

PARENT HANDBOOK

2020-2021



Good Morning Creative Arts and Preschool

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Welcome to Good Morning Creative Arts and Preschool

Good Morning Creative Arts and Preschool (GMCAPS) is licensed by the Ministry of Education as an incorporated non-profit group. Tuition fees, fundraising activities, and a grant from the Ministry meet the program's costs.

Neighbourhood parents started the Preschool in 1981. They wanted a parent-run playgroup that did not require parents to be in the classroom every day. Good Morning is still run by parents, offering morning programs for both two- and three-year old children, and afternoon programs for three year old along with After School Art Programs for JK-Grade 6. There is a maximum enrollment of 36 children in the morning programs (21 three-year olds and 15 two-year olds) and a maximum of 12 for the Storyscapes. Also offered are afterschool Creative Arts programs for JK to Grade 6 (maximum enrollment 15 students per day).

This handbook contains most of the practical information concerning Good Morning's policies and regulations. The complete Policies and Procedures Manual and By-laws are available to you at the school and at www.gmcaps.com.

Please refer to this handbook to answer your questions and to remind yourselves of the things you can do to help your Preschool succeed.

Program Statement

Good Morning Creative Arts and Preschool views children as being competent, capable, curious and rich in potential. Good Morning Creative Arts and Preschool endeavours to provide a positive learning environment for children to enhance their level of development. Through play and with the guidance of early childhood educators, children will develop their:

- 1) Curiosity, initiative and independence;
- 2) Self-esteem and decision-making capabilities;
- 3) Positive social interaction within their peer group; and
- 4) Gross and fine motor skills.

At Good Morning Creative Arts and Preschool, our staff are encouraged to develop programming that personalizes the children's experiences based on their interests and skill levels.

The programs offered are a reflection of research, theory and practice and are consistent with Ministry of Education policies, pedagogy and curriculum. We reference the following Ministry documents:

- *How Does Learning Happen? Ontario's Pedagogy for the Early Years*
- Ontario Early Years Framework
- Early Learning for Every Child Today (ELECT)

Our educators use *How Does Learning Happen? Ontario's Pedagogy for the Early Years* to guide their practice. *How Does Learning Happen?* is a professional learning resource guide — provided by the Ministry of Education. It is about learning through relationships for those working with young children and families.

In conjunction with *How Does Learning Happen?* (HDLH), our Program Statement is organized around the following “four foundational conditions that are important for children to grow and flourish” (HDLH, p.7). The approaches speak to the strategies that educators use in implementing activities and curriculum to achieve stated goals. Essentially the approaches speak to what you might “see” in the program, as well as things we’ve put in place behind the scenes towards achieving each goal.

Well-being of Children at Good Morning

Every child is developing a sense of self, health, and well being” (HDLH, p. 12).

Goal: To promote the health, safety, nutrition and well-being of children, *Good Morning* is committed to:

1. Provide well balanced nutritious snacks in accordance with the Canadian Food Guide;
2. Encourage physical exercise and activities during gross motor time that promote healthy living;
3. Promote self regulation;
4. Provide a safe environment while still encouraging children to explore their world and develop their interests.

Approaches for achieving this goal:

- 1) Provide, encourage and model all aspects of healthy and active living including nutritious food and eating habits. Snacks will include food choices from at least two food groups. Allergy protocols to ensure healthy and safe environments for all children.
- 2) Promote and model hygiene practices are followed to ensure the health and safety of all children, staff, and families.
- 3) Network with community resources for things such as speech and language, Early Intervention, children's mental health, and other resources for healthy development.
- 4) Ensure open communication with members of the schools we partner with to ensure the health and safety of each child.
- 5) Ensure that all communication with the members is professional and confidential.
- 6) Daily health assessment of children are done when children enter the program.
- 7) Ensure communication with parents about health and well-being of children is done daily or when needed.
- 8) Ensure all documentation and administration of medication is accurate, followed correctly and meeting all regulations.
- 9) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate;

Goal: To incorporate indoor play, gross motor play, as well as active play, rest time and quiet time, and give individual consideration to the needs each child, Good Morning is committed to:

1. Provide children with a variety of indoor gross motor play. Because Good Morning follows a nursery school model, we do not have outdoor play sessions;
2. Provide children with quiet activities and one-on-one storytime;
3. Provide flexibility in daily scheduling to meet the individual needs of children, within the parameters of space availability and ratio requirements.

