



THE LITTLE SCHOOL

Centre for Integral Development

PARENT INFORMATION AND POLICIES HANDBOOK



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The Little School

The Little School, Centre for Integral Child Development, was founded in 1985 by Elsa Valdes and Enrique Roman. From the very beginning, the centre established a strong reputation for its educational focus, which continues to be a defining feature of our program today.

In 1989, The Little School became a non-profit, charitable organization and began receiving funding from the City of Ottawa. We are licensed by the Ministry of Education and governed by a volunteer Board of Directors. The Board is elected annually and is made up of parents of enrolled children as well as members of the wider community.

This handbook is provided to all current families and prospective parents considering enrolment. It is also available on our website. Any updates to the handbook will be shared electronically with families, and printed copies can be provided upon request.

Licensing: Standards, Legislation and Inspections

In Ontario, any individual or organization caring for six or more unrelated children under the age of 10 must be licensed by the Ministry of Education. This includes all centre-based child care programs.

Licensed child care programs are required to meet and uphold the provincial standards outlined in the Child Care and Early Years Act, 2014 (CCEYA). These standards are designed to support the health, safety, and developmental needs of all children in care.

To ensure compliance, Ministry of Education staff conduct unannounced inspections of licensed programs at least once per year. These inspections serve to:

- Confirm that provincial standards are being met
- Issue or renew licenses
- Investigate complaints
- Monitor programs that may be experiencing challenges in meeting licensing requirements

Inspection and licensing reports for all licensed home-based and centre-based programs are publicly available through the Licensed Child Care Finder.

For more detailed information about child care licensing in Ontario, please visit the Ministry of Education website: [Operating a Licensed Child Care Program](#).

Public Health Inspections



In addition to Ministry of Education licensing inspections, The Little School is inspected regularly by **Ottawa Public Health**. Public Health inspections focus on infection prevention and control practices and overall health and safety.

Inspection reports for licensed child care programs are made publicly available by Ottawa Public Health. The Little School cooperates fully with all inspections and follows any directions provided by Ottawa Public Health.

Programs and Age Categories

The Little School offers full-day, licensed child care in the following age groups:

Infants: 6 weeks to 18 months

Junior Toddlers: 18 to 30 months

Senior Toddlers: 24 to 36 months

Junior Preschoolers: approximately 2½ to 3½ years

Senior Preschoolers: approximately 3 to 4 years

Kindergarten: approximately 3.8 to 5 years (up to December 31 of the school year)

Our licensed capacity and age groupings follow the requirements of the Child Care and Early Years Act, 2014 (CCEYA) and our Ministry of Education licence.

Our services include full-day child care, daily outdoor play, active and quiet play, rest time, and participation in the Canada-Wide Early Learning and Child Care (CWELCC) system.

Philosophy

"The child learns through play, and through playing, the child learns that learning is fun."

At The Little School, we believe that play is a powerful tool for learning. Through engaging, hands-on experiences, children develop curiosity, confidence, and a sense of joy in discovery.

Our program is designed to support the whole child, with the following core objectives:

- 1. To promote balanced physical, social, intellectual, and emotional development.*
- 2. To encourage children to explore their potential, fostering optimal learning and self-growth.*
- 3. To nurture essential skills in a way that is both enjoyable and meaningful, inspiring a lifelong love of learning.*

Program Statement

“The Little School nurtures each child’s potential through play-based, inclusive, and nature-rich learning, fostering a lifelong love of learning in partnership with families and the community.”

At The Little School, we recognize that play is essential to early childhood development. Through play, children explore their natural curiosity, develop critical thinking skills, and build the foundation for lifelong learning.

Our program provides individualized attention within a structured yet flexible environment, allowing children to follow their interests while receiving the support they need to grow.

We are guided by Ontario’s pedagogical frameworks, *How Does Learning Happen?* and *Early Learning for Every Child Today (ELECT)*, which center around the following core principles:

- **Belonging:** Creating a sense of connection to others and to the community.
- **Well-being:** Supporting children’s physical and emotional health, safety, and comfort.
- **Engagement:** Fostering active involvement, curiosity, and exploration.
- **Expression:** Encouraging communication, creativity, and self-expression in all forms.

Our goals include:

- Promoting children’s health, safety, nutrition, and overall well-being
- Encouraging warm, responsive, and respectful relationships
- Supporting the development of self-regulation and effective communication

- Providing a balanced daily routine that includes indoor and outdoor play, active and quiet time, and rest
- Engaging families and the broader community as active partners in children's learning

Program planning is based on continuous observation, reflection, and responsiveness to each child's individual needs, interests, and developmental stage. We are committed to ongoing professional development and reflective practices that help us adapt, grow, and provide high-quality care.

In alignment with Ontario Regulation 137/15, section 46, our approaches also include:

- **Active play and outdoor exploration every day**, in all seasons, to promote children's physical health and gross-motor development.
- **Ongoing communication with families** through daily conversations, Lilio, and formal meetings, so that parents are true partners in their child's learning.
- **Collaboration with community partners** (for example, Ottawa Public Health, community agencies, and local schools) to support children and families when additional services are needed.
- **Continuous professional learning for educators**, including training, reflective practice, and regular review of our program statement.
- **Documenting and reviewing the impact** of our strategies on children and families through observations, program evaluations, and family feedback.

Hours and Days of Service

The Little School is open year-round from 7:00 am to 5:45 pm, Monday to Friday, except for the following days:

Month	Statutory Holidays
January	<ul style="list-style-type: none"> • New Year's Day
February	<ul style="list-style-type: none"> • Family Day
April	<ul style="list-style-type: none"> • Good Friday • Easter Monday
May	<ul style="list-style-type: none"> • Victoria Day
July	<ul style="list-style-type: none"> • Canada Day
August	<ul style="list-style-type: none"> • Civic Holiday
September	<ul style="list-style-type: none"> • Labour Day • National Day of Truth and Reconciliation*
November	<ul style="list-style-type: none"> • Remembrance Day*
October	<ul style="list-style-type: none"> • Thanksgiving
December	<ul style="list-style-type: none"> • Christmas Day • Boxing Day

The Little School will remain open on the **National Day for Truth and Reconciliation** and **Remembrance Day**. In recognition of these important days, they will be observed during our **winter holiday closure**, which takes place from **Christmas to New Year's Day**.

When **Christmas Eve** or **New Year's Eve** falls on a weekday, the centre will close early at **1:00 p.m.**



In addition, The Little School will close **four days per year** to support the **professional development** of our staff. These dates will be communicated to families each September through Lilio (formerly HiMama).

Lilio is our secure **parent communication app** used for daily attendance, messaging with educators, and receiving updates, reminders, and documentation. Families can access Lilio through a **mobile app or web browser**. New families will receive an invitation to join Lilio during the registration process.

