With each order through the Scholastic Book Club CLG is rewarded points towards free books for the classroom.

21. Holidays and Professional Development Days

Children's Learning Garden will observe all statutory holidays including the following holidays:

Eid ul Fitr*, Eid ul Adha*, Thanksgiving, 2-week Winter Break, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, August Civic holiday

*Eid ul fitr and Eid ul Adha can be one day or two days depending on moon sighting.

CLG will be having three planned professional development days in the whole year, when CLG will be closed for the students. The dates will be communicated to the parents in advance so they can make arrangements for those days.

22. Summer camps

CLG will be running planned summer camps depending on the needs of the parents and students. Details will be shared with the parents prior to the breaks.

23. Sick Leave and Vacation

If your child is sick, please keep him/her home until he/she is able to enjoy the program. It is the parents' responsibility to inform the school if a child is not able to attend due to illness or other reasons.

If a child gets sick at school, parents will be called to pick up the child, especially if staff suspects that the child has a contagious illness.

A child should be kept home if he/she has any of the following symptoms: fever, rash, cough, pink eye, profuse discharge of mucus from nose or eye, diarrhea, vomiting, sore throat.

Staff should be informed of any planned vacation(s). Please be advised that the no refund is given for vacation or illness.

24. Emergency Management and School Closure

CLG has detailed policies for emergency situations and their management as required by Ontario law, such as fire, natural disasters etc. A copy can be provided to parents if requested.

CLG will be closed if the Peel Board decides to close schools due to inclement weather or any other emergency. Parents can monitor the local news on TV or radio for updated information. An email will be sent to inform parents about any closure.

25. Contacting parents in case of an emergency

Safety of children and staff is of utmost importance at CLG. Therefore, there are extensive Emergency Management and evacuation procedures in place. Fire drills are held once a month and a record is maintained. The following guidelines will be used to contact parents in case of an emergency.

1. Low Impact: No disruption of school activities, isolated incident. Notification Response:
 - a. Notice on school notice board
 - b. Notification send to parents vis email.
2. Moderate Impact: poses no risk to the safety of the school. Does not impact more than one student. Notification response:
 - a. Notice on the school notice board
 - b. Notification sent to parents via email
3. Major impact: Significant risk to the safety of the school. Disruption of school activities. Impact on many students
 - a. Phone call to the parents
 - b. Notice on the school board notice
 - c. Notification sent to parents via email

26. Admission and Discharge Policy

Parents will be invited for a tour and an interview with the supervisor and/or licensee. Then they have to fill in the enrollment form along with all other required documents to enroll their child into the program. Enrollment is confirmed only when the registration fee accompanied by first month payment and nine post-dated cheques have been submitted along with other required documents listed on the enrollment checklist and enrollment agreement.

Parents have to inform CLG at least two weeks in advance if they decide to pull out their child from the program, so that the centre has enough time to fill the soon to be vacant spot. Fee will not be refunded in

the middle of the month but all future post-dated cheques will be returned. No refund will be provided for the month of June.

27. Placement students, Volunteers and guests

CLG welcomes volunteers, placement students and guests to visit for observations. As required by Ontario law, children are never left alone with a placement student, volunteer, or guest at any time. All placement students, volunteers and guests are always supervised by the staff. A copy of supervision of placement students, volunteers can be requested.

28. Toilet Training

CLG facility is such that toilet training is not feasible at the centre. Parents will have to toilet train the toddler children, before they are transitioned into the preschool classroom.

Children coming to the preschool must be toilet trained such that they only wear underwear and not diapers or pullups.

29. Privacy Policy

At Children's Learning Garden, all information pertaining to the children, or their parents is a trust and will not be shared with anyone in any form. The information is strictly confidential, except in the rare case that legal authorities are involved.

30. Reporting Child Abuse

The Children's Learning Garden is legally obliged to inform the Children's Aid Society if there is any doubt about the safety or well-being of a child.