Approaches for achieving this goal:

1. Children will spend a minimum of 15 minutes per half-day engaging in active play;
2. Toys for both gross motor and quieter activities are available;
3. Encourage alternate quiet activities for children who are seeking less stimulating play;
4. Monitor children's engagement in activities to determine optimal transition periods and scheduling.

Belonging: Community at Good Morning

"Every child has a sense of belonging when he or she is connected to others and contributes to their world" (HDLH, p.12)

Goal: To support positive and responsive interactions among the children, parents, child care providers and staff;

Good Morning Creative Arts and Preschool believes that staff, family and community are essential to providing a supportive environment for positive learning experiences.

Approaches for achieving this goal:

- 1) Each child is greeted upon arrival with positive communication.
- 2) Staff, volunteers and students get down to the children's level when interacting with them.
- 3) Children are validated with warm, calm and responsive positive affirmations.
- 4) Children are encouraged to share stories from their own experiences.
- 5) Parents are always welcome in the classroom and Good Morning has an 'open door' policy for parents and caregivers of children in the program.
- 6) Staff, volunteers and students are supported in providing positive interactions with parents at drop-off and pick-up times.

Goal: To foster the engagement of and ongoing communication with parents about the program and their children, Good Morning is committed to:

- 1) Provide parents and caregivers with regular communication in a variety of formats;

- 2) Provide opportunities for parents and caregivers to engage in their children's experiences;
- 3) Respect and value the parent or primary caregiver as the experts in their child's well-being.

Approaches for achieving this goal:

- 1) Parents are welcome to visit the classroom and observe their child at any time;
- 2) Staff engage children in sharing stories from home or sharing special objects during Show & Tell activities;
- 3) Monthly newsletters are sent to parent;
- 4) Updates, notices and stories are shared with parents through email and social media (where permission is given);
- 5) Program documentation is available for parents to view in the hall at drop-off;
- 6) Special events and social activities are organized to include children, their siblings and caregivers throughout the year (Meet the Teacher night, special performances on weekends for families, annual picnic, winter family sing-a-long, Vernissage);
- 7) Parents are encouraged to discuss the development of their child with the Director and teachers at any time throughout the year;
- 8) A "yearbook" of pictures and observations will be prepared for each child and given out at the end of each year, for those children in the core programs.

Goal: To involve local community partners and allow those partners to support the children, their families and staff, Good Morning is committed to:

- 1) Provide opportunities for children to learn more about their community and make connections with the real world;
- 2) Establish connections with local community members.

Approaches for achieving this goal:

- 1) Do art projects that focus on features of the local community;
- 2) Shop locally for art, snack and other classroom supplies where possible;

- 3) Involve children in supporting community initiatives such as Holiday Hampers and food drives;
- 4) Support co-op students from local colleges by offering supervised placement opportunities;
- 5) Network with other nursery schools and services offering local workshops of interest to staff, volunteers, students as well as caregivers and families registered in our programs.

Engagement of Children at Good Morning

"Every child is an active and engaged learner who explores the world with body, mind and senses" (HDLH, p. 12)

Goal: To support staff and others who interact with the children at Good Morning Creative Arts and Preschool in relation to continuous professional learning, the school is committed to:

- 1) Engage all staff in continuous learning through a variety of learning activities and opportunities, as well as mandatory professional development experiences.

Approaches for achieving this goal:

- 1) Frequent team meetings and one-on-one coaching discussions with the Director.
- 2) Board of Directors provides financial support in support for ongoing learning opportunities.
- 3) School is a member of the Nursery School Network and the Child Care Provider Resource Network, and encourages networking with other centres, attendance at workshops, webinars, and local professional development seminars.

Goal: To foster the children's exploration, play and inquiry, Good Morning is committed to:

- 1) Providing a vibrant play-based program for children, which fosters individualism, creativity and socialization;
- 2) Promote a sense of curiosity and discovery in children.

Approaches for achieving this goal:

- 1) Provide an open ended art centre with a variety of materials to encourage individualism and creativity.
- 2) Provide a variety of art elements in all programming to help children explore the world.
- 3) To discover each child's individual interests, the staff observe, listen and talk with the children.