Waitlist Policy

The Little School manages its enrollment through the City of Ottawa Child Care Registry and Waitlist (CCRAW). Families interested in registering their child at The Little School must first create a profile and submit an application through the CCRAW system.

There is **no fee or deposit** to place your child on the City of Ottawa Child Care Registry and Waitlist or on The Little School's internal waitlist.

When offering spaces, we consider the following priorities:

- Supporting the needs of children currently enrolled
- Children of The Little School staff
- Siblings of currently enrolled children

While we aim to offer spaces based on the order of application date on CCRAW, other factors are also considered, including:

- The age of the child
- The capacity of the program
- The timing of the vacancy
- The ability of the program to meet the child's individual needs

Families may contact the Assistant Supervisor at any time to request **general information about their child's position** on the waitlist. To protect privacy, we do not share information about any other children or families on the list.



When a space becomes available, we will contact the family to schedule a meeting. This meeting allows us to discuss the child's needs and the details of our program. If both the family and The Little School agree it is a good fit, the registration process will proceed online.

Registration

As part of the enrollment process, parents are required to complete all forms mandated by the *Child Care and Early Years Act, 2014 (CCEYA)*. These forms are included in the registration package and must be submitted by the deadline provided by the Assistant Supervisor. All completed documents will be kept in the child's confidential file.

It is the responsibility of parents to keep the program informed of any changes to the following:

- Phone numbers
- Addresses
- Emergency contacts
- Immunization records
- The child's health status

Keeping this information up to date ensures we can provide the best care and respond appropriately in case of an emergency.

Integration into the Program

To support a smooth transition, each child's integration into the program will take a minimum of **three days**. The specific integration plan will be tailored to the child's needs and determined in collaboration with the **Assistant Supervisor**.

We recognize that every child adjusts differently. If needed, the integration period can be extended at the request of the parents to ensure the child feels safe, comfortable, and confident in their new environment.

Enrollment and Transitions

Our annual enrollment period takes place between **April and June**, with the school cycle running from **September to the end of August**. Each year, families will receive a survey asking whether their child will continue at The Little School for the upcoming school cycle or be withdrawn. The survey will include a response deadline.

If your child will be continuing, the **Assistant Supervisor** will inform you of the program your child will be transitioning into, along with the **start date** for the new program.

While transitions and enrollments typically occur at the start of the school cycle, exceptions may be made throughout the year. In the case of an unexpected discharge, and if your child is age-appropriate and developmentally ready, the Assistant Supervisor may contact you to discuss an earlier transition.

Children who turn **four years old by the end of December** will graduate from The Little School and move on to their next stage of learning—**Big School**.

Canada-Wide Early Learning and Child Care System

The Little School is proud to participate in the **Canada-Wide Early Learning and Child Care (CWELCC) System**, an initiative aimed at making child care more affordable for families across Ontario.

As part of this system, our daily fees have been reduced to **\$22.00 per day**, with a planned reduction to **\$10.00 per day** as the system is fully implemented. We will continue to update families through **Lilio** or email whenever the government announces new fee reductions or any changes that may impact your family.

Base Fees (Effective January 1, 2025):

Program	Monthly Fee	Base Fee
Infants	\$478.50	\$22.00
Jr. Toddlers	\$478.50	\$22.00
Sr. Toddlers	\$478.50	\$22.00
Jr. Preschoolers	\$478.50	\$22.00
Sr. Preschoolers	\$478.50	\$22.00
Kindergarten	\$478.50	\$22.00

Non-Base Fees:

- Fob deposit: \$20 each (cash only). For more information, please refer to page 38.
- Late pick-up fee: \$20 after the first 10 minutes (cash only). For full details, see page 15.



Child Care Fee Subsidy (City of Ottawa)

The Little School has a **service agreement with the City of Ottawa Children's Services** and accepts families who receive a **child care fee subsidy**.

Child care fee subsidy is a financial assistance program that can help families with low and moderate incomes with the cost of licensed child care. Eligibility is determined by the City of Ottawa.

Families can learn more and apply through the **City of Ottawa Child Care Fee Subsidy** website or by calling **3-1-1** and asking for Children's Services.

If your child receives a subsidy, questions about your assessed parental contribution, allowed absent days, or changes to your eligibility must be directed to your **City subsidy caseworker**.

Fee Payment Policy

This section applies only to full-fee families. If your child receives a subsidy from the City of Ottawa, please contact your subsidy caseworker directly with any payment-related questions.

Program Fees

- Parents/Guardians will be charged on the **first day of the child's attendance**, and on the **first day of each subsequent month**.
- **Full fees apply** regardless of absences due to holidays, illness, or personal leave.

Accounts

- An individual account will be created for each family.
- **Year-end receipts** for income tax purposes will be issued annually.

Payments

- **Automatic Monthly Bank Withdrawal** is the only accepted method of payment.
- Upon registration, families will receive a **Direct Withdrawal Consent Form**, authorizing The Little School to process monthly fee payments directly from your bank account.
- Withdrawals are typically processed on the **1st day of each month**.

Late or Non-Payments

- The Little School reserves the right to **discontinue child care services** if an account is more than **90 days overdue**.
- In exceptional circumstances, alternate payment arrangements may be considered at the sole discretion of The Little School. However, the centre is under no obligation to grant such accommodations.

Safe Arrival and Dismissal Policy and Procedures

At The Little School, the safety and well-being of every child is our top priority. We have established clear procedures to ensure that children are only released to authorized individuals and that all arrivals, absences, and dismissals are closely monitored.

Releasing a Child from Care

Children will only be released to:

- A parent or legal guardian, **or**
- An individual for whom written authorization has been provided by the parent/guardian.

Children will never be released without supervision. It is the responsibility of parents/guardians to notify the centre of any changes in pick-up arrangements or absences.

Accepting a Child into Care

At drop-off, program staff must:

- Greet the parent/guardian and child warmly.
- Ask how the child's evening or morning has been and inquire about any changes to the regular pick-up procedure.

- If someone other than the parent/guardian will be picking up the child, staff must:
 - Confirm that the individual is listed on the child's emergency contact file, or
 - Request written authorization (e.g., a note or email) if the person is not on file.
- Document the change in the daily log.
- Sign the child in on the classroom attendance record.

When a Child Has Not Arrived as Expected

If a child is expected but has not arrived and no communication has been received:

- The classroom staff must inform the Office and attempt to contact the parent/guardian **by 10:00 a.m.**, sending a message via **Lilio** (our communication app).
- If there is no response, a follow-up **phone call** will be made by **10:45 a.m.**
- Once the child's absence is confirmed, it must be documented on the attendance record and in the daily written log.
- Your child's latest drop-off is before the program's lunch begins. Please check with your child's educators the exact time. If they have not arrived by that time, they cannot attend for the rest of the day.