31. Fees

A one time non-refundable registration fee of \$150 is required to register a child in CLG. Most up to date tuition fee are available upon request to info@childrenslg.com or clgsupervisor@gmail.com. There will be an annual increase in the fee. There will be a 10% sibling discount for children. Fee has to be paid through post-dated cheques. A service charge of \$25 will be charges in case of returned cheques due to NSF.

As part of CWEYCC, the fee schedule can be made available by contacting the office at 905-821-3424.

32. Waitlist

CLG maintains a wait list via the website <http://childrenslg.com>. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff and children of employees of nearby organizations.

Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list. See appendix for the detailed policy

33. Discipline and Guidance

At CLG, we strive to follow the beautiful Sunnah of the Prophet Muhammed (SAW) where children are treated with respect and are guided gently through examples and reminders. In case of behavioural issues, the child will be guided towards the correct behaviour or redirected to another activity. If issues persist, the parents will be informed orally at first and then in writing. In case of continued unacceptable behaviour, the enrollment of the child will be at risk of cancellation.

34. Prohibited Practices

As stated in section 48 of Ontario Regulation 137/15, Children's Learning Garden prohibits the following prohibited practices:

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will

35. Parent's Grievance Resolution Procedure

At CLG we understand that in any relationship people can disagree and have issues. We believe such instances are valuable for the school community to enter into a dialogue to bring out positive outcomes. We have a detailed policy that can be shared if requested by the parents.

It is expected that if any parent has any complaint regarding the staff or the program, they contact the school supervisor and/or licensee and discuss the matter. We will contact you with a response or a meeting within two business days. All matters have to be documented and dealt with in a professional and courteous manner. Detail policy on dealing with parent issues and concerns is included in appendix 3.

*** Children's Learning Garden reserves the right to change, amend or terminate any of its policies at any time on reasonable grounds. The schedules are a guideline and can be changed depending on the needs of the program and the children. Up-to-date guidelines will be available online or by email if requested by parents. ***

Appendix 1. CLG Program Statement

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- Child Care and Early Years Act
- Ontario's Pedagogy for Early Years 2014, "How Does Learning Happen"
- Think, Feel and Act; Lessons from Research about young children 2013

CLG has set the goals for the children to be consistent with the Ministry of Education pedagogy that reflects the view of the children as competent, capable, curious and rich in potential. Our view of the child is as follows:

- Every child has a sense of belonging when he/she is connected to others and contributes to their world.
- Every child develops a sense of self, health and well-being.
- Every child is an active and engaged learner who explores the world with his body, mind and sense.
- Every child is a capable communicator who expresses himself/herself in many ways.

CLG has set forward the goals as prescribed by the CCEYA and described below are the approaches that will be taken to meet the goals.

a) CLG will promote the health, safety, nutrition and well-being of the children.

Health:

All program staff responsible for the children in a classroom at CLG will be trained/certified Montessori and/or Early Childhood Educators. Each staff member will be required to have First Aid and CPR training (including child CPR). All medication and other cleaning materials are kept safe and locked away from the reach of children. Emergency medications such as Epi-pen and puffers will be kept away from children but within reach of adults in case they are needed. Detailed policies and procedures are followed to manage illness as required by the Ministry and the Region of Peel.

The classrooms and the centre are cleaned regularly according to approved scheduled. Washrooms are cleaned after use and classrooms are cleaned before and after lunch and snack. All materials will be sanitized once a week and after they are mouthed in toddler classrooms. Cot sheets are washed once a week and/or when they become dirty.

Hand washing will be a regular practice before and after eating, after playing outside or whenever needed e.g., after sneezing or cleaning the nose. Instructions on proper techniques (prescribed by The region of Peel Health) will be posted near every sink and staff will model and guide as needed.

Safety:

All staff will be trained in safety protocols. Approved emergency policies and procedures have been documented and will be implemented at all times. Monthly fire drills will be held and recorded. Staff to student ratios will always be maintained and the children will never be left alone without an adult or with a volunteer/placement student. The centre is locked so visitors can only enter by permission of the supervisor.