Goal: To support child-initiated and adult-supported experiences, Good Morning Creative Arts and Preschool is committed to:

- 1) Engage children in active, creative and meaningful exploration and inquiry through art and play;
- 2) Encourage staff to be co-learners with children.

Approaches for achieving this goal:

- 1) Engaging in open ended art exploration and asking children thought-provoking questions to help understand each child's perspective and interests.
- 2) Provide materials and activities that support children's interests;
- 3) Staff invite children to assist in planning programming, such as choosing thematic art programming based on the season, on significant local events, or books read in class;
- 4) Staff are encouraged to spend time exploring the world through the children's eyes.

Goal: To plan for and create positive learning environments and experiences in which each child's learning and development will be supported, Good Morning Creative Arts and Preschool is committed to:

- 1) Create a safe environment where staff and children can explore and their learning without fear of failure.
- 2) Provide space and opportunities rich in potential for discovery, creativity and learning.

Approaches for achieving goal:

- 1) Staff encourage children to be respectful of the ideas of others, and model respectful behaviour by encouraging individual contributions to the program;
- 2) Classroom environments incorporate a feeling of safety and coziness by using soft furnishings, familiar toys and creating art from items found in the child's everyday life;
- 3) Staff are given the opportunity to select and shop for resources for their own programs, based on the individual preferences of the children in their care;
- 4) Staff actively engage children in planning programming activities based on their interests;
- 5) Staff are encouraged to be flexible by incorporating spontaneous learning opportunities when they arise.

Expression and Communication by Children at Good

Morning

"Every child is a capable communicator who expresses himself or herself in many ways" (HDLH, p. 12)

Goal: To encourage the children to interact and communicate in a positive way and support their ability to self-regulate, Good Morning is committed to:

- 1) Provide opportunities for children to creatively express themselves in a variety of ways;
- 2) Role model positive communication and interaction strategies.

Approaches for achieving this goal:

- 1) Allow time for free uninterrupted play and the choice of a variety of interest/learning centres to encourage interaction;
- 2) Staff speak to children using positive words and tone;
- 3) Staff model empathy and self-regulation for children;
- 4) Staff encourage problem-solving with their peers through emotional expression and reflecting on how others feel;

- 5) Staff help children to develop their own unique calming strategies.

Supporting Special Needs Programming and Individualized Support Plans

Good Morning Creative Arts and Preschool will accommodate the current and updated individualized support plan of each child with special needs that will be developed by staff, parents and outside support agencies. The Director will ensure that an individualized support plan is in place for each child with special needs. The plan will include instructions of the child's use of support or aids or if necessary the child's use of or interaction with the adapted or modified environment.

The plan includes a description of supports or aids or adaptations or other modifications

to the physical social and learning environment, where possible. The plan includes a description of how the centre will support the child to function and participate in a meaningful and purposeful manner. Please note that our facility is not wheelchair accessible.

PROGRAM STATEMENT IMPLEMENTATION POLICY

Educators, families and children work together to create a sense of community rich in individualized attention to each child's interests and stage. Play-based learning with a strong emphasis on artistic expression is a core value and central to program development at Good Morning Creative Arts and Preschool. The Program Statement describes the goals of its programming and the approaches taken to ensure those goals are implemented.

Registration

The Director of the Preschool keeps a running waiting list (pre-registration forms) for all programs. All new requests are retained in chronological order and spaces are allocated on a first come, first served basis. The waiting list is kept by Director and parents are able to call or email to determine where their child falls on the waiting list for the program they have pre-registered for.

GMCAPS pre-registration is ongoing for the following Preschool year. In the core

(morning) program registration priority is given to those children already in this program, then to siblings of children who are or have been in this program, current or alumni, finally to the siblings of children who are or have been in the afternoon programs. In the afternoon program, registration priority is given to those children moving up from the core (morning) programs to either those children who are already in the afternoon program and finally to the siblings of children who are or have been in the afternoon programs. There is no registration priority for the Creative Arts after-school program.

All current and alumni families must register during the pre-registration process to be eligible for a priority placement. (Deadline for priority placement for alumni families wishing to pre-register for the following September is January 15th.)

After the pre-registration process is complete any available spaces are allocated to children on the waiting list on a chronological basis. Any spaces remaining after the waiting list is exhausted will be allocated on a first come, first served basis to the first families who submit their complete registration package to the school.