Releasing a Child at Pick-Up

At pick-up, staff must:

- Release the child **only** to the parent/guardian or an authorized individual.
- If the staff member does **not recognize** the individual:
 - Confirm identity with another staff member, **or**
 - Request **photo identification** and verify it against the child's file or written authorization.

Late Pick-Up Procedure

If a child has not been picked up by the agreed-upon time:

1. Staff will call the parent/guardian to notify them that the child is still in care.
2. If the parent/guardian cannot be reached, staff will:
 - Call emergency contacts listed on the child's file.
 - If a known authorized individual is supposed to pick up the child, contact the parent/guardian first, then the authorized individual if necessary.
3. One staff member will remain with the child while the second continues attempts to reach an authorized contact.
4. If no authorized person can be reached **by 6:30 p.m.**, staff will contact the **Children's Aid Society (CAS)** at **613-747-7800** and follow their guidance on next steps.

Unreported Absences ("No Show")

If a child is scheduled to attend and has not arrived by the latest drop-off time for their program, and we have **not** heard from the parent/guardian:

- Staff will follow the safe-arrival steps outlined above (for example, Lilio message and phone call).
- If we are unable to confirm the child's whereabouts and there are concerns for the child's safety, we may be required to **contact the Children's Aid Society or police**, in keeping with our legal duty to report under the Child, Youth and Family Services Act.

Withdrawal and Discharge

Withdrawal by Parent/Guardian

Parents/guardians are required to provide **four (4) weeks' written notice—equivalent to twenty (20) business days—prior to withdrawing their child from the program.**

If the required notice is not provided, families agree to pay fees in lieu of notice. In such cases, any prepaid fees will be applied, and the remaining balance equal to the four-week notice period will be invoiced.

Prorated Fees

The Little School does not prorate fees for partial months of care or for withdrawal dates that do not align with the monthly billing cycle. Once monthly fees have been processed, they are considered final. Families are therefore responsible for all fees up to the end of the required four-week notice period, and full monthly fees will apply if the notice period extends into a new month.

Example: If a family provides written notice of withdrawal on September 15 and their child's last day of care is October 10, the four-week notice period extends into the next billing cycle. Because fees are charged monthly and not prorated, the full month of October will still apply.

Discharge by The Little School

The Little School reserves the right to discharge a child from the program under the following circumstances:

- In the sole discretion of the Supervisor, the child is not adjusting to the program after a reasonable transition period.
- Despite using all available resources, The Little School is unable to adequately meet the child's individual needs.
- The child's behaviour poses a continued risk to the **health, safety, or well-being** of other children or staff.
- There is a **failure to comply** with the terms and policies outlined in the Parent Handbook or in the signed contract.

In all cases, families will be consulted and provided with relevant documentation or observations as part of the process.

Late Pick Up

We rely on families to pick up their children on time each day. Timely pick-up is important not only to meet the standards set by the **Ministry of Education**, but also to respect the personal time and responsibilities of our educators.

We understand that delays due to weather or traffic may occasionally occur. In these cases, we kindly ask that you **call the program** to inform us of your expected arrival time.

Late Pick-Up Fee

Families who arrive **more than 10 minutes past their scheduled pick-up time** will be charged a **\$20.00 late fee** (payable in cash).

- Staff will document the time of pick-up.
- An invoice will be issued, and **payment is due within five (5) business days**.
- **Repeated late pick-ups** may result in the termination of your child's space in the program.

Emergency Contacts

- Prior to starting care, parents/guardians must provide **at least two emergency contacts** who may pick up the child if the parent is unavailable.
- Parents/guardians must inform the **Supervisor or Assistant Supervisor** of any changes to emergency contact details.
- The centre will request updates to this information **at least once per year**, and whenever a child transitions to a new program.

Parents are expected to **exit the building with their child(ren)** no later than the end of the program's scheduled hours.

Procedure for Repeated Late Pick-Up

1. First and Second Occurrence:

- The educator will speak with the parent to understand the reason for the delay and review the late pick-up policy.
- The parent will be asked to **sign a Late Parent Record form** to acknowledge the incident.
- The educator will inform the Supervisor of the late pick-up.

2. Third Occurrence:

- The educator will again review the situation with the parent, who will sign a Late Parent Record form.
- The **Manager** will follow up with the family by phone or in writing to address the issue and work toward a resolution.
- Ongoing lateness may result in **termination of child care services**.

Custodial Issues

In cases involving separated or divorced parents, **The Little School requires a copy of legal custody documents** to enforce any custody or access restrictions.

Without legal documentation on file, staff **cannot deny access** to either parent.

If a parent who **does not have legal access** to the child at the time of pick-up attempts to take the child:

- Staff will immediately contact the **parent with custodial rights** to confirm whether the child can be released.
- The child will remain in care until authorization is received or an appropriate resolution is reached.

This policy is in place to ensure the safety and legal protection of all children, families, and staff.

Reporting Child Abuse

At The Little School, we are committed to the safety, protection, and well-being of every child in our care. Occasionally, situations arise that may raise concerns—such as observing a mark on a child, witnessing a potentially abusive interaction, or noticing behaviours that appear outside the typical range of a child’s experience.

In such cases, we are **legally required** under the **Child, Youth and Family Services Act (CYFSA)** to report any suspicions of abuse or neglect to the **Children’s Aid Society (CAS)**. It is not our role to investigate or determine whether abuse has occurred; that responsibility lies solely with CAS. As mandated reporters, we are also **not permitted to notify parents or guardians prior to making a report**.

While these situations are rare at The Little School, when we have contacted CAS in the past, the response has been compassionate and child-centered. CAS workers are trained to speak to children in a developmentally appropriate and sensitive manner, and to support families and educators when necessary.

Our goal is always to act in the **best interest of the child**, in alignment with the guiding principles of the CYFSA, which emphasize protection, well-being, and early intervention.

We also want to reassure families that:

- **Confidentiality is strictly maintained.** Only those directly involved in the situation are aware of the report.
- Once a report is made, we are **not involved in the investigation** unless further contact is required by CAS.



We appreciate your understanding of our legal and ethical responsibility to protect the children in our care. We remain committed to maintaining **open, respectful, and supportive relationships** with all families.

Guiding Children's Behaviour

At The Little School, our staff, students, and volunteers are dedicated to fostering **positive social interactions** and supporting each child's development of **self-regulation** and **problem-solving skills**.

By modeling positive behaviour and providing consistent support, our educators help children understand their emotions, navigate social situations, and make thoughtful choices. We also encourage parents and guardians to reinforce these approaches at home, promoting a consistent and united approach to supporting children's growth.