Nutrition:

CLG will provide two healthy snacks and one lunch daily. Early morning and late afternoon snack will be provided for children who are enrolled in the before and after school program. Lunch will be prepared by a certified food handler and there will always be one staff on premises with a Food Handler certificate.

Well-being:

Children will be given a balanced schedule where they have the opportunity to choose activities and play and rest according to their needs. A daily schedule is in place and will be followed so children feel comfortable and in control.

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- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will

b) CLG will support positive and responsive interactions among the children, parents, childcare providers and staff.

Staff will be welcoming and greeting the children every day and will be connecting with them to make them feel that they belong. Parents are welcome to book appointments to visit their child's classroom and book meetings with staff to discuss the growth and development of their children. Regular emails and newsletters will be emailed to inform parents of the events at the centre.

Staff will practice and encourage inclusive and positive interactions. Activities and play areas are never gender defined, rather all children are encouraged to experience all areas. Staff will foster an environment of inclusion, cooperation, sharing and friendliness by modeling these traits in their dealing with children, parents and co-workers.

Regular staff meetings will be held for staff to connect with each other and reflect on their experiences to help children achieve their full potential. A detailed policy and procedures are in place to help staff and parents communicate in case of grievances.

c) CLG will encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

Staff will model the use of positive language and interactions at all times when talking to the children and other adults. Staff will work to help children to develop communication skills and problem-solving skills to help them become competent in using simple forms of communication (words, sign language, and body language) to communicate.

Staff will be modeling self-regulation by talking about the feelings and situations in a way that children can understand and try to imitate.

d) CLG will foster children's exploration, play and inquiry.

Even though the Montessori classroom has a variety of activities that engage children, staff at CLG will be looking out for cues from children about their interests and making activities to answer the questions of children and to help them think deeper and inquire more.

The activities in the class are in itself such that they allow the child to explore and play and while doing that they ask questions and then find answers to them. CLG believes that there is never a one way of doing things and that each child thinks and comprehends differently. Therefore, staff works with each child individually, according to their interests, needs, and abilities.

e) CLG will provide child-initiated and adult-supported experiences.

The Montessori philosophy believes in setting the environment such that children get excited about the activities and choose what interests them and then guide them along to follow their interests and abilities. Each child develops at his/her own level and the staff support them in what he/she chooses to do and guides to higher levels according to the ability of the child.

f) CLG will plan for and create positive learning environments and experiences in which each child's learning and development will be supported.

Staff keeps a record of the activities that the child uses and enjoys and based on the observations, plans or adapts or creates new ones to maintain the child's interest in the environment.

g) CLG will 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

The guidelines of CCEYA will be followed to give children a balanced daily routine where children get a mix of outdoor time (minimum two hours) , indoor play time, active play and rest time. Children will have a two-hour nap time in the afternoon after lunch but those who do not need to nap will be give some rest time followed by quite activity time. The program is meant to follow the needs and the interests of the child thus a flexible routine is helpful in fulfilling the individual needs of the children.

h) CLG will foster the engagement of and ongoing communication with parents about the program and their children.

Parents are welcome to set appointments to visit their child's classroom and see the environment in action. Monthly newsletter will be sent via email to inform parents of ongoing and up coming events, themes, visits etc. An activity update may be sent to parents on a monthly basis to keep them informed about the interests of their child and the activities that he/she is engaged in. Phone updates might be given at the end of each term. Parents are welcome to request a phone conversation or in person meeting with the classroom teacher or the supervisor at anytime.

i) CLG will involve local community partners and allow those partners to support the children, their families and staff.

CLG believes in bringing the community together to enhance the experiences for children. Therefore, we invite professionals to visit and share their work or interests with children. This could include, authors, illustrators, dentists etc. Parents who are able to visit and share their work and profession with the children are always welcome.