Registration is not considered confirmed until all forms have been completed and submitted to the school.

AGE OF CHILDREN

Children enrolled in the Toddler Program must be 18 months-30 months old by September 1st of the school year. Children enrolled in the Preschool and Beyond Program must be 31 months-4 years old by September 1st of the school year. Children enrolled in the Storyscapes program must be 3-6 years old by September 1st of the school year. Children in the Creative Arts After School Program must be in JK-Grade 6.

WAITING LIST POLICY

The Director of the Preschool keeps a running waiting list (pre-registration form) for all programs. All new requests are retained in chronological order and spaces are allocated on a first come first serve basis. Good Morning's pre-registration for current and alumni families takes place in February for the following Preschool year. In the core program, priority is given to those children already in this program then to siblings of core families (past or present), and then to siblings of children in Creative Arts (past or present.) Sibling priority is in effect until January 15th for the following school year.

In the afterschool program, priority is given to those children returning to the same afterschool program.

Siblings of children who attend or have attended Creative Arts Afterschool only are not eligible for sibling priority.

All current and alumni families must complete the appropriate pre-registration form to guarantee a space for their child(ren) for the following September.

After the pre-registration process is complete, any available spaces are allocated to children on the waiting list on a chronological basis. Any spaces remaining after the waiting list is exhausted will be allocated on a first come first served basis to the first families who submit their complete registration package to the school.

Waiting list will be kept by Director and parents will be able to call or email to determine where their child falls on the waiting list for the program they have pre-registered for.

Days and Hours of Operation

GMCAPS operates from September through June at the following times:

- Toddler - Tuesday and Thursday from 9:00 am to 11:30 am
- Preschool and Beyond - Monday, Wednesday, Friday from 9:00 am to 11:30 am
- Preschool and Beyond Lunch Club: Mon, Wed and Fri from 11:30-1pm
- Preschool and Beyond Extended Day: Mon, Wed and Fri from 1-3pm
- Storyscapes (3-6year olds) - Tuesday and Thursday from 1:00 pm to 3:00 pm
- Storyscapes Lunch Program - Tuesday and Thursday from 11:30 am (pick up from area schools) or noon (drop off at Good Morning) to 1:00 pm
- Creative Arts Afterschool (Kinder-Grade 6) Tues-Thur 3:30pm (pick-up at area schools) or 4pm (drop off) to 5:30 pm

Please note that classes and programming may change from year to year, based on demand and staff availability. Minimum registration required to run any of our programs.

We are closed for statutory holidays but not for the professional development days of public school. Please remember class time is for our children. The teachers focus on welcoming them from the moment the school begins. Please arrange to discuss school business with the teachers outside of school hours.

Payment of Fees

In order to secure a place in the school, a non-refundable registration fee, payable by EMT on the date of registration, must be sent to gmcapsregistrar@gmail.com

Fees are as follows:

- Toddler: \$260/month
- Preschool and Beyond: \$330/month
- Preschool and Beyond Lunch Club: \$55/month for 1 day/week; \$100/month for 2 days/week; \$145/month for 3 days/week
- Preschool and Beyond Extended Day: \$110/month for 1 day/week; \$200/month for 2 days/week; \$295/month for 3 days/week
- Optional Lunch Club Drop-in (Monday-Friday): \$20/lunch
- Storyscapes: \$110/month for 1 day/week; \$200/month for 2 days/week
- Storyscapes Lunch: \$55/month for one day; \$100/month for 2 days/week
- Creative Arts Afterschool (Kinder-Grade 6): \$95/month for 1 day/week
- School Pick-up is \$15/month for 1 day/week
- One-time registration fee of \$80 will be accepted by EMT to gmcapsregistrar@gmail.com

GMCAPS has pre-authorized direct debit for monthly program fee payments. Starting in August monthly program fees will be debited on the first of every month, or the next business day, and will run up to and including May. Families must complete a direct debit consent form. Tax receipts are issued to all families for their child's fees.

Parents are also reminded that a fundraising levy of \$60 will be charged twice per year.

Parents are responsible for reimbursing the Preschool for bank charges due to NSF cheques and/or any charges associated with monthly program fee debits that cannot be processed

Withdrawal

Most children will have settled in by mid-October. In the event that a child has extreme difficulty adjusting to the program, parents may be asked to withdraw their child from the group. The request for withdrawal is determined by the Director with the support of the Board's President.