Our behaviour guidance practices are in full compliance with the *Child Care and Early Years Act, 2014 (CCEYA)* and **Ontario Regulation 137/15**, which outlines a number of **prohibited practices** that are not permitted under any circumstances:

- **Corporal punishment** of the child
- **Physical restraint** (e.g., confining a child to a high chair, car seat, or stroller as a form of discipline or in place of supervision), unless used only as a **last resort** to prevent harm and only until the risk of injury is no longer imminent
- **Locking exits** or **confining a child** in an area without adult supervision, except during emergencies as outlined in our Emergency Management Policies
- Use of **harsh or degrading measures, threats, or derogatory language** that would humiliate, shame, or frighten a child, or undermine their dignity and self-worth
- **Depriving a child of basic needs**, including food, drink, shelter, sleep, toilet use or clothing
- **Inflicting bodily harm**, including forcing a child to eat or drink against their will



We are committed to creating a safe, supportive, and inclusive environment where every child is treated with **respect, empathy, and care.**

Immunization

The **Child Care and Early Years Act, 2014 (CCEYA)** requires that all licensed child care centres maintain **up-to-date immunization records** for every child enrolled in care.

Parents are responsible for:

- Providing The Little School with a **current copy** of their child's immunization record before the child begins the program.
- **Updating the office** whenever their child receives new immunizations.
- Ensuring that the record remains accurate and complete throughout the child's time at the centre.

Children **cannot be admitted** to the program until this documentation is provided.

Ottawa Public Health encourages families to **update immunization records online** at:

www.ParentingInOttawa.ca/Immunization

If you choose not to immunize your child for medical or religious reasons using Ministry-approved documentation, please contact the **Public Health Immunization Program at 613-580-6744 ext. 24108** to discuss required exemption documentation.

Children's Health

A common question during a child's time at The Little School is:

“When is my child too sick to attend the program?”

To protect the health and well-being of all children and staff, The Little School follows the City of Ottawa Guidelines for Communicable Diseases and Other Childhood Health Issues for Schools and Child Care Centres and any additional direction from Ottawa Public Health (OPH).

If Ottawa Public Health provides specific instructions during an outbreak or for a particular condition (for example, stool samples or extended exclusion periods), OPH direction will override the general timelines in this handbook.

Your child should not attend if any of the following conditions apply:

a) Fever

Your child has a fever of 38°C (100°F) or higher.

→ They must be fever-free and symptom-free for at least 24 hours before returning, without the use of fever-reducing medication.

b) Vomiting

Your child has vomited at the centre or within the last 48 hours.

→ They may return only after 48 hours have passed since the last episode of vomiting.

c) Diarrhea

Your child has experienced diarrhea at the centre or within the last 48 hours. Diarrhea is defined as loose, watery stools occurring more frequently than usual.

→ Children will be sent home after three incidents in one day, or after one incident if:

- The centre is in Outbreak Mode, or
- The diarrhea cannot be contained in the diaper.

They may return only after 48 hours have passed since the last episode of diarrhea.

d) Starting Antibiotics or Other Prescribed Treatment

Your child has been on prescribed medication for less than 24 hours for a condition that requires exclusion according to public health guidance.

→ Children must be on medication for at least 24 hours, be symptom-free, and be able to fully participate in all daily activities before returning.

e) Rash

Your child has a rash that is unidentified by a physician and appears to be spreading, worsening, or is accompanied by other symptoms (e.g., fever, fatigue, behavioural changes). A rash may be considered potentially contagious if it:

- Appears after known exposure to a communicable illness (for example, chickenpox, hand-foot-and-mouth, impetigo, ringworm, fifth disease)
- Is accompanied by symptoms like fever, fatigue, sore throat, or irritability
- Looks blistered, weeping, crusted, or circular with raised borders
- Is spreading quickly or changing in appearance
- Causes significant itching or discomfort

Examples of rashes that are typically not contagious and do not require exclusion (unless other symptoms are present) include eczema, heat rash, diaper rash, allergic reactions, and insect bites. When in doubt, staff may request medical clearance to ensure the safety and well-being of all children.

f) Severe Cold or Respiratory Symptoms

Your child has a severe cold with fever, excessive sneezing, heavy nasal discharge, difficulty breathing, or persistent, uncontrolled coughing.

g) General Unwellness

Your child appears unwell, even without specific symptoms. Signs may include unusual tiredness, irritability, lack of interest in play, or a general change in behaviour or appearance.

Outbreaks

If an outbreak is declared in the centre, we are required to report to Ottawa Public Health and to follow their recommendations. Families will be notified through Lilio or email if an outbreak is declared and will receive any additional instructions needed (for example, extended exclusion periods or testing).

We appreciate your cooperation in keeping our centre healthy. If you are unsure whether your child should attend, please err on the side of caution or consult with a health care provider. Your child must be well enough to **fully participate in all parts of the program** for their comfort and safety.

Medication Policy

To ensure the health and safety of all children, The Little School follows strict procedures regarding the storage and administration of medication. Please review the following guidelines carefully:

a) Medication Packaging and Labeling

- All **prescription and over-the-counter medications** must be in their **original packaging**, with the **child's full name clearly labeled**.
- Medications without proper labeling or packaging will not be administered.

b) Authorization Requirements

- A **Medication Authorization Form** must be completed and signed by a parent or guardian before any medication can be administered.
- The form must include:
 - The medication name
 - Dosage
 - Time(s) of administration
 - Duration of treatment
- Staff must follow the instructions on the medication label or written physician's direction.
- "As needed" ((**PRN**) medications will only be administered when the **conditions for use, maximum daily dose, and maximum number of days** are clearly specified in writing by a physician or on the pharmacy label (for example, asthma puffers or EpiPens).

c) Fever and Pain Management

- Medication to manage **pain or low-grade fever** must be administered at a **specific,**

documented time.

- If a child has a **low-grade fever** for more than 24 hours, they must remain at home until they are:
 - **Fever-free without medication**, or
 - Cleared by a **physician's note** to return.
- Children with a fever of **38°C (100°F) or higher** will not be allowed to stay in the program.

d) Storage of Medication

- Medications will be stored securely in a **locked container**, either in the refrigerator or a designated cupboard.
- **EpiPens and puffers** will be kept accessible at the centre at all times.
- Parents must **take all other medications home each evening**.

e) Do Not Leave Medication in Belongings

- For safety reasons, **do not place any medications**—including Tylenol, decongestants, vitamins, or prescriptions—in your child's bag or belongings.

f) Tylenol Policy

- We can only administer Tylenol or other fever/pain medication if the child has an **Individual Plan of Action (IPOA)** in place **and** we have a doctor's note stating that it is medically necessary, including:
 - The dose
 - The maximum number of doses per day
 - The time interval between doses
 - The conditions under which it may be given

g) Illness and Pick-Up Procedures

- If your child becomes ill during the day, you will be **notified immediately**.
- If we are unable to reach a parent/guardian, we will contact the **emergency contacts** listed in your child's file.
- Children who become ill must be **picked up within one hour** of notification.