In addition to this CLG will plan supervised visits to local places such as libraries, fire station, grocery stores to enhance the experience of the children and connect to the community.

j) CLG will support staff in relation to continuous professional learning

CLG believes in lifelong learning for everyone. CLG plans to connect with CDRCP in Mississauga, to benefit from their extensive trainings on a variety of subjects and topics for all the staff. In addition, mini training sessions on topics most related to the experiences of the staff will be done during the monthly staff meetings. CLG is open to on-site, online and off-site trainings, which ever benefit the staff.

k) CLG will document and review the impact of the strategies set out in the above goals on the children and their families

All classroom incharges will use documentation and reflection to continually evaluate our program and its effects on the children. Each program/class will use a binder for observations, plans and documentation to support understanding and used to adapt and improve the plans/activities according to the interests and needs of the children.

CLG will use the pedagogical documentation, i.e., take observation notes and then take time to think about them and then reflect on them to help improve the program.

Staff, placement students and volunteers will read this program statement and sign off prior to interacting with the children, when the statement is updated and on an annual basis. The director will review the document and update based on feedback and reflections given by the staff to improve it and make it beneficial in following the regulations of CCEYA.

Appendix 2. Waiting List Policy and Procedures

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a childcare centre that maintains a waiting list to have related policies and procedures.

Policy General

Children's Learning Garden Inc. will strive to accommodate all requests for the registration of a child at the childcare 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.

Additional Policy Statements

The Director and/or the Supervisor will be responsible for managing the waiting list and communicating with parents regarding the list.

Procedures

Receiving a Request to Place a Child on the Waiting List

The licensee or designate will receive parental requests to place children on a waiting list via online application on the website <http://childrenslg.com>

Placing a child on the Waiting List

The child will be placed on the waiting list in chronological order, based on the date and time that the request was received.

Once on the waiting list, the licensee or designate can/will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff, children of employees of nearby organizations.

Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

Parents of children on the waiting list will be notified via email and/or phone call that a space has become available in their requested program.

Parents will be provided a timeframe of one week 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, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

The supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

The supervisor 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.

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.

Additional Procedures

If a parent contacts CLG after one week and the next contacted parent hasn't responded or refused the spot, then the previous parent gets another chance to enroll his/her child at the centre. After a couple of unsuccessful efforts to contact a parent, the child's name will be placed at the bottom of the list or removed if parents want it removed.

Appendix 3 Parent Issues/Concerns Policy and Procedures

As stated in the 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

CLG welcomes open, clear and calm communication. If a parent/guardian has an issue/concern regarding their child, the program, classroom, playground or CLG's policies and procedures the parent/guardian should communicate with the supervisor/designate supervisor via email: info@childrenslg.com and/or clgsupervisor@gmail.com or by calling us at 905-821-3424. There is very little time to communicate at drop-off time or pick-up time and it is not advisable due to supervision of children and privacy.

Conduct

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

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

Steps in responding to an issue/concern:

- Issues/concerns brought forth verbally to the Teacher/Supervisor will be addressed at the time they're raised, if possible.
- Issues/concerns brought forth in writing via email will be addressed in 2 business days. If necessary, an in-person meeting or phone call will be arranged in the following 2 business days. The parent/guardian will be advised if it is not possible to keep with these response times.
- The details of the issue/concern such as date, time, parties involved, and steps taken to resolve the issue/concern, information provided to parents/guardians and outcome/resolution will be recorded in the Issues/Concerns Form. (Appendix A) and/or the daily written record.
- Referral to another organization will be provided if the parent/guardian needs additional support.

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

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

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

Contacts:

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

Supervisor: 905-821-3424, clgsupervisor@gmail.com

Operator/Director: Shazia Afzal Phone: 905-821-3424, Shazia.amir.afzal@gmail.com

College of Early Childhood Educators Phone: 416 961-8558, discipline@college-ecce.ca

Ontario College of Teachers: Phone 416.961.8800, ih@oct.ca

Peel Health: Phone: 905-791-7800, <https://www.peelregion.ca/scripts/mailto.pl?listgroup=health>