Notice of Withdrawal/Refunds

If a member wishes to withdraw their child(ren) from GMCAPS, one full calendar month's written notice must be given to the school Registrar. For withdrawal to be effective on the first day of a particular month, written notice must be received by the first day of the previous month. Mid-month withdrawals will not be accepted. A verbal message of withdrawal will not be accepted. Withdrawals after April 1st will not receive a refund. March 1st is the final notice date for program withdrawal by April 1st.

If a child is temporarily withdrawn, a permanent space can be guaranteed only through full financial support during the child's absence. Good Morning Creative Arts and Preschool may terminate services if policies are not followed or fees not paid.

No refunds will be given if the preschool is closed due to unforeseen circumstances such as utility failures, outbreaks, severe weather or natural disasters. As a result, GMCAPS cannot refund any portion of childcare fees during these types emergency closures.

Communication/Newsletter

Parents are encouraged to discuss the development of their child with the Director and teachers any time throughout the year.

Teachers will post photos and stories on the school's website and on Facebook for those that have authorized.

A newsletter is sent to parents seasonally, via email, to inform them of Preschool activities and upcoming events.

Prohibited Practices

Good Morning Creative Arts and Preschool wants to ensure that children have a safe and positive experience that promotes their growth as a learner. To this end, the Director or designate will observe staff interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions. The following practices are not supported by our facility:

Locking the exits of our facility from the inside;
Using a lock or lockable room or structure to confine a child that has been

withdrawn from the group;

Abusing a child physically, verbally or emotionally;

Depriving a child of basic needs including food, drink, shelter, clothing or toilet use;

Using corporal punishment or forcing a child to eat or drink against their will;

Using deliberate harsh or degrading measures that would humiliate the child or undermine his or her self-respect.

In the event that the Director or designate observes or is made aware of any practice that is not supported, they will address the issue with the staff member, student or volunteer according to the measures for dealing with contraventions outlined in the policies and procedures.

Student and Volunteer Supervision

GMCAPS is committed to supporting the safety and well-being of children in its licensed child care facility.

Direct unsupervised access (i.e. when an adult is alone with a child) is not permitted for persons who are not employees of GMCAPS, such as volunteers and students.

Parent Responsibilities

FUNDRAISING

Fundraising is an important and necessary aspect of a parent-run Preschool. Not only does it increase revenue without raising fees, it nurtures a community spirit within the group and raises visibility within the larger community. We are busy families; that is why it is important that we all do our share.

There will be Fundraising Levy of \$120 per child automatically withdrawn with your tuition in two installments of \$60 at the beginning of November and April. You will automatically be given tickets to all theatre and fundraising events, which may be held off the premises, for your immediate family - parents, the registered child and their siblings. If any additional tickets needed, they can be purchased at the door or in advance from your class rep or teachers. This will facilitate the distribution of tickets for our school community events.

Generally, we hold two main fundraising events each year. In the past this has involved selling tickets to an exclusive shopping event and selling tickets for fundraising plays or musical performances. These events change from year to year based on interest.

VOLUNTEER TASKS

*** Optional for CA Afterschool and CA Storyscapes programs***

All parents are required to volunteer for tasks essential to the operation of the Preschool regarding everything from holding a Board position to making play dough. A sign-up sheet is included in the registration form. No opt-out fee is available for these tasks.

Ministry regulations require that the Preschool's toys be washed on a regular basis. We require all parents with children in the core morning programs to share in this task in order to comply. Therefore, each family will be allotted a time during the year. This schedule will be available at the Orientation Evening in the Fall.

ARRIVAL AND PICK-UP

Young children depend on routines for their own sense of security. We ask all parents/caregivers to arrive and pick-up punctually. When parents arrive, they must notify a teacher of their child's presence. Similarly, staff must know when a parent is leaving with a child. Unless otherwise arranged, children will not be released to anyone other than those specified on the admission forms. Staff reserves the right to request identification.

CLOTHING AND POSSESSIONS

Since many of the activities are messy, children should attend school in washable play clothes. Each core morning children should have a complete change of clothes in his/her bin at the school, and each article of clothing should be labeled with the child's name.