Nut Free Policy

To ensure the safety of all children, **The Little School is a completely nut-free environment.** **No nuts or food products containing nuts**—including nut oils, nut butters (such as peanut or almond butter), or traces of nuts—are permitted on the premises at any time.

This includes, but is not limited to:

- Chocolates and chocolate bars
- Cookies and baked goods
- Granola bars
- Peanut butter sandwiches
- Any homemade or packaged items that list nuts or nut products as ingredients

We ask all families to **read food labels carefully** and to avoid sending any food that may contain or have come into contact with nuts.

Thank you for helping us keep our environment safe for children with life-threatening allergies.

No Outdoor Food Policy

To ensure the safety and well-being of all children—especially those with allergies or dietary sensitivities—**no outside food is permitted at The Little School** without prior approval from the **Supervisor or Assistant Supervisor**.

Exceptions may be made **only in cases where a child has specific dietary restrictions** that cannot be accommodated by the centre. In such cases, parents must receive written approval and provide all necessary details.

We thank you for your cooperation in maintaining a safe and inclusive environment for all children.

Nutrition

The Little School provides **nutritious morning and afternoon snacks**, as well as a **hot lunch** each day. All meals and snacks are **prepared on-site** by our dedicated **Child Care Centre Cook**, following dietary guidelines that support children's health and development.

Weekly menus are posted in each program room, allowing families to stay informed about the meals being served. Our menus are designed to offer a variety of balanced, child-friendly options that promote healthy eating habits. All menus are designed in accordance with **Canada's Food Guide and Ottawa Public Health nutrition guidelines**.

Children with Allergies

The Little School is committed to providing a **safe and inclusive environment** for all children, including those with **life-threatening allergies**. We recognize that while it is impossible to eliminate all risk, the risk of **accidental exposure** can be significantly reduced through careful planning, collaboration, and consistent practices.

Enrollment and Allergy Management

During the enrollment process, the **Assistant Supervisor** will contact the child's parents/guardians only if there are any questions related to the allergy concern and create the IPOA before the start date. The centre reserves the right to **decline registration** if it is determined that the allergy **cannot be safely managed** within our setting.

For any child with a known **anaphylactic allergy**, an **Anaphylaxis Individual Treatment Plan** must be completed in collaboration with the child's parents/guardians. This plan outlines emergency procedures and ensures the child's **safety and well-being** while in care.

If dietary accommodations are required due to the allergy, the **Assistant Supervisor** will work closely with the family to determine if the centre can meet the child's **nutritional needs** or if the family will need to provide specific foods.

Parents must **notify the Assistant Supervisor immediately** of any changes to their child's allergies or treatment plan. All Anaphylaxis Individual Plans are reviewed:

- **Annually,**
- **Any time a treatment plan changes,** and
- **As part of the centre’s annual health and safety review.**

Staff Training and Awareness

All staff, students, and volunteers working with children are trained to:

- Recognize the **signs and symptoms** of life-threatening allergies
- **Respond appropriately** in emergency situations
- **Prevent and minimize exposure** to allergens

Anaphylaxis policies and individual action plans are reviewed:

- **Before beginning employment or placement,**
- **Annually,** and
- **Whenever there is a significant update** to a child’s plan

All staff, students, and volunteers review the centre’s **anaphylaxis policy** and any relevant **Anaphylaxis Individual Treatment Plan before** working with a child with a life-threatening allergy and at least **annually** thereafter.

Reducing the Risk of Exposure

We implement the following practices to reduce exposure without limiting a child’s ability to **participate fully** in the program:

1. Identification and Communication

- Each child's **Anaphylaxis Individual Action Plan** and **Allergy, Medical and Food Concern cards** are posted or readily accessible in:
 - Program rooms
 - Food preparation areas
 - Any other areas the child frequents

2. Meal Time Practices

- **Handwashing** is required for all children and staff before and after eating
- **Tables are disinfected** before and after meals
- **Food, utensils, and containers** may not be shared
- When possible, children with allergies will sit with a **permanent staff member** during meals
- Children with anaphylactic allergies will only consume food:
 - **Prepared by The Little School, or**
 - **Provided by the child's parents, with written consent**

3. Other Practices

- Materials used in activities (e.g., play dough, art supplies, stuffed toys) are carefully selected to **avoid allergens**

- Staff are **prohibited from consuming nut-containing foods** on-site. If accidental exposure occurs, staff must **wash hands, brush teeth, and sanitize accordingly**
- During **outdoor yard checks**, staff remain vigilant for signs of allergens (e.g., **nuts buried by squirrels**) and remove any potential hazards
- Parents/guardians are responsible for providing **up-to-date epinephrine auto-injectors** (for example, EpiPens) and for replacing them before the expiry date. Whenever possible, families are encouraged to provide **two** labelled auto-injectors to be kept at the centre.

Our goal is to **safeguard every child's well-being** through collaboration, communication, and thoughtful prevention strategies. We appreciate your support in maintaining a safe and allergy-aware environment.

Outdoor Play

Outdoor play is an essential part of our daily program and plays a key role in supporting children’s physical health, emotional well-being, and overall development.

Weather permitting, and provided that staffing ratios are fully maintained as required by the Ministry of Education:

- Children who attend for **six hours or more** will spend a **minimum of two hours outdoors each day**, scheduled as two periods of at least one hour each.
- Children who attend for shorter days will participate in **at least one outdoor play period**.

Outdoor play may be modified or cancelled in the event of extreme weather conditions (for example, wind chill below -25°C , smog alerts, poor air quality, or lightning).

Each day includes **planned active physical play** (such as running, climbing, dancing, and gross motor games) indoors and/or outdoors.

We ask that parents ensure their child is dressed appropriately for the weather, including:

- Warm layers in cold weather
- Waterproof clothing and boots for wet conditions
- Sun hats and sunscreen during warmer months
- Clothing that allows for exploration of puddles, sand, and mud

We believe that time spent outdoors—regardless of the season—fosters curiosity, creativity, and resilience in young children.

Risky and Messy Play

We encourage children to engage in both risky and messy play during indoor and outdoor activities.

Risky play is play that allows children to explore uncertainty and challenge themselves, within appropriate limits. This includes climbing, balancing, running fast, jumping from heights, or exploring new environments.

- **Builds Confidence and Resilience**
 - Children learn to test their abilities and gain confidence when they take manageable risks.
 - They start to understand their limits and feel proud when they overcome challenges.

- **Improves Physical Skills**
 - Activities like climbing, running, and jumping develop coordination, strength, balance, and motor skills.

- **Encourages Problem-Solving and Decision-Making**
 - Kids learn to assess danger, make judgments, and weigh risks versus rewards.
 -

- **Promotes Independence**
 - They become more self-reliant when they explore without constant adult direction.

- **Reduces Anxiety**
 - Research suggests that when kids are allowed to take appropriate risks, they're *less* likely to develop anxiety and fear.

Activities Off the Premises

From time to time, children may participate in activities that take place **outside the child care centre**.

- **Neighbourhood walks** may occur spontaneously, weather permitting and with appropriate staffing ratios. Parents will be **informed in advance** of these outings.
- The only **regularly scheduled off-site events** are:
 - **Remembrance Day Parade** on Trim Road
 - The **Annual Emergency Fire Drill** to our designated emergency shelter at **Oakwood**, located at **366 Taylor Creek Drive**

These outings are planned with care, and all necessary safety protocols are followed. Parents will be notified in advance and asked to sign any required permission forms.

Clothing and Footwear

To ensure your child's comfort, safety, and full participation in daily activities, we ask that each child have an **extra set of clothing** available at the centre at all times.

Children must wear **appropriate closed-toe footwear** that:

- Supports safe movement and active play
- Reduces the risk of slipping, tripping, or losing balance
- Fits securely and is not at risk of falling off

Footwear should be suitable for both **indoor and outdoor activities**. Please avoid flip-flops, loose sandals, or shoes with slippery soles.

Thank you for helping us keep your child safe and comfortable throughout the day.

Toileting

As children approach the transition to the **Junior Preschool program**, where **educator-to-child ratios increase**, we begin to introduce **toileting routines** in the **Junior and Senior Toddler rooms**.

To support a smooth transition, **potty training typically begins in the spring**, allowing time for children to develop readiness at their own pace.

Our educators will:

- Partner with families to **share strategies, resources, and encouragement**
- Provide consistent and positive support during toileting routines
- Follow each child's individual cues and needs throughout the process

Our shared goal is to help children enter the Junior Preschool program **with confidence and, ideally, diaper-free**, while recognizing that each child's journey is unique.

Rest Period

At The Little School, we recognize that rest is an important part of a balanced day, even for children who may not require a full nap. Quiet rest periods help support children's emotional regulation, physical well-being, and ability to engage meaningfully in learning and play.

The need for sleep and rest varies by age and individual, and our educators work in partnership with families to support healthy rest habits that complement each child's home routine.

Rest Guidelines by Age

- **Infants under 18 months** follow individualized sleep schedules based on their developmental needs and family preferences. These routines are communicated and updated by parents.
- **Children over 18 months** who attend care for more than six hours will participate in a daily rest period after lunch:
 - Sleep is not required, but all children are encouraged to rest quietly on their cots for a minimum of **30 minutes**.
 - Quiet activities are available for children who do not fall asleep.
 - After this period, children who are awake may engage in quiet activities.
 - The total rest period will **not exceed two hours**.
 - Comfort toys from home are welcome to help children relax.

Supervision and Safe Sleep

- Educators conduct **regular visual checks** of all children during rest time to ensure breathing, colour, and general well-being.

- For infants under 12 months, we follow **safe sleep practices** recommended by health authorities, including placing infants on their backs to sleep, unless otherwise directed in writing by a physician.
- Any significant changes in a child's sleep patterns are documented and shared with families as needed.

Supporting Individual Needs

If a parent requests that their child not nap, educators will:

- Encourage quiet wakefulness and offer calm activities
- Monitor the child closely
- Allow the child to sleep if they fall asleep naturally, ensuring they rest for at least 30 minutes

If a family wishes to phase out naps entirely, educators will implement a gradual transition plan in collaboration with the parents, always prioritizing the child's comfort and developmental readiness.

Accident Reports

If your child experiences an accident while in our care, our educators will complete an **Accident Report** documenting the incident, including any care or first aid provided.

- A copy of the report will be **shared with you through Lilio** on the same day.
- You will also be asked to **review and sign the report** when picking up your child.
- Parents may request a **hard copy** of the report at any time.
- The **original signed report** will be kept in your child's confidential file.

We are committed to maintaining open communication and transparency to ensure your child's safety and well-being.

Safety Transition Plan

To ensure **safe and smooth transitions**—particularly to and from outdoor play—The Little School follows established procedures designed to maintain **accurate supervision** and promote **child safety** at all times.

Transition Procedures

- The **Maintenance Supervisor** is responsible for **setting up the playground** with toys and necessary materials before the children transition outdoors. If unavailable, this responsibility falls to the program educators.
- Each classroom uses a **dry-erase board** to display the **current number of children present**, providing a clear and immediate visual reference for staff.
- During transitions (e.g., to the playground or lunchroom), educators complete a **Transition Form**, documenting **headcounts at multiple checkpoints**.
 - Each staff member must **initial** the form at every checkpoint to confirm accuracy.
- **Early Childhood Educators (ECEs)** use **walkie-talkies** to maintain communication with the office:
 - Upon **arrival at the playground**
 - Upon **returning indoors**
- The **last staff member** leaving the playground must:
 - Conduct a **final safety sweep** of the area
 - Use the walkie-talkie to confirm with the office that the playground is **clear** (“Playground Clear”)

Oversight and Accountability

- The **Supervisor and Assistant Supervisor** conduct **weekly spot checks** to:
 - Ensure transition procedures are being followed
 - Verify **headcount accuracy**
 - Confirm that **all required staff signatures** are present on the transition forms

These practices ensure that every child is accounted for during transitions and that all staff are actively engaged in maintaining a **safe and organized environment**.

Emergency Management

The Little School has a comprehensive **Emergency Management Policy** in place to ensure the safety and well-being of all children and staff during unexpected situations.

This policy provides **clear procedures** for staff to follow in the event of an emergency, including evacuations, lockdowns, and other critical incidents.

- We have a **designated evacuation site**, and staff are trained to carry out emergency protocols safely and efficiently.
- In the event of an emergency, parents/guardians will be notified as soon as possible via **phone, email, or through Lilio**, our communication platform.
- Updates will continue to be shared until the situation has been resolved and it is safe to return to regular operations.

The safety of your child is our top priority, and we thank you for your trust and cooperation in these situations.

Fire Drill

To ensure the safety of all children and staff, **fire evacuation plans** are clearly posted in every program room and at all exits.

- **Fire drills are conducted monthly** to help children and staff become familiar with emergency procedures.
- Children are only expected to participate in outdoor evacuations during **favourable weather conditions**.
- If you arrive with your child(ren) during a fire drill, we kindly ask that you **remain with them** until the drill is complete and the program resumes regular activities.

Regular practice helps children feel confident and prepared in the event of a real emergency.

Inclement Weather

In the event of **inclement weather**, families will be notified through **Lilio** if The Little School will be **closed** and when it is expected to **reopen**.

We are committed to giving families as much notice as possible; however, due to the **unpredictable nature of severe weather**, there may be situations where notification is sent **only a few hours before the centre's scheduled opening**.