If a child requires a diaper, it is the parent's responsibility to provide a clean diaper for each day that the child attends school. GMCAPS uses non-fragrant baby wipes.

Each day, we request each child bring his/her own drink in a reusable labeled and spill-proof cup. Please note: No prepackaged disposable juice boxes please.

The staff prefers that children not bring toys from home. If a child needs or wants to bring a toy to the school, the parents should explain to the child that it should be placed in their bin during school. In the three-year old program, each child can

bring a favourite item from home for their "Show and Tell" day.

For hygienic reasons, children are not to bring bottles and pacifiers to school.

SNACK, ALLERGIES AND BIRTHDAYS

Food that is being eaten before school must be finished outside as some children have severe allergies (see page 18 for the Anaphylaxis policy). Hygiene also being another obvious concern.

Children will be served a snack each day consisting of crackers, muffins or low-sugar cookies and fruit/veg in addition to the drink provided from home. Parents are required to notify the Director of any allergies or special dietary needs that their child may have. This will be posted on the bulletin board. Please note that the Preschool strives to be a peanut-safe environment and no nut or nut products should be brought into the classrooms. On birthdays parents often bring a special treat such as Rice Krispie squares or cookies. Parents should notify teachers of their intent in case of allergies in the class.

Behaviour Management

Children are disciplined in a positive manner at a level that is appropriate to their actions and ages in order to promote self-discipline, ensure health and safety, respect for the rights of others and to maintain equipment. Spanking and other forms of corporal punishment are not permitted. A list of the prohibited practices can be found in the *GMCAPS Policies & Procedures (2016)* on our website: www.gmcaps.com. The teachers work together with the children to problem-solve situations and behaviours that are not appropriate in our classroom setting. The children are redirected to other activities and are taught positive approaches while being assured that it is the act we do not approve of, not the child.

Health and Safety

Parents should keep their child at home if they have a communicable disease, or have had a fever of over 100 degrees Fahrenheit, diarrhea or vomited within the last 24 hours. Staff will not administer any medication, other than for life-threatening allergic reactions. The staff reserves the right to send home a child who arrives sick at school.

Children are required to have safe indoor footwear with closed toes and no slip ons. Please no necklaces or strings on clothing.

We do not leave the grounds of the building for outings as part of our regular programs.

Parents of the children in the Preschool and Beyond Program are asked to wait out of sight at the end of the class until all children are back in the classroom. This will help to avoid any rushing in the hallways when leaving gross motor room.

Children do not participate in any activities off the grounds of 174 First Avenue, during program times.

ANAPHYLAXIS POLICY

Good Morning Creative Arts and Preschool purchases snacks for all programs ensuring that all food is peanut/nut safe. All parents who are providing special snacks are asked by the staff to ensure baked goods are peanut/nut free. Parents of children in the lunch program are also advised and reminded through newsletters

that lunches must be peanut/nut free. Teachers in the lunch program continually monitor contents of lunches to the best of their ability.

At the beginning of the school year, parents of children using Epipens must meet with all teachers to train them on the use of the Epipen with their child. A written, individual plan is kept and signed with specific instructions for each child as authorization for the teachers to use the Epipen when necessary.

Emergency Phone Contact and Shelter

The school's emergency cell phone number is (613) 276-7974. If it is necessary to vacate the building because of fire or another emergency, the children will be taken to the basement of St. Giles Church, across the street from the GMCAPS.

Where emergencies have occurred that did not require evacuation of the child care centre, the Director must provide a notice of the incident to parents/guardians by email. Where an emergency requiring evacuation or immediate pick up of children has occurred, the Director will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children by phone.

The school has Emergency Management Policies and Procedures in place. The full document, setting out emergency measures for immediate response to an emergency, steps taken during an emergency and recovery from an emergency are found in Appendix 1 of the *Policies and Procedures*.

Addressing Parent Concerns

Parents/guardians are encouraged to take an active role in Home Child Care and regularly discuss what their child(ren) are experiencing with the Director or staff at the Preschool. All issues and concerns raised by parents/guardians are taken seriously by the Preschool 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 2 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.

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 Family and Children's Services).

Good Morning 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, home child caregiver and/or staff feel uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Director.

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 Family and Children's Services directly.

Complaints will also be logged in Good Morning's daily log.

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 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, etc.) where appropriate.