Your understanding and flexibility are appreciated as we prioritize the **safety of children, families, and staff** during weather-related closures.

Medical Emergency

In the event of a **medical emergency**, every effort will be made to **contact parents or designated emergency contacts** immediately.

However, if it is not possible to reach a parent/guardian and **urgent medical attention is required**, The Little School will take appropriate action to ensure your child receives the necessary care. This may include **transporting your child to the nearest hospital emergency room** for treatment.

Your child's safety and well-being are our highest priorities, and we will continue to keep you informed throughout the situation.

Parents' Issues and Concerns

At The Little School, we are committed to providing a **transparent and respectful process** for addressing any issues or concerns raised by parents/guardians. We encourage open communication and strong partnerships with families, in alignment with our **program statement** and our commitment to **positive, responsive relationships**. We will provide an **initial response within two (2) business days** of receiving an issue or concern.

We value your input and strive to resolve concerns promptly and constructively. The following outlines our approach to handling issues and concerns:

1. Confidentiality

All issues and concerns will be treated **confidentially**. Information will only be shared with those directly involved in the resolution process, except where disclosure is required by law (e.g., Ministry of Education, College of Early Childhood Educators, law enforcement, or Children's Aid Society).

2. Conduct

The Little School maintains a standard of **positive communication and respectful interaction** for all families and staff.

- **Harassment or discrimination** will not be tolerated.
- If a parent/guardian or staff member feels uncomfortable, threatened, or disrespected, they may **end the conversation** and report the situation to the **Supervisor or Assistant Supervisor**.

3. Concerns about Suspected Abuse or Neglect

All individuals—including parents, staff, and members of the public—have a **legal duty to report** suspected cases of child abuse or neglect to the **Children’s Aid Society (CAS)**. If a parent expresses concern about potential abuse or neglect, they will be directed to contact CAS directly.

Staff are required to report these concerns as outlined in the **Child, Youth and Family Services Act**.

For more information, visit: www.children.gov.on.ca

4. Process for Reporting Issues and Concerns

Issues and concerns can be raised **verbally or in writing** to any staff member. In most cases, the **educator or head educator** in your child’s program is the first point of contact. Concerns related to broader centre operations should be directed to the **Supervisor or Assistant Supervisor**.

We aim to respond to all concerns **within two business days**, and follow-up responses will be provided **verbally or in writing upon request**.

Common Types of Concerns and Who to Contact

Nature of Concern	Who to Contact
Program-related (e.g., sleep, feeding, activities, toilet training)	Program staff (Educator/Head Educator) or Supervisor/Assistant Supervisor
General Centre Operations (e.g., fees, hours, waitlists, menus)	Supervisor or Assistant Supervisor

Nature of Concern	Who to Contact
Staff Conduct or Concerns	Address directly with the individual or report to Supervisor/Assistant Supervisor
Student/Volunteer Conduct	Report to the supervising staff or Supervisor/Assistant Supervisor

Note: Any concerns involving staff, students, or volunteers that **impact a child's health, safety, or well-being** should be reported to the **Supervisor immediately**.

5. The Little School's Response Process

The following steps will be taken to address concerns:

- Respond to the issue **at the time** it is raised, if possible, or arrange a **meeting within two business days**
- **Document** the concern, including:
 - Date/time received
 - Person receiving the concern
 - Parent/guardian's name
 - Details of the concern
 - Steps taken and next steps
- **Refer or escalate** to the appropriate person as needed
- Begin the **investigation within two business days** (or as soon as reasonably possible)
- **Communicate resolution** or outcome to the parent/guardian
- **Securely store all documentation** in the appropriate file (e.g., child's file or staff file)

6. Escalation Process

If a parent/guardian feels that a concern has not been adequately resolved, they may escalate it in the following order:

1. Program Educator or Staff Member
2. Head Educator
3. Supervisor
4. **Board President** (*to be contacted only after the above steps have been followed and the issue remains unresolved*)

7. External Reporting Options

Parents/guardians may also contact the appropriate regulatory body, including:

- **Ministry of Education – Child Care Quality Assurance and Licensing Branch:** families may contact the Ministry if they have concerns about compliance with the Child Care and Early Years Act, 2014. Current contact information is available through the **Licensed Child Care Finder** on the Ontario government website.
- **Ottawa Public Health**
- **Children’s Aid Society**
- **Police**
- **Ministry of Labour, Fire Department, Ministry of Environment**
- **College of Early Childhood Educators**
- **Other applicable professional regulatory bodies**

We are committed to maintaining a safe, respectful, and collaborative environment for all families. Your concerns are always welcome and help us improve the quality of care and education at The Little School.

Serious Occurrence Reporting/Posting

All **licensed Child Care Centres** and **Home Child Care Agencies** in Ontario are required to report **serious occurrences** to the **Ministry of Education**.

A serious occurrence may include, but is not limited to:

- A **serious injury** to a child
- A **fire**, natural disaster, or other emergency affecting the premises

It is important to understand that a serious occurrence **does not necessarily indicate non-compliance** with licensing standards or that children are at risk. Many factors may lead to a report, including incidents that are managed appropriately but still meet the Ministry's reporting criteria.

Public Notification Requirement

As of **November 1, 2011**, the Ontario government requires licensed child care programs to **post information about serious occurrences** to promote transparency and awareness.

When a serious occurrence is reported:

- A "**Serious Occurrence Notification Form**" is completed and
- Posted in a visible area of the centre for a minimum of 10 business days. The form must remain posted for at least 10 business days after any updates are made.

This process ensures families have access to key information while protecting the **confidentiality** of all individuals involved.



For more information about licensed child care in Ontario or to view inspection results, visit:
www.ontario.ca/licensedchildcare

Photographs

At The Little School, **photos and videos** are taken as part of daily documentation, learning stories, and special moments to **share with parents/guardians** of the children featured.

To protect the **privacy and safety of all children**, the following guidelines apply:

- Photos and videos are only shared with the **parents/guardians of the child(ren)** who appear in them.
- **Parents/guardians are not permitted to take photographs or videos** of any children in the program **other than their own**, unless:
 - **Written permission** is obtained from the other child's parent/guardian, **and**
 - **Approval** is granted by program staff.

These measures ensure that all families feel secure and respected when it comes to the sharing of images within our community.

Volunteers

The Little School welcomes volunteers as valued contributors to our community. To ensure the safety and well-being of all children, the following requirements apply to anyone wishing to volunteer, including parents, guardians, and family members over the age of 16:

- All volunteers must submit a **Police Records Check – Vulnerable Sector Screening** before beginning any volunteer work. The screening must be issued no more than six months before the volunteer's start date.
- Only individuals with a clear records check will be permitted to volunteer.
- A volunteer letter may be requested from the Supervisor to process the Police Records Check at no cost through the Ottawa Police Service.

Supervision and Ratios

- Volunteers are **always supervised by an employee** of The Little School.
- Volunteers are **never permitted to be alone with a child** and **may not be counted** toward the required staffing ratios under Ministry of Education regulations.
- Direct, one-on-one supervision of a child by a volunteer is strictly prohibited unless the volunteer is also an employee of The Little School and is working in an employee role at that time.

These measures help us provide a safe, inclusive, and professionally supported environment for all children in our care.

Students

The Little School proudly collaborates with high schools, colleges, and universities to offer practical learning placements for students pursuing studies in Early Childhood Education, child care, family studies, nursing, and related fields.

These students bring fresh perspectives and enthusiasm to our programs and often contribute to individualized care and enriching activities that benefit the children.

All students:

- Work under the **direct supervision of qualified staff at all times**
- Are **never left alone with children**
- Are **not included** in Ministry-required staff-to-child ratios
- Are expected to follow all policies and procedures of The Little School during their placement

By supporting student learning, we help foster the next generation of caring, competent professionals in the field of early childhood education.

Supervision

The Little School maintains supervision and staffing in accordance with the **Child Care and Early Years Act, 2014 (CCEYA)**. Staff-to-child ratios vary by age group and time of day to ensure children receive the appropriate level of care, support, and attention.

Program	Indoors	Outdoors
Infants	3:10 (3 educators per 10 children)	1:3
Senior Toddlers	1:5 between 8:30 am and 5:00 pm (1 educator per 5 children) 1:8 before 8:30 am and 5:00 pm (1 educator per 8 children)	1:5
Junior Toddlers	1:5 between 8:30 am and 5:00 pm (1 educator per 5 children) 1:8 before 8:30 am and 5:00 pm (1 educator per 8 children)	1:5
Junior Preschoolers	1:8 between 8:30 am and 5:00 pm (1 educator per 8 children) 1:12 before 8:30 am and 5:00 pm (1 educator per 12 children)	1:8
Senior Preschoolers	1:8 between 8:30 am and 5:00 pm (1 educator per 8 children) 1:12 before 8:30 am and 5:00 pm (1 educator per 12 children)	1:8
Kinders	1:10 between 8:30 am and 5:00 pm (1 educator per 10 children)	1:10

	1:24 before 8:30 am and 5:00 pm	
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These ratios help ensure that children receive safe, developmentally appropriate supervision throughout the day, both **indoors and outdoors**. Adjustments in ratios during extended care hours reflect Ministry guidelines while maintaining quality care.

Proof of Identity

For the safety of all children in our care, **staff will only release a child to a parent or legal guardian**, unless **written authorization** has been provided by the parent/guardian in advance.

If someone other than the parent or legal guardian is picking up the child:

- The parent must **notify program staff in advance**
- The individual may be asked to present **photo identification**, especially if staff are unfamiliar with them
- This policy applies to **all individuals**, including parents/guardians who are not recognized by staff

Please ensure that anyone authorized to pick up your child arrives **prepared with valid photo ID**. These procedures help us maintain a **safe and secure environment** for all children.

Access Fobs

To ensure the safety and security of all children and staff, The Little School uses a **controlled-access system** at the main entrance, including **security cameras** and a **remote entry receiver** monitored by staff.

To access the building:

- Families must obtain a **key fob** from the office.
- A **\$20 deposit per fob** is required. This deposit will be **refunded upon your child's withdrawal** from the program, provided the fob is returned.
- If a fob is **lost**, please report it to the office immediately and request a **replacement**.

We kindly ask that you:

- **Use your fob** to enter the building whenever possible
- **Avoid ringing the doorbell** unless necessary

Your cooperation helps us maintain a secure environment for everyone at The Little School.

Unacceptable Behaviours

At The Little School, we are committed to fostering a **safe, respectful, and inclusive environment** for all children, families, and staff. The following behaviours are considered **unacceptable** and will not be tolerated under any circumstances:

- **Bullying** of any kind—physical, verbal, emotional, social, or cyber—including repeated, intentional, hurtful comments, actions, or visual displays
- **Harassment**, including any unwelcome behaviour that degrades, demeans, humiliates, or embarrasses another person, and which a reasonable person would recognize as inappropriate
- **Abuse** in any form—sexual, physical, or psychological—including verbal or written abuse, or abuse communicated by any other means
- **Discrimination** against any individual or group based on race, colour, ancestry, nationality, ethnic background, religion, age, sex, gender identity or expression, sexual orientation, marital or family status, source of income, political beliefs, or physical or mental ability

Consequences

The Little School takes these matters seriously. The following actions will be taken in response to violations of this policy:

- **Staff Members:** May face immediate **termination of employment**
- **Children:** May be **discharged from the program** if behaviours persist despite support and intervention
- **Parents/Guardians:** May be asked to **withdraw their child from the program** if they engage in behaviours that threaten the well-being of others or violate the values of the centre



Our goal is to maintain a nurturing and respectful environment where every child can grow, learn, and thrive. We appreciate your support in upholding these standards.

Contact Us

If you have questions, need support, or would like to speak with someone at The Little School, please refer to the contact information below:

Position	Name	Email Address	Extension Number
Supervisor	Laurel Boutet	tls@thelittleschool.ca	722
Assistant Supervisor	Robyn Graham	assistantsupervisor@thelittleschool.ca oldaycare.org	720
Administrator	Katia Farfan	admin@thelittleschool.ca	721

For inquiries related to your child's classroom:

- Please message the **program educators directly through Lilio**.
- Our educators will respond as soon as possible, keeping in mind that their **first priority is the care and supervision of children**.

We value your communication and are here to support you and your family.

Acknowledgment Form

This form acknowledges that I have received a copy of **The Little School's Parent Information and Policies Handbook – 2025**. I have read and understand the contents of the handbook. I acknowledge that I am responsible for being familiar with and complying with the policies outlined within.

I also understand that the policies in this handbook serve as guidelines and may be updated or modified by The Little School as needed. Any such changes will be communicated to families in a timely manner.

This signed acknowledgment form, along with the rest of the required registration documents, must be returned **prior to my child's first day of attendance**.

Child's Name: _____

Parent/Guardian 1 Name

Parent/Guardian 1 Signature

Date (dd/mm/yy)

Parent/Guardian 2 Name

Parent/Guardian 2 Signature

Date (dd/mm/yy)

Diet Form

Child's Name: _____

Please indicate which dietary options are permitted for your child while attending The Little School. Select all that apply:

- Vegetarian Diet
- Vegan Diet
- Halal Meat
- Non-Halal Meat

If you have **specific dietary requirements** or additional notes regarding your child's diet, please contact:

Robyn Graham, Assistant Supervisor

Contact information can be found on **page 75** of the Parent Information and Policies Handbook.